

Our ref:  
Please contact:  
Email:  
Personal assistant:  
Direct tel:

15 May 2024

**Re: Your request for information under the Freedom of Information Act 2000**  
**Ref no: FOI-3845-LSC**

Thank you for your request dated 5 February 2024.

We can confirm that the ICB does hold part of the information you requested.

Please find our response to your questions below:

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

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

**BT/CharterHouse**

2. Telephony/Voice Services Spend – Please can you provide me with the annual spend

**NHS Lancashire and South Cumbria ICB do hold the information requested however; we are not obliged to provide information relating to commercial interests. In this case, we believe that the information would, or would be likely to, prejudice the commercial interests of the procurement process which is currently being undertaken (section 43(2) of the Act).**

**In line with the terms of this exemption in the Freedom of Information Act, we have also considered whether it would be in the public interest for us to provide you with the information, despite the exemption being applicable. In this case, we have concluded that the public interest favours withholding the information whilst the procurement of this service is carried out.**

**You can find out more about Section 43 by reading the extract from the Act and some guidance points we consider when applying this exemption along with more information by reading the full text of the Act, available at:**  
<http://www.legislation.gov.uk/ukpga/2000/36/section/43>.

**When assessing whether or not it was in the public interest to disclose the information to you, we took into account the following factors:**

**Public interest considerations favouring disclosure**

- It would provide reassurance to the public by being open and transparent.
- The general proposition of maximising openness and accountability that the ICB aspires to.
- The benefits of ensuring transparent and accountable governance by disclosing how the ICB receives and spends public money.

### **Public interest considerations favouring withholding the information**

- Disclosure of the information may allow others to undercut competitors that would impact on future quality and service the ICB receives
- We consider that the link between disclosure and prejudice has substance and would have effect on the applicable interest, in which the third party organisation have confirmed as being likely to damage their ability to win new business and potentially deprive them of income and be harmful to their commercial interests

Having taken into account the arguments for and against disclosure, NHS Lancashire and South Cumbria ICB have decided that the public interest in this case is best served by maintaining the exemption and by not disclosing the information requested, at this stage. In this case there is an overriding public interest in ensuring that companies are able to compete fairly and ensuring there is competition for public sector contracts.

We reached the view that, on balance, the public interest is better served by withholding this information under Section 43 (2) of the Act at this time.

3. 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

**BT – July 2026**

**CharterHouse – March 2025**

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

**BT – 3 years**

**CharterHouse – 3 years**

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

**All of the services are SIP.**

**BT – IP Telephony Provide VOIP**

**Charterhouse – (Gamma SIP) Provides the SIP gateway.**

**We do not hold this split by the type of users per supplier.**

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

**Shared Systems.**

**IP Telephony – approximately 140 extensions**

**SIP – shared channel pool across multiple orgs 1,200 channels**

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

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

**CharterHouse (Gamma SIP)**

8. 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.

**March 2025**

9. 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.

**As per question 2.**

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

**3 years.**

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

**For the above questions - In regards to answering on the basis of GP practices, we do not provide them with telephony and voice services, therefore we cannot provide the requested information. GP practices hold their own contracts with third party suppliers for these services and you may wish to redirect to the relevant practice.**

**Corporate - Approximately 140 extensions for the ICB.**

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

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

**This is a centralised HSCN internet provision.**

13. Broadband expiry | 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 expiry dates up into however many suppliers

**BT – 31/10/26**

**VMB - 31/10/26**

**UHMB - BT- 30/06/26**

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

**Please refer to the response for question 2 and 8.**

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

15. WAN Provider- please provide me with the main supplier(s) if there is no information available, please can you provide further insight into why?

**HSCN WAN provided by BT and VMB.**

16. WAN Contract expiry 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 expiry dates up into however many suppliers

**BT – 31/10/26**  
**VMB - 31/10/26**  
**UHMB - BT- 30/06/26**

17. Contract Description: Please can you provide me with a brief description for each contract

**Provision of HSCN WAN services to L&SC via Virgin Media Business**  
**Provision of HSCN WAN services to BTH and UHMB via BT**

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

**BTH - Approximately 60**  
**UHMB – Approximately 50**  
**L&SC – Approximately 380**

19. WAN Annual Average Spend- Annual average spend for each WAN provider. An estimate or average is acceptable.

**Please refer to the response for question 2, 8 and 13.**

20. 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.

**VMB – Purchased on CCS RM3808**  
**BT - Purchased on CCS RM1045**

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

**Shaun Bucknill, Head of ICT, [shaunbucknill@nhs.net](mailto:shaunbucknill@nhs.net), 01253 300000**

**UHMB – Lee Coward, Head of IT Innovation, Information and Informatics (I3) Service, [lee.coward@mbhci.nhs.uk](mailto:lee.coward@mbhci.nhs.uk)**

**Stephen McGarry, Head of Procurement & Commercial Finance, [stephen.mcgarry@lscft.nhs.uk](mailto:stephen.mcgarry@lscft.nhs.uk)**

### **Right of Appeal**

Should you require any further information or clarification regarding this response please do not hesitate to contact us. If you are dissatisfied with the response, you are entitled to request an internal review which should be formally requested in writing and must be within two calendar months from the date this response was issued.

### **To request an internal review**

You can request this by contacting the FOI team by email at [MLCSU.FOITeam@nhs.net](mailto:MLCSU.FOITeam@nhs.net) or by post to Jubilee House, Lancashire Business Park, Leyland, PR26 6TR, specifying why you require a review.

If you are not content with the outcome of your internal review, you may apply directly to the Information Commissioner's Office (ICO) for a decision. Generally, the ICO cannot make a decision unless you have exhausted the CCGs FOI complaints procedure. The ICO can be contacted at:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

[www.ico.gov.uk](http://www.ico.gov.uk)

Yours sincerely

**Asim Patel – Chief Digital Officer**

**On behalf of Kevin Lavery  
ICB Chief Executive**