

Information Governance

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22 January 2025

Our reference: FOI DA5738

I am responding to your request for information received 21 November 2024. 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,

Information Rights 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



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'what matters' to everyone, achieve a better quality
of life and continuously improve our services.
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Chief Executive Officer: Lorraine Sunduza
Chair: Eileen Taylor

Request: I wish to submit to the organisation a freedom of information request relating to the organisation's ICT contracts, specifically around:

1. Contact centre contract(s)
2. Inbound network services contract(s)

The first part of my request relates to contact centre service contracts which could relate to one of the following:

- Advanced call distribution to control the flow of calls and maximise customer experience
- Email, website live chat and integrations with popular social media apps like Facebook and Instagram
- Performance monitoring tools to track performance, customer satisfaction and other key sales metrics

This could be part of a whole package or separate service applications. 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.

Answer: Please see table below:

Service type	Supplier
Contact centre contract(s)	CTALK LTD
Inbound network services contract(s)	BT, MainStream Digital, Virgin Media and Microsoft

Question 2. Annual Average Spend: For each supplier, please state the annual average (over 3 years) spend for each supplier

Answer: Please see table below:

Service type	Supplier	Average Annual Spend (over last three years)
Contact centre contract(s)	CTALK LTD	£23,496.00
Inbound network services contract(s)	a) BT b) MainStream Digital c) Virgin Media d) Microsoft	a) £21,316.00 b) £180,270.00 c) £1,204,306.00 d) £777,211.00

Question 3. Contract Duration: For each supplier, please state the contract duration of the contract expires. If available please also include any contract extensions.

Answer: Please see table below:

Service type	Supplier	Contract Duration
Contact centre contract(s)	CTALK LTD	36 Months
Inbound network services contract(s)	a) BT b) MainStream Digital c) Virgin Media d) Microsoft	a) 24 months b) 12 months c) 26 months d) 26 months



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Question 4. Contract Expiry: For each supplier, please state the date of when the contract expires.

Answer: Please see table below:

Service type	Supplier	Contract Expiry Date
Contact centre contract(s)	CTALK LTD	31/10/2026
Inbound network services contract(s)	a) BT b) MainStream Digital c) Virgin Media d) Microsoft	a) 30/04/2026 b) 31/03/2025 c) 15/08/2026 d) 31/05/2026

Question 5. Contract Review: For each supplier, please state the date of when the contract will be reviewed.

Answer: Please see table below:

Service type	Supplier	Contract review date
Contact centre contract(s)	CTALK LTD	01/11/2025
Inbound network services contract(s)	a) BT b) MainStream Digital c) Virgin Media d) Microsoft	a) 30/04/2026 b) 31/03/2025 c) 15/08/2026 d) 31/05/2026

Question 6. Contract Description: For each supplier, please state a brief description of the services provided of the overall contract.

Answer: Please see table below:

Service type	Supplier	Contract description
Contact centre contract(s)	CTALK LTD	<ul style="list-style-type: none">• Agent Licences with call recording.• Supervisor Licences.• Administrator Licence• Call recording storage, per agent-single raided server
Inbound network services contract(s)	a) BT b) MainStream Digital c) Virgin Media d) Microsoft	a) BT: Smart messaging services b) Mainstream: Analogue telephone lines maintenance and management c) Virgin Media: Voice contract d) Microsoft: Office 365 licences

Question 7. Contact Details: For each supplier, please state 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. At the very least please provide me with their actual job title.

Answer: Kevin Curnow, Chief Finance Officer.
Tel: 0207 655 4000.



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Question 8. Number of Agents; please provide me with the total number of contact centre agents:

Answer: The Trust employs a total of 50 contact centre agents.

Question 9. Number of Sites; please can you provide me with the number of sites the contact centre covers.

Answer: The contact centre covers all Trust sites.

Question 10. Manufacturer of the contact centre: Who is the manufacturer of the contact centre system that you operate?

Answer: Please see table below:

Service type	Manufacturer
Contact centre contract(s)	CTALK LTD
Inbound network services contract(s)	Virgin Media

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

Answer: No, the Trust uses NHS mail.

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

Answer: As of 20 January 2025, the Trust had a total of 11,543 active NHSmail users, Please note that this number is made up of active, inactive, disabled users, as well as those marked as leavers.

Unfortunately we are unable to breakdown the data further as we do not have a log that differentiates between Trust employees and other users such as contractors or volunteers who may also have an ELFT email account

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

- 0800, 0845, 0870, 0844, 0300 number
- Routing of calls
- Caller Identifier
- Caller Profile- linking caller details with caller records
- Interactive voice response (IVR)

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

Question 13. Incumbent Supplier: For each of the contract(s) please can you provide me with the supplier of the contract.

Answer: The Trust does not use any non-geographic numbers.

Question 14. Annual Average Spend: For each supplier, please state the annual average (over 3 years) spend for each supplier

Answer: Not applicable.

Question 15. Contract Expiry: For each supplier, please state the date of when the contract expires.



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Answer: Not applicable.

Question 16. Contract Review: For each supplier, please state the date of when the contract will be reviewed.

Answer: Not applicable.

Question 17. Contract Description: For each supplier, please state a brief description of the services provided of the overall contract.

Answer: Not applicable.

Question 18. Contact Details: For each supplier, please state 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: Kevin Curnow, Chief Finance Officer.
Tel: 0207 655 4000.



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