



Homes  
England

Date: 20 August 2021

Our Ref: RFI3545

Tel: 0300 1234 500

Email: infogov@homesengland.gov.uk

Making homes happen

██████████  
By Email Only

Information Governance Team  
Homes England  
Windsor House – 6<sup>th</sup> Floor  
50 Victoria Street  
London  
SW1H 0TL

Dear ██████████

**RE: Request for Information – RFI3545**

Thank you for your request for information which was processed in accordance with the Freedom of Information Act 2000 (FOIA).

For clarification, you requested the following information:

*I want to make a Freedom of Information request, could you please send me the following information with regards to the organisation's Mobile Phones contract. **You may have received the same request in the past and this information sent has now expired and I require an update as soon as possible for the following information:***

*If there is more than one provider please split all the information including the annual average spend, number of connection, duration, contract dates and internal contact details.*

- 1. Network Provider(s) - Please provide me with the network provider name e.g. EE, Telefonica, Vodafone, Three*
- 2. Annual Average Spend for each Network Provider - Can you please provide me with the average annual spend over the last 3 years. If this is a new contract can you please provide the estimated annual spend.*
- 3. Number of Connections- Number of connections for each network provider. **(number of voice only devices, voice and data devices, data only devices)** please provide me with the breakdown and not the overall total.*
- 4. Duration of the contract- please state if the contract also includes contract extensions for each provider.*
- 5. Contract Start Date- please can you provide me with the start date of the signed agreement. Please do not provide me with the framework contract date I require the contract dates of the signed agreement. **(if there are multiple start dates, could you please provide me with the earliest date for each provider)***
- 6. Contract Expiry Date- please can you provide me with the expiry date of the signed agreement. Please do not provide me with the framework contract date I require the contract dates of the signed agreement. If the contract is rolling please state.*
- 7. Contract Review Date- Please can you provide me with a date when the organisation plans to review this contract.*
- 8. The person in the organisation responsible for this particular contract. Can you send me the full contact details Contact Name, Job Title, Contact Number and direct email address for each network provider? If full contact details cannot be provided please send me their actual job title.*

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*9. If the mobile phone contract is provided by a managed contract please provide me with the actual name of the network provider along with the number of connections and the internal contact from within the organisation responsible for this contract.*

*Please can you provide me with the latest information- If the organisations are currently out to tender please can you also state the approx. date of the award along with the information above.*

*Also if the contract in the response has expired/rolling please can you provide me with further information if available of the organisation's plans going forward with regards to mobiles and the current status?*

*If this contract was awarded within the past three months can you please provide me with a shortlist of suppliers that bid on the contract?*

### **Response**

We are able to confirm that we do hold information that falls within the scope of your request. We will address each of your points in turn.

*1. Network Provider(s) - Please provide me with the network provider name e.g. EE, Telefonica, Vodafone, Three*  
**Homes England network providers name is EE.**

*2. Annual Average Spend for each Network Provider - Can you please provide me with the average annual spend over the last 3 years. If this is a new contract can you please provide the estimated annual spend.*  
**Homes England average annual spends over the 3 years is £110,000.00**

*3. Number of Connections- Number of connections for each network provider. (number of voice only devices, voice and data devices, data only devices) please provide me with the breakdown and not the overall total.*  
**The number of connections for voice and data is 1470. The number of connections for data only is 110.**

*4. Duration of the contract- please state if the contract also includes contract extensions for each provider.*  
**The duration of the contract is for a period of 3 years with an available contract extension.**

*5. Contract Start Date- please can you provide me with the start date of the signed agreement. Please do not provide me with the framework contract date I require the contract dates of the signed agreement. (if there are multiple start dates, could you please provide me with the earliest date for each provider)*  
**The contract start date was May 2016.**

*6. Contract Expiry Date- please can you provide me with the expiry date of the signed agreement. Please do not provide me with the framework contract date I require the contract dates of the signed agreement. If the contract is rolling please state.*  
**The contract expiry date is May 2019 +1 +1 year. We have recently signed a six month extension to the contract.**

*7. Contract Review Date- Please can you provide me with a date when the organisation plans to review this contract.*  
**The contract renew date will be 4<sup>th</sup> quarter of 2021**



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*8. The person in the organisation responsible for this particular contract. Can you send me the full contact details Contact Name, Job Title, Contact Number and direct email address for each network provider? If full contact details cannot be provided please send me their actual job title.*

**For all enquiries please contact:**

**Service Support Manager**

**Digital Services**

[enquiries@homesengland.gov.uk](mailto:enquiries@homesengland.gov.uk)

**0300 1234 500**

*9. If the mobile phone contract is provided by a managed contract please provide me with the actual name of the network provider along with the number of connections and the internal contact from within the organisation responsible for this contract.*

*Please can you provide me with the latest information- If the organisations are currently out to tender please can you also state the approx. date of the award along with the information above.*

*Also if the contract in the response has expired/rolling please can you provide me with further information if available of the organisation's plans going forward with regards to mobiles and the current status?*

*If this contract was awarded within the past three months can you please provide me with a shortlist of suppliers that bid on the contract?*

**We confirm that Homes England does not hold the information detailed in this part of your request. This is because there is no legal or business reason for Homes England to do so.**

**In order to conclude that the information is not held, we have searched with our Digital Team who would have the requested information if held.**

**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>

### **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. You can request an internal review by writing to Homes England via the details below, quoting the reference number at the top of this letter.

Email: [infogov@homesengland.gov.uk](mailto:infogov@homesengland.gov.uk)

The Information Governance Team  
Homes England – 6<sup>th</sup> Floor



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Your request for review must be made in writing, explain why you wish to appeal, and be received within 40 working days of the date of this response. Failure to meet this criteria may lead to your request being refused.

Upon receipt, your request for review will be passed to an independent party not involved in your original request. We aim to issue a response within 20 working days.

You may also complain to the Information Commissioner's Office (ICO) 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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