



Homes
England

Date: 27 January 2021

Our Ref: RFI3277

Tel: 0300 1234 500

Email: infogov@homesengland.gov.uk

Making homes happen

██████████
By Email Only

Windsor House
Homes England – 6th Floor
50 Victoria Street
London
SW1H 0TL

Dear ██████████

RE: Request for Information – RFI3277

Thank you for your recent email, which was processed under the Freedom of Information Act 2000 (FOIA). You requested the following information:

All or some of the information provided previously has expired, i require an update on the questions below. See my request below:

Contract 1

1. *Current Lines/Voice Services (Analogue, ISDN VOIP, SIP etc) Provider- Please can you provide me with the name of the supplier for the contract.*
2. *Fixed Line- Contract Renewal Date- please provide day, month and year (month and year are also acceptable). If this is a rolling contract please provide me with the rolling date of the contract. If there is more than one supplier please split the renewal dates up into however many suppliers*
3. *Fixed Line- Contract Duration- the number of years the contract is for each provider*
4. *Type of Lines- Please can you split the type of lines per each supplier? PSTN, Analogue, SIP*
5. *Number of Lines- Please can you split the number of lines per each supplier? SIP trunks, PSN Lines, Analogue Lines*

Contract 2

6. *Minutes/Landline Provider- Supplier's name (NOT Mobiles) if there is no information available please can you provide further insight into why?*
7. *Minutes/Landline Contract Renewal Date- please provide day, month and year (month and year is also acceptable). If this is a rolling contract please provide me with the rolling date of the contract.*
8. *Minutes Landline Monthly Spend- Monthly average spend on calls for each provider. An estimate or average is acceptable.*
9. *Minute's Landlines Contract Duration: the number of years the contract is with the supplier.*
10. *Number of Extensions- Please state the number of telephone extensions the organisation currently has. An estimate or average is acceptable.*

Contract 3

11. *Fixed Broadband Provider- Supplier's name if there is not information available please can you provide further insight into why?*

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12. *Fixed Broadband Renewal Date- please provide day, month and year (month and year is also acceptable). If this is a rolling contract please provide me with the rolling date of the contract. If there is more than one supplier please split the renewal dates up into however many suppliers*

13. *Fixed Broadband Annual Average Spend- Annual average spend for each broadband provider. An estimate or average is acceptable.*

Contract 4

14. *WAN Provider- please provide me with the main supplier(s) if there is no information available please can you provide further insight into why?*

15. *WAN Contract Renewal Date- please provide day, month and year (month and year are also acceptable). If this is a rolling contract please provide me with the rolling date of the contract. If there is more than one supplier please split the renewal dates up into however many suppliers*

16. *Contract Description: Please can you provide me with a brief description of the contract*

17. *The number of sites: Please state the number of sites the WAN covers. Approx. will do.*

18. *WAN Annual Average Spend- Annual average spend for each WAN provider. An estimate or average is acceptable.*

19. *For each WAN contract can you please provide me with information on how this was procured, especially around those procurement that used frameworks, please provide me with the framework reference.*

20. *Internal Contact: please can you send me there full contact details including contact number and email and job title for all the contracts above.*

Response

We can confirm that we do hold some of the requested information. We will address each of your points in turn.

Contract 1

1. ***Current Lines/Voice Services (Analogue, ISDN VOIP, SIP etc) Provider- Please can you provide me with the name of the supplier for the contract.***

Pure IP

2. ***Fixed Line- Contract Renewal Date- please provide day, month and year (month and year are also acceptable). If this is a rolling contract please provide me with the rolling date of the contract. If there is more than one supplier please split the renewal dates up into however many suppliers
and***

3. ***Fixed Line- Contract Duration- the number of years the contract is for each provider***

I am able to confirm that Homes England does not hold the information detailed in your request. This is because Homes England does not have fixed lines, only SIP trunks.

The FOIA does not oblige a public authority to create information to answer a request if the requested information is not held. The duty under section 1(1) is only to provide the recorded information held.

The full text of section 1 in the legislation can be found here:

<https://www.legislation.gov.uk/ukpga/2000/36/section/1>



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4. Type of Lines- Please can you split the type of lines per each supplier? PSTN, Analogue, SIP

SIP only

5. Number of Lines- Please can you split the number of lines per each supplier? SIP trunks, PSN Lines, Analogue Lines

60 SIP trunks

Contract 2

6. Minutes/Landline Provider- Supplier's name (NOT Mobiles) if there is no information available please can you provide further insight into why?

7. Minutes/Landline Contract Renewal Date- please provide day, month and year (month and year is also acceptable). If this is a rolling contract please provide me with the rolling date of the contract.

8. Minutes Landline Monthly Spend- Monthly average spend on calls for each provider. An estimate or average is acceptable.

9. Minute's Landlines Contract Duration: the number of years the contract is with the supplier.

10. Number of Extensions- Please state the number of telephone extensions the organisation currently has. An estimate or average is acceptable.

I am able to confirm that Homes England does not hold the information detailed in your request. This is because Homes England does not have a minutes/landline provider as our calls are via MS Teams/ Skype for Business.

The FOIA does not oblige a public authority to create information to answer a request if the requested information is not held. The duty under section 1(1) is only to provide the recorded information held.

The full text of section 1 in the legislation can be found here:

<https://www.legislation.gov.uk/ukpga/2000/36/section/1>

Contract 3

11. Fixed Broadband Provider- Supplier's name if there is not information available please can you provide further insight into why?

Daisy Communications / Virgin Media

12. Fixed Broadband Renewal Date- please provide day, month and year (month and year is also acceptable). If this is a rolling contract please provide me with the rolling date of the contract. If there is more than one supplier please split the renewal dates up into however many suppliers

Daisy Communications April 2021

Virgin Media August 2021

13. Fixed Broadband Annual Average Spend- Annual average spend for each broadband provider. An estimate or average is acceptable.

Per annum our Daisy Communications spend is £95k and Virgin Media total spend is £184k.

Contract 4

14. WAN Provider- please provide me with the main supplier(s) if there is no information available please can you provide further insight into why?

Daisy Communications / Virgin Media



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15. WAN Contract Renewal Date- please provide day, month and year (month and year are also acceptable). If this is a rolling contract please provide me with the rolling date of the contract. If there is more than one supplier please split the renewal dates up into however many suppliers

Daisy Communications April 2021

Virgin Media August 2021

16. Contract Description: Please can you provide me with a brief description of the contract

Standard communications contract

17. The number of sites: Please state the number of sites the WAN covers. Approx. will do.

12

18. WAN Annual Average Spend- Annual average spend for each WAN provider. An estimate or average is acceptable.

Per annum our Daisy Communications spend is £95k and Virgin Media total spend is £184k.

19. For each WAN contract can you please provide me with information on how this was procured, especially around those procurement that used frameworks, please provide me with the framework reference.

Networks Services 2 framework? (RM3808 previously RM1045)

20. Internal Contact: please can you send me there full contact details including contact number and email and job title for all the contracts above.

Section 40 – Personal information

We are withholding information on the grounds that it constitutes third party personal data and therefore engages section 40(2) of the FOIA.

To disclose personal data, such as names, contact details, addresses, email addresses and personal opinions could lead to the identification of third parties and would breach one or more of the data protection principles.

Section 40 is an absolute exemption which means that we do not need to consider the public interest in disclosure. Once it is established that the information is personal data of a third party and release would breach one or more of the data protection principles, then the exemption is engaged.

The full text in the legislation can be found on the following link;

<https://www.legislation.gov.uk/ukpga/2000/36/section/40>

Advice and Assistance

We have a duty to provide advice and assistance in accordance with Section 16 of the FOIA. To comply with this duty we are able to confirm that correspondence can be directed via our general enquiries team

(enquiries@homesengland.gov.uk/ 0300 1234 500) for the attention of the Digital Infrastructure team.



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Right to Appeal

If you are not happy with the information that has been provided or the way in which your request has been handled you may request an internal review by writing to;

The Information Governance Team
Homes England – 6th Floor
Windsor House
50 Victoria Street
London
SW1H 0TL

Or by email to infogov@homesengland.gov.uk

You may also complain to the Information Commissioner however, the Information Commissioner does usually expect the internal review procedure to be exhausted in the first instance.

The Information Commissioner's details can be found via the following link

<https://ico.org.uk/>

Please note that the contents of your request and this response are also subject to the Freedom of Information Act 2000. Homes England may be required to disclose your request and our response accordingly.

Yours sincerely,

The Information Governance Team
For Homes England

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