

**Information Governance**

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3 May 2022

**Our reference: FOI DA4082**

I am responding to your request for information received 1 February 2022 and your request for an update on 25 April 2022. I am sorry for the delay in responding to your request. 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,



Keshia Harvey  
Information Governance Manager

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  
Wycliff House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Tel: 0303 123 1113  
Web: [www.ico.org.uk](http://www.ico.org.uk)

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Interim Chair: Eileen Taylor

Chief Executive: Paul Calaminus

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**Request:**

**Hello**

**I would like to submit a new FOI request.**

**All or some of the information provided previously has expired, I require an update on the questions below.**

**See my request below:**

**Contract 1 - Telephony/Voice Services (Analogue, ISDN VOIP, SIP etc)**

**Question 1. Telephony/Voice Services Provider- Please can you provide me with the name of the supplier for each contract.**

Answer: The Trust has reviewed question 1 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 21(1) of the FOI Act states:  
*(1)Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.*

The information requested is accessible here:

[https://www.elft.nhs.uk/sites/default/files/2022-01/anon\\_response\\_-\\_foi\\_da3904.pdf](https://www.elft.nhs.uk/sites/default/files/2022-01/anon_response_-_foi_da3904.pdf)

**Question 2. Telephony/Voice Services - 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 has reviewed question 2 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 21(1) of the FOI Act states:  
*(1)Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.*

The information requested is accessible here:

[https://www.elft.nhs.uk/sites/default/files/2022-01/anon\\_response\\_-\\_foi\\_da3904.pdf](https://www.elft.nhs.uk/sites/default/files/2022-01/anon_response_-_foi_da3904.pdf)

**Question 3. Telephony/Voice Services - Contract Duration- the number of years the contract is for each provider, please also include any contract extensions.**

Answer: Please see table below:

Name of provider	Length of contact (in years)	Contract extensions
Virgin	3	2
BT	2	0
Babble	3	0

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Name of provider	Length of contact (in years)	Contract extensions
CTalk	3	1

**Question 4. Telephony/Voice Services - Type of Lines - Please can you split the type of lines per each supplier? PSTN, Analogue, SIP, ISDN, VOIP**

Answer: The Trust has reviewed question 4 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 21(1) of the FOI Act states:

*(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.*

The information requested is accessible here:

[https://www.elft.nhs.uk/sites/default/files/2022-01/response\\_-\\_foi\\_da3050a.pdf](https://www.elft.nhs.uk/sites/default/files/2022-01/response_-_foi_da3050a.pdf)

**Question 5. Telephony/Voice Services Number of Lines / Channels / SIP Trunks- Please can you split the number of lines per each supplier? SIP trunks/connections, PSTN, Analogue, ISDN**

Answer: Section 12(1) of the Freedom of Information Act 2000 states:

*Section 12(1) does not oblige a public authority to comply with a request for information if the authority estimates that the cost of complying with the request would exceed the appropriate limit*

The Trust has reviewed your request for information and in order to collate this information, staff would have to review each supplier to retrieve this information.

Therefore, the Trust is unable to comply with this particular part of 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 - Incoming and Outgoing of call services**

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

Answer: Section 12(1) of the Freedom of Information Act 2000 states:

*Section 12(1) does not oblige a public authority to comply with a request for information if the authority estimates that the cost of complying with the request would exceed the appropriate limit*

The Trust has reviewed your request for information and in order to collate this information, staff would have to review each supplier to retrieve this information.

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Therefore, the Trust is unable to comply with this particular part of 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.

**Question 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.**

Answer: Section 12(1) of the Freedom of Information Act 2000 states:

*Section 12(1) does not oblige a public authority to comply with a request for information if the authority estimates that the cost of complying with the request would exceed the appropriate limit*

The Trust has reviewed your request for information and in order to collate this information, staff would have to review each supplier to retrieve this information.

Therefore, the Trust is unable to comply with this particular part of 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.

**Question 8. Minutes Landline Monthly Spend- Monthly average spend on calls for each provider. An estimate or average is acceptable. If SIP services, please provide me with the cost of services per month.**

Answer: Section 12(1) of the Freedom of Information Act 2000 states:

*Section 12(1) does not oblige a public authority to comply with a request for information if the authority estimates that the cost of complying with the request would exceed the appropriate limit*

The Trust has reviewed your request for information and in order to collate this information, staff would have to review each supplier to retrieve this information.

Therefore, the Trust is unable to comply with this particular part of 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.

**Question 9. Minute's Landlines Contract Duration- the number of years the contract is for each provider, please also include any contract extensions.**

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Answer: The Trust has reviewed question 9 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 21(1) of the FOI Act states:

(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.

The information requested is accessible here:

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

Answer: Section 12(1) of the Freedom of Information Act 2000 states:

*Section 12(1) does not oblige a public authority to comply with a request for information if the authority estimates that the cost of complying with the request would exceed the appropriate limit*

The Trust has reviewed your request for information and in order to collate this information, staff would have to review each supplier to retrieve this information.

Therefore, the Trust is unable to comply with this particular part of 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 - The organisation's broadband provider.**

**Question 11. Broadband Provider- Supplier's name if there is not information available, please can you provide further insight into why?**

Answer: The Trust has reviewed question 11 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 21(1) of the FOI Act states:

*(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.*

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**Question 12. Broadband 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. If there is more than one supplier, please split the renewal dates up into however many suppliers**

Answer: The Trust has reviewed question 12 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 21(1) of the FOI Act states:  
*(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.*

The information requested is accessible here:

[https://www.elft.nhs.uk/sites/default/files/2022-01/anon\\_response\\_-\\_foi\\_da3904.pdf](https://www.elft.nhs.uk/sites/default/files/2022-01/anon_response_-_foi_da3904.pdf)

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

Answer: Section 1(1) of the Freedom of Information Act 2000 states:

*Any person making a request for information to a public authority is entitled—  
(a) to be informed in writing by the public authority whether it holds information of the description specified in the request, and  
(b) if that is the case, to have that information communicated to them.*

The Trust does not use standalone broadband. The Trust does not hold the information as requested centrally and therefore we are unable to provide this information to you.

**Contract 4 - Contracts relating to Wide Area Network [WAN] services, this could also include HSCN network services.**

**Question 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: The Trust has reviewed question 14 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 21(1) of the FOI Act states:  
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The information requested is accessible here:

[https://www.elft.nhs.uk/sites/default/files/2022-01/anon\\_response\\_-\\_foi\\_da3904.pdf](https://www.elft.nhs.uk/sites/default/files/2022-01/anon_response_-_foi_da3904.pdf)

**Question 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: The Trust has reviewed question 15 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 21(1) of the FOI Act states:  
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The information requested is accessible here:

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**Question 16. Contract Description: Please can you provide me with a brief description for each contract**

Answer: The Trust has reviewed question 16 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 21(1) of the FOI Act states:

*(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.*

The information requested is accessible here:

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

Answer: 132.

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

Answer: The cost excluding VAT for 2021 is £763,765.85.

**Question 19. For each WAN contract can you please provide me with information on how this was procured, especially around those procurement that used frameworks, please provide me with the framework reference.**

Answer: Please see table below:

Name of provider	Contract	Framework ref
Virgin	Direct Award	RM3808 – Lot 2
BT	Direct Award	RM3808-COVID19-L1-BT0103

**Question 20. Internal Contact: please can you send me their full contact details including contact number and email and job title for all the contracts above**

Answer: The main point of contact for contracts for the Trust Dr Mohit Venkataram, Executive Commercial Director, 020 7655 4000.