

## Freedom of Information Act Request

Under the Freedom of Information Act, I would like to request the following information:

In line with the Freedom of information procedure please could I request the following regarding your main organisation website.

### 1. Cost per annum for:

- **Hosting** – *This would encompass everything that you pay for in around hosting so if you acquire backups and monitoring please do include this.*
- **SSL provision** – *This is the cost of the certificate and associated management costs.*
- **Maintenance of environment** – *This would refer to the maintenance of the infrastructure as you describe*
- **Maintenance of product** – Referring specifically to the website/application itself, including bug fixes and updates
- **Enhancements** – This mean new features or functionality added to the website beyond routine maintenance?

### 2. Details around the support process for the website:

- **Contact method** – We are seeking details on how users or administrators contact support (e.g. via email, phone, helpdesk)? *specifically if you have a triage process and specific users who can use this support*
- **Turnaround time for response** – agreed response time to a support request
- **Turnaround time for resolution** – *SLA for resolution please*

The Trust pays **£5,900 per annum** for the **hosting and support** of its website and extranet. This cost covers a combined platform that includes **five sites rolled into one**.

Support services are provided on a **same-day basis**, with clear timeframes communicated for longer-term projects or development work. The hosting and all associated support services adhere to the relevant **NHS safety and hosting standards**, ensuring the security, accessibility, and reliability of our digital services.

Our Ref: 280  
April 2025

For further details on NHS website and hosting standards, you may wish to refer to the official NHS Digital guidance here:

➡ <https://digital.nhs.uk/services/website-standards>

We trust this information meets your request. If you require any further clarification, please let us know.

If you are not satisfied with the handling of your request, you have the right to request an internal review. Requests for an internal review should be submitted within 40 working days from the date of this response, and should be addressed to [d.wraith@nhs.net](mailto:d.wraith@nhs.net).

If you remain dissatisfied after the internal review, you have the right to appeal to the Information Commissioner's Office (ICO). The ICO can be contacted at:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF  
Tel: 0303 123 1113  
Website: <https://ico.org.uk/make-a-complaint/>