

**Information Governance**

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16<sup>th</sup> January 2020

**Our reference: FOI DA3331**

I am responding to your request for information received on 17th 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](http://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**

**Request:**

**Question 1. Please confirm the manufacturer of your telephony system(s) that are currently in place?**

Answer: The Trust currently uses Cisco and Avaya, as well as older analogue systems.

**Question 2. When was the installation date of your telephony equipment?**

Answer: The telephony systems were installed on various installation dates. To provide this, we would need to contact each supplier and site to retrieve this information. 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.

**Question 3. Who maintains your telephony system(s)?**

Answer: Virgin Media (Cisco) and Telecoms Resource (Avaya).

**Question 4. Please confirm value of the initial project and value of annual support/maintenance services (in £)?**

Answer: £750,000 per annum.

**Question 5. When is your contract renewal date?**

Answer: Virgin Media - September 2022.  
Avaya - September 2022.

**Question 6. Please confirm the manufacturer of your Contact centre system(s) that are currently in place?**

Answer: The Trust does not have contact centre systems in place.

**Question 7. When was the installation date of your contact centre infrastructure?**

Answer: Not applicable.

**Question 8. Who maintains your contact centre system(s)?**

Answer: Not applicable.

**Question 9. Please confirm value of the initial project and value of annual support/maintenance services (in £)?**

Answer: Not applicable.

**Question 10. How many contact centre employees/agents do you have?**

Answer: Not applicable.

**Question 11. When is your contract renewal date?**

Chair: Marie Gabriel

Chief Executive: Dr Navina Evans

Answer: Not applicable.

**Question 12. Do you use Unified Communications or Collaboration tools such as Microsoft Skype for Business/ Cisco/Avaya/Mitel? If yes, what tools are you currently using?**

Answer: Cisco, UC, Avaya and Skype for Business via NHS Digital.

**Question 13. How many employees do you have overall within your organisation?**

Answer: 7,500.

**Question 14. Who currently provides your calls and lines?**

Answer: Virgin Media (Cisco) and Telecoms Resource (Avaya).

**Question 15. What is your current annual spend on calls and lines?**

Answer: £850,000 on fixed line and rentals (excluding voice over internet protocol).

**Question 16. When is your contract renewal date?**

Answer: Virgin Media - September 2022.  
Avaya - September 2022.

**Question 17. Are you using SIP or ISDN?**

Answer: ISDN.

**Question 18. Do you use a wide area network?**

Answer: Yes.