

Date: **5 April 2019**

Our reference: **FOIRQ5064 (Follow-up to FOIRQ4948)**

Dear Sir/Madam,

Thank you for your request for information processed under the Freedom of Information Act 2000. Please see our response to your request below:

Your Request

I note for question 2 the data is amalgamated. It would be very helpful if you could let me have the monthly figures for anonymised inclusion in the spreadsheet as this will help build the overall picture of FOI demand.

I had meant to ask how long each Trust's staff processing FOIs had been in post for. Could I ask that of your Trust?

Our Request for Clarification

To ensure we are focusing on the correct months/dates, please can you clarify whether the figures should be calculated from a) month FOI request was received; or whether b) for each month FOI deadlines were due to be answered?

Your Response to Our Request for Clarification

Thanks for your email. Question 2 relates to total FOI requests per month they were received by a Trust, which were responded to over the 20 working day ICO deadline – i.e. for July 2018 question 1 would gather how many requests were received, and question 2 would gather how many of those requests were responded to over the ICO deadline.

Our Response

Please see our response (in bold) to your following request for information:

I note for question 2 the data is amalgamated. It would be very helpful if you could let me have the monthly figures for anonymised inclusion in the spreadsheet as this will help build the overall picture of FOI demand.

The Trust did not previously have the resources to centrally monitor non-FOI responses sent outside the statutory timeline of 20 working days. We have recently updated the FOI processes and improved the FOI excel spreadsheet we use for recoding all FOI requests. We are now able to monitor and extract information more easily to confirm the number of FOI requests we receive each month; and the number of responses sent out; which includes requests where responses have not been sent within

20 working days; but are still being processed in compliance with the FOI requirements, for example: where an FOI applicant has been asked to provide further clarification and the 20 working days will re-start upon receipt of their response; or where the original FOI timeline has been extended whilst considering information under an FOI qualified exemption. The new improved FOI process and spreadsheet enables us to calculate the monthly figures for the Trust's KPI dashboard.

We are therefore unable to provide you with an accurate breakdown of how many FOI responses were non-compliant to the 20 working days' timeline from the 476 x FOI requests received for the period 1 April – 30 November 2018. A breakdown of the number of FOI requests received for each month was provided in our response under FOIRQ4948.

The Trust has estimated that to collate the information for the period requested would exceed the 18 hour cost limit to conduct a search of individual FOI folders to identify, locate and extract the information. This is based on a sampling of 3 x FOI sub-folders, which has taken 1 hour to complete the task. We have estimated that to conduct a search of each sub-folder would fall in excess of 70 hours to identify requests relating to non-compliance of the 20 working days.

Section 12(1) of the FOIA allows the Trust to refuse an FOI request where the cost of compliance is estimated to exceed the appropriate limit. The appropriate limit for the purposes of section 12 is defined by The Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulation 2004 SI 2004 No 3244 ('Fees Regulation').

The appropriate cost limit under regulation 3 of the Fees Regulation for the Trust is £450. The Fees Regulation also states that all authorities should calculate the time spent on the permitted activities at the flat rate of £25 per person, per hour. This means that the appropriate limit will be exceeded if it would require more than 18 hours' work for the Trust to carry out the following activities in complying with the request:

- **locating the information, or a document containing it;**
- **retrieving the information, or a document containing it; and**
- **extracting the information from a document containing it.**

I had meant to ask how long each Trust's staff processing FOIs had been in post for. Could I ask that of your Trust?

The Trust has already answered your request (Our Ref: FOIR4958) on 15/01/2019, which you acknowledged on 14/02/2019.

Please note:

The information provided under the Freedom of Information Act 2000 is the information held on the date the request was received by the Trust.

I trust the information provided is sufficient and helps to answer any concerns, questions or issues you may have.

If you should have any further queries related to this request, please do not hesitate to contact the FOI Team. Please ensure that the above reference number is quoted on any correspondence.

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Yours sincerely

Freedom of Information team

Great Ormond Street Hospital for Children NHS Foundation Trust

Email: foiteam@gosh.nhs.uk

[Enclosed – Your rights – see next page]

Your Rights

If you are not dissatisfied with the response you have received to your request for information, please contact the FOI team and quote your reference number on all correspondence relating to your request.

You can also write to the Head of Quality & Safety at the following address:

Quality & Safety team
Great Ormond Street Hospital
LONDON
WC1N 3JH

If you are still not satisfied with your response, you also have the right to appeal to the Information Commissioner.

You can contact the Information Commissioner's Office at the following address:

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