

Ref: FOIA Reference 2020/21-118

Date: 11<sup>th</sup> August 2020

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

Dear

I am writing in response to your email dated 14<sup>th</sup> July 2020 requesting information under the Freedom of Information Act (2000) regarding IMT staffing

On 15<sup>th</sup> July we contacted you as we required a time frame for question 6

On 21<sup>st</sup> July 2020 you replied via email with the following:

*“Thank you for your clarification question. To confirm time period, the last 12 calendar months please”*

On our acknowledgment we added the following statement:

**The University Hospitals of North Midlands Trust is committed to the Freedom of Information Act 2000.**

**However, the NHS is facing unprecedented challenges relating to the coronavirus (COVID-19) pandemic at the current time. Understandably, our resources have been diverted to support our front-line colleagues who are working tremendously hard to provide care for our patients, and to those in need of our services.**

**We strive to be transparent and to work with an open culture. But at this time, whilst care of our patients and the safety of our staff takes precedent, it is likely that responses to some requests for information will be delayed. We apologise for this position in advance, and will endeavour to provide you with as much information as we can, as soon as we are able.**

**The Information Commissioners Office has recognised the current situation in the NHS.**

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 Please could you provide the following information?**

**How many staff do you currently employ within the Trust?**

A1 Please see below:

Org L1	Headcount	FTE
205 University Hospitals of North Midlands NHS Trust	11,250	9,915.59
<b>Grand Total</b>	<b>11,250</b>	<b>9,915.59</b>

- FTE = Full Time Equivalent
- Data as at 15 July 2020

- Data Source: ESR

**Q2 How many staff do you currently employ within the IT team?**

A2 Please see below: These numbers represent the whole of IM&T not just IT. IT would include Service Delivery and Service Development only – not Health records, DSP, Telecoms and switchboard.

Org L3	Headcount	FTE
205 Dir of ICT	172	154.85
<b>Grand Total</b>	<b>172</b>	<b>154.85</b>

- FTE = Full Time Equivalent
- Data as at 15 July 2020
- Data Source: ESR

**Q3 Do you have plans to recruit additional staff into the IT team, either Temporary or permanent, over the next 12 months?**

A3 Yes

**Q4 How many networked Endpoints do you currently manage within your IT estate?**

A4 UHNM has approximately 8,000 workstations and 500 servers

**Q5 Are you Cyber Essentials/CE+ accredited?**

A5 No

**Q6 How many IT support/request tickets are processed per month?**

A6 The 5 month average for tickets closed is 6005 per month. These are closed tickets where a resolution has been found by IM&T.

**Q7 What are the names, job titles, and department contact email address of for:**

- CIO / IT Director
- Head of IT

A7 Director of IM&T: Mark Bostock. Please note that all Trust emails are in the following format; [firstname.lastname@uhnm.nhs.uk](mailto:firstname.lastname@uhnm.nhs.uk)

\*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.

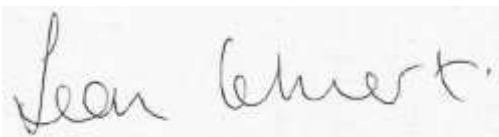
Should you have a complaint about the response or the handling of your request, please also contact my office to request a review of this. If having exhausted the Trust's FOIA complaints process you are still not satisfied, you are entitled to approach the Information Commissioner's Office (ICO) and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



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