

Reference Number: FOI202223//599
From: Other
Date: 20 February 2023
Subject: Processing of SARs and FOIs

Q1 What system(s) do you use to log & process Subject Access Requests (SARs) and Freedom of Information Requests (FOIs)?

A1 Information exempt under Section 21 of the Freedom of Information Act 2000 - 'Information reasonably accessible to the applicant by other means'.

This information is available on our website, it can be found in our 2023/23Disclosure Log, please see FOI Request Ref: 408:

<https://alderhey.nhs.uk/about-us/information-governance/freedom-information/disclosure-logs>

Q2 What case management software(s) do you use?

A2 Information exempt under Section 21 of the Freedom of Information Act 2000 - 'Information reasonably accessible to the applicant by other means'.

This information is available on our website, it can be found in our 2023/23Disclosure Log, please see FOI Request Ref: 408:

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Q3 How much was spent on the purchasing of the system/software used in questions 1 & 2?

A3 Information exempt under Section 21 of the Freedom of Information Act 2000 - 'Information reasonably accessible to the applicant by other means'.

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Q4 How many SARs have been made to the Trust within the last 6 months?

A4 533 requests received October 2022 to January 2023.

Please note, we are only able to provide the data for 4 months, and not the 6 months requested, following a re-design of processes and data analysis. New processes were implemented in October 2022 following a revised leadership and collaboration with iDigital. The Trust received on average 140 requests per calendar month.

Q5 How many SARs have gone over the deadline (including 30, 60 & 90 day cases) within the last 6 months?

A5 77 of the 533 requests received October 2022 to January 2023.

Please note, we are only able to provide the data for 4 months, and not the 6 months requested, following a re-design of processes and data analysis. New processes were implemented in October 2022 following a revised leadership and collaboration with iDigital.

Q6 How many FOIs have been made to the Trust within the last 6 months?

A6 349 received September 2022 to February 2023.

Q7 How many staff do you have that log & process SARs/FOIs?

A7 FOI's are processed by the Information Governance (IG) Team which includes 6 WTE. Please note, FOI's are a proportion of the workflow for the IG Team. We do not have any staff members whose sole role is to process FOI requests.

SAR's are processed by the Access to Health Team which includes 6 WTE (currently a mix of substantive employees with some additional temporary staffing)

Q8 What software do you use for redactions (please include the software version) for SARs?

A8 Adobe Pro 2020