

25 August 2022

Information Rights & Compliance Team
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Our Ref: FOI/04392

Thank you for your request concerning Outsourcing.

Your request has been considered and processed in accordance with the requirements of the Freedom of Information (FOI) Act 2000.

- 1. Does the Authority Outsource its Customer Service Requirements / Helpline services which may include the provision of staff and / or the telephony used? Customer / Patient = Patient Contact Centre for example.**

Service Users, Carers, GPs other Professionals

No; Single Point of Access 24/7 Mental Health Helpline in managed in house.

Staff

No; HR support is in house.

- 2. If yes which services are outsourced and how many staff deliver each of these services?**
- 3. If yes, which company or companies are contracted to provide these services (if multiple please specify each supplier)?**
- 4. What is the contract start and expiry date (if multiple contracts exist please specify for each)?**
- 5. Is there an extension period within the contract? If yes, what is the period (if multiple contracts exist, please specify for each)?**
- 6. What is the annual contract value (if it is a zero-value contract eg based on activity, what has been the average spend or budgeted amount and if multiple contracts exist, please specify for each)?**
- 7. Is the authority partnering / working with any other Authorities / Partners on developing services which cover larger geographic areas (if yes, please specify service, location, and partners)?**

Question 2 to 7 are not applicable.

8. **Does the Authority have an efficiency target for this financial year 2022/23, if yes please specify % of overall budget and amount to save?**

Our target is £10.5m for 22/23. This is 3% of HPFT's budget for 2022/23.

9. **Does the Authority provide in-house or outsource Patient Transport Services (if outsourced please specify contract start / expiry dates inc contract extensions, provider name, annual contract value and number of staff to deliver the service, please split by back-office and direct staff)?**

This information is already in the public domain¹. Please follow this [link](#) to a previously published response (FOI 4313).

10. **Is the Authority investing in Digital Solutions in 2022-23, for it's patients and are you working with any other partners to this effect (if yes, please specify nature of solution and partners name(s) (if any))?**

Yes. We do not have any partnership agreements for the delivery of these, beyond the [HBL ICT](#) agreement. All our IT services are outsourced to Hertfordshire, Bedfordshire and Luton ICT (HBLICT) in an internal NHS shared service.

11. **What, if any, Digital Technologies would you like to see the Authority implement and/or adopt, if money was no barrier, to improve quality of service internally and externally?**

This information is not recorded². The right of access created by the Freedom of Information Act only applies to recorded information. This does not include requests asking for a person's wishes, opinions or general advice.

12. **What was the total number of patients the Authority treated (in all it's meanings) in: 2021 – 2022 / 2020 – 2021 / 2019 – 2020 / 2018 - 2019?**

This information is already in the public domain¹. Please follow this [link](#) to our Annual Reports.

13. **Who is responsible for Digital Transformation within your organisation (name, title, email address) and what is the budget for this in 2022-2023 and where know, in subsequent years eg part of a 5-year plan?**

[Hakan Akozek](#) our Director of Innovation and Digital Transformation is responsible for our Digital Transformation.

Information regarding our Capital ICT Scheme is already in the public domain¹. Please follow this [link](#) to a previously published response (FOI 3655)

Should you require further clarification, please do not hesitate to contact me.

¹ Section 21 – Information is available through other means

² Section 1(1) Any person making a request for information to a public authority is entitled

(a) to be informed in writing by the public authority whether it holds information of the description specified in the request, and

(b) if that is the case, to have that information communicated to him.

Please find enclosed an information sheet regarding copyright protection and the Trust's complaints procedure in the event that you are not satisfied with the response.

Yours sincerely

Sue Smith

Sue Smith
Information Rights Officer

Enc: Copyright Protection and Complaints Procedure Information Leaflet.

If you would like to complete a short survey in relation to your Freedom of Information request please scan the QR code below or click [here](#).

