NHS Borders
Planning & Performance

NHS Borders
Education Centre
Borders General Hospital
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Freedom of Information request 507-19

Request

1. What is the size of your informatics team (FTE)?
    a. How many (or what %) of the informatics team are dedicated to workforce/HR reporting (FTE)?

    *By informatics, I would be referring to those within the IT team that would be analysing insights for reporting outputs - business analyst type roles. There may be a specific team dedicated to workforce or employee reporting

2. Of the workforce/employee reporting, what is the estimated time split between standard and non-standard (custom) reporting. (examples of standard reports could include the weekly and monthly agency returns to NHS improvement and HR reporting inputs to the monthly board reports)

3. Does the trust use an analytics platform or a business intelligence (BI) reporting tool to support their organisational workforce/HR reporting requirements - excluding ESR? If so, can you please answer the below:
    a. Name of the platform/reporting tool used (i.e, Qlik, Tableau, Spotfire, Microsoft)
    b. Annual cost for 18/19:
    c. Contract start and end date:

Response

1. Within Business Intelligence Services (BIS) under IT, there are 2.8 WTE analysts.

    a. Please note that workforce/employee reporting sits within HR. The analysts within the BIS team spend approximately 20 minutes per month incorporating workforce measures into local reports and answer ad-hoc requests on workforce using national data from SWISS. Within HR, 1 WTE is dedicated to workforce/HR reporting, including local, regional and national reporting.

2. Within HR the split is estimated to be 70% standard reporting.

3. Yes.

    a. Tools used include Microsoft, Business Objects, Empower (being replaced by Yellowfin) and Tableau (being tested)

    b&c. Tools are provided nationally. Contract details are not held by NHS Borders and therefore we are unable to provide answers to these questions. This information may be held by National Services Scotland and therefore under Section 25 of the Freedom of Information (Scotland) Act 2002 this information is otherwise accessible.

If you are not satisfied with the way your request has been handled or the decision given, you may ask NHS Borders to review its actions and the decision. If you would like to request a review please apply in writing to, Freedom of Information Review, NHS Borders, Room 2EC3, Education Centre, Borders General Hospital, Melrose, TD6 9BS or foi.enquiries@borders.scot.nhs.uk.

The request for a review should include your name and address for correspondence, the request for information to which the request relates and the issue which you wish to be reviewed. Please state the

reference number **507-19** on this request. Your request should be made within 40 working days from receipt of this letter.

If following this review, you remain dissatisfied with the outcome, you may appeal to the Scottish Information Commissioner and request an investigation of your complaint. Your request to the Scottish Information Commissioner should be in writing (or other permanent form), stating your name and an address for correspondence. You should provide the details of the request and your reasons for dissatisfaction with both the original response by NHS Borders and your reasons for dissatisfaction with the outcome of the internal review. Your application for an investigation by the Scottish Information Commissioner must be made within six months of your receipt of the response with which you are dissatisfied. The address for the Office of the Scottish Information Commissioner is, Office of the Scottish Information Commissioner, Kinburn Castle, Doubledykes Road, St Andrews, Fife.