



South East Coast Ambulance Service NHS
Foundation Trust
Nexus House
Gatwick Road
Crawley
RH10 9BG

Date 12th October 2017

Email:foi@secamb.nhs.uk

Dear,

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI/17/09/13.

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

1. How many subject access requests did you receive the identifying paperwork for and process in 2014?

Department	Total
HR	3
Complaints and PALS	66

2. How many subject access requests did you receive the identifying paperwork for and process in 2015?

Department	Total
HR	4
Complaints and PALS	36

3. How many subject access requests did you receive the identifying paperwork for and process in 2016?

Department	Total
HR	4
Complaints and PALS	34

4. How many subject access requests you rejected in 2014?

Department	Total
HR	0
Complaints and PALS	No Record

5. How many subject access requests you rejected in 2015?

Department	Total
HR	0
Complaints and PALS	No Record

6. How many subject access requests you rejected in 2016?

Department	Total
HR	0
Complaints and PALS	No Record

7. What was the average cost for you to process a subject access request in 2014? Unable to quantify

8. What was the average cost for you to process a subject access request in 2015? Unable to quantify

9. What was the average cost for you to process a subject access request in 2016? Unable to quantify

10. How much do you charge an individual to process a subject access request?

We charge £10 per request

We are unable to quantify the average cost to process subject access requests as we do not record the amount of people involved or the time we spend on each one as it varies case to case.

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, Information Governance Manager via the following email address:

FOI@secamb.nhs.uk

Yours sincerely

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