



NEL,
1 Lower Marsh,
London,
SE1 7NT

Email: NELCSU.foi@nhs.net

Dear Mr Shepherd

Reference: FOI.20.BDH042

3 August 2020

Re: Freedom of Information request

Thank you for your request under the *Freedom of Information Act 2000* (the Act). This response is provided on behalf of NHS Barking and Dagenham Clinical Commissioning Group (CCG). Your request along with the CCG's response is detailed below.

Telephony System

1. What is your current telephony system?

BT N3 Hosted Voice Services

2. How many users of the telephony system?

Approximately 200 staff across NHS Barking and Dagenham, NHS Havering and NHS Redbridge CCGs (BHR).

3. When is the contract up for renewal?

1 April 2021

4. If it isn't a VoIP system, will that be a consideration for the next contract cycle?

Current system is a VOIP system.

5. The email address of the primary contact for this contract?

NHS Barking and Dagenham CCG does hold this information. The CCG considers the direct email address requested exempt under *Freedom of Information Act 2000 Section 40(2)* (personal information) as it relates to the personal information of a CCG employee. The CCG follows guidance issued by the Information Commissioner's Office on the disclosure of personal data including direct contact details.

All members of staff can be contacted at: bhrccgs.enquiries@nhs.net

6. Current annual spend?

Approximately £15,000 (across BHR CCGs)

Mobile phone contracts

7. Who is your current mobile phone provider?

Vodafone

8. How many mobile connections?

250 Voice and Data (across BHR CCGs)

9. When is the contract up for renewal?

April 2021

10. How long do you contract for (24 or 36 months)?

12 Months

11. The email address of the primary contact for this contract?

NHS Barking and Dagenham CCG does hold this information. The CCG considers the direct email address requested exempt under *Freedom of Information Act 2000 Section 40(2)* (personal information) as it relates to the personal information of a CCG employee. The CCG follows guidance issued by the Information Commissioner's Office on the disclosure of personal data including direct contact details.

All members of staff can be contacted at: bhrccgs.enquiries@nhs.net

12. Current annual spend?

Approximately £40,000 across BHR CCGs.

Crown Commercial Services frameworks

13. Do you procure through the Networks Services 2 framework? (RM3808 previously RM1045)

14. Do you procure through the G-Cloud framework?

Questions 13 and 14

Yes, amongst other frameworks and national NHS agreements.

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NELCSU.foi@nhs.net

Postal address

NEL,
1 Lower Marsh,
London,
SE1 7NT

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Privacy Notice (formerly known as Fair Processing Notice)

We will record your contact and request details in order to monitor and improve the service we provide and in order to discharge our statutory obligations under the Act. This information will be handled in accordance with the NHS Confidentiality Code of Practice and the *Data Protection Act 2018*.

Using personal data we provide

You are required not to use personal data which is provided to you for electronic marketing (telesales, fax, e-mail) to our staff and comply with the Privacy and Electronic Communications (EC Directive) Regulations 2003. Provision of such personal data in response to a Freedom of Information or Environmental Information request does not constitute consent from the individual concerned.

The *Data Protection Act* gives individuals rights to prevent processing likely to cause substantial unwarranted damage or unwarranted distress (section 10) and to prevent processing for the purposes of direct marketing (section 11). You should be aware that selling, giving or sharing of personal data could breach the *Data Protection Act*. NEL advises staff of their rights on behalf of Clinical Commissioning Groups.

Review procedure

If you feel that we have not met the requirements of the Freedom of Information Act 2000, you should contact the FOI Team at: NELCSU.foi@nhs.net

If you remain dissatisfied, you can ask us to review our decision by making a written request for an internal review. In order to assist with the review, you should include your address, a description of the original request and the reasons why you are dissatisfied. Please send this to:

Email

NELCSU.foi@nhs.net

Postal address

NEL CSU,
1 Lower Marsh,
London,
SE1 7NT

Website address

www.nelcsu.nhs.uk

The review will be handled by more senior staff who were not involved in the original decision. Although this will not apply to Section 36 claimed exemptions in accordance with Department of Health Directive, your request will still be reviewed. We aim to complete all internal reviews within 20 working days. If you then wish to appeal you should contact the Information Commissioner for an independent review at the following address:

Telephone

01625 545745

Postal address

The Information Commissioner,
Wycliffe House,
Water Lane,
Wilmslow,
Cheshire,
SK9 5AF

Website address

www.ico.gov.uk

Feedback

Your feedback is welcome to help us improve the service we provide. Please send comments or suggestions to our address.



Yours sincerely,

Freedom of Information Team

NEL

