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FOI  
NEL CSU  
Kent House - 4th Floor  
81 Station Road  
Ashford  
TN23 1PP

17<sup>th</sup> July 2020

**Our Ref: FOI.20.KAM049**

Email: [NELCSU.foi@nhs.net](mailto:NELCSU.foi@nhs.net)

Website: [www.kentandmedwayccg.nhs.uk](http://www.kentandmedwayccg.nhs.uk)

Dear Mr Leonard

**RE: FREEDOM OF INFORMATION REQUEST**

Thank you for your request for information under the Freedom of Information Act 2000 received on 24<sup>th</sup> June 2020 by NHS Kent and Medway Clinical Commissioning Group (CCG). The information you have requested is listed below together with the response:

**1. Please confirm the manufacturer of your telephony system(s) that are currently in place?**

I can confirm NHS Kent and Medway CCG use Mitel MX One

**2. When was the installation date of your telephony equipment?**

I can confirm NHS Kent and Medway CCG does hold this information and can confirm over various sites this was 2014, 2015 and 2016

**3. Who maintains your telephony system(s)?**

NHS NEL CSU

**4. Please confirm value of the initial project and value of annual support/maintenance services (in £)?**

I can confirm NHS Kent and Medway CCG does not hold this information. The cost is within a Service Level Agreement (SLA) between the CCG and NHS NEL CSU

**5. Does your annual maintenance service include moves, adds and changes? And if not what is the annual cost of moves, adds & changes?**

I can confirm NHS Kent and Medway CCG does not hold this information. The cost is within a Service Level Agreement (SLA) between CCG and NHS NEL CSU

**6. When is your contract renewal date?**

I can confirm this is a rolling contract

**7. Do you use Unified Communications or Collaboration tools such as Microsoft Skype for Business/ Teams/Cisco/Avaya/Mitel? If yes, what tools are you**

**currently using?**

The CCG uses Microsoft Skype for Business and Microsoft Teams

**8. Please confirm the manufacturer of your Contact centre system(s) that are currently in place?**

Not applicable

**9. When was the installation date of your contact centre infrastructure?**

Not applicable

**10. Who maintains your contact centre system(s)?**

Not applicable

**11. How many contact centre employees/agents do you have?**

I can confirm NHS Kent and Medway CCG does not have any contact centre employees/agents

**12. Do agents work from home? Or just your offices?**

Not Applicable

**13. When is your contract renewal date?**

Not applicable

**14. Do you use a CRM in the contact centre? What platform is used?**

Not applicable

**15. Do you use a knowledge base / knowledge management platform? What platform is used?**

Not applicable

**16. Who currently provides your calls and lines?**

NHS NEL CSU

**17. What is your current annual spend on calls and lines?**

The CCG does not hold this information, this information is part of a wider SLA with NHS NEL CSU

**18. When is your contract renewal date?**

There is no renewal date as part of Service Level Agreement (SLA) with the CSU

**19. Who provides your wide area network? How many sites are connected?**

I can confirm NHS Kent and Medway CCG does not hold this information. The cost is within a Service Level Agreement (SLA) between CCG and NHS NEL CSU

**20. How many employees do you have overall within your organisation?**

I can confirm NHS Kent and Medway CCG has 781 employees

**21.Can you provide contact details for your procurement lead / category manager for these services?**

I can confirm NHS Kent and Medway CCG does not hold this information. NHS Kent and Medway CCG has a Service Level Agreement with NHS Arden and Greater East Midlands Commissioning Support Unit (NEL CSU) which covers Procurement. Therefore you may wish to redirect this part of your request to NHS England, as they handle information held by NEL CSU on their behalf. Their details are as follows: [england.contactus@nhs.net](mailto:england.contactus@nhs.net) (please write "Freedom of Information" in the subject line)

**22.Can you provide names and contact details for the following people within your organisation?**

- a. CIO / IT Director**
- b. Head of IT**
- c. Head of Digital Transformation**
- d. Head of Customer services**

I can confirm NHS Kent and Medway CCG Group believe this information is exempt from disclosure under section 22 of the Freedom of Information Act (Information intended for future publication), as the team structures will be available within their publication scheme.

Once the CCG team structures have been finalised, there is an expectation of them being published within the Publication Scheme of their website, which will be accessible on the following link: <https://www.kentandmedwayccg.nhs.uk/about-us/who-we-are>

Currently, due the Covid-19 situation, the release of this information has been delayed; however, the CCG is looking to publish the information after September 2020.

As this is a qualified exemption, consideration has been taken as to whether the public interest in maintaining the exemption is greater than providing the information. In this instance, as the information is draft and subject to review and amendment, the public interest in withholding the information in relation to this exemption is greater than disclosing it.

We hope that this has dealt with your request for information however, should you remain dissatisfied, you have the right to request that we conduct an internal review of the way we have handled your request. If you would like us to conduct such a review please contact us within two months of this letter:

Email [NELCSU.foi@nhs.net](mailto:NELCSU.foi@nhs.net) or

**FOI-Internal Review Request**  
**NEL CSU**  
**Kent House - 4th Floor**  
**81 Station Road**  
**Ashford**  
**TN23 1PP**

Your request for an internal review will then be processed in accordance with our Freedom of Information Policy.

If you are still dissatisfied following the internal review, you have the right under Section 50 of the Freedom of Information Act (2000) to appeal against the decision by contacting the Information Commissioner. The Information Commissioner provides full and detailed guidance on the Freedom of Information Act and on when and how to complain.

Please find below the link to their website page and their helpline number.

<https://ico.org.uk/for-the-public/official-information/>

Helpline number: 0303 123 1113 or 01625 545745

In line with the Information Commissioner's directive on the disclosure of information under the Freedom of Information Act 2000 your request will form part of our disclosure log. Therefore, a version of our response, which will protect your anonymity, will be posted on the CCGs website.

Yours sincerely

**Freedom of Information Team**  
**NEL CSU**

This Freedom of Information request has been processed by NEL CSU on behalf of

NHS Kent and Medway Clinical Commissioning Group,  
Unit 4, Markerstudy Business Park,  
Thanet Way, Whitstable,  
Kent. CT5 3FD

NEL CSU is NEL Commissioning Support Unit and is hosted by NHS England. NEL CSU provides a number of administrative functions including managing Freedom of Information Requests.