



Liverpool

Clinical Commissioning Group

Corporate Services

NHS Liverpool Clinical Commissioning Group

The Department

Lewis's Building

Renshaw Street

Liverpool

L1 2SA

Ref: 59267

6th June 2019

Email:

Email: foi@liverpoolccg.nhs.uk

Dear

Re: Freedom of Information Request

Thank you for your Freedom of Information request that we received on 5th June 2019, with regards to Business Intelligence / Insight Services.

Request / Response:

1. Do you have an in-house business intelligence/insight team or function?

Response: Yes, we have an in-house BI Team

2. If so, how many in-house business intelligence/insight staff do you have? Preferably shown via an organisation chart

Response: 16 staff, 13.9 WTE. Please see attached structure.

3. What directorate does the business intelligence/insight function fall under within your organisation?

Response: Currently under the Finance Directorate, but will be moving under the Planning and Performance Directorate.

4. Do you use any third party providers for business intelligence services i.e. CSU? If so, which organisation and for what services?

Response: Yes, we buy DSCRO and data warehousing / management services from Arden & GEM Commissioning Support Unit.

We also buy BI Tools (a portal) and some Statutory Returns assistance from Midlands & Lancashire Commissioning Support Unit, this is a small part of a larger lot in which we buy other services.

5. If you do use a third party supplier, how many embedded staff do you have within your organisation?

Response: We have 0.4 WTE embedded from Arden & GEM Commissioning Support Unit.

6. Do you have a risk stratification/population health system? If so, what platform does this sit on i.e. Tableau, Qlikview and is this an in-house system or provided by a CSU/third party provider?

Response: Yes, the model itself sits within the data warehouse managed by Arden & GEM Commissioning Support Unit, but is accessed via an SSRS based system provided by Midlands and Lancashire Commissioning Support Unit.

7. Do you have any specific BI software in place to support the work of the business intelligence function such as building dashboards i.e. PowerBI, Qlikview, Tableau? And are these part of an in-house provision provided by a CSU?

Response: MapInfo, R

8. How much is your total contract value with any third party/CSU business intelligence/insight provision (if any)?

Response:

Arden & GEM CSU: £104k

Midlands & Lancs CSU: £115k, although this is part of a larger contract

We wish to take this opportunity to inform you that a formal complaints and internal review procedure is available to applicants who are unhappy with responses provided to FOI requests. You can formally request an internal review within a reasonable period of time (2 calendar months) from the date this response was issued.

Where you are not satisfied with the decision of the internal review you may apply directly to the Information Commissioners Office (ICO) for a further review of that decision. Generally, the ICO cannot make a decision unless you have exhausted our complaints procedure in the first instance.

The ICO can be contacted at:

Information Commissioners Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

www.ico.gov.uk

Should you require any further information, clarification regarding this response or do not feel that your request has been answered as you would expect, please contact us to discuss.

Yours sincerely,

Corporate Services Team
NHS Liverpool CCG