



Date:

Email:

Dear

Trust Headquarters
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I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI 2401006.

You requested the following information, please also see our response below:

Please can I request the following FOI.

- 1. Number of Subject Access Requests received.**
- 2. Percentage that were sent out on time.**
- 3. Number of which were sent back for internal review**
- 4. Number of which were referred to the ICO.**
- 5. Number of staff that you had in the year to process Subject Access requests. (if this changed throughout the year, please can we request the total number budgeted for and the average number actually in post)**

Please can this be broken down into the following years.

- a) 1st April 2022 – 31st March 2023**
- b) 1st April 2023 – 31st March 2024**
- c) 1st April 2024 – to date**

DSARs are dealt with by 3 different departments, therefore, there will be different figures.

Subject Access Requests for staff are managed by Human Resources Directorate.

Requests for Health Records made by patients or their relatives are managed by Patient Experience Team.

Those from Solicitors, coroners, the police and insurance companies are managed by the Trust Legal Services Department.

Please see different department sections below:

Legal Department

1. Number of Subject Access Requests received.

See below

2. Percentage that were sent out on time.

100%

3. Number of which were sent back for internal review

0

4. Number of which were referred to the ICO.

0

5. Number of staff that you had in the year to process Subject Access requests. (if this changed throughout the year, please can we request the total number budgeted for and the average number actually in post).

Less than 10, with DSARs only forming part of their duties

6. Please can this be broken down into the following years.

d) 1st April 2022 – 31st March 2023

795

e) 1st April 2023 – 31st March 2024

Calendar year 2023 – 881

f) 1st April 2024 – to date

Calendar year 2024 to 30.9.24 – 537

Patient Experience Team

1. Number of Subject Access Requests received.

See below

2. Percentage that were sent out on time.

100%

3. Number of which were sent back for internal review

0

4. Number of which were referred to the ICO.

a) 1st April 2022 – 31st March 2023 – 3 requests

5. Number of staff that you had in the year to process Subject Access requests. (if this changed throughout the year, please can we request the total number budgeted for and the average number actually in post)

Less than 10 full time and less than 10 part time with DSAR's forming part of their daily work.

6. Please can this be broken down into the following years.

1st April 2022 – 31st March 2023

278

1st April 2023 – 31st March 2024

303

1st April 2024 – to date

202

HR Directorate

1. Number of Subject Access Requests received.

Year	Number of DSARs received	% out on time
2022	69	18%
2023	77	19%
2024	78	11%

2. Percentage that were sent out on time.

In table above

3. Number of which were sent back for internal review.

This is not recorded centrally.

4. Number of which were referred to the ICO.

- a) 1st April 2022 – 31st March 2023 – 3 requests
- b) 1st April 2023 – 31st March 2024 – 4 requests
- c) 1st April 2024 – to date – none to date

5. Number of staff that you had in the year to process Subject Access requests. (if this changed throughout the year, please can we request the total number budgeted for and the average number actually in post).

There are no staff specifically budgeted for this task

Please can this be broken down into the following years.

- g) 1st April 2022 – 31st March 2023
- h) 1st April 2023 – 31st March 2024
- i) 1st April 2024 – to date

Less than 10, we are unable to provide exact figures as these could be identifiable to individuals.

With regards to providing analytical information, the Trust complies with the ICO Anonymisation Code of Practice. This stipulates that when providing information organisations adopt the use of a less than 10 caveat when supplying analytical information in instances where there are low numbers. By applying these parameters we are reducing the potential linking of data and making this identifiable.

I hope you find this information of some assistance.

If for any reason you are dissatisfied with our response, kindly in the first instance contact Caroline Smart, Head of Information Governance via the following email address:

FOI@secamb.nhs.uk

Yours sincerely

**Freedom of Information Coordinator
South East Coast Ambulance Service NHS Foundation Trust**

