

**Freedom of Information is located at:**  
Wye Valley NHS Trust,  
Monkmoor Court,  
31-34 Commercial Road,  
Hereford, HR1 2BG  
[freedom.information@wvt.nhs.uk](mailto:freedom.information@wvt.nhs.uk)

**INFORMATION REQUEST FOI2022/358**

21 November 2022

**Thank you for your Freedom of Information request. I have considered your request and have set out the Trust's response below:**

Please can you provide the following information, under the Freedom of Information Act.

1) Which software, if any, does the Trust use to process the following information requests:

a) FOI requests – None

b) EIR requests – None

c) DSAR requests - None

d) Complaints – RLDatix

e) Compliments - RLDatix

f) The processing or management of Safeguarding cases - None

2) Who provides this software? - RLDatix (Datix Ltd)

3) What does it cost the Trust annually? - Total cost of RLDatix for 2022/23 is £47,842.58

**Please note that a record of previous Trust FOI responses is now available to consult online by visiting:**

<https://www.wyevalley.nhs.uk/about-us/information-requests/freedom-of-information-requests.aspx>

If you have queries or any concerns my contact details are given at the top of the letter. Please remember to quote the reference number above in any future communications. If you are dissatisfied with the handling or response to your request and wish to ask for a review of this, please contact me and I will arrange this to be done.

Further information is available from the Information Commissioner's Office who can be contacted at:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF  
Telephone: 0303 123 1113 Web site: [www.ico.gov.uk](http://www.ico.gov.uk)

Yours sincerely,

Freedom of Information Coordinator

Glen Burley, Chief Executive  
Russell Hardy, Chairman

**Re-Use of Public Sector Information**

All information supplied by the Trust in answering a request for information (RFI) under the Freedom of Information Act 2000 will be subject to the terms of the Re-use of Public Sector Information Regulations 2005, Statutory Instrument 2005 No. 1515 which came into effect on 1st July 2005.

Under the terms of the Regulations, the Trust will licence the re-use of any or all information supplied if being used in a form and for the purpose other than which it was originally supplied. This license for re-use will be in line with the requirements of the Regulations and the licensing terms and fees as laid down by the Office of Public Sector Information (OPSI). Most licenses will be free; however the Trust reserves the right, in certain circumstances to charge a fee for the re-use of some information which it deems to be of commercial value.

Further information can be found at [www.opsi.gov.uk](http://www.opsi.gov.uk) where a sample license terms and fees can be found with guidance on copyright and publishing notes and a Guide to Best Practice and regulated advice and case studies, at [www.opsi.gov.uk/advice/psi-regulations/index.htm](http://www.opsi.gov.uk/advice/psi-regulations/index.htm)