

27 August 2025

Our Ref: FOI 1302

Dear

**Freedom of Information Act 2000
Information in Relation to ICT Contracts - Contact Centre and Inbound
Network Services**

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. 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, 13, and 15-19, have been provided by the Planning Performance and Informatics Directorate and is attached in Appendix A.

In relation to questions 1, 10, 11, and 14, 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, 10, 11, 14, and 20 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:

- 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, & 14.

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) 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

Olivia Robinson
Information Governance Officer

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

A2. The annual average spend of the supplier over 3 years is £53,000.

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 contract duration of the supplier until expiry is 3 years.

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

A4. The date the contract with the supplier expires is January 2028.

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

A5. The date of when the contract with the supplier will be reviewed is January 2027.

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

A6. The services that are provided of the overall contract with the supplier is telephony services.

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 person within the Trust that is responsible for the contract with the supplier is the Assistant Director of Digital Services.

Additionally, the Assistant Director of Digital Service's contact number is 02890484511.

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

A8. The Trust has the capacity for 155 contact centre agents.

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

A9. The number of sites that the contact centre covers within the Trust is 93 departments.

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

A12. The approximate number of email users across the Trust is 13,000.

Q13. 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 a contract relating to the above please can you provide me with?

A13. The Trust has two different inbound network services contracts:

- Contract 1: 1300 number
- Contract 2: 0800 number.

Q15. Annual Average Spend: For each supplier, please state the annual average (over 3 years) spend for each supplier.

A15. Contract 1
The annual average spend over 3 years for contract 1 is £3600.

Contract 2
The annual average spend over 3 years for contract 2 is £4500.

Q16. Contract Expiry: For each supplier, please state the date of when the contract expires.

A16. Contract 1
Contract 1 is a rolling contract therefore the date of when the contract expires is not available.

Contract 2
The date of when contract 2 expires is January 2028.

Q17. Contract Review: For each supplier, please state the date of when the contract will be reviewed.

A17. Contract 1
The date of when contract 1 will be reviewed is May 2026.

Contract 2

The date of when contract 2 will be reviewed is January 2027

Q18. Contract Description: For each supplier, please state a brief description of the services provided of the overall contract.

A18. Contract 1

The services provided by contract 1 is the provision of 0300 service.

Contract 2

The services provided by contract 2 is the telephony services.

Q19. 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.

A19. Contract 1

The person within the Trust that is responsible for contract 1 is the Assistant Director of Digital Services.

Additionally, the Assistant Director of Digital Service's contact number is 02890484511.

Contract 2

The person within the Trust that is responsible for contract 1 is the Assistant Director of Digital Services.

Additionally, the Assistant Director of Digital Service's contact number is 02890484511.