



Homes
England

Date: 16 June 2025

Our Ref: RFI4299

Tel: 0300 1234 500

Email: infogov@homesengland.gov.uk

[REDACTED]
By Email Only

Dear [REDACTED]

RE: Request for Information – RFI4299

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:

Can I please make a request under the Freedom of Information Act and I would like to request the following information about the organisation's Local Area Network (LAN) environment.

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

Please can you send me the organisation's Local Area Network (LAN) contract, which may include the following:

- **Support and Maintenance-** e.g. switches, router, software etc
 - **Managed-** If this includes services than just LAN.
1. **Contract Type:** Managed or Maintenance
 2. **Existing Supplier:** Who is the current supplier?
 3. **Annual Spend for each supplier:** What is the annual average spending on the supplier above? If there is more than one supplier, please split the annual averages spent for each supplier.
 4. **Number of Users:** Please can you provide me with the number of users this contract covers. Approximate number of users will also be acceptable.
 5. **Number of Sites:** The number of sites, where equipment is supported by each contract.
 6. **Hardware Brand:** What is the hardware brand of the LAN equipment?
 7. **Contract Description:** Please provide me with a brief description of the overall contract.
 8. **Contract Duration:** What is the duration of the contract is and can you please also include any extensions this may include.
 9. **Contract Expiry Date:** When does the contract expire?

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10. **Contract Review Date:** When will the organisation be planning to review the contract?
11. **Responsible Officer:** Contact details including name, job title, contact number and email address?

If the LAN maintenance is included in-house please include the following information:

1. **Hardware Brand:** What is the hardware brand of the LAN equipment?
2. **Number of Users:** Please can you provide me with the number of users this contract covers. Approximate number of users will also be acceptable.
3. **Number of Sites:** Estimated/Actual number of sites the LAN covers.
4. **Responsible Officer:** Who within the organisation is responsible for LAN please provide me with contact details including name, job title, contact number and email address?

If the contract is managed by a 3rd party e.g. Can you please provide me with

1. **Existing Supplier:** Who is the current supplier?
2. **Number of Users:** Please can you provide me with the number of users this contract covers. Approximate number of users will also be acceptable.
3. **Number of Sites:** Estimated/Actual number of sites the LAN covers.
4. **Contract Type:** Managed, Maintenance, Installation, Software
5. **Hardware Brand:** What is the hardware brand of the LAN equipment?
6. **Contract Description:** Please provide me with a brief description of the overall contract.
7. **Contract Duration:** What is the duration of the contract and can you please also include any extensions this may include.
8. **Contract Expiry Date:** When does the contract expire?
9. **Contract Review Date:** When will the organisation be planning to review the contract?
10. **Responsible Officer:** Who within the organisation is responsible for each of these contract(s) please provide me with contact details including name, job title, contact number and email address?

Response

We would firstly like to apologise for the long delay in providing this response to you. Our handling of your request has fallen outside the time for compliance as set out in the FOIA and below the standards we strive to provide. We also recognise that we have not kept you sufficiently informed as to the progress of your request, we are really sorry about this.

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We recognise now that the information you have requested may no longer be relevant to you, however we have endeavoured to provide you with a response which follows below.

We can confirm that we do hold the requested information. We will answer your questions in turn below. Please be advised that we hold a licence agreement with our supplier rather than contract.

Please can you send me the organisation's Local Area Network (LAN) contract, which may include the following:

- **Support and Maintenance-** e.g. switches, router, software etc
- **Managed-** If this includes services than just LAN.

1. Contract Type: Managed or Maintenance

We can confirm we have a licensing agreement rather than a contract. A copy of the licensing agreement is available here:

https://documentation.meraki.com/General_Administration/Licensing/Meraki_Licensing_FAQs

2. Existing Supplier: Who is the current supplier?

We can confirm the supplier is Cisco Meraki

3. Annual Spend for each supplier: What is the annual average spending on the supplier above? If there is more than one supplier, please split the annual averages spent for each supplier.

We can confirm the annual average spend is £51,000

4. Number of Users: Please can you provide me with the number of users this contract covers. Approximate number of users will also be acceptable.

We can confirm the approximate number of users is up to 1600.

5. Number of Sites: The number of sites, where equipment is supported by each contract.

We can confirm there are 10 sites where the equipment is supported by the licensing agreement

6. Hardware Brand: What is the hardware brand of the LAN equipment?

We can confirm the hardware brand is Cisco Meraki.

7. Contract Description: Please provide me with a brief description of the overall contract.

We can confirm the license is renewed annually and there is a direct break fix with Cisco Meraki.

8. Contract Duration: What is the duration of the contract is and can you please also include any extensions this may include.

We can confirm the licensing agreement duration is on a per year basis.

9. Contract Expiry Date: When does the contract expire?

We can confirm the licensing is due for renewal in June 2026.

10. Contract Review Date: When will the organisation be planning to review the contract?





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We can confirm we will review the contract prior to the expiry date next year.

11. Responsible Officer: Contact details including name, job title, contact number and 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.

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 advise that any enquiries regarding this function can be directed to our general enquiries team via the following contact details:

enquiries@homesengland.gov.uk

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4. **Responsible Officer:** Who within the organisation is responsible for LAN please provide me with contact details including name, job title, contact number and email address?

Please see our responses above.

If the contract is managed by a 3rd party e.g. Can you please provide me with

1. **Existing Supplier:** Who is the current supplier?
2. **Number of Users:** Please can you provide me with the number of users this contract covers. Approximate number of users will also be acceptable.
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10. **Responsible Officer:** Who within the organisation is responsible for each of these contract(s) please provide me with contact details including name, job title, contact number and email address?

We can confirm that contract is not managed by a third party.

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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Information Governance Team

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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

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