



**Kent and Medway**

**NHS and Social Care Partnership Trust**

**Information Governance & Records Management Department**

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Dear [REDACTED],

### **Request for Information**

I write further to your request FOI ID 35148 under the Freedom of Information Act 2000 regarding:-

Contact Centre

Your request is set out below:

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.
  1. 8x8
  2. NHS Digital for email, the rest is not applicable
  3. Not Applicable
2. Annual Average Spend: For each supplier, please state the annual average (over 3 years) spend for each supplier

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Trust Chair – Dr Jackie Craissati  
Chief Executive – Helen Greatorex

- 1. £492,000**
- 2. NHS Digital is no charge to the Trust.**
- 3. Not Applicable**

3. Contract Duration: For each supplier, please state the contract duration of the contract expires.  
If available please also include any contract extensions.

- 1. 5 years**
- 2. This is a central contact not managed by the Trust.**
- 3. Not Applicable**

4. Contract Expiry: For each supplier, please state the date of when the contract expires.

- 1. March 2026**
- 2. This is a central contact not managed by the Trust.**
- 3. Not Applicable**

5. Contract Review: For each supplier, please state the date of when the contract will be reviewed.

- 1. March 2025**
- 2. This is a central contact not managed by the Trust.**
- 3. Not Applicable**

6. Contract Description: For each supplier, please state a brief description of the services provided of the overall contract.

- 1. Provision of IP telephony for the trust**
- 2. provision of Email services as part of the Central N365 Tenancy**
- 3. Not Applicable**

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.

- 1. Lee Burgess Head of Digital Support, [leeburgess@nhs.net](mailto:leeburgess@nhs.net)**
- 2. Lee Burgess Head of Digital Support, [leeburgess@nhs.net](mailto:leeburgess@nhs.net)**
- 3. Not Applicable**

8. Number of Agents; please provide me with the total number of contact centre agents;

- 1. 40 concurrent**
- 2. Not Applicable**
- 3. Not Applicable**

9. Number of Sites; please can you provide me with the number of sites the contact centre covers.

**1. 2**

**2. Not Applicable**

**3. Not Applicable**

10. Manufacturer of the contact centre: Who is the manufacturer of the contact centre system that you operate?

**1. 8x8**

**2. Not Applicable**

**3. Not Applicable**

11. Do you use Microsoft Exchange 2003 as your email server? If not, then which products do you use?

**No. We use the centrally provided NHS Mail service**

12. Number of email users: Approximate number of email users across the organisations.

**4200**

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.

**1. 8x8**

**2 8x8**

**3. Not Applicable**

**4. Not Applicable**

**5. 8x8**

2. Annual Average Spend: For each supplier, please state the annual average (over 3 years) spend for each supplier

**8x8 is £421,000 per year. This is not split out from the contract detailed above, it is all one contract.**

3. Contract Expiry: For each supplier, please state the date of when the contract expires.

**8x8 contract expires March 2026**

4. Contract Review: For each supplier, please state the date of when the contract will be reviewed.

**Review for 8x8 would be planned to start March 2025**

5. Contract Description: For each supplier, please state a brief description of the services provided of the overall contract.

**8x8 provide IP telephony and associated services to the trust including call centre for teams where required, 2 0800 numbers, routing of calls and IVR**

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.

**Lee Burgess Head of Digital Support, [leeburgess@nhs.net](mailto:leeburgess@nhs.net)**

I confirm that the information above completes your request under the Freedom of Information Act 2000. I am also pleased to confirm that no charge will be made for this request.

If you have any questions or concerns or are unhappy with the response provided or the service you have received you can write to the Head of Information Governance at the address on top of this letter. If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision.

Yours Sincerely

On Behalf of  
The Information Governance Department