

Information Governance
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10th March 2022

Our reference: FOI DA4116

I am responding to your request for information received **26th February 2022**. 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,



Lara Cousens
Information Governance Manager – Information Rights

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

Chair: Mark Lam

Chief Executive: Paul Calaminus

We care

We respect

We are inclusive

Request: Contract 1 - contact centre/call centre contracts
Please send me the following information for each provider:

Question 1: Incumbent Supplier: For each of the contract(s) please can you provide me with the supplier of the contract.

Question 2: Annual Average Spend: the annual average (over 3 years) spends for each supplier

Question 3: Contract Expiry: the date of when the contract expires.

Question 4: Contract Review: the date of when the contract will be reviewed.

Question 5: Contract Description: a brief description of the services provided of the overall contract.

Question 6: Contact Details: The person from within the organisation responsible for the contract. Please provide me with their full name, actual job title, contact number and direct email address.

Question 7: Number of Agents; please provide me with the total number of contact centre agents.

Question 8: Number of Sites; please can you provide me with the number of sites the contact centre covers.

Question 9: Manufacturer of the contact centre: Who is the manufacturer of the contact centre system that you operate?

Question 10: Busy Periods: Please state the month(s) which the contact centre is at its highest/busiest during the year. This can be based upon the number of calls. Your provider may be able to tell you quicker. E.g., JAN-MAR, APR, JUNE.

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 him.

The Trust does not have contact or call centres and therefore no contracts are in place and this information is not held.

This is the Trusts response to questions 1 to 10, part 1.

Question 11: Do you use Microsoft Exchange 2003 as your email server? If not, then which product do you use?

Answer: The Trust uses NHS Mail via Office 365

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Question 12: Number of email users: Approximate number of email users across the organisations.

Answer: Around 8,000 – 12,000 users.

The second part of my request relates to the use inbound network services contracts which could relate to one of the following:

1. **0800, 0845, 0870, 0844, 0300 number**
2. **Routing of calls**
3. **Caller Identifier**
4. **Caller Profile- linking caller details with caller records**
5. **Interactive voice response (IVR)**

For contract relating to the above please can you provide me with?

Question 1: Incumbent Supplier: For each of the contract(s) please can you provide me with the supplier of the contract.

Question 2: Annual Average Spend: the annual average (over 3 years) spends for each supplier

Question 3: Contract Expiry: the date of when the contract expires.

Question 4: Contract Review: the date of when the contract will be reviewed.

Question 5: Contract Description: a brief description of the services provided of the overall contract.

Question 6: Contact Details: The person from within the organisation responsible for the contract. Please provide me with their full name, actual job title, contact number and direct email address.

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 him.

The Trust does not have inbound network services contracts in relation to the above and therefore this information is not held.

This is the Trusts response to questions 1 to 6, part 2.