



Homes
England

Date: 19 December 2024

Our Ref: RFI4315 and RFI4958

Tel: 0300 1234 500

Email: infogov@homesengland.gov.uk

[REDACTED]
By Email Only

Dear [REDACTED]

RE: Request for Information – RFI4315 and RFI4958

Thank you for your requests for information which was processed in accordance with the Freedom of Information Act 2000 (FOIA). On receipt of your recent request, we reviewed our files and noted we had not yet responded to your previous request for information which requested the same information. Please accept our sincere apologies for the delay in responding to your earlier request.

You requested the following information:

I wish to submit to the organisation a freedom of information request relating to the organisation's ICT contracts, specifically around:

- 1. contact centre contract(s)**
- 2. inbound network services contract (s)**

The first part of my request relates to contact centre service contracts which could relate to one of the following:

- 1. Advanced call distribution to control the flow of calls and maximise customer experience**
- 2. Email, website live chat and integrations with popular social media apps like Facebook and Instagram**
- 3. Performance monitoring tools to track performance, customer satisfaction and other key sales metrics**

This could be part of a whole package or separate service applications.

Please send me the following information for each provider:

2nd Floor
The Lumen
St James Boulevard, Newcastle Helix
Newcastle upon Tyne, NE4 5BZ

0300 1234 500
@HomesEngland
www.gov.uk/homes-england





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1. **Incumbent Supplier:** For each of the contract(s) please can you provide me with the supplier of the contract.
2. **Annual Average Spend:** For each supplier, please state the annual average (over 3 years) spend for each supplier
3. **Contract Duration:** For each supplier, please state the contract duration of the contract expires. If available please also include any contract extensions.
4. **Contract Expiry:** For each supplier, please state the date of when the contract expires.
5. **Contract Review:** For each supplier, please state the date of when the contract will be reviewed.
6. **Contract Description:** For each supplier, please state a brief description of the services provided of the overall contract.
7. **Contact Details:** For each supplier, please state 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. At the very least please provide me with their actual job title.
8. **Number of Agents;** please provide me with the total number of contact centre agents;
9. **Number of Sites;** please can you provide me with the number of sites the contact centre covers.
10. **Manufacturer of the contact centre:** Who is the manufacturer of the contact centre system that you operate?
11. **Do you use Microsoft Exchange 2003 as your email server?** If not, then which products do you use?
12. **Number of email users:** Approximate number of email users across the organisations.

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

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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 a 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:** For each supplier, please state the annual average (over 3 years) spend for each supplier
3. **Contract Expiry:** For each supplier, please state the date of when the contract expires.
4. **Contract Review:** For each supplier, please state the date of when the contract will be reviewed.
5. **Contract Description:** For each supplier, please state a brief description of the services provided of the overall contract.
6. **Contact Details:** For each supplier, please state 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 the requested information. Please see Annex A for a spreadsheet which includes the answers to your questions.

We rely on Section 40 (2) of the FOIA to withhold some of 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, job titles and email addresses could lead to the identification of third parties and would breach one or more of the data protection principles.





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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.

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 we do not have a contact centre contract specifically. We have a mortgage administration contract which covers all elements of service for the Help to Buy Equity Loan programme. However, this is the only contact centre that we consider we operate, so we have provided the requested information.

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

Information Governance Team
Homes England
The Lumen
2nd Floor
St James Boulevard
Newcastle Helix
Newcastle upon Tyne
NE4 5BZ
United Kingdom

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St James Boulevard, Newcastle Helix
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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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Contact Centre Service Contracts	Lenvi
1. Incumbent Supplier: For each of the contract(s) please can you provide me with the supplier of the contract.	Lenvi Servicing Limited
2. Annual Average Spend: For each supplier, please state the annual average (over 3 years) spend for each supplier.	This is a concession contract - they are paid by the revenue generated by the customer administration fees.
3. Contract Duration: For each supplier, please state the contract duration of the contract expires. If available please also include any contract extensions.	5 years
4. Contract Expiry: For each supplier, please state the date of when the contract expires.	June 2028
5. Contract Review: For each supplier, please state the date of when the contract will be reviewed.	Not applicable
6. Contract Description: For each supplier, please state a brief description of the services provided of the overall contract.	Mortgage Administration of Servicing circa 220k equity loan customers.
7. Contact Details: For each supplier, please state 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.	Withheld under s.40(2)
8. Number of Agents; please provide me with the total number of contact centre agents.	The contract is measured and billed by Approved Productive Hours rather than FTE.
9. Number of Sites; please can you provide me with the number of sites the contact centre covers.	1
10. Manufacturer of the contact centre: Who is the manufacturer of the contact centre system that you operate?	Lenvi Servicing Limited
11. Do you use Microsoft Exchange 2003 as your email server? If not, then which products do you use?	Yes
12. Number of email users: Approximate number of email users across the organisations.	Circa 1400

Inbound Network Service Contracts	Lenvi	Microsoft	Daisy
1. Incumbent Supplier: For each of the contract(s) please can you provide me with the supplier of the contract.	Lenvi Servicing Limited	Phoenix Software Ltd	Daisy Corporate Services Trading Ltd
2. Annual Average Spend: For each supplier, please state the annual average (over 3 years) spend for each supplier.	This is a concession contract - they are paid by the revenue generated by the customer administration fees.	£ 1,600,000	£ 110,378
3. Contract Expiry: For each supplier, please state the date of when the contract expires.	June 2028	31/03/2026	07/01/2025
4. Contract Review: For each supplier, please state the date of when the contract will be reviewed.	Not applicable	02/01/2026	16/12/2024
5. Contract Description: For each supplier, please state a brief description of the services provided of the overall contract.	Mortgage Administration of Servicing circa 220k equity loan customers.	Microsoft Enterprise Agreement	Site Connectivity contract
6. Contact Details: For each supplier, please state 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.	Withheld under s.40(2)	Withheld under s.40(2)	Withheld under s.40(2)