Reference Number:	FOI202122298
From:	Private Individual
Date:	11 October 2021
Subject:	Call centre and inbound network costing and contracts

Q1   Do you have a call centre?

A1   No

Q2   If yes, How many call centre/support agents do you have?

A2   Information not held – as per A1 above

Q3   What is your average cost per call (annual) ?

A3   Information not held – as per A1 above

Q4   How many calls does your call centre receive (annual)?

A4   Information not held – as per A1 above

Q5   Inbound Network Services Contracts (by "Inbound Network Services", I am referring to Inbound Call, Telephony and Email Management Services, and any other inbound channels used by Patients to make contact.)

A5   See Q12 – Q14

Q6   Website Traffic Spend/Analysis (even if hosted by an Agency) - Number of Visits per month (Average)

A6   110,000 average visits per month

Q7   Who is responsible for hosting/maintaining and managing the website(s)?

A7   The Trust's website is hosted on a third party server (UKFast). Website content is managed by Alder Hey's Communications Team.

Q8   Does your organisation's website(s) have an on-site search bar?

A8   Yes, located in the top right for desktop and mobile devices.

Q9   What Content Management System is your site-search connected to (if so)?

A9   Custom HTML build powered by Concrete5 CMS.

Q10   What is the Search Bar Utilisation? (If known, % of Website visitors)

A10   Information not held - this is not currently something we're able to track.

Q11   Who is the Supplier/Owner of the on-site search on your website?

A11   Frank Health, as the website provider, are the owner/supplier of the on-site search function.

Q12   Incumbent Supplier for each of the contracts mentioned.

A12   BT

Q13   Annual Average Spend (over 3 years) for each supplier?

A13   £12500 per annum

Q14   Who is the senior officer (outside of procurement) responsible for these contract areas (including website)?

A14   Inbound Network Services – Leanne Fearnehough
       Website – Phil McNamara, External Communications Manager