

**Freedom of Information Request**

**Ref: 22-220**

27 April 2022

By Email

Dear Sir/Madam

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

- We can confirm that we do hold the information you are requesting

**How many FTE staff are assigned to different elements of the FOI process i.e. case logging and delegation, case officers, senior case officers or managers**

1 WTE

**2. Who does your FOI team report to? In particular, a common distinction is whether FOI sits within the department responsible for Information Governance, Data Protection and/or Legal, or within the Communications or press office.**

Head of Information Governance and Risk Management (DPO)

**3. What software do you use to manage your information requests? I.e. Vuelio, iCasework, Resolver, Excel or another platform.**

Datix

**4. At the outset of the pandemic, the Information Commissioner gave public authorities some latitude in handling requests for information given the extreme pressures caused by the pandemic. It did also ask that public authorities develop a 'recovery plan' should backlogs arise. Could you please provide details of any recovery plan in place.**

There is no recovery plan in place as we have no backlog from the pandemic.

**5. Could you please provide an export from your case-management software.**

- At minimum the data should record: one row per request, with fields for:

i. Date of receipt

ii. Date of response

iii. Type of request i.e. FOI, SAR, EIR, Internal Review etc.

- Identifying information, such as fields for requester name, the text of the request, title of the request or assigned officer to be removed, but would

**otherwise expect a full-export from your FOI case-management software.**

- **I would prefer data from March 2019 to present, to establish a pre-pandemic baseline for request volumes and timescale compliance**

Please see the attached document.

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:

Data Protection Officer  
University Hospitals Bristol and Weston 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

### Publication

Please note that this letter and the information included/attached will be published on our website as part of the Trust's Freedom of Information Publication Log. This is because information disclosed in accordance with the Freedom of Information Act is disclosed to the public, not just to the individual making the request. We will remove any personal information (such as your name, email and so on) from any information we make public to protect your personal information.

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

Yours sincerely

**Freedom of Information Team  
University Hospitals Bristol and Weston NHS Foundation Trust**