

Our Ref: 290620
Email: request-673284-79b3e203@whatdotheyknow.com
Date: 24 September 2020

Corporate Governance Department
Legal Services Division
Freedom of Information Team
3 Priestley Wharf
Holt Street
Aston
Birmingham
B7 4BN
Email: foi.bchc@nhs.net; Tel: 0121 466 7293

Dear Clive

Re: Freedom of Information Request

With reference to your request for information pursuant to the Freedom of Information Act dated 29 June 2020, I apologise for the delay in responding and can advise that the Trust **does hold** the information that you are seeking. I will set this out below:

Please could you provide the following information:

- How many staff do you currently employ within the trust? [We employ 4942 permanent staff.](#)
- How many staff do you currently employ within the IT team? [49.](#)
- Do you have plans to recruit additional staff into the IT team, either Temporary or permanent, over the next 12 months? [Yes.](#)
- How many networked Endpoints do you currently manage within your IT estate? [Over 5,000.](#)
- Are you Cyber Essentials/CE+ accredited? [Yes.](#)
- How many IT support/request tickets are processed per month? [Over 2,000.](#)
- What is the name, job title, and department contact email address of for:
 - CIO / IT Director [He is Duncan Robinson, Digital Technology Services Director](#)
[His email address is \[duncan.robinson1@nhs.net\]\(mailto:duncan.robinson1@nhs.net\).](#)
 - Head of IT [He is Gerard Kilgallon, Head of Digital Technology Services. His email address is \[gerard.kilgallon@nhs.net\]\(mailto:gerard.kilgallon@nhs.net\).](#)

I can confirm that as the information has been provided, this request is now closed.

For future reference, the Trust's publication scheme and details of the services that we provide can be found on our website: www.bhamcommunity.nhs.uk.

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Freedom of Information Publication Scheme

The Publication Scheme is a guide to the information routinely published by Birmingham Community Healthcare NHS Foundation Trust, and made available to the public.

Details of the scheme can be found on the Birmingham Community Healthcare NHS Foundation Trust website (address above). No charge is made for information that is downloadable from the Trust's website; in the event that hard copy information is requested, the Trust reserves the right to levy a charge in accordance with the applicable regulations.

Complaints

In the unlikely event that you have cause to complain about the service received in respect of your Freedom of Information request; the Trust operates a complaints procedure which gives the applicant the right to an internal review of the administration or outcome of any valid Freedom of Information request within 40 working days of the date of this response. Such reviews will usually be undertaken within 20 days by the Chief Executive Officer, or an appropriate nominated officer. Where the Chief Executive Officer has been closely involved in the original request, any review will be conducted by the Chairman of the Trust, or an appropriate Non-Executive Director. The Trust will keep a record of all complaints, reviews and outcomes. Should you feel that you have cause to complain then please write to:

**Chief Executive
Birmingham Community Healthcare NHS Foundation Trust
3 Priestley Wharf
Holt Street
Birmingham
B7 4BN
Telephone: 0121 466 6000**

Should you be dissatisfied with the outcome of the internal review, you have the right to lodge a complaint with the Information Commissioner. A complaints form can be obtained from the Information Commissioner's website: www.ico.gov.uk or contact:

**Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire SK9 5AF
Telephone: 01625 545745**

Feedback

We would be interested to receive feedback as to how you feel your request has been dealt with to help us to understand where we are doing well and to make improvements where necessary; your comments (whether positive or negative) can be made either in writing to the address above or by email.

Any queries about this response can be directed to Eugene C Aninweze, Freedom of Information Officer, on 0121.466.7293 or foi.bchc@nhs.net.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'MBullock', with a long horizontal stroke extending to the right.

Michael Morgan-Bullock*
Legal Services Manager

* Solicitor of the Supreme Court of England and Wales
SRA number: 136646