



Resolution

8th Floor,
10 South Colonnade
Canary Wharf
London
E14 4PU
Telephone: 020 7811 2700

March 2025
FOI_7076

The following information was requested on 27 February 2025:

Freedom of Information Request: Mobile Phones Issued to Public Servants Over the Last Five Years

Under the Freedom of Information Act 2000, I am requesting information regarding mobile phones issued to public servants within all Non-Departmental Public Bodies sponsored by your department over the past five years. Specifically, I seek the following details for each of the financial years 2019/20, 2020/21, 2021/22, 2022/23, and 2023/24:

1. ***Number of Mobile Phones Issued:*** *The total number of mobile phones issued to public servants within the all Non-Departmental Public Bodies sponsored by your department during each specified financial year.*
2. ***Number Not Returned:*** *The total number of mobile phones not returned to the Non-Departmental Public Bodies sponsored by your department after public servants left their employment in each specified financial year.*
3. ***Number Remaining Active:*** *The total number of mobile phones that remained active (i.e., connected to a network with ongoing service) after public servants left their employment in each specified financial year, including the duration (in months) these phones remained active post-departure, if available.*
4. ***Costs of Phones Not Returned or Remaining Active:***
 - a. *The total cost of handsets for mobile phones that were not returned or remained active after civil servants left, broken down by year.*
 - b. *The total cost of data and phone call charges incurred by these mobile phones after the public servants' departure, broken down by year.*

Our Response

NHS Resolution is an arm's-length body of the Department of Health and Social Care. We provide expertise to the NHS on resolving concerns and disputes fairly, sharing learning for improvement and preserving resources for patient care. For more information about the work of NHS Resolution please visit our website here: [About - NHS Resolution](#)

In response to your request for information:

- 1) We do not hold records by financial year as requested but we have provided below an approximate figure based on activation dates for devices.

FY19/20	234
FY20/21	270
FY21/22	302
FY22/23	318
FY23/24	370

- 2) We have had no reported incidents of mobile phones being retained by staff when their employment has ended.
- 3) Please refer to our answer to Q2 above.
- 4) Please refer to our answer to Q2 above.

This concludes our response to your request.

If you are not satisfied with the service that you have received in response to your information request, it is open to you to make a complaint and request a formal review of our decisions. If you choose to do this, you should write to [Joanne Appleby](#), Deputy Data Protection Officer for NHS Resolution, within 28 days of your receipt of this reply. Reviews of decisions made in relation to information requests are carried out by a person who was not involved in the original decision-making about the request.

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a review of the decision. Generally, the Information Commissioner will not make a decision unless you have exhausted the local complaints procedure. The address of the Information Commissioner's Office is:

Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

<https://ico.org.uk/>