FOI388 – FOI request concerning the Trust’s fixed telephony, broadband and WAN contract data

I can confirm that Southern Health NHS Foundation Trust holds some of the information you requested. Please see our responses below to your Freedom of Information request:

Where we have responded with ‘N/A’, this is because the Trust does not make use of or have the service/system in question.

1. Current Fixed Line (Voice Circuits) Provider
   Daisy

2. Fixed Line 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.
   3 years from 31 March 2013

3. Fixed Line- Contract Duration- the number of years the contract is for each supplier
   12 months with the option to extend for a further 12 months

4. Number of Lines – please can you split the number of lines per each supplier?
   1,591

5. Minutes/Landline Provider- Supplier’s name (Fixed Voice not Mobiles)
   N/A

6. Minutes/Landline 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

7. Minutes Landline Monthly Spend – monthly average spend. An estimate or average is acceptable.
   The Trust’s monthly average spend is £83k

8. Minute’s Landlines Contract Duration: the number of years the contract is with the supplier.
   N/A

9. Number of Extensions – please provide the number of telephone extensions the organisation currently has. An estimate or average is acceptable.
   Having checked our records, I can confirm that this information is not held by the Trust

10. Fixed Broadband Provider- Supplier’s name
    BT
11. Fixed Broadband 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. If there is more than one supplier please split the renewal dates up into however many suppliers.
   No contract – monthly renewal

12. Fixed Broadband Annual Spend- Annual average spend. An average or estimate is acceptable.
   £1,680

13. VOIP/PBX Installation Date: - please provide day, month and year (month and year is also acceptable). If various date please state date for the main telephone system. There is no VOIP currently within the Trust. With regards to PBX, the installation dates are variable. We estimate that compliance with this part of your request would exceed the appropriate cost limit under Section 12 of the FOIA which is currently £450 or 18 hours and we are therefore not able to provide a response. This is because the Trust works out of over 200 sites and the PBX contracts are managed locally on a site by site basis by different individuals. In order to respond, a large piece of work would have to be done to first establish who in each of the 200+ sites manages the contracts. Whilst we appreciate as an organisation that this is a piece of work that needs to be done, it is not currently a priority for the short term.

14. Renewal Date on any leased Telephony systems - 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

15. Lease Provider- Supplier’s name.
   N/A

16. WAN Provider- please provide me with the main supplier(s)
   Virgin

17. WAN 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. If there is more than one supplier please split the renewal dates up into however many suppliers.
   The renewal date will be dependent on the installation date of the line. 5 years from the date of the installation – contracted until 2018.

18. WAN Annual Spend- Annual average spend. An estimate or average is acceptable.
   Programme of work to reprovision the network lines is currently underway. The expected in year expenditure is £393k.

19. Internal Contact: please can you send me there full contact details including contact number and email and job title.
   Helen Clark, Technology Business Manager
   E-mail: Helen.Clark@southernhealth.nhs.uk
   Tel. (01962) 763988