



WARRINGTON

Borough Council

Professor Steven Broomhead
Chief Executive

Gareth Hopkins
Deputy Director Corporate
Services

Quattro 4th Floor
Buttermarket Street
Warrington
WA1 2NH

30th June 2020

Mr D Leonard

Reply via: [request-670736-16e424dc@whatdotheyknow.com](mailto:16e424dc@whatdotheyknow.com)

Our ref: **FOI\CORP\3120**

Dear Mr Leonard,

Freedom of Information Act Request: Communications & Services

Thank you for your email of 16th June 2020 requesting details about the Council's communications systems and associated contracts.

Please see the response to your enquiry outlined below.

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

[Avaya.](#)

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

[The installation of the current system commenced April 2015, approximately.](#)

3. Who maintains your telephony system(s)?
4. Please confirm value of the initial project and value of annual support/maintenance services (in £)?
5. Does your annual maintenance service include moves, adds and changes? And if not what is the annual cost of moves, adds & changes?
6. When is your contract renewal date?

[In relation to questions 3 to 6, section 21 of the Freedom of Information Act 2000 \(FOIA\) provides that information is exempt from the requirement of disclosure under section 1 of the Act where that information is reasonably accessible to the applicant by another means or route.](#)

[The information you have requested is available in the public domain via the Council's publication scheme. Please see the link below to the relevant Council webpage which holds the information you requested:](#)

The Council's 3rd Party contracts are on the Contracts Register which is publically available via The Chest (<https://www.the-chest.org.uk/>), the North West's Local Authority Procurement Portal.

Accordingly, I am refusing this part of your request for information under section 21 of the FOIA.

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 current solution used within the Council is Skype for Business. The Council is also currently piloting some small scale use of MS Teams.

8. Please confirm the manufacturer of your Contact centre system(s) that are currently in place?
9. When was the installation date of your contact centre infrastructure?
10. Who maintains your contact centre system(s)?
11. Please confirm value of the initial project and value of annual support/maintenance services (in £)?
12. When is your contract renewal date?

In relation to questions 8 to 12, section 21 of the Freedom of Information Act 2000 (FOIA) provides that information is exempt from the requirement of disclosure under section 1 of the Act where that information is reasonably accessible to the applicant by another means or route.

The information you have requested is available in the public domain via the Council's publication scheme. Please see the link below to the relevant Council webpage which holds the information you requested:

The Contact Centre Systems forms part of the contract(s) mentioned earlier in our response. The Council's 3rd Party contracts are on the Contracts Register which is publically available via The Chest (<https://www.the-chest.org.uk/>), the North West's Local Authority Procurement Portal.

Accordingly, I am refusing this part of your request for information under section 21 of the FOIA.

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

The Council has 30 contact centre employees/agents.

14. Do agents work from home? Or just your offices?

Agents are primarily office based.

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

Firmstep is the primary solution for CRM. (MS Dynamics has been in use but Firmstep is already deployed for some services as a replacement. Dynamics will be retired when the deployment for Firmstep is complete).

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

No.

17. Who currently provides your calls and lines?

SIP Trunks and GSM Telephony Services are provided by Maintel. Please note that the Council also takes some ISDN lines from BT. This is under a rolling annual contract and is subject to the supplier's standard terms and conditions.

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

Approx. £25000.00.

19. When is your contract renewal date?

The agreement with Maintel is due to expire on 30 November 2020.

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

Section 21 of the Freedom of Information Act 2000 (FOIA) provides that information is exempt from the requirement of disclosure under section 1 of the Act where that information is reasonably accessible to the applicant by another means or route.

The information you have requested is available in the public domain via the Council's publication scheme. Please see the link below to the relevant Council webpage which holds the information you requested:

The Council's WAN network contract information is publically available via the Councils Contracts Register. The Council's 3rd Party contracts are publically available via The Chest (<https://www.the-chest.org.uk/>), the North West's Local Authority Procurement Portal.

Accordingly, I am refusing this part of your request for information under section 21 of the FOIA.

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

The Council has an employee headcount, excluding schools, of 2662.

22. Can you provide contact details for your procurement lead / category manager for these services?
23. Can you provide names and contact details for the following people within your organisation?
- CIO / IT Director
 - Head of IT
 - Head of Digital Transformation
 - Head of Customer services

In relation to questions 22 and 23, section 40(2) of the Freedom of Information Act (FOIA) states that the personal information of a third party must not be disclosed, if to do so would contravene any of the data protection principles.

“Personal data” is defined under section 3(1) of the Data Protection Act 2018 as any information relating to an identified or identifiable living individual.

The data protection principle that is most likely to be relevant is the first principle of the DPA 2018 which states that personal data must be processed in a lawful, fair and transparent manner. If the processing (in this case the disclosure) would not be lawful, fair and transparent then it would contravene the first DPA principle, and the information is then exempt from disclosure under FOIA section 40(2).

The Council takes the following factors into account in deciding whether disclosure is fair:

- whether the requested information is sensitive personal data;
- the consequences of disclosure;
- the data subject’s reasonable expectations of what would happen to their personal data;
- the balance between the rights and freedoms of the data subject and the legitimate interests of the public.

The Council has determined that it would not be fair to disclose the requested information.

Accordingly, the Council is refusing this part of your request under section 40(2) of the FOIA.

If you are not satisfied with the Council’s response to your request for information, you may ask the Council for an internal review of this decision. To do this, you should provide details of your complaint by emailing foi.internalreviews@warrington.gov.uk, or write to FOI Reviews, Warrington Borough Council, Quattro 4th Floor, Buttermarket Street, Warrington, WA1 2NH. You should do this as soon as possible, or, in any case, within 40 working days of the date of our response to your request.

If, following the outcome of the internal review, you remain dissatisfied with the Council's response to your information request, you have the right under section 50 of the Freedom of Information Act 2000 to appeal to the Information Commissioner at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Telephone: 0303 123 1113
Fax: 01625 545 510
Email: enquiries@ico.gsi.gov.uk

Yours sincerely,

A handwritten signature in dark ink, appearing to read 'Gareth Hopkins', written in a cursive style.

Gareth Hopkins
Deputy Director of Corporate Services