

## Responding to requests

Generally requests for information must be responded to within 20 working days.

The Trust is not obliged to comply with vexatious requests or repeated or substantially similar requests from the same person other than at reasonable intervals.

## Exemptions

The Act says that we do not have to give you the information in some circumstances, these are called exemptions and they cover the release of:

- Personal information about yourself or another person, (you can get information about yourself under the Data Protection Act)
- National security
- Information in court documents
- Information which is confidential legally etc.

Other exemptions include information relating to commercial interests and audit functions.

Also, a fee can be charged when dealing with a request if the responding to the request would cost the Trust in excess of £460 to provide. This is calculated in accordance with the Act. If a fee is required for information requested, the 20 day timescale can be extended to up to three months. The Secretary of State has set limits to charges, should a request for information exceed these charges, the Trust does not have to action the request.

## Request for information

Requests must be in writing (email and fax acceptable) and must include contact details for the correspondence and a clear description of the information requested.

### Requests for information should be made to:

*The Information Governance and Security  
Management Team  
Bradford District Care Trust  
New Mill  
Level 1 Canalside  
Victoria Road  
Saltaire  
BD18 3LD*

or

*Fax: 01274 363519*

or

*Email: [foi.requests@bdct.nhs.uk](mailto:foi.requests@bdct.nhs.uk)*

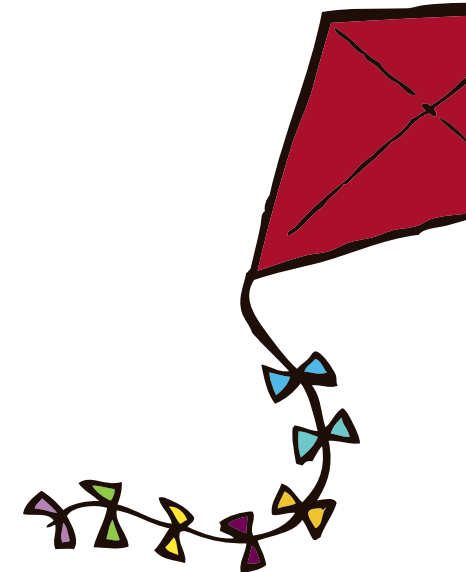
## Further Information

### The Information Commissioner

The information Commissioner is an independent public body and reports directly to Parliament. The Commissioner is responsible for implementing the Act. Further information available at:  
<http://www.ico.gov.uk/>

Other informative FOIA websites:  
<http://www.foi.nhs.uk/>

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**Accessing Information  
using the Freedom of  
Information Act: A Guide**

## Freedom of Information Act 2000

The Freedom of Information Act 2000 gives you the right to request information from any public authority. It promotes openness and accountability among public sector organisations, so that everyone can understand how authorities make decisions, carry out their duties and spend public money. Bradford District Care Trust aims to fully support this.

Everyone has had full access rights to this information since January 2005, however there are some exemptions, these will be outlined later in this leaflet.

Any individual or organisation can make a written request for information to the Trust: by letter, email or text.

The applicant does not have to explain why this information is requested.

The Act gives you the right to:

- Be told if information exists
- Receive information

ideally in the format requested, for example, as a copy or summary, or the applicant may ask to inspect a record.

## Provision of Advice and Assistance

Bradford District Care Trust is duty bound to provide advice 'so far as it would be reasonable to expect the Trust to do so', to help requestors submit their requirements.

The purpose of providing assistance is to help clarify what information is required and to enable the Trust to locate all required documents and files. Advice can be provided by a number of means including by phone, email, leaflets and the Trust's website:

[www.bdct.nhs.uk](http://www.bdct.nhs.uk)

## Freedom of Information (FOI)

### Policy Statement

The Trust recognises the importance of the Act and it will ensure that appropriate systems are put in place to publicise what recorded information is kept by the Trust and how this information can be accessed on request by the general public.

The overall responsibility for this is with the Chief Executive.

All staff will, through appropriate training and responsible management:

- Observe all forms of guidance, codes of practice and procedures about the storage, closure, retention and disposal of documents and records.
- Be aware that ultimately the general public may have access to any piece of information held within the Trust and must pay due regard to how they record information as part of their normal duties.
- On receipt of an information request immediately notify the FOI lead
- Provide information promptly when requested by the FOI lead.

### Bradford District Care Trust will:

- Provide all staff with an introductory briefing on the FOI Act and related procedures.
- Develop and maintain clear procedures for recognising and responding to requests for information under FOI.
- Develop a comprehensive record management strategy that supports FOI.

## Complaints

If for any reason you are unhappy with this service you are entitled to approach the Trust with complaints or comments:

*The Complaints Manager  
Bradford District Care Trust  
Victoria Road  
Saltaire  
BD18 3LD*

All complaints will be dealt with in accordance with the Trust's Complaints Procedure.

All complainants will be informed of their right to complain directly to the Information Commissioner.

### Applicants may be unhappy if they feel that:

- The Trust has breached the 20 working days timescale
- The applicant didn't receive all the information they required
- The applicant does not agree with the exemption(s) applied
- A fee has been wrongly charged