

Freedom of Information Act 2000

The Royal Cornwall Hospitals NHS Trust Response to Information request

Date Request Received: 27th June 2025

FOI Ref No 29360

Requested Information:

1. FOI Case Management System

- The name of any case management system currently used for handling FOI/EIR requests, as recorded in procurement, contract, or system documentation.
- A copy or extract of any documentation (e.g. internal guidance, process maps) that describes how FOI/EIR requests are logged, tracked, and managed.

2. Budget

- The recorded annual budget allocated for FOI case management, software, or administrative handling for the most recent financial year (rounded to the nearest £1,000 where applicable).

3. Organisational Structure

- The current organisational structure for FOI handling, including job titles and number of posts (headcount or FTE) involved in processing FOI/EIR requests, as recorded in HR or departmental documentation.
- If available, an organisational chart or team structure document that includes the FOI team or function.

4. Email Infrastructure

- The name of the email service provider/platform used by the organisation (e.g. Microsoft 365, Google Workspace), as recorded in IT documentation or procurement records.

5. Process Model

- Any recorded documentation describing whether FOI/EIR request handling is centralised or decentralised (e.g. internal policies, workflow diagrams, process descriptions).
- If no such documentation exists, please confirm that.

6. Timelines and Milestones

- Any recorded internal guidelines or policies that specify target timeframes or milestones for FOI/EIR request processing (e.g. time to acknowledge, time to gather information, time to respond).
- This may include internal service level agreements (SLAs), process checklists, or workflow timelines if available.

7. FOI, EIR, and SAR Request Volumes and Timeliness

- For each of the last five calendar years (or financial years, if easier to report), please provide:
 - The number of FOI requests received
 - The number of EIR requests received
 - The number of Subject Access Requests (SARs) received

- The number of each type of request that were completed within the statutory timeframe

Response:

1) FOI Case Management System

- The Royal Cornwall Hospitals NHS Trust (RCHT) use Datix to manage FOI/EIR requests
- Please refer to Appendix 1 – FOI Officer Standard Operating Procedure v23

2) Budget

- Datix system - £34k – *please note that the Datix system is also used for other purposes within the Trust and it is not possible to split the costs to show the FOI element.*
- Staffing budget FY 24/25 £30k.

3) Organisational Structure

- Please refer to Appendix 2 – Freedom of Information_Data Protection Case Officer Job Description

4) Email Infrastructure

- The RCHT use NHSmail as the email service provider

5) Process Model

- Please refer to Appendix 3 – Information Use Framework Policy (FOI is Appendix 4 within this policy)

6) Timelines and Milestones

- Please refer to Appendix 1 – FOI Officer Standard Operating Procedure v23

7) FOI, EIR and SAR Request Volumes and Timeliness

| | 2020 | | 2021 | | 2022 | | | |
|-----|--------|-------|--------|------|--------|-----|------|-------|
| | Number | % | Number | % | Number | % | | |
| FOI | 526 | 88.21 | FOI | 673 | 68.94 | FOI | 730 | 82.05 |
| EIR | 0 | 0 | EIR | 4 | 50 | EIR | 1 | 100 |
| SAR | 1929 | 24.98 | SAR | 1660 | 28.31 | SAR | 1873 | 60.81 |

| 2023 | | | 2024 | | | 2025 | | |
|------|--------|-------|------|--------|-------|------|--------|-------|
| | Number | % | | Number | % | | Number | % |
| FOI | 846 | 71.74 | FOI | 874 | 67.39 | FOI | 450 | 67.11 |
| EIR | 6 | 83.33 | EIR | 3 | 33.33 | EIR | 3 | 66.66 |
| SAR | 2078 | 44.94 | SAR | 2135 | 25.76 | SAR | 538 | 43.68 |

NB: SAR's from week commencing 25 November 2024 are still being processed due to vacancies within the IG Team

Attachment(s):

- Appendix 1 – FOI Officer Standard Operating Procedure v23
- Appendix 2 – Freedom of Information_Data Protection Case Officer Job Description
- Appendix 3 – Information Use Framework Policy

Date Response sent: 6th August 2025