



Office of the Pubs Code Adjudicator
Lower Ground
Victoria Square House
Victoria Square
Birmingham
B2 4AJ
Email: office@pubscodeadjudicator.gov.uk

06 December 2019

Dear [REDACTED]

Thank you for your email, received on 22 November, in which you requested information from the office of the Pubs Code Adjudicator (PCA) under the Freedom of Information Act 2000 (the Act).

The Act entitles you to:

- know whether the information you have requested is held by the PCA; and
- be provided with that information, subject to any exemptions in the Act which may apply.

You have requested the following information:

1. Please confirm the manufacturer of your telephony system(s) that are currently in place?
2. When was the installation date of your telephony equipment?
3. Who maintains your telephony system(s)?
4. Please confirm value of the initial project and value of annual support/maintenance services (in £)?
5. When is your contract renewal date?
6. Please confirm the manufacturer of your Contact centre system(s) that are currently in place?
7. When was the installation date of your contact centre infrastructure?
8. Who maintains your contact centre system(s)?
9. Please confirm value of the initial project and value of annual support/maintenance services (in £)?
10. How many contact centre employees/agents do you have?
11. When is your contract renewal date?
12. Do you use Unified Communications or Collaboration tools such as Microsoft Skype for Business/ Cisco/Avaya/Mitel? If yes, what tools are you currently using?
13. How many employees do you have overall within your organisation?
14. Who currently provides your calls and lines?
15. What is your current annual spend on calls and lines?
16. When is your contract renewal date?
17. Are you using SIP or ISDN?
18. Do you use a wide area network?



Pubs Code Adjudicator

In relation to request 1 – 9, 11 and 14 - 18, I can confirm that the office of the PCA does not hold information relevant to your request. The PCA is an arm's length body of the Department for Business Energy and Industrial Strategy (BEIS). This means that the PCA delivers a public service but is not a ministerial government department. All IT equipment, maintenance and related services, including telephony systems are provided to the PCA by BEIS.

In relation to request 12 I can confirm that we use the CISCO collaboration tool.

In relation to requests 10 and 13 I can confirm that the PCA does not employ any staff directly. I have interpreted your request in relation to "employees" to mean members of staff seconded to the PCA and those engaged through employment agencies and consultancies to the PCA. I confirm that 15 people work in the PCA office. None of the 15 staff members at the PCA are engaged as contact centre employees or agents.

If you do not believe that the office of the PCA has provided an appropriate response to your request, as set out above, you are entitled to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original request and should be made in writing, quoting the above reference, to office@pubscodeadjudicator.gov.uk or:

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If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Yours sincerely,

Office of the Pubs Code Adjudicator