

Information Governance

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20th January 2020

Our reference: FOI DA3050a

Thank you for your further request for information received on 18th December 2019. This has been treated as a request under the Freedom of Information Act 2000.

I am now enclosing a response which is attached to the end of this letter. Please do not hesitate to contact me on the contact details above if you have any further queries.

Yours sincerely,

Ayomide Adediran
Information Governance Coordinator

If you are dissatisfied with the Trust's response to your FOIA request then you should contact us and we will arrange for an internal review of this decision. If you remain dissatisfied with the decision following our response to your complaint, you may write to the Information Commissioner for a decision under Section 50 of the Freedom of Information Act 2000. The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Tel: 0303 123 1113
Web: www.ico.org.uk

Please note that the data supplied is not allowed to be re-used and/or published without the explicit consent of East London NHS Foundation Trust. Please contact the signatory to request permission if this is your intention

Further request:

I still need to know the type and number of lines, not sure why this would take that long, surely the Trust need to understand the services that these suppliers are provided to the trust. And i think the best way of us both obtaining this information is through contacting your providers and putting the time and effort on their hands.

Are you able to take this process of contacting your provider for this information? This information has been provided to us before but not the number of lines for each type and by types of lines i mean ISDN, PSTN, SIP.

Answer:

To confirm, the Trust does not hold this information in an easily retrievable format. To enable a response to be provided to you it would need to undertake a survey of its suppliers and estate as this information is not available within the contractual information held by the Trust. The Trust is therefore unable to comply with your request as the cost of compliance and extracting your exact requirements would exceed the appropriate cost limit of £450 which is specified in Section 12 of the Freedom of Information Act 2000. This is based on a rate of £25 per hour, regardless of the rate of pay of any individual involved in the retrieval of requested information, and equates to 18 hours work.

Please note that the Freedom of information Act 2000 applies to information held by the Trust and there is no obligation for the Trust to contact suppliers to obtain this information.

Original request:

I would like to submit a freedom of information request, Please find my request below.

Contract 1

1. Current Lines (Analogue, ISDN VOIP, SIP etc) Provider- Please can you provide me with the name of the supplier for the contract.

Answer:

The Trust has three sites which are VOIP with Virgin Media. The majority of the Trust lines are analogue. Please see table below.

Provider	Details
BT conferencing	Teleconferencing
BT global services	Fixed Lines
BT payphones	Fixed Lines
BT plc	Fixed Lines
Channel telecom ltd	Fixed Lines
C talk ltd	Call queuing and monitoring system

Chair: Marie Gabriel

Chief Executive: Dr Navina Evans

Daisy	Fixed Lines
Direct response plus ltd	Fixed lines and support
EE ltd	Mobile phone use and data
Mainstream digital ltd	Fixed lines
Maintel europe ltd	Fixed Lines and support
Telecom resource	Support and Maintenance

2. Fixed Line- Contract Renewal Date- please provide day, month and year (month and year are also acceptable). If this is a rolling contract please provide me with the rolling date of the contract. If there is more than one supplier please split the renewal dates up into however many suppliers

Answer:

The Trust does not have any formal agreements in place with its fixed line providers and most are legacy agreements when the Trust took over services.

3. Fixed Line- Contract Duration- the number of years the contract is for each provider

Answer:

The Trust does not have any formal agreements in place with its fixed line providers and most are legacy agreements when the Trust took over services.

4. Type of Lines- Please can you split the type of lines per each supplier? PTSN, Analogue, SIP

Answer:

To answer this question we would need to review each supplier to retrieve this information therefore, the Trust is unable to comply with your request as the cost of compliance and extracting your exact requirements would exceed the appropriate cost limit of £450 which is specified in Section 12 of the Freedom of Information Act 2000. This is based on a rate of £25 per hour, regardless of the rate of pay of any individual involved in the retrieval of requested information, and equates to 18 hours work.

5. Number of Lines- Please can you split the number of lines per each supplier? SIP trunks, PSN Lines, Analogue Lines

Answer:

To answer this question we would need to review each supplier to retrieve this information therefore, the Trust is unable to comply with your request as the cost of compliance and extracting your exact requirements would exceed the appropriate cost limit of £450 which is specified in Section 12 of the Freedom of Information Act 2000. This is based on a rate of £25 per hour, regardless of the rate of pay of any individual involved in the retrieval of requested information, and equates to 18 hours

work.

Contract 2

6. Minutes/Landline Provider- Supplier's name (NOT Mobiles) if there is no information available please can you provide further insight into why?

7. Minutes/Landline Contract Renewal Date- please provide day, month and year (month and year is also acceptable). If this is a rolling contract please provide me with the rolling date of the contract.

8. Minutes Landline Monthly Spend- Monthly average spend for each provider. An estimate or average is acceptable.

9. Minute's Landlines Contract Duration: the number of years the contract is with the supplier.

10. Number of Extensions- Please state the number of telephone extensions the organisation currently has. An estimate or average is acceptable.

Answer:

The Trust is applying Section 12 of the Freedom of Information Act 2000 for questions 6 – 10. To answer these questions we would need to review each supplier to retrieve this information therefore, the Trust is unable to comply with your request as the cost of compliance and extracting your exact requirements would exceed the appropriate cost limit of £450 which is specified in Section 12 of the Freedom of Information Act 2000. This is based on a rate of £25 per hour, regardless of the rate of pay of any individual involved in the retrieval of requested information, and equates to 18 hours work.

Contract 3

11. Fixed Broadband Provider- Please can you provide me with the name of the supplier for the contract.

Answer:

Virgin Media.

12. Fixed Broadband Renewal Date- please provide day, month and year (month and year are also acceptable). If this is a rolling contract please provide me with the rolling date of the contract. If there is more than one supplier please split the renewal dates up into however many suppliers

Answer:

July 2022.

13. Fixed Broadband Annual Average Spend- Annual average spend for each broadband provider. An estimate or average is acceptable.

Answer:

£2,000 per annum.

Contract 4

Chair: Marie Gabriel

Chief Executive: Dr Navina Evans

14. WAN Provider- please provide me with the main supplier(s) if there is no information available please can you provide further insight into why?

Answer:

Virgin Media.

15. WAN Contract Renewal Date- please provide day, month and year (month and year are also acceptable). If this is a rolling contract please provide me with the rolling date of the contract. If there is more than one supplier please split the renewal dates up into however many suppliers

Answer:

July 2022.

16. Contract Description: Please can you provide me with a brief description of the contract

Answer:

The contract is CCS RM 1045. Information is available on the CCS website here - <https://www.crowncommercial.gov.uk/>

17. The number of sites: Please state the number of sites the WAN covers. Approx. will do.

Answer:

Circa 150.

18. WAN Annual Average Spend- Annual average spend for each WAN provider. An estimate or average is acceptable.

Answer:

£550,000 per annum.

19. If the following contract is in relation to N3 can you please provide me with details on when the Trust is planning to migrate to the HSCN contract.

Answer:

The Trust has migrated to HSCN.

20. Internal Contact: please can you send me there full contact details including contact number and email and job title for all the contract above.

Answer:

Simon Fewer (Clinical Systems Programme Manager) - Simon.Fewer@nhs.net