

Our Ref: CTFOI1735

4th April 2022

Quality and Governance Service
Wirral Community Health and Care
NHS Foundation Trust
Wing 5, 1st Floor
St Catherine's Health Centre
Derby Road
Birkenhead
Wirral
CH42 0LQ
0151 514 2202

Re: Freedom of Information Request

www.wchc.nhs.uk

Original Request and Response

Contract 1 - contact centre/ call centre contracts

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.

Response: The Trust does not outsource its services to any call centres.

2. Annual Average Spend: the annual average (over 3 years) spends for each supplier

Response: The Trust does not outsource its services to any call centres.

3. Contract Expiry: the date of when the contract expires.

Response: The Trust does not outsource its services to any call centres.

4. Contract Review: the date of when the contract will be reviewed.

Response: The Trust does not outsource its services to any call centres.

5. Contract Description: a brief description of the services provided of the overall contract.

Response: The Trust does not outsource its services to any call centres.

6. Contact Details: 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: The Trust does not outsource its services to any call centres.

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

Response: The Trust does not outsource its services to any call centres.

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

Response: The Trust does not outsource its services to any call centres.

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

Response: The Trust does not outsource its services to any call centres.

10. Busy Periods: Please state the month(s) which the contact centre is at its highest/busiest during the year. This can be based upon the number of calls. Your provider may be able to tell you quicker. E.g., JAN-MAR, APR, JUNE.

Response: The Trust does not outsource its services to any call centres.

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

Response: The Trust does not outsource its services to any call centres.

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

Response: The Trust does not outsource its services to any call centres.

If you are not satisfied that your Freedom of Information request has been dealt with in an adequate manner, you have the right to request a review, requiring us to review our action and response. To request a review of this response, please contact the FOI Officer, Wirral Community Health and Care NHS Foundation Trust, St Catherine's Health Centre, Derby Road, Birkenhead, Wirral, CH42 0LQ or email: WCNT.foi@nhs.net. You will receive a full response to your request for review within 20 working days of its receipt.

If you are unhappy with the way we have handled your request for review, you may ask the Information Commissioner to review our decision: The Information Commissioner, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF, Telephone: 01625 545700.



**Wirral Community Health and Care
NHS Foundation Trust**

Chair: Professor Michael Brown CBE DL
Chief Executive: Karen Howell