

**Request for information under the Freedom of Information Act – 2021.980**  
**Released – 8 November 2021**

Thank you for your email received 19 October 2021 requesting information regarding rota suppliers.

Please find detailed below a summary of your request, together with our response.

***Summary of your original request:***

**Rota Supplier Information for your Primary Urgent Care Services**

**1. How many of the following services operate in your Trust or Organisation?**

- ***Urgent Treatment Centres / Urgent Care Centre***
- ***Minor Injury Units***
- ***Walk-in-Clinics***
- ***111 Services***

Urgent Treatment Centres and Minor Injury Units

**2. Please provide a list of all services outlined above with their name, address, postcode and the provider of the service (if different from the Trust / Organisation)?**

Information regarding the Trust's Urgent Treatment Centres and Minor Injury Units is available on our website, the link has been provided below:

[Minor injury units \(MIU\) and Urgent treatment centres \(UTC\) - Kent Community Health NHS Foundation Trust \(kentcht.nhs.uk\)](https://www.kentcht.nhs.uk/minor-injury-units-and-urgent-treatment-centres)

**3. Does your organisation use any third-party software to support the creation of staff rotas in these urgent care settings? If so, what supplier provides the software?**

Yes, Allocate Software

**4. Which types of staff do you rota via your Rota system?**

- ***GPs*** Yes
- ***Nurses and Healthcare Assistants (HCAs)*** Yes
- ***Other medical staff (please specify)*** Yes, Speciality Doctors, Consultants, Associate Specialists
- ***Administrative staff*** Yes
- ***Other (please specify)*** Estates, Scientific, Therapeutic, Technical

Chairman John Goulston Chief Executive Paul Bentley

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**5. What is the contract start date for your rota supplier? (dd/mm/yy)**

01/02/2021

**6. What is the contract end date for your rota supplier? (dd/mm/yy)**

31/01/2024

**7. What was the annual cost of your rota supplier for the financial year 21/22 (April 2021 - March 2022)?**

**8. Are there any exit costs incurred for changing rota supplier? If yes, please state the exit cost?**

We are not able to provide a response to questions 7 and 8 of your request as we feel that this information is considered to be commercially sensitive information that could be beneficial to competitors and is therefore exempt from disclosure under Section 43(2) of the Freedom of Information Act.

Section 43(2) is a qualified and prejudice-based exemption which requires that I provide evidence of harm in disclosure and a public interest test. I have included the relevant part of this exemption and the evidence of harm and public interest test below.

**Section 43 – Commercial Interests**

*(2) Information is exempt information if its disclosure under this Act would, or would be likely to prejudice the commercial interests of any person (including the public authority holding it).*

**Evidence of Harm**

Disclosure of the information requested would be likely to damage the commercial interests of both the Trust and the company providing this service as it would assist competitors in the provision of this service.

**Public Interest Test**

**Factors Favouring Disclosure**

The disclosure of the information requested would contribute to the aims of openness and accountability which the Freedom of Information Act promotes. It would also show that there is transparency in the use of public funds and that public money is being used effectively.

**Factors Favouring Non-Disclosure**

The provision of the information requested would be likely to prejudice the commercial interests of the existing provider and would affect the Trust's bargaining position during contractual negotiations should the contract be retendered, which would result in the less effective use of public money.

To release information relating to the existing provider would weaken their position in a competitive environment by revealing market-sensitive information or information of potential usefulness to competitors.

**Balancing Test**

Whilst we note that the provision of the information requested would ensure that we remain open and accountable, this is outweighed by the need for the Kent Community Health NHS Foundation Trust to remain competitive with regards to proposed tenders and commercial activity and to protect the commercial interests of companies providing services to us.