



Homes
England

Date: 25 March 2022

Our Ref: RFI3793

Tel: 0300 1234 500

Email: infogov@homesengland.gov.uk

Making homes happen

By Email Only

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

Dear [REDACTED]

RE: Request for Information – RFI3793

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:

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

Contract 1 - contact centre/call centre contracts

Please send me the following information for each provider:

- 1. Incumbent Supplier: For each of the contract(s) please can you provide me with the supplier of the contract.*
- 2. Annual Average Spend: the annual average (over 3 years) spends for each supplier*
- 3. Contract Expiry: the date of when the contract expires.*
- 4. Contract Review: the date of when the contract will be reviewed.*
- 5. Contract Description: a brief description of the services provided of the overall contract.*
- 6. Contact Details: The person from within the organisation responsible for the contract. Please provide me with their full name, actual job title, contact number and direct email address.*
- 7. Number of Agents; please provide me with the total number of contact centre agents.*
- 8. Number of Sites; please can you provide me with the number of sites the contact centre covers.*
- 9. Manufacturer of the contact centre: Who is the manufacturer of the contact centre system that you operate?*
- 10. Busy Periods: Please state the month(s) which the contact centre is at its highest/busiest during the year. This can be based upon the number of calls. Your provider may be able to tell you quicker. E.g., JAN-MAR, APR, JUNE.*
- 11. Do you use Microsoft Exchange 2003 as your email server? If not, then which product do you use?*
- 12. Number of email users: Approximate number of email users across the organisations.*

Please add any further comments attached to this contract if there are any changes coming to the organisation with regards to contact centres.

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The second part of my request relates to the use inbound network services contracts which could relate to one of the following:

1. 0800, 0845, 0870, 0844, 0300 number
2. Routing of calls
3. Caller Identifier
4. Caller Profile- linking caller details with caller records
5. Interactive voice response (IVR)

For contract relating to the above please can you provide me with?

1. **Incumbent Supplier:** For each of the contract(s) please can you provide me with the supplier of the contract.
2. **Annual Average Spend:** the annual average (over 3 years) spends for each supplier
3. **Contract Expiry:** the date of when the contract expires.
4. **Contract Review:** the date of when the contract will be reviewed.
5. **Contract Description:** a brief description of the services provided of the overall contract.
6. **Contact Details:** The person from within the organisation responsible for the contract. Please provide me with their full name, actual job title, contact number and direct email address.

Response

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

Contract 1 - contact centre/call centre contracts

1. Incumbent Supplier: For each of the contract(s) please can you provide me with the supplier of the contract.

We can confirm that our supplier is Pure IP.

2. Annual Average Spend: the annual average (over 3 years) spends for each supplier

We can confirm that our average annual spend is £36,000 approx.

3. Contract Expiry: the date of when the contract expires.

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

4. Contract Review: the date of when the contract will be reviewed.

We can confirm that the contract with Pure IP will be reviewed in June 2022.

5. Contract Description: a brief description of the services provided of the overall contract.

The services provided for the contract are as follows; SIP Trunking (x60), Geographical and non-geographical telephone numbers (c. 2000), Call Routing and Technical Support.

6. Contact Details: The person from within the organisation responsible for the contract. Please provide me with their full name, actual job title, contact number and direct email address.

We can inform you that we do hold the information that you have requested. However, we rely on Section 40 (2) of the FOIA to withhold the information from disclosure.



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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 and email addresses 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 to our general enquiries team (enquiries@homesengland.gov.uk / 0300 1234 500) for the attention of the Digital Infrastructure team.

7. Number of Agents; please provide me with the total number of contact centre agents.

We can confirm there are 100 contact centre agents.

8. Number of Sites; please can you provide me with the number of sites the contact centre covers.

We can confirm there are 14+ approx.

9. Manufacturer of the contact centre: Who is the manufacturer of the contact centre system that you operate?

Skype for Business / MS Teams

10. Busy Periods: Please state the month(s) which the contact centre is at its highest/busiest during the year. This can be based upon the number of calls. Your provider may be able to tell you quicker. E.g., JAN-MAR, APR, JUNE.

We can confirm that the months which the contact centre is at its busiest is March and December.

11. Do you use Microsoft Exchange 2003 as your email server? If not, then which product do you use?

No. We can confirm that we use Exchange Online.

12. Number of email users: Approximate number of email users across the organisations.

There are approximately 1300 email users.

The second part of my request relates to the use inbound network services contracts which could relate to one of the following:

1. 0800, 0845, 0870, 0844, 0300 number
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3. *Caller Identifier*
4. *Caller Profile- linking caller details with caller records*
5. *Interactive voice response (IVR)*

For contract relating to the above please can you provide me with?

1. ***Incumbent Supplier: For each of the contract(s) please can you provide me with the supplier of the contract.***
2. ***Annual Average Spend: the annual average (over 3 years) spends for each supplier***
3. ***Contract Expiry: the date of when the contract expires.***
4. ***Contract Review: the date of when the contract will be reviewed.***

We can confirm that we have already provided responses in questions 1 to 4 in the first section of your request.

5. ***Contract Description: a brief description of the services provided of the overall contract.***

The services provided are SIP and VOIP routing

6. ***Contact Details: The person from within the organisation responsible for the contract. Please provide me with their full name, actual job title, contact number and direct email address.***

We can inform you that we do hold the information that you have requested. However, we rely on Section 40 (2) of the FOIA to withhold the information from disclosure.

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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.

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Right to Appeal



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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

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