

3 January 2025

**Our Ref:** FOI 384

Dear

**Freedom of Information Act 2000  
Information in relation to IT Contracts**

I am writing to confirm that the South Eastern Health & Social Care Trust (the Trust) has now completed its search for information relating to above which you requested on 21 November 2024. Please accept my apologies for the delay in responding to your request. Thank you for your understanding and forbearance.

A response to questions 2 – 9, 12 & 14 – 18 has been provided by the Planning, Performance & Informatics Directorate and is attached in Appendix A.

In relation to questions 1, 10, 11 & 13 I would like to advise you that the Trust has decided not to release the information that is held for the following reasons:

The information requested in questions 1, 10, 11 & 13 is exempt from release under Section 31 and Section 38 of the Freedom of Information Act 2000.

These are all qualified exemptions and so a Public Interest Test was carried out to decide if the information should be released or not. Having weighed up the factors for and against release, it was decided to withhold this information because the disclosure of such information would:

- a) (Section 31) Leave the Trust patients, clients & staff more vulnerable to crime
- b) (Section 38) permits the withholding of information if there is a risk to Health and Safety of Individuals within the Trust. To withhold there must be a likelihood of endangerment to the physical or mental health of any individual

**Section 31 – Law Enforcement Section**

**Section 31(1)(a)** states that information is exempt if its disclosure is likely to prejudice the prevention or detection of crime. ICO guidance states that this can be used to protect information on a public authority's systems which would make it more vulnerable to crime. It can be used by a public authority that has no law enforcement function:



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- To protect the work of one that does
- To withhold information that would make anyone, including the public authority itself, more vulnerable to crime

### Section 38 – Health and safety

**Section 38 states** that as a security attack may lead to the placing of patient and client information into the public domain, the release of the requested information could potentially lead to harm for a number of patients (in a mental health context or may lead to physical harm)

The Trust believes there is a link between the risk endangerment for data subjects and the disclosure of the requested information. There would likely be a substantial detrimental effect on the physical or mental health of patients and clients, should the requested information be released

In accordance with the Freedom of Information Act 2000 this letter acts as a Refusal Notice in respect of questions 1, 10, 11 & 13.

If you are unhappy as to how this request has been handled, you have the right to seek a review within the Trust in the first instance. You should write to the Information Governance Department, Lough House, Ards Community Hospital ([informationgovernance@setrust.hscni.net](mailto:informationgovernance@setrust.hscni.net)) within two months of the date of this response and your complaint will be considered and a response provided, within 20 working days of receipt.

If, after receiving a response, you remain unhappy, you can refer your complaint to the Information Commissioner at The Information Commissioner's Office –Northern Ireland, 3rd Floor, 14 Cromac Place, Belfast, BT7 2JB. It is important to note that if you refer any matter to the Information Commissioner, you will need to show evidence of having gone through the Trust's internal review procedure to try to resolve the matter with the Trust in the first instance.

If you have any queries about this letter, please do not hesitate to contact me. Please remember to quote the reference number above in any future communications.

Yours sincerely

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**Rebecca Manning**  
**Information Governance Officer**



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

- ***Contact centre contract(s)***
- ***Inbound network services contract (s)***
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***The first part of my request relates to contact centre service contracts which could relate to one of the following:***

- 1. Advanced call distribution to control the flow of calls and maximise customer experience***
- 2. Email, website live chat and integrations with popular social media apps like Facebook and Instagram***
- 3. 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:***

***Q2. Annual Average Spend: For each supplier, please state the annual average (over 3 years) spend for each supplier***

A2. The annual average spend on contact centre is not available as the Trust pays all-inclusive prices with the licencing.

***Q3. Contract Duration: For each supplier, please state the contract duration of the contract expires. If available please also include any contract extensions.***

A3. The contact duration is 3 Years.

***Q4. Contract Expiry: For each supplier, please state the date of when the contract expires.***

A4. The contact expiry is 31/3/26.

***Q5. Contract Review: For each supplier, please state the date of when the contract will be reviewed.***



A5. The contract review date is December 2024.

**Q6. Contract Description: For each supplier, please state a brief description of the services provided of the overall contract.**

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Appendix A

A6. The Department of Finance (DoF) has a requirement to procure services for a Northern Ireland Public Sector Shared Network (NIPSSN). The most pressing need for the NIPSSN is to address the expiry of the existing Northern Ireland Civil Service (NICS) Contract. Network NI which is due to finish in September 2019. It is anticipated that the NIPSSN Contract will be for a maximum contract period of 9 years. This is likely to be on the basis of an initial contract period of five (5) years from 'go-live', plus 2 optional extension periods consisting of two (2) x two (2) years.

**Q7. 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.**

A7. The Assistant Director of Digital Services Tel: 02890561404.

**Q8. Number of Agents; please provide me with the total number of contact centre agents;**

A8. A total of 376 contact centre agents.

**Q9. Number of Sites; please can you provide me with the number of sites the contact centre covers.**

A9. The contact centre covers 120 departments within the Trust.

**Q12. Number of email users: Approximate number of email users across the organisations.**

A12. There is approximately 16,000 email users across the Trust.

**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.**



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**Q14. Annual Average Spend: For each supplier, please state the annual average (over 3 years) spend for each supplier**

A14a. Contract 1.

The average annual spend is £180.

A14b. Contract 2.

The average annual spend is £3540.

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Appendix A

**Q15. Contract Expiry: For each supplier, please state the date of when the contract expires.**

A15a. Contract 1.

The expiry date is 31/3/25.

A15b. Contract 2.

This is a rolling contract

**Q16. Contract Review: For each supplier, please state the date of when the contract will be reviewed.**

A16a. Contract 1.

The contract will be reviewed January 2025.

Q16b. Contract 2.

The contract will be reviewed March 2025.

**Q17. Contract Description: For each supplier, please state a brief description of the services provided of the overall contract.**

A17a. Contract 1.

The Department of Finance (DoF) has a requirement to procure services for a NI Public Sector Shared Network (NIPSSN). The most pressing need for the NI Public Sector Shared Network Project is to address the expiry of the existing NICS Contract. Network NI which is due to finish in September 2019. It is anticipated that the NI PSSN Contract will be for a maximum contract period of 9 years. This is likely to be on the basis of an initial contract period of five (5) years from 'go-live', plus 2 optional extension periods consisting of two (2) x two (2) years.

A17b. Contract 2.

Routing of inbound calls to mobile and one golden number.

**Q18. 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.**



A18. The Assistant Director of Digital Services Tel: 02890561404.