

28/11/2025

NN-ICB/25-1396

Dear Requestor

Re: Freedom of Information Request

Thank you for your request for information, received on 12 November 2025, regarding WAN services. We have processed your request in accordance with the Freedom of Information Act 2000 (FOIA).

Under the FOIA, public authorities like ours are required to respond to requests for information within 20 working days. In response to your request, I can confirm that we partially hold the information requested.

Please find below our response to your request:

Contract 1 – Wide Area Network (WAN) Services (Including HSCN)

1. WAN Provider(s)

Please confirm the main supplier(s) for your WAN services. If this information is not available, please explain why.

BT, via Nottinghamshire Health Informatics Service (NHIS), provide access to WAN and HSCN for the ICB and its Partner Organisations.

2. Contract Expiry Date

Please provide the expiry date for each WAN contract (DD/MM/YYYY or MM/YYYY acceptable). If rolling, please state the terms.

NHIS is an NHS Organisation providing all IT Support Services to the ICB via a block contract under a Partnership Agreement. The contract with NHIS renews on 1 April of each financial year. NHIS currently hold a single HSCN master contract on behalf of all its Partners which has an expiry date of 26 September 2026.

3. Contract Description

Please provide a brief summary of the scope of each WAN contract.

NHIS provides and maintains access to a secure, resilient shared WAN for the ICB and its other Partner Organisations. Any connected site in the Community of Interest Network (COIN) can host any local NHS organisation via the use of appropriate VRF's and secure network segments. The WAN provided by NHIS provides access from any site to HSCN which also provides access to the Internet, via the NHS Digital Secure Boundary Service. All sites have Primary connections operating at 100Mbps as a minimum. All sites have backup connections using SFA or Fibre depending on the requirements of the site.

4. **Number of Sites Covered**

Please indicate the number of sites supported by the WAN. An approximation is acceptable.

The WAN provided by NHIS connects over 176 sites. The ICB is able to operate from any of these sites due to the shared nature of the service. The ICB currently operates from 7 key locations connected via the WAN.

5. **Annual Average Spend**

What is the annual average spend for WAN services? Please break this down by provider if more than one.

The ICB does not hold this information. NHIS is an NHS Organisation providing all IT Support Services to the ICB via a block contract under a Partnership Agreement. As access to the WAN is provided through an NHS Block contract covering all aspects of support and service it is not possible to breakdown the cost of WAN access only.

6. **Procurement Route**

Please provide details of how each WAN contract was procured. If a framework was used, please include the framework name and reference number.

NHIS is an NHS Organisation providing all IT Support Services to the ICB via a block contract under a Partnership Agreement. NHIS currently holds a single HSCN master contract on behalf of all its Partners which was extended under the Crown Commercial Services Framework RM3808.

7. **Internal Responsible Contact Person(s)**

Please provide the full contact details for the person(s) responsible for each of the above contracts, including: Full name, Job title, Direct phone number, Email address.

If full details cannot be provided, the job title alone is acceptable

Andrew Fearn, Chief Digital Officer – who can be contacted via the contact form on the ICB website - <https://notts.icb.nhs.uk/contact-us/general-enquiries/>.

If you are unhappy with the way in which your request has been handled, NHS Nottingham and Nottinghamshire Integrated Care Board (ICB) has an internal review procedure through which you can raise any concerns you might have. Further details of this procedure can be obtained by contacting Lucy Branson, Director of Corporate Affairs via lucy.branson@nhs.net or by writing to FOI Team at NHS Nottingham and Nottinghamshire ICB, Sir John Robinson House, Sir John Robinson Way, Arnold, Daybrook, Nottingham NG5 6DA.

If you remain dissatisfied with the outcome of the internal review, you can apply to the Information Commissioner's Office (ICO), who will consider whether the organisation has complied with its obligations under the Act and can require the organisation to remedy any problems. Generally, the ICO cannot make a decision unless you have exhausted the complaints procedure provided by NHS Nottingham and Nottinghamshire ICB. You can find out more about how to do this, and about the Act in general, on the Information Commissioner's Office website at: <https://ico.org.uk/for-the-public/>.

Complaints to the Information Commissioner's Office should be sent to:

FOI/EIR Complaints Resolution, Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. Telephone 0303 123 1113 or report a concern via <https://ico.org.uk/concerns/>.

Yours sincerely

Freedom of Information (FOI) Officer on behalf of NHS Nottingham and Nottinghamshire Integrated Care Board

nnicb-nn.foi@nhs.net

All information we have provided is subject to the provisions of the Re-use of Public Sector Information Regulations 2015. Accordingly, if the information has been made available for re-use under the [Open Government Licence](#) (OGL) a request to re-use is not required, but the license conditions must be met. You must not re-use any previously unreleased information without having the consent of NHS Nottingham and Nottinghamshire Integrated Care Board. Should you wish to re-use previously unreleased information then you must make your request in writing (email will suffice) to the FOI Lead via nnicb-nn.foi@nhs.net. All requests for re-use will be responded to within 20 working days of receipt.