



Ref: FOIA Reference 2020/21-473

Date: 4<sup>th</sup> March 2021

Email [foi@uhnm.nhs.uk](mailto:foi@uhnm.nhs.uk)

Dear

I am writing in response to your email dated 22<sup>nd</sup> January 2021 requesting information under the Freedom of Information Act (2000) regarding supply chain.

I can neither confirm nor deny whether the information you have requested is held by the Trust in its entirety. This is because the information requested in your questions is not held centrally, but may be recorded in multiple departments/divisions and is recorded in multiple systems. In order to confirm whether this information is held we would therefore have to individually access all multiple departments/divisions to ascertain if this is recorded the multiple systems within the Trust and then extract the information where it is present. We therefore estimate that complying with your request is exempt under section 12 of the FOI Act: *cost of compliance is excessive*. The section 12 exemption applies when it is estimated a request will take in excess of 18 hours to complete. We estimate that accessing and reviewing all the multiple departments/divisions, and then extracting relevant information would take longer than the 18 hours allowed for. In addition to the section 12 exemption the Trust is also applying section 14 (1) exemption: *oppressive burden on the authority*

As of 1<sup>st</sup> November 2014 University Hospitals of North Midlands NHS Trust (UHNM) manages two hospital sites – Royal Stoke University Hospital, and County Hospital (Stafford). Therefore the response below is for the two sites combined from that date where appropriate.

**Q1 I am writing to you under the Freedom of Information Act 2000 to request the following information please, regarding your current contractual and supply chain arrangements for the following categories:**

- **Provision of online payment acceptance – e.g. online website payments or payment portals**
- **Provision of point of sale card/EPOS machines – e.g. as found in payment offices or reception areas**
- **Provision of MOTO (Mail Order and Telephone Order) payment acceptance**
- **Provision of Direct Debit services**
- **Provision of over the counter payment services, e.g. as used to make payments in Post Office & Pay Point outlets (if relevant)**
- **Merchant Acquirer services**

**I would appreciate you providing the following for each of the above points, by completing the attached spread sheet:**

- **Current supplier/s names**
- **Scope of current Contract**

- **Contract End Date**
- **Approximate date of your next sourcing/tender exercise**
- **Annual Value of the Contract**
- **Annual transaction volume & value, where known**
- **Contact details of the member(s) of Staff responsible for payment collection**

A1 See attached spread sheet that you supplied, however please note that information that is applicable to a PFI is not held by the Trust (Catering, Pharmacy and car parking, this will include all of the Costas and the Subway), additionally: Some information may be held by multiple departments/divisions and may be recorded in multiple systems, therefore, not all of the information you have requested is recorded in the format you require which would require us to extrapolate information from each system and create a new report to provide this. The FOI Act covers information held by the Trust, and we are not obliged to create new information in order to answer an FOI request, As well as creating new information, this would also take in excess of the 18 hours allowed for under the FOI Act, and would therefore be exempt under section 12: *cost of compliance is excessive*. (Detailed above).

\*Please note that any individuals identified do not give consent for their personal data to be processed for the purposes of direct marketing.

***UHNM NHS Trust is a public sector body and governed by EU law. FOI requestors should note that any new Trust requirements over the EU threshold will be subject to these regulations and will be advertised for open competition accordingly.***

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An anonymised copy of this request can be found on the Trust's disclosure log, please note that all requests can be found at the following link: <http://www.uhnm.nhs.uk/aboutus/Statutory-Policies-and-Procedures/Pages/Freedom-of-Information-Disclosure-Log.aspx>

This letter confirms the completion of this request. A log of this request and a copy of this letter will be held by the Trust.

If you have any queries related to the response provided please in the first instance contact my office.

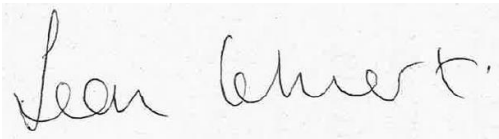
Should you have a complaint about the response or the handling of your request, please also contact my office to request a review of this. If having exhausted the Trust's FOIA complaints process you are still not satisfied, you are entitled to approach the Information Commissioner's Office (ICO) and request an assessment of the manner in which the Trust has managed your request.

The Information Commissioner may be contacted at:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF or via [www.ico.org.uk](http://www.ico.org.uk).

If following review of the responses I can be of any further assistance please contact my secretary on 01782 671612.

Yours,

A handwritten signature in black ink on a light-colored background. The signature reads "Jean Lehnert" in a cursive script.

Jean Lehnert  
**Data, Security & Protection Manager**