

Ref. No: 385  
From: Commercial  
Date: 21/02/23  
Subject: Subject Access Requests- LATEST

## REQUEST & RESPONSE

1. What system(s) do you use to log & process Subject Access Requests (SARs) and Freedom of Information Requests (FOIs)?

FOI	Microsoft Excel and Sostenuto
SAR	Datix and Microsoft Excel

2. What case management software(s) do you use?

Datix

3. How much was spent on the purchasing of the system/software used in questions 1 & 2?

Excel is in the Microsoft Office 365 suite; it is not possible to provide an individual cost for it. Meanwhile, the cost of Sostenuto is £24.5k per annum. Note this is used for many other processes, not just Freedom of Information requests.

4. How many SARs have been made to the Trust within the last 6 months?

Between the 1<sup>st</sup> August 2022 and the 31<sup>st</sup> January 2023, the Trust received 1731.

5. How many SARs have gone over the deadline (including 30, 60, & 90 day cases) within the last 6 months?

Between the 1<sup>st</sup> August 2022 and the 31<sup>st</sup> January 2023, the Trust breached 1.

6. How many FOIs have been made to the Trust within the last 6 months?

Between the 1<sup>st</sup> August 2022 and the 31<sup>st</sup> January 2023, the Trust received 379 Freedom of Information requests.

**7. How many staff do you have that log & process SARs/FOIs?**

<b>FOI</b>	1x Freedom of Information Officer
<b>SAR</b>	4

**8. What software do you use for redactions (please include the software version) for SARs?**

Adobe Pro