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Cardiff and Vale  
University Health Board

**Freedom of Information Act 2000 - Request Reference Fol/22/105**

**Contact Centre**

**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.**

Daisy Communications

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

After considering your request, Cardiff and Vale University Health Board (the UHB) considers this information to be exempt from disclosure under the Freedom of Information Act 2000 (Section 43) Commercial Interests. This section of the Act sets out an exemption from the right to know if:

- the information requested is a trade secret, or
- Release of the information is likely to prejudice the commercial interests of any person. (A person may be an individual, a company, the public authority itself or any other legal entity).

This exemption was considered by the UHB when deciding whether to disclose information because it considered that in doing so there could be a significant risk in prejudicing the commercial interests of both Cardiff University and the UHB. As this is a qualified exemption, the UHB is required to complete a public interest test in deciding whether it is in the public's interest to withhold or disclose the information.

**In favour of disclosure:** There is a public interest in transparency and in the accountability of spending of public funds. Furthermore, it is in the public's interest that public funds be used effectively and that public sector bodies obtain the best value for money when contracting for the provision of services.

**Against disclosure:** It has been established that releasing the information sought under the Freedom of Information Act, to which the UHB is subject, will give an unfair advantage to the supplier's competitors. There is a risk of disclosure prejudicing the commercial interests of the UHB by affecting its bargaining position with suppliers. This in turn could lead to less effective use of public funds in future. The UHB believes that there is wider established public interest in suppliers not being prejudiced merely because they have contracted with a public sector body (as upheld in ICO decision notice FS50473543 ICO v Royal Marsden Hospital Trust).



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**Decision:** The UHB considers that the public interest in withholding the information is greater than the interests in disclosing it and thereby giving unfair commercial advantage to competitors of the supplier to which this information concerns. The UHB believes that disclosure of information in a manner which fails to protect the interests and relationships arising in a commercial context could have the effect of discouraging companies from dealing with the Health Board because of fears that the disclosure of information could damage them commercially. In turn this could then jeopardise the Health Board's ability to compete fairly and pursue its function to bring forward development in the area and obtain value for money. It was therefore decided that it was not in the public's interest to disclose this information.

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

04/24

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

04/24

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

To provide and maintain CAVs telephone and associated systems

**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.**

Interim Telecoms Manager.

After considering your request, the UHB believes that the data requested is classed as personal data as defined under the General Data Protection Regulation (GDPR) and Data Protection Act 2018 and its disclosure would be contrary to the data protection principles and constitute unfair and unlawful processing in regard to Articles 5, 6, and 9 of GDPR. We are therefore withholding this detail under Section 40(2) of the Freedom of Information Act 2000. This exemption is absolute and therefore there is no requirement to apply the public interest test.

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

Approximately 300



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

20 Main sites, 50+ smaller sites + plus remote workers

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

Mitel

**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.**

All times

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

No, we use Exchange Online and O365. We use IIS for SMTP.

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

Approx. 18,000

**Please add any further comments attached to this contract if there are any changes coming to the organisation with regards to contact centres. The second part of my request relates to the use inbound network services contracts which could relate to one of the following:**

- 0800, 0845, 0870, 0844, 0300 number
- Routing of calls
- Caller Identifier
- Caller Profile- linking caller details with caller records
- Interactive voice response (IVR)

**For 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.**

BT/Virgin Media



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

Please see question 2 above.

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

10/24 for Virgin Media/Rolling contract for BT

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

Reviewed continuously.

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

External voice services

**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.**

Please see question 6 above.



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