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Date 23<sup>rd</sup> December 2019

Email:

Dear,

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI/19/12/17.

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

**1) What is the email address of the person in your organisation who is responsible for the management of Subject Access Requests / DPA Requests?**

Caroline Smart [Information.Governance@secamb.nhs.uk](mailto:Information.Governance@secamb.nhs.uk)

**2) What percentage of Subject Access Requests have been responded to on time since 25th May 2018? If you do know have this figure, please provide a figure for what you do have.**

Subject Access Requests are dealt with by 3 different departments, please see figures below:

Department	Total Responded on time
Legal	100%
Patient Experience	90%

Please see below for HR:

**Data from 25<sup>th</sup> May 2018 – 31<sup>st</sup> December 2018**

Closed cases on time	40%
Closed cases out of time	35%
Unknown	25%*

***\*Please note in HR they did not always record an end date in 2018 so cannot answer for 25% of cases. However, a new system was put in place in 2019 to accurately capture this.***

**Data from 1<sup>st</sup> January 2019 – 16<sup>th</sup> December 2019**

Closed cases on time	38%
Closed cases out of time	62%

**3) On average how many SAR/DPA requests does your authority receive in a month?**

Please see table below:

Department	Average per Month
Legal	63
HR	2
Patient Experience	17

**4) How many SAR officers are employed by your organisation who work on Subject Access Requests?**

The legal team have two members of staff dealing with SARs

The Patient Experience Team consists of a manager, three full time staff, two part time staff and one administrator all of whom do SAR's as part of their duties.

Within HR SAR's are allocated to a HR Case Handler. Currently there are 4 HR Business Partners who would be allocated a case to lead. This may be supported by an HR Advisor when appropriate. This forms part of their overall duties. In addition, there is an allocated HR Administrator and HR SAR Lead to which SAR's forms part of their overall duties

**5) What is the generic email address of the team which deals with SARs / DPA requests within your organisation?**

Please see table below:

Department	Email Address
Legal	Solicitor.enquiries@secamb.nhs.uk
HR	HR.SAR@secamb.nhs.uk
Patient Experience	pet@secamb.nhs.uk

**6) How many overdue Subject Access Requests do you currently have?**

Please see table below:

Department	Total Overdue
Legal	None
HR	1
Patient Experience	None

*These figures are correct as of 16<sup>th</sup> December 2019*

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](mailto:FOI@secamb.nhs.uk)

Yours sincerely

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