

Date: Friday, 02nd February 2024
Our Ref: MB/SH FOI 6145

Sid Watkins Building
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Re: Freedom of Information Request FOI 6145

We are writing in response to your request submitted under the Freedom of Information Act, received in this office on 29th January 2024.

Your request was as follows:

In regards to the past 12 months or past calendar year:

1. How many FOI requests have you received in your organisation

[The Walton Centre NHS Foundation Trust \(WCFT\) have received 584 requests in the past 12 months.](#)

2. How many of these requests have not been completed within the 20 working day timescale?

[All requests have been completed within the 20 working day timescale.](#)

3. How many staff log/process FOI requests?

[FOI Officer \(1 WTE\) supported by IG Officer \(1 WTE\).](#)

4. What system is used to log and record Freedom of Information Requests? e.g. Ulysses, Excel

[The WCFT use a software system built in-house to log and record Freedom of Information Requests.](#)

5. Please provide the reasons that these requests were not completed within 20 working day timescale? E.g. lack of engagement, delay from departments who have the information, availability of staff, delay in approval process.

[N/A - All requests have been completed within the 20 working day timescale.](#)

6. Do all staff in your organisation have training on what a Freedom of Information Request is

[All staff are required to complete the 'Data Security Awareness Level 1' e-learning module on an annual basis. The module includes a chapter detailing The Freedom of Information \(FOI\) Act 2000.](#)

7. Have you implemented any changes to improve the Freedom of Information Request response rate within your organisation? E.g. staff awareness, invested in better systems, hired more employees.

[The Information Governance department have implemented various resources which have been circulated around the Trust such as a FOI newsletter and guidance to provide staff with information regarding their roles and responsibilities in relation to the Freedom of Information Act. The department also runs a 10day internal deadline response rate for responsible departmental managers to provide the FOI officer with responses to further reduce the overall response time](#)

and to avoid a breach.

8. If you have any other comments about responding to FOI requests or completing the requests within 20 working days, please write them here.

No other comments.

Please see our response above in [blue](#).

Re-Use of Public Sector Information

All information supplied by the Trust in answering a request for information (RFI) under the Freedom of Information Act 2000 will be subject to the terms of the Re-use of Public Sector Information Regulations 2005, Statutory Instrument 2005 No. 1515 which came into effect on 1st July 2005.

Under the terms of the Regulations, the Trust will licence the re-use of any or all information supplied if being used in a form and for the purpose other than which it was originally supplied. This license for re-use will be in line with the requirements of the Regulations and the licensing terms and fees as laid down by the Office of Public Sector Information (OPSI). Most licenses will be free; however the Trust reserves the right, in certain circumstances, to charge a fee for the re-use of some information which it deems to be of commercial value.

Further information can be found at www.opsi.gov.uk where a sample license terms and fees can be found with guidance on copyright and publishing notes and a Guide to Best Practice and regulated advice and case studies, at www.opsi.gov.uk/advice/psi-regulations/index.htm

If 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 the Freedom of Information Office at the address above.

Please remember to quote the reference number, FOI 6145 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 by:

Post: Information Commissioners Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Online: <https://ico.org.uk/make-a-complaint/foi-and-eir-complaints/>

Telephone: 0303 123 1113

Yours sincerely

Mike Burns

Mr. Mike Burns, Executive Lead for Freedom of Information