



Resolution

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Telephone: 020 7811 2700

February 2025
FOI_6984

The following information was requested on 20 January 2025:

I am writing under the Freedom of Information Act 2000 to request information about NHS Litigation Authority's current and future plans for IT service delivery models. I believe this request is in the public interest as it promotes transparency in how public sector bodies manage and procure IT services, ensuring accountability and value for taxpayers.

Specifically, I am seeking information that would help me understand the strategic direction and considerations regarding outsourcing, in-sourcing, multi-sourcing, or optimising existing contracts.

Please provide the following information where available:

- *Current IT Service Model – Is your IT delivery primarily in-house, outsourced, or a hybrid approach, and if not delivered in-house, who provides this service?*
- *Major IT Contracts – Key details of significant IT service contracts (including scope, value, end date and any options for extension or renegotiation).*
- *Future IT Plans – Any strategic plans or considerations for changing IT delivery models (e.g., outsourcing, in-sourcing, multi-sourcing).*

Our Response

- *Current IT Service Model*

We have a hybrid model – with some services provided in house and some outsourced to third party suppliers.

- *Major IT Contracts*

Please see a table attached below.

Please note that the information about location(s) of our data centre(s) was withheld for crime prevention reason. Section 31 of the Freedom of Information Act 2000 is applicable. Please see the refusal notice below.

- *Future IT Plans*

We currently plan to remain as a hybrid model, with some support in house and some outsourced, with this being done through our procurement process. We currently have a number of different vendors for support so run a multi-source model and would expect this to continue.

Refusal notice – Section 31 – Law Enforcement

31(1) Information which is not exempt information by virtue of section 30 is exempt information if its disclosure under this Act would, or would be likely to, prejudice – (a) the prevention or detection of crime

Public Interest Test

Public Interest considerations in disclosing the information

There is a general public interest in openness and transparency in public sector bodies which can help to maintain public trust. Information relating to NHS Resolution's IT operating systems are clearly matters of public interest. We recognise that there is a legitimate interest in knowing what systems we utilise, which helps to promote public confidence that the organisation maintains high levels of security.

Public interest considerations in favour of maintaining the exemption

NHS Resolution recognises its duty to protect personal data held on our systems, as disclosure will, in our opinion, weaken our ability to protect our stakeholders.

Disclosing the information requested would mean releasing details about our systems and their security into the public domain. This could make the information accessible to criminals, by enhancing criminals' abilities to carry out cyber-attacks. It also follows that risk to our systems will also constitute a risk to both the general public and NHS Resolution staff whose information we hold.

By withholding this information, criminals will be prevented from exploiting such information in order to target our systems or individuals.

Balance of Public Interest Test (PIT)

NHS Resolution acknowledges that there is an interest in the public knowing that the organisation has adequate levels of protection in place for its IT systems, to ensure that we mitigate any risks befalling our systems on which we rely to run the organisation.

We believe that ensuring the safety of our systems is paramount and on the balance of the PIT, we believe that there would be a clear causative link in disclosing the information you have requested which could expose the organisation to the risk of crime and subsequently endanger or cause harm to those whose data we hold.

NHS Resolution therefore believes that the greater public interest in withholding this information.

This concludes our response to your request.

If you are not satisfied with the service that you have received in response to your information request, it is open to you to make a complaint and request a formal review of our decisions. If you choose to do this, you should write to [Tinku Mitra](#), Deputy Director of Corporate Governance for NHS Resolution, within 28 days of your receipt of this reply. Reviews of decisions made in relation to information requests are carried out by a person who was not involved in the original decision-making about the request.

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a review of the decision. Generally, the Information Commissioner will not make a decision unless you have exhausted the local complaints procedure. The address of the Information Commissioner's Office is:

Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

<https://ico.org.uk/>

External Contract ID	Project/Contract: Contract Name	Contract Description	Start Date	Current End Date	Extendable?	Max Extension End Date	Estimated Annual Value	Current Value	Manual Override Classification
NHSR_086 / NHSLA01_15	NHSR_86 - Support and Maintenance of IT systems	Support and Maintenance of IT systems NHSR_86	17/09/2017	31/01/2025	TRUE	31/01/2025	£424,011.23	£3,109,415.67	Gold
NHSR_127	Pega Migration Team	provision of a team of data engineers / architects on a Contract to hire basis	06/11/2023	05/11/2025	FALSE	05/11/2025	£444,850.00	£889,700.00	Gold
NHSR_150	Microsoft ESA & SCE Licenses	Provision of Microsoft Licenses	01/02/2023	31/01/2026	FALSE	31/01/2026	£568,764.96	£1,706,294.88	Gold
NHSR_161	NHSR_161 - Checkpoint	Provision of Checkpoint premium support	27/03/2023	26/03/2025	TRUE	26/03/2026	£168,935.50	£337,871.00	Gold
NHSR_184	NHSR_184 - Cabinet space	Rental of cabinet space at data centres	01/06/2023	31/05/2026	FALSE	31/05/2026	£136,153.55	£408,460.65	Gold
NHSR_281	Doc Search Licence, Support and Maintenance	Provision of a solution for searching and extracting case documentation	23/03/2024	23/03/2026	TRUE	23/03/2026	£194,310.00	£388,620.00	Gold
NHSR_44	Core Systems Programme	Provision of a new core system (and associated software)	13/09/2021	12/09/2026	TRUE	12/09/2028	£1,921,677.65	£9,608,388.24	Gold