

26 August 2025

**Our Ref:** FOI 1295

Dear

**Freedom of Information Act 2000  
Information in Relation to Mobile Phone 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 22 July 2025.

A response to questions 3, 4, 5, 6, 7, 8a, 9, 10, 11, 12 have been provided by the Planning Performance and Informatics Directorate and is attached in Appendix A.

In relation to questions 1, 2 and Contract 2 referenced in question 8b, 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 question 1 and Contract 2 referred to in question 8b is exempt from release under Section 31 and Section 38 of the Freedom of Information Act 2000.

The information requested in question 2 is exempt from release under Section 43 (2) 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:

- 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

Section 43 (2) - (Prejudice to Commercial Interests, of the Freedom of Information Act 2000). The disclosure of such information would, or would be likely to, prejudice the commercial interests of any person (including the public authority holding it).

In accordance with the Freedom of Information Act 2000 this letter acts as a Refusal Notice in respect of questions 1, 2 and Contract 2 within 8b.

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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**Olivia Robinson**  
**Information Governance Officer**

**Q3. Please provide the total number of mobile connections, broken down by:**

- **Voice-only devices**
- **Voice and data devices**
- **Data-only devices**

A3. The Trust has two mobile connection contracts. However, please note that in regards to Contract 1, due to the low value and size of the contract, there is no formal contract in place.

Please see Table 1 for the number of mobile connections for the above listed devices for both contracts.

Table 1

Devices	No. of Mobile Connections	
	Contract 1	Contract 2
Voice-Only Devices	Nil	Nil
Voice and Data Devices	19	5539
Data-Only Devices	2	4319

**Q4. Please confirm the length of each contract and whether any extension options are included.**

A4. Please see Table 2.

Table 2

Contract	Duration
Contract 1	N/A
Contract 2	2 Years with No Extension Included

**Q5. Please provide the actual contract start date(s) for each provider. (Please do not include the framework start date unless it is also the date of the signed agreement.)**

A5. Please see Table 3.

Table 3

Contract	Start Date
Contract 1	N/A
Contract 2	01/04/2025

**Q6. Please confirm the expiry date(s) of the current agreement(s). If the contract is rolling, please specify.**

A6. Please see Table 4.

Table 4

<b>Contract</b>	<b>Expiry Date</b>
Contract 1	N/A
Contract 2	31/03/2027

**Q7. Please indicate when the organisation intends to review or retender the mobile phone contract(s).**

A7. The Trust undertakes a monthly review.

**Q8a. Please provide the name, job title, direct phone number and email address of the individual(s) responsible for managing this contract. If full contact details cannot be disclosed, the job title will suffice.**

A8a. The Digital Services Telecommunications Manager is responsible for managing these contracts.

**Q8b. If the service was purchased through a procurement framework, please also provide the name of the framework and its reference number.**

A8b. Contract 1– N/A.

**Q9. If the mobile phone services are managed via a third-party provider, please confirm the name of the network provider, the number of connections, and the name/job title of the person responsible internally.**

A9. The mobile phone services are managed internally not via a third-party provider.

**Q10. Is this mobile phone contract part of a wider aggregation exercise with other organisations? If so, please specify.**

A10. No, the mobile phone contract is not part of a wider aggregation exercise with other organisations.

**Q11a. If the current contract has expired or is operating on a rolling basis, please confirm the organisation's intentions moving forward.**

A11a. N/A, the current contracts have not expired.

**Q11b. If your organisation is currently out to tender, please provide the anticipated award date and any available details.**

A11b. N/A, the Trust is not currently out to tender.

**Q12. If this contract was awarded within the past three months, please provide the shortlist of suppliers who submitted bids.**

A12. N/A.