



Resolution

2nd Floor
151 Buckingham Palace Road
London
SW1W 9SZ
Telephone: 020 7811 2700

September 2019
FOI_3980

The following information was requested on 28 August 2019:

I am writing to you under the Freedom of Information Act 2000 to request the following information, for the financial years:

- A) 2017/18
- B) 2018/19

1. *Did your organisation use an external consultant for any of the following functions:*
 - *Human Resources*
 - *Legal Services*
 - *Leadership and organisational development*
 - *Board reviews*
 - *Mediation*
 - *Regulatory body inspection support*
2. *What were the names of the consultants used?*
3. *What was the expenditure with each consultant?*

Our Response

We have interpreted [external consultant](#) to mean:

The provision to management of objective advice relating to strategy, structure, management or operations of an organisation, in pursuit of its purposes and objectives. Such advice will be provided outside the 'business-as-usual' environment when in-house skills are not available and will be time-limited. Consultancy may include the identification of options with recommendations, or assistance with (but not the delivery of) the implementation of solutions.

Given the definition above, we have one consultancy item recorded as £79,500 in 2017/18 relating to a specific area of work. This was commissioned by NHS Resolution and dealt mainly with a review of comparative approaches for clinical negligence, review of other measures of exposure data that we use to calculate price for our members and incentives/indicators for maternity pricing in relation to our indemnity schemes. The consultancy firm was [Marsh](#).

There was no spend against consultancy recorded in 2018/19.

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](#), Head of Corporate and Information 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