

Information Governance

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London
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Email elft.foi@nhs.net

Website: <https://www.elft.nhs.uk>

15th January 2020

Our reference: FOI DA3329

I am responding to your request for information received on 13th December 2019. This has been treated as a request under the Freedom of Information Act 2000.

I am now enclosing a response which is attached to the end of this letter. Please do not hesitate to contact me on the contact details above if you have any further queries.

Yours sincerely,

Ayomide Adediran
Information Governance Coordinator

If you are dissatisfied with the Trust's response to your FOIA request then you should contact us and we will arrange for an internal review of this decision. If you remain dissatisfied with the decision following our response to your complaint, you may write to the Information Commissioner for a decision under Section 50 of the Freedom of Information Act 2000. The Information Commissioner can be contacted at:

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

Tel: 0303 123 1113
Web: www.ico.org.uk

Please note that the data supplied is not allowed to be re-used and/or published without the explicit consent of East London NHS Foundation Trust. Please contact the signatory to request permission if this is your intention

Request:

Question 1. What is the email address of the person in your organisation who is responsible for the management of Subject Access Requests / DPA Requests?

Answer: This is managed by the Information Governance team. The email address is elft.accesstorecords@nhs.net

Question 2. What percentage of Subject Access Requests have been responded to on time since 25th May 2018? If you do not have this figure please provide a figure for what you do have.

Answer: For the financial year 2018/2019, the percentage of subject access requests responded to on time was 93%.

Question 3. On average how many SAR/DPA requests does your authority receive in a month?

Answer: From August 2018 – October 2019, the Trust has received an average of 112 requests per month.

Question 4. How many SAR officers are employed by your organisation who work on Subject Access Requests?

Answer: The Trust is unable to give an exact figure as a number of employees deal with subject access requests as part of their job description. To provide this information, we would need to contact each individual to determine how much time is spent on subject access requests.

Therefore, the Trust is unable to comply with this part of your request as the cost of compliance and extracting your exact requirements would exceed the appropriate cost limit of £450 which is specified in Section 12 of the Freedom of Information Act 2000. This is based on a rate of £25 per hour, regardless of the rate of pay of any individual involved in the retrieval of requested information, and equates to 18 hours work.

Question 5. What is the generic email address of the team which deals with SARs / DPA requests within your organisation?

Answer: elft.accesstorecords@nhs.net

Question 6. How many overdue Subject Access Requests do you currently have?

Answer: The Trust has approximately 19 overdue subject access requests.