



East London
NHS Foundation Trust

Information Governance

The Green
1 Roger Dowley Court
Russia Lane
London
E2 9NJ

Email elft.foi@nhs.net

Website: <https://www.elft.nhs.uk>

22 December 2022

Our reference: FOI DA4445

I am responding to your request for information received 10 November 2022. I am sincerely 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
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



We promise to work together creatively to: learn
'what matters' to everyone, achieve a better quality
of life and continuously improve our services.
We care . We respect . We are inclusive

Chief Executive: Paul Calaminus
Chair: Eileen Taylor

Request:

Question 1: What telephone system does the organisation use?

Answer: VOIP, SIPP, Centrex (Analogue lines)

Question 2: How many users use the telephone system?

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 hold the information requested and is therefore unable to disclose it to you.

Question 3: Is the telephone system cloud based?

Answer: VOIP is network related, we are unable to confirm unsure if Virgin store in the cloud.

Question 4: When will the organisation next review their telephony contracts?

Answer: April 2023.

Question 5: Who is the main network provider the organisation uses for its mobile phones?

Answer: EE and Vodafone.

Question 6: How many employees have a mobile phone supplied by the organisation?

Answer: Approx 5000.

Question 7: What is the date that the organisation will next review its main mobile phone contract?

Answer: 2024.

Question 8: What Video Conferencing Solutions does the organisation use?

Answer: Teams, Webex.

Question 9: Does the organisation run webinars or online events?

Answer: Yes.

Question 10: Does the organisation provide "click To chat" functionality on its website?

Answer: No.



We promise to work together creatively to: learn 'what matters' to everyone, achieve a better quality of life and continuously improve our services.
We care . We respect . We are inclusive

Chief Executive: Paul Calaminus
Chair: Eileen Taylor