

Are there exemptions meaning information won't be released?

The Act says that we do not have to give the information in some circumstances. These are called exemptions.

The Act specifies a number of exemptions some of which are 'absolute' exemptions where we cannot release information (or in many cases confirm if it exists). For example we cannot release personal information about yourself or another person, (you can get information about yourself under the Data Protection Act) or confirm that an individual is a service user of Trust services.

In most cases whether to apply an exemption will be based on whether it is in the public interest to release the information or not. These types of exemptions are 'non absolute' exemptions and include:

- commercially sensitive information eg detailed contractual information
- information which is confidential

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.

If the decision is made to not release the information, we will inform you of this with our reasons and provide details about how to challenge this decision.

Complaints

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

The Complaints Manager
Bradford District Care NHS Foundation Trust
New Mill
Victoria Road
Saltaire
BD18 3LD

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

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 at: www.ico.gov.uk

Provision of Assistance

BDCFT will provide assistance 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

Freedom of Information Act 2000

Guide for Requesting Information from Bradford District Care NHS Foundation Trust

The Freedom of Information Act 2000 gives everyone the right to request information from any public authority. The Act aims to promote openness and accountability amongst public sector organisations, so that everyone can understand how authorities make decisions, carry out their duties and spend public money.

You & Your Care

www.bdct.nhs.uk

Who can request information?

Anyone can request information from a public authority, such as Bradford District Care NHS Foundation Trust (BDCFT).

Everyone has full access rights to this information. There are some exemptions, which are outlined in this leaflet.

What if the information is on the internet?

There is a lot already available on BDCFT's internet site at www.bdct.nhs.uk Please look at the site to see if what you want is already there. Updated information is regularly published, eg bed numbers.

If the information is on the internet site or is intended for future publication then you will be directed to where the information is or told when it will be available.

How do I make a request?

The request must be in writing.

In writing: IG and Records Team
Bradford District Care NHS
Foundation Trust
New Mill
Victoria Road
Saltaire
BD18 3LD

Fax: 01274 363519
Email: foi.requests@bdct.nhs.uk

What information can I apply for?

You can apply for any information at all. You should give a clear description of the information requested and include contact details for correspondence.

Do I have to explain why I want to receive the information?

No. You do not have to give any explanations regarding why this information is requested.

What if you are unsure what is being requested?

It may be that BDCFT is unsure exactly what the request is for. For example if the request relates to all of the Trust or just one service. If this is the case we will contact you to seek clarification so we can ensure we are providing the information you are requesting.

What format will the response be in?

The response will usually be sent in the same format as the request eg if you email the request we will email the response unless requested otherwise.

You may want the information in summary form or in a table. We will attempt to meet your requirements. Alternatively, you may wish to inspect a record.

How long will it take?

Generally requests for information must be responded to within 20 working days. We will always endeavour to meet this deadline. Occasionally this may not be possible, for example if someone who is supplying specific information is on leave. If this is likely to be the case we will contact you as soon as possible to see if you wish to receive part of the requested information sooner.

If we need to seek clarification, the 20 days will stop and start again when clarification is received.

Will there be a charge?

In most cases there will be no fee.

However, a fee can be charged when we estimate it will take longer than 18 hours to gather the information. The Act says that each hour equates to £25 so 18 hours equals £450. The Trust can therefore charge where it would cost the Trust in excess of £450 to find the information. If a fee is required for information requested, the 20 day timescale can be extended to up to three months. We will always speak to you before applying charges.

An example where this may apply is where the only way to find the information is to look through each service user's record eg to identify whether a particular medication has been prescribed.