

13 December 2017

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**By email**

████████████████████

Dear ██████████

**Request under the Freedom of Information Act 2000 (the “FOI Act”)**

I refer to your email of **15 November 2017** in which you requested information under the FOI Act from NHS Improvement. Since 1 April 2016, Monitor and the NHS Trust Development Authority (TDA) are operating as an integrated organisation known as NHS Improvement. For the purposes of this decision, NHS Improvement means Monitor and the TDA.

**Your request**

You made the following request:

**“Part 1**

1. *Does your department/agency/organisation currently use a private company to undertake any of the following services:*
  - *Public Relations*
  - *Social Media Communications*
  - *External Stakeholder Communications*
  - *Internal Stakeholder Communications.*
  
2. *If yes, can you please confirm:*
  - *When the current contract was last let*
  - *When the current contract expires*
  - *Whether the current contract has options to extend its length*
  - *When you expect to retender the contract.*
  
3. *If no (to question 1 above), are you considering letting such a contract in the future and if so, do you have an approximate timetable for engaging the market?*

**Part 2**

4. *Have you used a private company to help you with any other marketing or public information campaigns in the past 2 years?*
5. *If so, could you please provide a brief overview of what those campaigns were about and approximately how long your contract with the company was for to support the campaign(s)?"*

## **Decision**

NHS Improvement holds the information that you have requested.

In answer to question one of the request, NHS Improvement does not use private companies to undertake any of the functions specified. Question two is not applicable. In answer to question three, NHS Improvement does not have any immediate plans to use private companies to undertake any of the functions specified in question one. In answer to question four, NHS Improvement has not used a private company to help with other marketing or public information campaigns. Question five is not applicable.

Please note that NHS foundation trusts, NHS trusts, and the Department of Health are subject to the FOI Act and as such it is open to you to seek information directly from them. They will need to consider whether information can properly be provided by them in response to any such requests within the terms of the FOI Act.

## **Review rights**

If you consider that your request for information has not been properly handled or if you are otherwise dissatisfied with the outcome of your request, you can try to resolve this informally with the person who dealt with your request. If you remain dissatisfied, you may seek an internal review within NHS Improvement of the issue or the decision. A senior member of NHS Improvement's staff, who has not previously been involved with your request, will undertake that review.

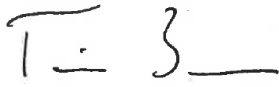
If you are dissatisfied with the outcome of any internal review, you may complain to the Information Commissioner for a decision on whether your request for information has been dealt with in accordance with the FOI Act.

A request for an internal review should be submitted in writing to FOI Request Reviews, NHS Improvement, Wellington House, 133-155 Waterloo Road, London SE1 8UG or by email to [nhsi.foi@nhs.net](mailto:nhsi.foi@nhs.net).

## **Publication**

Please note that this letter will shortly be published on our website. This is because information disclosed in accordance with the FOI Act is disclosed to the public at large. We will, of course, remove your personal information (e.g. your name and contact details) from the version of the letter published on our website to protect your personal information from general disclosure.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'T. Jones', with a horizontal line extending to the right.

**Tim Jones**

Director of Communications