

Freedom of Information RequestRef: **UHB 17-316**

Date 16 June 2017



Thank you for your request for information under the Freedom of Information Act 2000. The Trusts response is as follows:

- 1. How many FOI requests have been received by your trust on a year by year basis for the past 5 years?**

| 2013 | 2014 | 2015 | 2016 | 2017 |
|------|------|------|------|--------------------------------------|
| 516 | 591 | 446 | 695 | 360 as at 15 th June 2017 |

- 2. How many of the FOI requests have breached the 20 working day limit stipulated by the act in the past 5 years?**

The recording systems that were in place between 2013-15 were paper based systems and they do not record the timescales taken to respond to individual requests. To review the information that we hold in respect of this time period this would require a manual trawl through each request and for us to calculate between the date the request was received and the date the response was sent. Therefore as Trust does not hold the data in a format that would enable us to fully respond to your request to the level of detail required and a manual trawl for this information would significantly exceed the 18 hours limit set down by the FOI as the reasonable limit. **Section 12** of the FOIA provides that we are not obliged to spend in excess of 18 hours in any sixty day period locating, retrieving and identifying information in order to deal with a request for information and therefore we are withholding this information at this time.

| 2016 | 2017 |
|------|--------------------------------------|
| 224 | 213 as at 15 th June 2017 |

3. How many times were your Trust was reported to the ICO because of breaches and if they issued fines/how much, etc - for past 5 years?

Please note we are unable to provide the number of times the Trust was reported to ICO as our systems at the time did not capture this information as detailed in question 2. For 2016 and 2017, the Trust can confirm that no fines were issued from the ICO.

| 2013 | 2014 | 2015 | 2016 | 2017 |
|------|------|------|------|------------------------------------|
| - | - | - | 1 | 2 as at 15 th June 2017 |

4. Please can you able to advise how long the average FOI request takes to complete?

Approximately 14-30 days – as per recorded from Feb – April 2017, depending on the complexity of the request.

5. Please can you advise the minimum time and cost and the maximum time and cost of an FOI request?

The Trust does not record the amount of time and cost to process an information request under the Freedom of Information Act. However, to be helpful in answering your question the below provides a summary of the average time taken

| | | |
|---------------------------|-------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------|
| Processing the request | Administrative time (1-1.5 hours) | This includes responding to the original request, processing internally and finalising the response to the original question. |
| Collating the information | Admin/management time (on average 2-4 hours) | This may vary depending on the complexity of the request. |

6. Please can you advise how many staff you have in your department working on FOI requests and WTE?

We can confirm that the Trust has 0.61 WTE administration role for the processing of these requests.

7. Please can you confirm what computer systems do you your to manage your FOIs, (Citrix, Proteus, etc)?

Datix

8. What is your estimated cost in terms of consultant time, admin staff, secs, managers spent on FOI requests?

We are unable to answer this question as to provide an estimated cost we would need to record the amount of time taken to process the request, which we do not record. We do undertake an assessment of the amount of time it may take to undertake manual trawls of information which are not readily available from our existing systems and in accordance with the time limits stated within the Act.

This concludes our response. We trust that you find this helpful, but please do not hesitate to contact us directly if we can be of any further assistance.

If, after that, you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to:

Trust Secretary
University Hospitals Bristol NHS Foundation Trust
Trust Headquarters
Marlborough Street
Bristol
BS1 3NU

Please remember to quote the reference number above in any future communications.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

To view the Freedom of Information Act in full please click [here](#).

Yours sincerely,

A large black rectangular redaction box covering the signature area.