

2 June 2017

Wellington House
133-155 Waterloo Road
London SE1 8UG

T: 020 3747 0000
E: nhsi.enquiries@nhs.net
W: improvement.nhs.uk

By email [REDACTED]

Dear [REDACTED]

Request under the Freedom of Information Act 2000 (the “FOI Act”)

I refer to your email of **5 May 2017** in which you requested information under the FOI Act from NHS Improvement. Since 1 April 2016, Monitor and the NHS Trust Development Authority (“NHS TDA”) are operating as an integrated organisation known as NHS Improvement. For the purposes of this decision, NHS Improvement means Monitor and the NHS TDA.

Your request

You made the following request:

1. *Does your organisation use any **bespoke software systems**?*

If yes, please kindly complete the following questions. If no, please proceed to question 2.

- *What is the core purpose of these system/s?*
- *Do these system/s integrate with your organisations financial management systems?*
- *Do these system/s enable e-payments, online payments or BACS transactions?*
- *Which company/companies are you contracted to for each bespoke software system?*
- *What is the total value of each of these contracts over their respective terms?*
- *When does the current contract term for these system/s expire?*
- *Who are the technical and procurement leads for these system/s and their contact details?*

2. *Is your organisation in the process of exploring the scope or planning the procurement of a **bespoke software system** or an **off-the-shelf commercially branded software system** which you envisage will require **bespoke development** to fit your organisation's needs?*

If yes, please kindly complete the following questions:

- *Will this system/s integrate with your organisations financial management system/s?*
- *Will this system/s enable e-payments, online payments or BACS transactions?*
- *Will this system/s automate processes or data currently managed by spreadsheets?*

- *Will this system/s automate paper based processes?*
- *Will this system/s capture large volumes of data from outside your organisation?*
- *When is the prospective go-live date for such system/s?*
- *What is the estimated budget for such system/s over the intended contractual period (rough order of magnitude)?*
- *Who will be the technical and procurement lead for these project/s?*

Decision

NHS Improvement holds information relevant to your request and has provided this below.

NHS Improvement uses the following software systems:

- Electronic Staff Record (“ESR”) programme: This is a Department of Health led initiative providing an integrated Human Resources and Payroll system across the NHS in England and Wales. It is overseen by a national support team. Further information is available on the ESR website [here](#).
- TRAC Recruitment Application Tracking System: This recruitment support system is provided by the NHS Business Services Authority (“NHS BSA”). NHS Improvement has a service contract with NHS BSA for this recruitment support system.
- Oracle: This is supplied by NHS Shared Business Services (“NHS SBS”). NHS Improvement uses the standard shared service for its finance systems, which are offered across the NHS SBS client base.

In response to question 1, as explained above, NHS Improvement does not use bespoke software systems. In response to question 2, NHS Improvement is not acquiring or developing a bespoke software system.

Review rights

If you consider that your request for information has not been properly handled or if you are otherwise dissatisfied with the outcome of your request, you can try to resolve this informally with the person who dealt with your request. If you remain dissatisfied, you may seek an internal review within NHS Improvement of the issue or the decision. A senior member of NHS Improvement’s staff, who has not previously been involved with your request, will undertake that review.

If you are dissatisfied with the outcome of any internal review, you may complain to the Information Commissioner for a decision on whether your request for information has been dealt with in accordance with the FOI Act.

A request for an internal review should be submitted in writing to FOI Request Reviews, NHS Improvement, Wellington House, 133-155 Waterloo Road, London SE1 8UG or by email to nhsi.foi@nhs.net.

Publication

Please note that this letter will shortly be published on our website. This is because information disclosed in accordance with the FOI Act is disclosed to the public at large. We will, of course, remove your personal information (e.g. your name and contact details) from the version of the letter published on our website to protect your personal information from general disclosure.

Yours sincerely,

NHS Improvement