



**Wrightington, Wigan and  
Leigh Teaching Hospitals**  
NHS Foundation Trust

**Information Governance Department**

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Ref: FOI/2024/9817

Date Received: 25<sup>th</sup> April 2024

Response Due: 24<sup>th</sup> May 2024

Date: 17<sup>th</sup> May 2024

Dear Sir/Madam

With reference to your request for information received on 25<sup>th</sup> April 2024, I can confirm in accordance with Section 1 (1) of the Freedom of Information Act 2000 that we do hold the information you have requested. A response to each part of your request is provided below.

In your request you asked:

- 1. Number of employees**  
7,381.
- 2. Number of IT staff**  
62.
- 3. Current ITSM solution**  
Hornbill.
- 4. Cloud or on-premise**  
Cloud.
- 5. If on-premise, do you have a cloud migration strategy?**  
N/A
- 6. If yes, please share more details, including budget allocation.**  
N/A
- 7. Number of licenses**  
106.
- 8. Length of contract**  
3 years.

**9. Contract expiry date**

December 2026.

**10. Contract review date**

October 2026.

**11. Annual cost of contract**

This information is being withheld under section 43 of the Freedom of Information Act. Please see below.

**12. Total cost of contract**

This information is being withheld under section 43 of the Freedom of Information Act. Please see below.

**13. Person responsible for the software and their contact details**

Dan Buckingham.

**14. Person responsible for any future projects on reviewing or replacing the software and their contact details**

Dan Buckingham.

The Trust does not routinely give out email addresses and direct telephone numbers of staff members as a large number of unsolicited emails/telephone calls could cause disruption to work by blocking email accounts/telephone lines and thereby preventing true work-related emails/calls from being delivered. However, any of the above staff can be contacted via main switchboard on 01942 244000.

**Section 43(2) – Commercial interests**

Information regarding the costs of contracts has been withheld under section 43(2) of the FOIA if its disclosure would be likely to prejudice the commercial interests of the Trust.

Section 43 of the FOIA is a qualified exemption and is subject to the Prejudice Test and the Public Interest Test.

**Prejudice test**

We confirm that we have carried out a full prejudice test and that, on the balance of probability, the Trust's interests would be prejudiced in the event of disclosure. Therefore, we confirm that the Prejudice Test is engaged.

**Public interest test**

We have also carried out the Public Interest Test to ascertain whether the public interest in disclosure outweighs the public interest in withholding the requested information:

Public interest in disclosure of the information:

- We acknowledge that there is public interest in transparency around how the Trust engages with suppliers and procurement.
- We acknowledge that there is public interest in the Trust's finances.

Public interest in withholding of the information:

• **Protecting public finances** – As a public authority, the Trust must ensure that it obtains the best value for money. Disclosure of the information would be likely to affect the quality of future offers provided to the Trust. It is therefore firmly in the public interest not to disclose any information which would affect commercial offers made to the Trust, which in turn will affect the Trust's finances.

• **Ensuring fair competition** – Information provided to the Trust during the procurement process contains sensitive competition information. It is not in the public interest to disclose information which would affect free and fair competition.

• **Transparency** – We understand that there is public interest in how the Trust engages with suppliers. However, we consider that the information held by the Trust would not significantly further the public understanding of its relationship with these suppliers beyond what has already been disclosed in this response.

• **Reputation damage or loss of confidence** - It is firmly in the public interest that the Trust takes all steps to protect its reputation around information handling. It is not in the public interest to do anything which would jeopardise our ability to maintain strong working relationships with third parties.

If you are not entirely satisfied with this response, please do not hesitate to contact the Information Governance Department via the email address provided. If we do not hear from you within 40 days, we will assume that we have been able to accommodate your request under the Freedom of Information Act 2000.

Yours sincerely,



Garry Harris  
Deputy Director Digital, Chief Technology Officer

**PLEASE NOTE:**

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to: Information Governance Department, Wroughtington, Wigan and Leigh NHS Foundation Trust, Suite 9, Buckingham Row, Brick Kiln Lane, Wigan, WN1 1XX.

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision at:

The Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire, SK9 5AF

Helpline number: 0303 123 111