

Our ref: IG/FOI/FOI.420.25

08 September 2025

Sent via email to: [REDACTED]

Dear [REDACTED]

Request under the Freedom of Information Act 2000

I write further to your request for information which was received on 22 July 2025, to confirm, in accordance with S.1(1)(a) of the Freedom of Information Act 2000, that Powys Teaching Health Board (PTHB) partly holds the information that you require. For ease of reference your request is set out below and my response follows each question individually.

Your Freedom of Information (FOI) Request and Powys Response (Bold):

I wish to submit to the organisation a freedom of information request relating 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 - **Please see Question 2 below.**

2. Email, website live chat and integrations with popular social media apps like Facebook and Instagram - **I can confirm Powys Teaching Health Board (PTHB) does not have contact centre service contracts for emails, 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.

Q1-12. I can confirm the performance monitoring tools to track performance; customer satisfaction and other key sales metrics supplier is Civica. Civica is an All-Wales contract held by NHS Wales Shared Services Partnership (NWSSP). You may wish to contact NWSSP via the following email: shared.services@wales.nhs.uk

Pencadlys
Tŷ Glasbury, Ysbyty Bronllys,
Aberhonddu, Powys LD3 0LU
Ffôn: 01874 711661



Headquarters
Glasbury House, Bronllys Hospital
Brecon, Powys LD3 0LU
Tel: 01874 711661

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 - **Avoira**.

2. Annual Average Spend: For each supplier, please state the annual average (over 3 years) spend for each supplier - **I can confirm the service is still going live. There is no annual spend data currently; however the average spend is expected to be £52,352.48. This excludes the initial investment in hardware and support to go live.**

3. Contract Duration: For each supplier, please state the contract duration of the contract expires. If available please also include any contract extensions - **3 years +1 year +1 year**.

4. Contract Expiry: For each supplier, please state the date of when the contract expires - **April 2027**.

5. Contract Review: For each supplier, please state the date of when the contract will be reviewed - **April 2026**.

6. Contract Description: For each supplier, please state a brief description of the services provided of the overall contract - **(Session Initiation Protocol) SIP Line Rental, support for hardware for providing calls, voicemail, and call management**.

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 - **Digital Business Manager**.
Email: pthb-ADDDAT@wales.nhs.uk.

8. Number of Agents; please provide me with the total number of contact centre agents - **17 agents**.

9. Number of Sites; please can you provide me with the number of sites the contact centre covers - **2**.

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

11. Do you use Microsoft Exchange 2003 as your email server? If not, then which products do you use? - **I can confirm email is supplied through Microsoft 365**.

12. Number of email users: Approximate number of email users across the organisations - **Approximately 3000 users**.

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 - **Virgin Media.**

2. Annual Average Spend: For each supplier, please state the annual average (over 3 years) spend for each supplier - **£1,280.**

3. Contract Expiry: For each supplier, please state the date of when the contract expires - **No contract held.**

4. Contract Review: For each supplier, please state the date of when the contract will be reviewed - **Not applicable.**

5. Contract Description: For each supplier, please state a brief description of the services provided of the overall contract - **Not applicable.**

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 - **Digital Business Manager. Email: pthb-ADDDAT@wales.nhs.uk**

Under the terms of the Health Board's Freedom of Information procedure, individuals seeking access to recorded information held by the Health Board are entitled to request an internal review of the handling of their requests. If you would like to complain about the Health Board's handling of your request, please contact us directly at the address below or register your complaint via Powys.FOI@wales.nhs.uk

If after Internal Review you remain dissatisfied you are also entitled to refer the matter to the information commissioner at the Information Commissioner's Office (Wales), 2nd Floor, Churchill House, Churchill Way, Cardiff, CF10 2HH. Telephone Number: 0330 414 6421.

Yours sincerely



Vicki Cooper
Chief Digital Data Officer

Rydym yn croesawu derbyn gohebiaeth yng Nghymraeg. Byddwn yn ateb y fath ohebiaeth yng Nghymraeg ac ni fydd hyn yn arwain at oedi.

We welcome receiving correspondence in Welsh. We will reply to such correspondence in Welsh and this will not lead to a delay.