

Reference:	FOI.20231.26
Subject:	Workforce systems
Date of Request:	17 April 2026

Requested:

I'm getting in touch to submit a Freedom of Information request regarding the workforce systems used at your Trust.

For each of the areas listed below, I'd be grateful if you could share the following details:

- a. Name of the software or service provider
- b. Contract start date
- c. Contract end date
- d. Total spend over the last year (please confirm the period this covers)

The areas I'm asking about are:

1. Job Planning - AHP (e.g. SARD, L2P, Zircadian, RLDatix, etc.)
2. Bank (Tech) - Admin and Clerical (e.g. Locum's Nest, Patchwork Health, BankPartners, Agile LMS, etc.)
3. Bank (Tech) - AHP (e.g. Locum's Nest, Patchwork Health, BankPartners, Agile LMS, etc.)
4. Bank (Tech) - Nurses (e.g. Locum's Nest, Patchwork Health, BankPartners, Agile LMS, etc.)

Response:

Hywel Dda University Health Board (UHB) is applying an exemption under Section 43 of the Freedom of Information Act 2000 (FoIA), as the costs requested for questions 2d, 3d and 4d relate to a third party, RL Datix, and disclosure of their information 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.

Against Disclosure: Disclosure of this information would have a direct impact and may cause substantial harm to the provider, as it would disclose their pricing 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 consulted with the third party and has taken their comments into consideration. It has therefore been decided that releasing all of the information under the FoIA, to which the UHB is subject, will give an unfair advantage to the provider's competitors. The UHB believes that there is a wider established public interest in companies not being prejudiced merely because they have contracted with a public sector body, and that there is a public interest in ensuring that there is competition for public sector contracts.

The UHB considers that the public interest in withholding the total spend for the last year for its bank supplier, RL Datix, is greater than the interest in disclosing it.

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 provides the information it holds below.

1. The UHB does not hold the requested information as it does not use job planning software for Allied Health Professionals (AHPs).
2. - 4. The UHB uses one (1) system for its Administration and Clerical (A&C), AHP and Nursing and Midwifery (N&M) bank and provides the information requested within the table overleaf.

No.	Question	Answer
a.	Name of Bank system provider	RLDatix
b.	Contract start date	31 January 2026
c.	Contract end date	30 January 2031
d.	Total spend over the last year	Section 43 applied