

INFORMATION REQUEST FOI2022/416

06 January 2023

Thank you for your Freedom of Information request.

I am writing to you under the Freedom of Information Act 2000 to request the following information:

1. How many times was the number 09020 44 24 11 dialed on a phone belonging to the NHS trust?
2. What dates was the number 09020 44 24 11 dialed from a phone belonging to the NHS trust in the last three months?

If it is not possible to answer this request in its entirety due to one or more questions exceeding the cost of compliance limits identified in Section 12, please answer the ones that do not exceed the limits and disregard the ones that do.

I have considered your request and have set out the Trust's response below:

I can confirm from a search of our mobile phone contracts, both with Vodaphone and EE, that there is no record of any device dialing that number during the 3 month period.

We are unable to provide an answer for landlines for this request. The information that you have requested is not held in a form that would enable it to be located, retrieved and extracted within the appropriate time limit that equates to 18 hours as defined by the Freedom of Information and Data Protection (Appropriate Limits and Fees) Regulations 2004.

We have over 800+ phones across the trust and to collect this data would mean needing to run an audit on each phone. Following conversations with our supplier we have been told it would take over 32 hours to review each phone and then a further 16+ hours extrapolate the data from the raw data. This therefore exceeds the appropriate time limit.

Where the appropriate limit is exceeded the Trust is not required to supply the information as per Section 12 of the Freedom of Information Act 2000.

As per our section 16 duty to advise and on your request to disregard information that exceeds 18hours, we have collected and released the mobile information for you.

Yours sincerely,
Freedom of Information Coordinator

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

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 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

Glen Burley, Chief Executive

Russell Hardy, Chairman



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