

Our Ref: LW/lmw/FOI.212.23
Date: 12th July 2023

Laurie Wrench
Deputy Director of Governance
North Staffordshire Combined Healthcare NHS Trust
Lawton House
Bellringer Road
Trentham
ST4 8HH

Tel 01782 275030

Dear

Freedom of Information Act Request

I am writing in response to your e-mail of the 7th July 2023. Your request has been processed using the Trust's procedures for the disclosure of information under the Freedom of Information Act (2000).

Requested information:

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

This is a fully outsourced service, the Trust does not hold any related contracts directly with a supplier of these services, they will be held by the outsourced service provider.

1. Telephony/Voice Services Provider- Please can you provide me with the name of the supplier for each contract. **N/A**
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 **N/A**
3. Telephony/Voice Services - Contract Duration- the number of years the contract is for each provider, please also include any contract extensions. **N/A**
4. Telephony/Voice Services - Type of Lines - Please can you split the type of lines per each supplier? PSTN, Analogue, SIP, ISDN, VOIP **N/A**
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 **99 SIP Trunks**

Contract 2 - Incoming and Outgoing of call services.

This is a fully outsourced service, the Trust does not hold any related contracts directly with a supplier of these services, they will be held by the outsourced service provider.

6. Minutes/Landline Provider- Supplier's name (NOT Mobiles) if there is no information available, please can you provide further insight into why? **N/A**
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. **N/A**
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. **SIP costs Circa £2k/m**
9. Minute's Landlines Contract Duration- the number of years the contract is for each provider, please also include any contract extensions. **N/A**
10. Number of Extensions- Please state the number of telephone extensions the organisation currently has. An estimate or average is acceptable. **900**

Contract 3 - The organisation's broadband provider.

11. Broadband Provider- Supplier's name if there is not information available, please can you provide further insight into why? **The Trust does not have a broadband supplier.**
12. Broadband expiry 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 expiry dates up into however many suppliers **N/A**
13. Broadband Annual Average Spend- Annual average spend for each broadband provider. An estimate or average is acceptable. **N/A**

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

This is a fully outsourced service, the Trust does not hold any related contracts directly with a supplier of these services, they will be held by the outsourced service provider.

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? **N/A**
15. WAN Contract expiry 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 expiry dates up into however many suppliers **N/A**
16. Contract Description: Please can you provide me with a brief description for each contract **N/A**
17. The number of sites: Please state the number of sites the WAN covers. Approx. will do. **18**
18. WAN Annual Average Spend- Annual average spend for each WAN provider. An estimate or average is acceptable. **PSN Circa £70k/y, JISC links Circa £10k/y, OfCom and Wireless Links Circa £24k/y, HSCN Circa £10k/y**
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. **N/A**



Chairman: David Rogers
 Chief Executive: Dr Buki Adeyemo
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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. **Deputy Chief Information Officer, can be contacted via main switchboard 0300 123 1535**

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review of the management of your request. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to: Dr Buki Adeyemo, Chief Executive, North Staffordshire Combined Healthcare Trust, Trust Headquarters, Lawton House, Bellringer Road, Trentham, ST4 8HH. If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Yours sincerely



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