



Department
for Environment
Food & Rural Affairs

T: 03459 33 55 77
helpline@defra.gsi.gov.uk
www.gov.uk/defra

Our ref: RFI 7836

23 November 2015

Dear [REDACTED]

REQUEST FOR INFORMATION: Mobile Device Usage and Hardware

Thank you for your request for information, which we received on 5 October 2015, about mobile device usage and hardware in Defra. As you know, we have handled your request under the Freedom of Information Act 2000 (FOIA). We apologize for the delay in replying to you.

Following careful consideration, we have decided not to disclose some of the information that you have requested. The only information that we are not disclosing is the exact start and end dates of contracts, but we are providing you with details of the start and end dates of contracts to the nearest quarter.

Information consisting of the exact start and end dates of contracts is being withheld under the exemption to disclosure at section 31(1)(a) (the prevention or detection of crime) of the FOIA.

In applying this exemption, we have had to balance the public interest in withholding the information against the public interest in disclosure.

We recognize that there is a public interest in disclosure of information relating to contracts in the public sector as this enhances transparency about the department management of its assets, systems and processes and the use of those assets by staff. On the other hand, there is a strong public interest in withholding information consisting of the exact start and end dates of contracts because such information could assist persons who are intent on undermining data security and who would wish to circumvent the department's security systems. This would lead to our failing our duty to prevent criminal activity, which would mean that we would also fail in our duty to assist law enforcement authorities. Disclosure of the information would prejudice the investigation of any incidents if they were to occur.

Therefore, we have concluded that, in all the circumstances of the case, the information consisting of the exact start and end dates of contracts should be withheld under the exemption at section 31(1)(a) of the FOIA.



As mentioned in the second paragraph, we are able to disclose the start and end dates of contracts to the nearest quarter and we hope that this will be sufficient for your needs.

We attach at Annex the information that we are able to disclose in response to your request. Please note that the cost information that we are including in this Annex relates to the use of public funds.

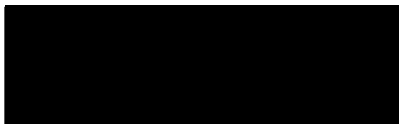
Information disclosed in response to this FOIA request is releasable to the public. In keeping with the spirit and effect of the FOIA and the government's Transparency Agenda, this letter and the information disclosed to you may be placed on [GOV.UK](https://www.gov.uk), together with any related information that will provide a key to its wider context. No information identifying you will be placed on the GOV.UK website.

We attach Annex B, which explains the copyright that applies to the information being released to you.

We also attach Annex C giving contact details should you be unhappy with the service you have received.

If you have any queries about this letter please contact me.

Yours sincerely,

A large black rectangular redaction box covering the signature area.


Defra FOIA and EIRs Team
Area 4C, Nobel House, 17 Smith Square, London, SW1P 3JR
InformationRequests@defra.gsi.gov.uk

Annex A

1) Please confirm the number of mobile phones or smartphones that are funded by the organisation and in use by the organisation.

1229

2) The Name of the Organisation who acts as your mobile airtime service provider. (If multiple contracts are set up please confirm each specific provider).

Vodafone

2.1) please confirm;

(a) the date the aforementioned contract(s) started.

Quarter 2 2015

(b) the date the aforementioned contract(s) ends.

Quarter 1 2017

(c) the date the contract(s) will be reviewed (prior to termination).

We would expect to review the contract, and plans for continuing service after April 2017, between June to September 2016

3) The number of mobile connections within the organisation. (If multiple contracts are set up please confirm each specific provider).

1229

4) Are mobile phones and smart phones purchased separately or 'bundled' as part of the airtime agreement?

Mobile phones are purchased as either a new connection or device only (for replacements)

4.1) If handsets are 'bundled' with an airtime agreement, – please provide a cost breakdown between the devices and the airtime contract. (Example response maybe: The organisation has a contract where the handsets are zero cost although data and calls are paid for — Alternatively — Handsets were purchased at £50 each plus any calls and data.)

Voice Mobile phone handsets with new connection are £30 each plus any calls and data.

Blackberry phone handsets with new connection are £125 each plus any calls and data.

4.2) If handsets are procured separately, please provide details of how many mobile phones or smart phones have been purchased during the previous three years. (Please detail year on year spend and physical number of devices acquired.)

Year 2013 – 218 Total cost £31775

Year 2014 – 155 Total cost £16525

Year 2015 – 329 Total cost £5985

4.3) If Handsets are procured separately please could you confirm if the devices are leased or purchased outright.

Purchased outright

4.4) Does the organisation make ad-hoc purchases for Handsets during the normal contractual term.

No

4.5) Is the procurement process under a specific framework or does the organisation work independently of such a framework? Please provide details of framework if necessary.

The process is under the PSN Services Framework Lot 6.

5) Does the organisation purchase Tablets (for example – iPad's)?

Yes we have purchased a small number.

5.1) If so, please provide details of how many individual devices have been purchased during the previous three years. Please detail year on year spend and physical number of devices procured.

Year 2015 - 12 iPads at £450

5.2) Please could you confirm if the devices are leased or purchased outright.

Purchased outright

5.3) Is the procurement process under a specific (please detail) framework or does the organisation work independently of such a framework?

The process is under the PSN Services Framework Lot 6.

6) Do you include mobile devices (Phones and Tablets) within your asset register?

Individual devices are not be included as they are under the capital value limit

7) If your mobile devices (Phones and Tablets) are not held on your central asset register, please clarify how you manage/trace the mobile devices during their lifecycle within the company.

A monthly report is produced on all devices detailing usage

8) What happens to mobile devices (Phones and Tablets) at the end of the contract term, or alternatively at the point of retirement?

They are recycled via Vodafone

9) What is the current process for removing all sensitive data from the devices (Phones and Tablets) at the end of the contract term, or alternatively at the point of retirement?

Devices are returned to a central point within the department where a full wipe is completed and SIM cards removed and destroyed

9.1) Please confirm the name of any third party companies involved in the retirement process, how long they have been contracted and when that contract is due to expire.

Vodafone – no contract

10) Please provide full details of the person who is ultimately responsible for the Airtime Contract. (Please include: Name, Position, E-mail address, Contact Phone Number. Office Location).

Chris Howes, Defra CTO, Nobel House, London, SW1P 3JR,
Chris.Howes@defra.gsi.gov.uk

11) Please provide full details of the person who is ultimately responsible for the Procurement of Mobile Devices. (Please include: Name, Position, E-mail address, Contact Phone Number. Office Location).

Chris Howes, Defra CTO, Nobel House, London, SW1P 3JR,
Chris.Howes@defra.gsi.gov.uk

12) What is your current accounting treatment for mobile phone assets?

They are expensed in the year of purchase

13) What is the current method for Insuring your mobile devices in the event of loss, damage or theft?

None

14) Are Insurance services part of any current framework or would this service operate outside of any present framework agreement.

Not applicable please see the answer to question 13.

Annex B

Copyright

The information supplied to you continues to be protected by copyright. You are free to use it for your own purposes, including for private study and non-commercial research, and for any other purpose authorised by an exception in current copyright law. Documents (except photographs or logos) can be also used in the UK without requiring permission for the purposes of news reporting. Any other re-use, for example commercial publication, would require the permission of the copyright holder.

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Annex C

Complaints

If you are unhappy with the service you have received in relation to your request you may make a complaint or appeal against our decision under section 17(7) of the FOIA or under regulation 18 of the EIRs, as applicable, within 40 working days of the date of this letter. Please write to [REDACTED] Head of Information Standards, Area 4D, Nobel House, 17 Smith Square, London, SW1P 3JR (email: InformationRequests@defra.gsi.gov.uk) and he will arrange for an internal review of your case. Details of Defra's complaints procedure are on our [website](#).

If you are not content with the outcome of the internal review, section 50 of the FOIA and regulation 18 of the EIRs gives you the right to apply directly to the Information Commissioner for a decision. Please note that generally the Information Commissioner cannot make a decision unless you have first exhausted Defra's own complaints procedure. The Information Commissioner can be contacted at:

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