

Information Governance

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21 December 2022

Our reference: FOI DA4473

I am responding to your request for information received 25 November 2022, which you clarified on 7 December 2022. 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,



Keshia Harvey
Information Governance Manager

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

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Request: I am doing a benchmarking exercise on the resource and demand similar Mental Health Trusts have for SARs and Access to Records requests.

Please see my questions below and feel free to ask any questions around our own processes:

Question 1: Average SAR's & Access to Records requests received monthly (including Direct Care and all type of requests)

Clarification: Average over the last year would be great

Answer: The monthly average number of SAR for the last year was 136 per calendar month. Please note, this is the average received from the whole Trust.

Question 2: Headcount & WTE for Health Records / SAR's

Answer: East London NHS Foundation Trust does not have a dedicated health records team.

Regarding subject access requests, there is a small corporate team that centrally processes requests for some of our directorates (Luton & Bedfordshire, Newham and Tower Hamlets). The headcount / WTE for this team is 5.5 dedicated staff together with one Information Rights Manager who is responsible for information rights generally including SARs.

SARs for other services in the Trust are devolved. We are unable to confirm headcount or WTE for these teams as the individuals who process their requests also have other (various) responsibilities within their job roles.

Question 3: Configuration of team (Excludes Head of Information Governance)

Answer: Please find configuration of team, attached.



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