



**The Clatterbridge
Cancer Centre**
NHS Foundation Trust

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Date: 25 November 2020

Re: Freedom of Information Request
Ref: 252-2020

Thank you for your email dated the 28th October, requesting information in relation to rostering.

The information that you require is as follows:

Under the Freedom of Information (FOI) act I am submitting a request for information on your organisations rostering information. Please can you complete the attached FOI Questions.

Please see Appendix 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.

Appendix A

Rostering Information

Please can you fill out the below questions relating to the rostering system used at your organisation, for each staffing group outlined below

	Nursing & Health Care Assistants (HCAs)	Medical & Dental	Scientific, Therapeutic & Technical Staff (STT) including of Allied Health Professionals (AHPs)	Administration & Estates
1. What is the name of your rostering supplier?	Allocate	Allocate	Allocate	Allocate
2. What is the contract start date for your rostering supplier?	31.08.2019	31.08.2019	31.08.2019	31.08.2019
3. What is the contract end date for your rostering supplier?	30.08.2022	30.08.2022	30.08.2022	30.08.2022
4. What was the annual cost of your rostering supplier for the the financial year 19/20 (April 2019 - March 2020)?	** Exemption under Section 43(2) Prejudice to commercial interests of the Freedom of Information Act 2000 ("the Act").			
5. Are there any exit costs incurred for changing rostering supplier? If yes, please state the exit cost	Yes, however this would be negotiated should this scenario arise.			
6. What framework was used to procure the supplier?	Health Trust England			
7. What percentage of workforce are rostered on the system?	52.30%			
8. Can staff self-roster on your platform? <i>Self rostering is when a staff member can sign up to shifts and choose their own work schedules themselves</i>	Yes	Yes	Yes	Yes
9. What percentage of rostered shifts are 'self-rostered'?	1.57%			
10. Does your rostering solution allow for automatic generation of rosters?	Yes	Yes	Yes	Yes
11. How is the rostering system hosted?				
a. On-premise				
b. Supplier Private Cloud	X	X	X	X
c. Microsoft Azure				
d. Amazon Web Services (AWS)				
12. Are Application Programming Interfaces (API's) offered as part of the standard service/solution (included in the standard cost of the supplier) with your rostering supplier or are they offered at an additional cost?	No	No	No	No
13. If this if offered at an additional cost, what is the annual cost for API's from your Rostering Supplier?	N/A	N/A	N/A	N/A
14. If your Rostering system offers API's can you confirm that it supports the NHS Digital Data Model 4 for interoperability between rostering and bank management systems? <i>The NHS Digital Data model 4 is a fundamental requirement of 'Interoperability' meaning the ability of computer systems or software to exchange data. The NHS Digital Data model 4 ensures all systems and components use a common, open data standard, that is vendor neutral and can be accessed by all systems (and suppliers) to pass data around the system.</i>	N/A	N/A	N/A	N/A
15. If your Rostering system does not currently support NHS Digital Data Model 4, which year/quarter have they indicated they will support the NHS Digital Data Model 4 by?	Q4 2020/21	Q4 2020/21	Q4 2020/21	Q4 2020/21
16. Does your rostering system integrate with Electronic Staff Record (ESR)?	Yes	Yes	Yes	Yes
17. What other third-party systems does your rostering system integrate with?	None	None	None	None

** We have carefully considered your request and although we hold the information we have concluded that we will not be able to provide you with the information you have requested and we will rely on the exemption under Section 43(2) –Prejudice to commercial interests of the Freedom of Information Act 2000 ("the Act").

Section 43(2) of the Act provides that information is exempt from disclosure if the information would or would be likely to, prejudice the commercial interests of any person (an individual, a company, the public authority itself or any other legal entity). One of the provisions of Section 43 relates to the disclosure of information where such disclosure might have an adverse effect on procurement and own commercial interests.

The Trust, as a public body is mindful that in order to engage this exemption we must demonstrate that disclosure of the information would, or would be likely to, prejudice or harm the commercial interests of any person (this can include the public authority holding it).

The term "would ...prejudice" has been defined as it is more likely than not to occur whereas "would likely....prejudice" is a lower threshold. The Trust has applied the prejudice test under Section 43 and we are content that the requirements of the test have been met.

Having reached the conclusion that the prejudice test has been met, we have also considered whether the public interest in maintaining the exemption outweighs the public interest in disclosure.

Public Interest Test

Factors favouring disclosure

- The Trust recognises that there is a public interest in the disclosure of information which facilitates the accountability and transparency of public bodies for decisions.

Factors in favour of non-disclosure

- There is a public interest in the Trust being able to work within competitive markets where that results in a financial or resource benefit.
- The application of the Freedom of Information Act should not prejudice the fair operation of commercial markets and that suppliers should not face undue risks of harm from doing business with the NHS by disclosure of information
- Disclosure of the information would restrict the submission of truly competitive bids in future tender processes and impact on the Trust's ability to obtain best quality of service through fair competition.
- Releasing the information would potentially create a lack of trust from current and future providers, thus restricting future competition for tenders which would prejudice the Trust's ability to obtain best value and quality of service

Having carefully considered the public interest test we have concluded that there is a strong public interest in maintaining the fair and proper operation of commercial markets for both suppliers and the Trust.

Taking the above into consideration, having applied the necessary, relevant tests and taking all the current circumstances into consideration we are content that the requirements of all necessary and relevant tests have been met and the application of the exemption under Section 43(2) is appropriate on this occasion.