



Cafcass National Office  
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21 Bloomsbury Street  
London  
WC1B 3HF

Your ref: CAF 16-86  
Our ref: Gov/CAF 16-86

Tel 0300 456 4000

8 July 2016

**Re: Freedom of Information Request**

Thank you for your email of 21 June 2016. You made the following requests for information:

Please could you provide me with information about your ICT expenditure, as broken down in the attached template?

Please see the attached document which is a completed template. This information is also summarised in the table below:

Category	2014/15	2015/16	Description
Software applications	£ 200,747	£ 467,992	Accounts and HR software SaaS. Other software costs included in IT managed services
Managed communications	£ 906,913	£ 607,726	Fixed line telephone and mobile managed services costs
Advisory services	£ 163,206	£ 242,726	QI and Gartner cost excludes managed IT services
IT outsourcing	£ 8,030,267	£ 7,182,395	Managed services (includes hardware and some software)
Fixed line communications	£ 105,479	£ 21,876	Broadband and conferencing costs in 14/15 includes conference equipment purchase. Call charges and line rental for telephony included under managed communications.
WAN communications	£ 1,164,976	£ 1,160,030	WAN costs for all offices including all associated services
Core IT staff	£ 562,097	£ 606,412	
IT trainers	£ 62,061	£ 64,580	In house training
<b>Total spend</b>	<b>£ 11,195,746</b>	<b>£ 10,353,736</b>	

Baroness Tyler of Enfield Chair  
Anthony Douglas CBE Chief Executive





We hope that you feel your question has been answered effectively. If you are unhappy with the decisions made in relation to your request, you may ask for an internal review to be undertaken. If you are dissatisfied with the way the internal review is handled or with the final decision made at that review about the information released, you are free to contact the Information Commissioner's Office (<https://ico.org.uk/>):

**Post**

Information Commissioner's Office  
Wycliffe House, Water Lane,  
Wilmslow,  
Cheshire  
SK9 5AF

**Fax**

01625 524 510

**Tel**

0303 123 1113

**E-mail**

[casework@ico.org.uk](mailto:casework@ico.org.uk)

Yours sincerely,

Governance Team

Cafcass

[Governance@cafcass.gsi.gov.uk](mailto:Governance@cafcass.gsi.gov.uk)

Baroness Tyler of Enfield Chair  
Anthony Douglas CBE Chief Executive



Cafcass, the Children and Family Court Advisory and Support Service, is a non-departmental body of the Ministry of Justice  
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