



**The Clatterbridge
Cancer Centre**
NHS Foundation Trust

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Date: 3 October 2019

Re: Freedom of Information Request
Ref: 255 – 2019

Thank you for your email dated the 12th September 2019 requesting information regarding Robotic Process Automation solutions used at the Trust.

The information that you require is as follows:

I am writing to make an information request regarding Robotic Process Automation solutions used at your organisation. Please complete the FOI questions below.

Robotic Process Automation (RPA) is software which can automate manual, computer-based tasks by using virtual workers which mimic the way humans interact with applications on a computer. As a result, RPA can drive efficiencies in corporate services by increasing productivity, reducing staff workload and generating cost savings.

RPA Budgets

1a. Does your organisation have a dedicated budget for investing in RPA? If yes, please provide your organisations RPA budget for 19/20

No, we do not have a dedicated budget for investing in RPA.

1b. To date, how much has the organisation invested in RPA solutions?

Nil- The Trust has not invested in RPA solutions.

RPA Supplier

2a. Does your organisation use a third-party to provide an RPA software solution? If yes, please provide the name of the supplier (e.g. Thoughtonomy, Automation Anywhere, UiPath, Blue Prism etc.)

No, we do not use a third party to provide an RPA software solution.

2b. Please provide a brief description as to the project the RPA provider is undertaking/has undertaken at the organisation (e.g. reporting, system integration, tax management etc.) including which departments within the organisation this is/has been implemented

N/A- please see responses above

2c. How many employees (headcount) are involved in the operationalisation of the RPA solution at your organisation post-implementation?

N/A- please see responses above

2d. Please state the start and end date of the contract with the supplier

N/A- please see responses above

2e. Did the organisation use a framework to procure these services? If yes, please provide the name of the framework

N/A- please see responses above

2f. Please provide detail on how the RPA provider has charged the organisation? (e.g. costing by development and consultancy day rates, annual/monthly license fees, additional fees for bespoke services)

N/A- please see responses above

2g. What was the annual cost to the organisation for the provision of the RPA solution in 18/19?

N/A- please see responses above

2h. Has your organisation seen any quantifiable benefits through the use of your RPA solution provider? Please provide details on the benefits achieved (e.g. reduced time spent on task by X%, saved X amount of hours per task per month, achieved savings of X amount

N/A- please see responses above

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>