



**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: 27 December 2018

**Re: Freedom of Information Request**  
**Ref: 255-2018**

Thank you for your email dated 28th November 2018 requesting information regarding rostering.

The information that you require is as follows:

**Under the Freedom of Information Act, please provide the following information on rostering suppliers currently implemented at your organisation as well as the staff group they are implemented for (Nursing and HCAs, Medical & Dental, AHPs, Scientific, Estates and Facilities, Admin & Clerical)**

- 1a. Rostering Supplier **Allocate Software plc**
- 1b. Contract Start Date **November 2014**
- 1c. Contract End Date **31<sup>st</sup> January 2020**
- 1d. Annual Cost 17/18 **£5,962**
- 1e. What framework was used to procure the supplier? **Crown Commercial Service**
- 1f. What is the exit cost for leaving the framework the supplier was contracted from? **This is not available. Should this situation arise, this would be negotiated.**
- 1g. What percentage of workforce are rostered on the system? **59%**

1h. Can staff self-roster on your platform? **Not at this time. However, staff can put in up to 3 requests per roster period to swap/change assigned shifts in which the manager can they approve or reject.**

1i. What percentage of rostered shifts are self-rostered?

**Over the last 3 months the average was as follows;**

**Auto Rostered = 29%**

**Manually Rostered = 69%**

**Roster Requested by Staff = 2%**

2. Is the rostering system hosted:

2a. On-premise **Yes**

2b. Supplier private cloud

2c. Microsoft Azure

2d. AWS (Amazon Web Services)

3a. Does the rostering system have an open API? **Yes**

3b. If yes to the above question, is it a bi-directional (two-way) interface?

**Yes**

3c. What other 3rd party systems does the rostering application currently integrate to? **ESR**

4. Does the rostering system integrate to ESR? **Yes**

5a. Are API's offered as part of the standard service/solution with your 3rd party provider or are these an additional fee? **Standard solution**

5b. If API's are an additional cost, what is the annual cost for API's from your rostering supplier? **N/A**

Please answer the following questions on effective rostering/optimisation:

6a. Do you use a rostering management information tool to ensure you are rostering effectively? **No**

**6b. If yes, who is the supplier? N/A**

**6c. What is the contract start date? N/A**

**6d. What is the contract end date? N/A**

**6f. What is the annual cost 17/18 for this service? N/A**

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>**