



# Homes England

Date: 15 August 2023

Our Ref: RFI4419

Tel: 0300 1234 500

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

██████████  
By Email Only

Dear ██████████

## **RE: Request for Information – RFI4419**

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:

**Please send me the following information with regards to the organisation's Mobile Phones contract. If there is more than one provider, please split all the information including the annual average spend, number of connections, 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 voices 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.**





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**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.**

**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.**

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 contract 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 can confirm that we do hold some of the requested information. We will answer your questions in turn below.

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

We can confirm EE and O2 are our current network providers. O2 are our new network provider. We will conclude our contract with EE once we have fully transitioned over to O2.

**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.**

We can confirm that Homes England average annual spend over the last 3 years was £110,000.00. We only recently commenced our transition to O2, however we estimate the annual spend will remain similar in the future.





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

We can confirm there are 900 voice and data connections. We can confirm that we do not use voice only devices.

As we are currently transitioning from EE to O2, the split between each network provider changes on a weekly basis. As of 14 August 2023, 768 voice and data lines have been transitioned to O2 leaving 132 lines left to migrate or retire.

We can confirm that there are 200 data only connections, these are currently provided by EE but will transition to O2.

**4. Duration of the contract - please state if the contract also includes contract extensions for each provider.**

We can confirm the EE contract is on a month by month rolling contract. The new contract with O2 is for 22 months.

**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)**

We can confirm the contract start date for EE was 18 May 2021. The new contract with O2 commenced on 7 March 2023.

**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.**

We can confirm the contract for EE is a rolling contract with no fixed end date. The new contract with O2 expires on 20 December 2024.

**7. Contract Review Date - Please can you provide me with a date when the organisation plans to review this contract.**

The O2 contract is due to be reviewed in June 2024, 6 months prior to the contract end date on 20 December 2024.





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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.**

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.

## 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 the relevant team responsible for the contract is the Digital team which can be contacted through our enquires desk via the following routes:

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

Telephone: 0300 1234 500





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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.**

We can confirm the O2 phone contract is managed by Daisy Corporate Services Trading Limited. Please refer to question 3 above for details on the number of connections and contact details provided in response to question 8.

**If the organisations are currently out to tender, please can you also state the approx. date of the award along with the information above.**

We can confirm we are not currently out to tender.

**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 contract status?**

We can confirm that the none of the phone contracts have expired. EE is a rolling contract. Once we have finished our transition to O2 we will conclude our rolling contract with EE.

**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 can confirm that neither the EE nor the O2 mobile phone contracts have been awarded in the last 3 months.

## 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)

Information Governance Team  
Homes England  
Windsor House  
6<sup>th</sup> Floor  
42-50 Victoria Street

6<sup>th</sup> Floor  
Windsor House  
42 - 50 Victoria Street, Westminster  
London, SW1H 0TL

0300 1234 500  
[@HomesEngland](https://twitter.com/HomesEngland)  
[www.gov.uk/homes-england](http://www.gov.uk/homes-england)





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London  
SW1H 0TL  
United Kingdom

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

