



**Leeds Community  
Healthcare**  
NHS Trust

Daniel Leonard  
**request-812733-  
c8e84d51@whatdotheyknow.com**

**Freedom of Information**  
Department of Data Protection & Information  
Governance  
Leeds Community Healthcare NHS Trust  
Stockdale House  
Victoria Road  
LS6 1PF  
Email: [ig.lch@nhs.net](mailto:ig.lch@nhs.net)

16<sup>th</sup> December 2021

Dear Daniel,

**Re- Your Request for Information Ref 705 FOI LCH**

Further to your request under the Freedom of Information Act, please find enclosed the following information.

**Information requested and response:**

**Telephony and UC/ Collaboration**

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

When was the installation date of your telephony equipment?  
Approx. 2006, installed under a previous NHS Trust

When is your contract renewal date?  
March 2022

Who maintains your telephony system(s)?  
NG Bailey

Please confirm the value of the initial project  
Leeds Community Healthcare does not hold this information as it was installed under a now ceased Primary Care Trust.

Please confirm the total ongoing annual spend on telephony  
£91k forecasted spend for 2021/2022

Please confirm the annual support cost for your telephony system  
£51k Maintenance & Support

Do you use Unified Communications or Collaboration tools , if so which ones?  
MS Teams

**Contact Centre**

Please confirm the manufacturer of your contact centre system(s) that are currently in place?  
MITEL

When was the installation date of your contact centre infrastructure?  
Approx. 2006, installed under a previous NHS Trust

When is your contract renewal date?  
March 2022

Who maintains your contact centre system(s)?  
NG Bailey

Please confirm value of the initial project?  
Leeds Community Healthcare does not hold this information as it was installed under a now ceased Primary Care Trust.

Please confirm the value of annual support/maintenance services (in £)? And overall annual spend for the contact centre  
This amount is included in the £51k above

How many contact centre agents do you have?  
105 concurrent

Do agents work from home? Or just your offices?  
Work from home

Do you use a CRM in the contact centre? What platform is used?  
No

Do you use a knowledge base / knowledge management platform? What platform is used?  
No

#### Connectivity and Network Services

Who provides your WAN and internet connectivity and the annual spend on each  
Virgin Media Business WAN £210K, Internet £19500

Have you, or do you plan to deploy SD Wan services  
No

Have you got SIP trunks, if so who from and confirm annual spend  
Project in Flight to provide but not active yet.

Please confirm who provides your LAN, WIFI and Security infrastructure  
In house

Please confirm your annual spend on each  
This information is unable to be broken down to specific areas and therefore cannot be provided.

Please confirm your data centre switching and security infrastructure and have you deployed cloud based security and threat management

#### **Exemption – Section 24 (1) Safeguarding National Security**

Leeds Community Healthcare are unable to provide the above information due to potential cyber risks.

Leeds Community Healthcare will not provide information relating to its electronic counter-measures, designed to counter cyber-attack and similar threats.

As the National Health Service is a key part of the nation's Critical National Infrastructure (see [Centre for the Protection of National Infrastructure](#)), it is considered that the disclosure of information which may weaken the Trust's state of readiness to cyber threats as having the potential to compromise such national security.

Leeds Community Healthcare therefore exempt disclosure of the information requested under Section 24(1) of the Freedom of Information Act 2000, in the belief that the exemption is qualified for the purpose of safeguarding national security.

The Public Interest has been considered in disclosing the information requested relating to ICT security within our organisation and conclude that the public interest is best served in maintaining the S24(1) exemption, as providing such detail on the systems may put in jeopardy these very systems, therefore, protection of the Trust's digital assets outweighs consideration of disclosure based on the rationale outlined.

This decision has been made via consultation with key managers across the Informatics teams, the Trust Information Governance Group, and the Senior Information Risk Officer (SIRO).

### Organisation

How many employees do you have overall within your organisation?  
3,262

Can you provide contact details for your procurement lead / category manager for these services?  
The release of this information is exempt from disclosure under the Freedom of Information Act 2000 Section 40(2) Personal data.

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

- CIO / IT Director – Richard Slough, richard.slough@nhs.net
- Head of IT – Martin Harris, martin.harris@nhs.net
- Head of Digital Transformation – This role does not exist within the Trust
- Head of Customer services – This role does not exist within the Trust

Please note the provision of this information does not entitle you to re-use it. If you wish to do so, you should submit a request to the above address under the Re-Use of Public Sector Information Regulations.

If you are unhappy with the service you have received in relation to your request for information and wish this decision to be reviewed, you should write to the above address.

If you are not content with the outcome of this review, you may apply directly to the Information Commissioner for a decision. Generally, the ICO cannot make a decision unless you have exhausted the review procedure. The Information Commissioner can be contacted at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

Yours faithfully

Department of Data Protection and Information Governance  
Leeds Community Healthcare NHS Trust

**Leeds Community Healthcare NHS Trust is a research active teaching Trust**

Chair: Brodie Clark CBE

Chief Executive: Thea Stein