

**Information Governance**

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18 October 2023

**Our reference: FOI DA4984**

I am responding to your request for information received 3 October 2023. This has been treated as a request under the Freedom of Information Act 2000.

When an organisation receives a request for information under the Freedom of Information Act, it is allowed under the Act to apply a blanket exemption to this where it has concluded that providing a response would take in excess of eighteen hours. When the cost of compliance and extracting information would exceed eighteen hours, a cost limit of £450 can be applied. This is explained in Section 12 of the Freedom of Information Act 2000 and 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 eighteen hours work.

Having reviewed your request, the Trust has noted that it would not be able to provide all the information requested within the eighteen hours specified in the Freedom of Information Act 2000. However, in this instance and in order to assist you, we have provided a partial response to your request as per below.

In order to assist you with your request, I have advised below the timing each question would take to help you to refine your request. If you wish to refine your request to comply with the eighteen hour time limit, please do get in touch.

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,

Information Rights 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



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'what matters' to everyone, achieve a better quality  
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**We care . We respect . We are inclusive**

**Interim Chief Executive Officer:** Lorraine Sunduza  
**Chair:** Eileen Taylor

Tel: 0303 123 1113  
Web: [www.ico.org.uk](http://www.ico.org.uk)

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**Request:** I am writing to request, under the Freedom of Information Act 2000, the following:

**Question 1:** Please provide the number of times your Trust called in emergency contractors or builders for unplanned maintenance and repair works in 2022.

**Question 2:** Please provide the total cost of emergency contractors or builders for unplanned maintenance and repair works in 2022.

**Question 3:** Please provide the largest cost for a single unplanned maintenance and repair work in 2022.

**Answer:** Section 12(1) of the Freedom of Information Act 2000 states:

Section 12(1) does not oblige a public authority to comply with a request for information if the authority estimates that the cost of complying with the request would exceed the appropriate limit.

When the Trust identifies that the request is likely to take over 18 hours, we are not obliged to provide information for any part of the request. We are required to provide advice on how you may refine your request to information that can be collated within the 18 hour timeframe. You may then choose what information you would like to receive and confirm the same to us, upon which we will process your request.

The Trust has reviewed your request for information and in order to collate this information, staff would have to review records from multiple contractors and helpdesks, as this information is not held centrally. This is estimated to take staff over 25 hours to collate.



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