

**Request for information under the Freedom of Information Act Reference 2022.1122
Released 25 March 2022**

Thank you for your email received 26 February 2022 requesting information regarding call centre and inbound network service contracts.

Please find detailed below a summary of your request, together with our response.

Summary of your original request:

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

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

Kent Community Health NHS Foundation Trust (KCHFT) has contracts with 8x8 and Mitel.

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

8x8: £146,616

Mitel: £1,347.20

- 3. Contract Expiry: the date of when the contract expires.**

8x8: 19/03/2023 with option of a 12-month extension.

Mitel: this is currently on a rolling 30-day contract.

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

8x8: 19/03/2023

Mitel: this is already been reviewed and we are currently in the process of migrating over to another provider.

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

8x8: Provision of Cloud telephony service.

Mitel: Hosted VOIP and contact centre solution.

- 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.**

It is Trust policy to not release names and contact details of staff below Executive Director Level as this constitutes personal information which is exempt under Section 40(2) in conjunction with Section 40(3A)(a) of the Freedom of Information Act 2000 which relates to 'Personal Information'.

Chair John Goulston Acting Chief Executive Gordon Flack

Trust HQ The Oast, Unit D, Hermitage Court, Hermitage Lane, Barming, near Maidstone, Kent ME16 9NT

An excerpt of the relevant Freedom of Information legislation can be found below:

Section 40 – Personal information

(2) Any information to which a request for information relates is also exempt information if—

(a) it constitutes personal data which does not fall within subsection (1), and

(b) either the first, second or third condition below is satisfied.

(3a) The first condition is that the disclosure of the information to a member of the public otherwise than under this Act

(a) would contravene any of the data protection principles, or

(b) would do so if the exemptions in section 24(1) of the Data Protection Act 2018 (manual unstructured data held by public authorities) were disregarded.

However we can confirm that Executive Director with responsibility for telecommunications is Gill Jacobs – Acting Director of Finance, 01634 211900, email g.jacobs@nhs.net

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

KCHFT is currently licensed for 179 contact centre agent accounts.

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

The contracts with KCHFT are not limited to sites, as all supported sites where networked access is available, including when working from home, are included.

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

The manufacturers are 8x8 and Mitel.

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.

We have many 'contact centres' across the trust but in the last year, November was our highest 'calls entered' month.

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

No, we are on a shared tenancy delivered by NHS Digital across the whole of the NHS.

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

KCHFT currently has 7100 active email accounts.

Please add any further comments attached to this contract if there are any changes coming to the organisation with regards to contact centres.

No further comments to add.

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?

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

The supplier for KCHFT's contract is BT.

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

The annual average spend over the last 2 years was £116,370.

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

This is on a rolling 30-day contract.

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

A review date for this contract has not yet been agreed.

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

Provision of broadband and 0300 numbers.

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.**

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