

Compliance of FOI Requests

Reference Number: RDF2272-24

Date of Response: 05/02/24

Further to your Freedom of Information Act request, please find the Trust's response(s) below:

FOI Request

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

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

Answer: 1,025.

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

Answer: 158.

3. How many staff log/process FOI requests?

Answer: Two.

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

Answer: Microsoft Excel.

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.

Answer: We do not hold this information, however experience and anecdotal evidence would suggest the following reasons impact completion within the 20 working day timescale:

- Team/department operational requirements
- Complexity and volume of questions spread across multiple teams
- Application of exemptions and Public Interest Tests.

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

Answer: Yes.

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.

Answer: Improvements have been made to our Trust (RDUH) FOI process because of the integration of the Royal Devon and Exeter NHS Foundation Trust (RD&E) and the Northern Devon Healthcare NHS Trust (NDHT) FOI teams.

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

Answer: We do not hold this information.