



**The Clatterbridge  
Cancer Centre**  
NHS Foundation Trust

Clatterbridge Road  
Bebington  
Wirral  
CH63 4JY

Tel: 0151 556 5000  
Web: [www.clatterbridgecc.nhs.uk](http://www.clatterbridgecc.nhs.uk)

Date: 21 September 2020

**Re: Freedom of Information Request**  
**Ref: 190-2020**

Thank you for your email dated the 24<sup>th</sup> August, requesting information in relation to outsourcing in HR.

The information that you require is as follows:

**I am writing to you under the Freedom of Information Act 2000 to request information from your NHS organisation about outsourcing in HR.**

**To make it as easy as possible for you to supply the information to me I have created a spreadsheet (attached) for you to complete, and return to me via email.**

**Please see Appendix 1.**

Should you require any further information please do not hesitate to contact me on the email address provided below.

Please remember to quote the reference number above in any future communications.

If you are dissatisfied with the handling of your request, you have the right to ask for this to be investigated internally.

If you are dissatisfied with the information you have received, you have the right to ask for an internal review.

Both processes will be handled in accordance with our Trust's Freedom of Information Policy and the Freedom of Information Act 2000.

Internal investigation and internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be

addressed to: Freedom of Information Review, The Clatterbridge Cancer Centre NHS Foundation Trust, Clatterbridge Road, Bebington, Wirral, CH63 4JY

If you are not satisfied with the outcome of the internal investigation/review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

**In order for us to ensure customer satisfaction and to monitor compliance with the Freedom of Information Act 2000, we would be grateful if you could take a couple of minutes to complete a short feedback form via the link below:**

<https://www.surveymonkey.co.uk/r/H39RFMM>

# Appendix 1

FUNCTIONS	SUB FUNCTIONS	PLEASE MARK 1 COLUMN PER ROW		IF OUTSOURCED, TO WHICH COMPANY/SUPPLIER?	IF OUTSOURCED, WHAT WAS THE CONTRACT VALUE FOR FY 2018/2019	IF OUTSOURCED, WHAT WAS THE CONTRACT VALUE FOR FY 2019/2020?	IF OUTSOURCED, WHAT WAS THE CONTRACT VALUE FOR FY 2020/2021?
		MANAGED IN-HOUSE	OUTSOURCED				
Core HR	Workforce benefits team	X					
	HR Leadership and Business Partners	X					
	HR policy governance & development	X					
	Absence management	X					
	Employee relations	X					
	Workforce planning	X					
	Job evaluation	X					
	Personnel file management	X					
	Registration maintenance	X					
Occupational Health & Wellbeing			X	Pre April 2020 - Wirral University Teaching Hospital April 2020 to present - Liverpool University Hospitals Foundation Trust	£70,000	£70,000	£96,890.00
Recruitment		X					
Temporary Staffing			X	NHS Professionals (From July 2019)	Managed In House	£36,000	£36,000
Medical Staffing		X					
Workforce Information & Analytics	Maintenance & reporting of information from ESR	X					
	Set up and maintain all position data and associated ledger code/assignment of AFC/Medical & Dental terms and conditions.	X					
	Maintenance of workforce information databases	X					
	Processing, analysing and reporting workforce data	X					
Education	Needs analysis	X					
	Course catalogue development	X					
	Learning management system	X					
	Knowledge management	X					
	Course commissioning/delivery	X					
	e-learning material development	X					
	Assessments	X					
	Statutory mandatory training	X					
General training	X						
	Nurse & medical education & induction	X					
Organisational	Staff survey		X	Quality Health	£4,075	£4,075	£3,617
	Performance management	X					
	Organisational change	X					
	Equality & diversity	X					
	Leadership & team development	X					
Rostering		X					
HR specific systems	Systems (including licences, purchase and annual support and maintenance) to deliver the HR function (e.g. remote access tools, TRAC recruitment)	X					
	Designated software support staff associated with these systems						
Expenses reimbursement	Expenses processing	X					
	Expenses Software	X					
	Production of P11D forms		X	St Helens & Knowsley NHS Trust	Information not held - This is produced as part of an overall Payroll and Pensions Contract. Unfortunately, we are therefore unable to break down the costs of individual services.		