

Freedom of Information Act 2000

The Royal Cornwall Hospitals NHS Trust Response to Information request

Date Request Received: 22nd July 2025

FOI Ref No 29657

Requested Information:

This Freedom of Information request relates 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:

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:

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.

Please provide the contract information via spreadsheet.

Response:

Part One:

1. Netcall
2. £61K
3. 3 Years.
4. June 2027
5. Feb 2027
6. On premise ACD solution. SIP connections to on premise VOIP system. Also integrated into Patient Hub solution.
7. Unified Communications Team Leader 01872 250000
8. 200 Concurrent
9. 57
10. Netcall
11. The NHS organisation can neither confirm nor deny whether information is held under section 31(3) of the FOIA (please see the full details of the exemption at the bottom of this response)."
12. 17K

Part two:

1. BT
2. £92665.48
3. Dec 2025
4. Now
5. One Voice SIP trunk UK service
6. Unified Communications Team Leader 01872 250000

Attachment(s):

Appendix One – Exemption Wording

The NHS organisation can neither confirm nor deny whether information is held under section 31(3) of the FOIA. The full wording of section 31 can be found here: <http://www.legislation.gov.uk/ukpga/2000/36/section/31>

S31(3) of the FOIA allows a public authority to neither confirm nor deny whether it holds information where such confirmation would be likely to prejudice any of the matters outlined in section 31(1). This includes information the disclosure of which would or would be likely to prejudice the prevention or detection of crime.

As section 31(3) is a qualified exemption, it is subject to a public interest test for determining whether the public interest lies in confirming whether the information is held or not.

Factors in favour of confirming or denying the information is held

The NHS organisation considers that to confirm or deny whether the requested information is held would indicate the prevalence of cyber- attacks against the NHS Trust's ICT infrastructure and would reveal details about the Trust's information security systems. The NHS organisation recognises that answering the request would promote openness and transparency with regards to the NHS Trust's ICT security.

Factors in favour of neither confirming nor denying the information is held

Cyber-attacks, which may amount to criminal offences for example under the Computer Misuse Act 1990 or the Data Protection Act 2018, are rated as a Tier 1 threat by the UK Government. The NHS Trust, like any organisation, may be subject to cyber-attacks and, since it holds large amounts of sensitive, personal and confidential information, maintaining the security of this information is extremely important.

In this context, the NHS organisation considers that confirming or denying whether the requested information is held would provide information about the NHS Trust's information security systems and its resilience to cyber-attacks. There is a very strong public interest in preventing the NHS Trust's information systems from being subject to cyber-attacks. Confirming or denying the type of information requested would be likely to prejudice the prevention of cybercrime, and this is not in the public interest.

If the NHS organisation were either to confirm or deny the existence of the requested information, the disclosure would be likely to prejudice, the effective conduct of public affairs for the Trust, the NHS or any other government department(s) and as such conflicts with Section 36(2c) of the FOIA. The full wording of section 36 can be found here: <https://www.legislation.gov.uk/ukpga/2000/36/section/36>

Balancing the public interest factors

The NHS organisation has considered that if it were to confirm or deny whether it holds the requested information, it would enable potential cyber attackers to ascertain how and to what extent the NHS organisation is able to detect and deal with ICT security attacks. The NHS Trust's position is that complying with the duty to confirm or deny whether the information is held would be likely to prejudice the prevention or detection of crime, as the information would assist those who want to attack the NHS Trust's ICT systems. Disclosure of the information would assist a hacker in gaining valuable information as to the nature of the NHS Trust's systems, defences and possible vulnerabilities. This information would enter the public domain and set a precedent for other similar requests which would, in principle, result in the



NHS organisation being a position where it would be more difficult to refuse information in similar requests. To confirm or deny whether the information is held is likely to enable hackers to obtain information in mosaic form combined with other information to enable hackers to gain greater insight than they would ordinarily have, which would facilitate the commissioning of crime such as hacking itself and also fraud. This would impact on the NHS Trust's operations including its front line services. The prejudice in complying with section 1(1)(a) FOIA is real and significant as to confirm or deny would allow valuable insight into the perceived strengths and weaknesses of the NHS Trust's ICT systems.

Date Response sent: 11th August 2025