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| <b>Reference:</b>       | FOI.21469.26                  |
| <b>Subject:</b>         | Workforce management software |
| <b>Date of Request:</b> | 28 August 2026                |

**Requested:**

I would like to request information on software providers for these workforce management functions:

1. agency for allied health professionals
2. agency for medics
3. agency for nurses

For each of these, could you please provide:

- a. the name of the current provider
- b. the contract start and end dates, including any extension options
- c. the annual contract spend
- d. the number of licences contracted/purchased and count of licences used

**Response:**

Hywel Dda University Health Board (UHB) has applied an exemption under Section 43 of the Freedom of Information Act 2000 (FOIA) to the annual contract spend, as they relate to third parties and disclosure would be prejudicial to their commercial interests. Section 43(2) exempts information, where disclosure would or would be likely to prejudice the commercial interests of any company.

Commercial interests may be prejudiced where disclosure would, or would be likely to:

- Weaken a company's position in a competitive environment by revealing market sensitive information or information of potential usefulness to its competitors.
- Damage a company's business reputation or the confidence that customers/users, suppliers or investors may have in it.

This exemption is qualified; therefore, even if information falls within Section 43, public authorities must then apply the public interest test set out in Section 2(2)(b). The information can only be withheld if the public interest in maintaining the exemption outweighs the public interest in disclosure.

The UHB has therefore considered the following:

**In favour of disclosure:** There is a public interest in transparency and in the accountability of public funds. Furthermore, it is in the public's interest that public funds be used effectively and that public sector bodies obtain the best value for money when contracting for the provision of services. Private sector bodies engaging in commercial activities with the public sector must expect some information about those activities to be disclosed.

**Against Disclosure:** Disclosure of this information would have a direct impact and cause substantial harm to the providers, as it would disclose their pricing and products/services provided

to the UHB, and it would be likely that this would damage their ability to work within a highly competitive sector. The information being requested is likely to be used by their competitors to gain a competitive advantage.

**Decision:** The UHB has considered that releasing the information under the FoIA, to which the UHB is subject, will give an unfair advantage to the suppliers' competitors. The UHB believes that there is a wider established public interest in companies not being prejudiced merely because they have contracted with or are bidding to contract with a public sector body, and that there is a public interest in ensuring that there is competition for public sector contracts.

Additionally, to ensure continuous service delivery and patient safety, the UHB must be able to engage with agency providers to provide the required staffing; should the costs requested be disclosed, then they may consider no longer trading with the UHB, which could impact on the UHB's service delivery.

Therefore, the public interest in withholding the annual contract spend is greater than the interests in disclosing it and thereby giving unfair commercial advantage to competitors of the company to which this information concerns.

Additionally, the agency contract for Nursing and Midwifery (N&M) staff is managed on an all All-Wales basis by NHS Wales Shared Services Partnership (NWSSP). We therefore recommend that you contact the Freedom of Information team in NWSSP who should be able to assist you further with question 3c of your request. Contact details are as follows:

[shared.services@wales.nhs.uk](mailto:shared.services@wales.nhs.uk) or alternatively in writing to: NWSSP, Information Governance Manager, 4-5 Charnwood Court, Heol Billingsley, Parc Nantgarw, Cardiff, CF15 7QZ.

However, whilst operating in accordance with the Section 45 Freedom of Information Code of Practice, the UHB has a duty to provide advice and assistance and therefore, provides the information it holds in response to the remainder of your request within the table below.

|                                 | 1. Allied Health Professionals                             | 2. Medical and Dental | 3. N&M                                                                     |
|---------------------------------|------------------------------------------------------------|-----------------------|----------------------------------------------------------------------------|
| a. Current provider             | Medacs                                                     |                       | RL Datix- Allocate Optima                                                  |
| b. Contract start and end dates | October 2025 to October 2026 (on a rolling 12 month basis) |                       | 31 January 2026 to 30 January 2030. Option to extend for a further 4 years |
| c. Annual contract spend        | S43                                                        |                       | Contact NWSSP                                                              |
| d. Number of licences           | Not applicable                                             |                       | 6,800 licences – across all staff groups                                   |