



Homes  
England

Date: 2 March 2022

Our Ref: RFI3764

Tel: 0300 1234 500

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

**RE: Request for Information – RFI3764**

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

You requested the following information:

**Contract 1 - Telephony/Voice Services (Analogue, ISDN VOIP, SIP etc)**

1. Telephony/Voice Services Provider- Please can you provide me with the name of the supplier for each contract.
2. Telephony/Voice Services - 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. Telephony/Voice Services - Contract Duration- the number of years the contract is for each provider, please also include any contract extensions.
4. Telephony/Voice Services - Type of Lines - Please can you split the type of lines per each supplier? PSTN, Analogue, SIP, ISDN, VOIP
5. Telephony/Voice Services Number of Lines / Channels / SIP Trunks- Please can you split the number of lines per each supplier? SIP trunks/connections, PSTN, Analogue, ISDN

**Contract 2 - Incoming and Outgoing of call services.**

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.

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8. Minutes Landline Monthly Spend- Monthly average spend on calls for each provider. An estimate or average is acceptable. If SIP services, please provide me with the cost of services per month.
9. Minute's Landlines Contract Duration- the number of years the contract is for each provider, please also include any contract extensions.
10. Number of Extensions- Please state the number of telephone extensions the organisation currently has. An estimate or average is acceptable.

**Contract 3 - The organisation's broadband provider.**

11. Broadband Provider- Supplier's name if there is not information available, please can you provide further insight into why?
12. 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. Broadband Annual Average Spend- Annual average spend for each broadband provider. An estimate or average is acceptable.

**Contract 4 - Contracts relating to Wide Area Network [WAN] services, this could also include HSCN network services.**

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 for each 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 their full contact details including contact number and email and job title for all the contracts above.



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### **Response**

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

#### **Contract 1 - Telephony/Voice Services (Analogue, ISDN VOIP, SIP etc)**

1. Telephony/Voice Services Provider- Please can you provide me with the name of the supplier for each contract.

We can confirm that our provider is Pure IP.

2. Telephony/Voice Services - 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

We can confirm that our contract renewal date is 1st of the month since February 2014, this is a rolling contract.

3. Telephony/Voice Services - Contract Duration- the number of years the contract is for each provider, please also include any contract extensions.

We can confirm that this service is provided via a rolling contract since February 2014.

4. Telephony/Voice Services - Type of Lines - Please can you split the type of lines per each supplier? PSTN, Analogue, SIP, ISDN, VOIP

We can confirm that this contract is for a SIP line (for Trunks).

5. Telephony/Voice Services Number of Lines / Channels / SIP Trunks- Please can you split the number of lines per each supplier? SIP trunks/connections, PSTN, Analogue, ISDN

We can confirm that we have 60 SIP Trunks.

#### **Contract 2 - Incoming and Outgoing of call services.**

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

We can confirm that our provider is Pure IP.

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.

We can confirm that our contract renewal date is 1st of the month since February 2014, this is a rolling contract.



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8. Minutes Landline Monthly Spend- Monthly average spend on calls for each provider. An estimate or average is acceptable. If SIP services, please provide me with the cost of services per month.

We can confirm that our average monthly spend is £3,000.00 approx.

9. Minute's Landlines Contract Duration - the number of years the contract is for each provider, please also include any contract extensions.

We can confirm that this service is provided via a rolling contract since February 2014.

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

We can confirm that we have 2,400 extension numbers.

**Contract 3 - The organisation's broadband provider.**

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

We can confirm that our Broadband provider is Daisy Communications.

12. 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

We can confirm that our renewal date is September 2023.

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

We can confirm that our annual average spend is £90,000.00.

**Contract 4 - Contracts relating to Wide Area Network [WAN] services, this could also include HSCN network services.**

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 for each contract

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



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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.

We can confirm that Homes England does not hold the information detailed in your request. This is because Homes England does not have an external WAN provider.

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>

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

#### Exemption: 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](mailto:enquiries@homesengland.gov.uk) 0300 1234 500) for the attention of the Digital Infrastructure team.

#### 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.



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SW1H 0TL

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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