



Resolution

8th Floor,
10 South Colonnade
Canary Wharf
London
E14 4PU

Telephone: 020 7811 2700

March 2024

FOI_6407

The following information was requested on 12 February 2024:

Under the Freedom of Information Act, please could I request the following information:

QUESTION 1:

Please advise how many Data Subject Access Requests (hereafter referred to as SARs) you received and responded to in 2021, 2022 and 2023 relating to employees (past or present) and other requests (e.g. customers, general public, service users etc).

	Number of SARs requests in 2021	Number of SARs requests in 2022	Number of SARs requests in 2023
Employees (past and present)			
Other (e.g. customers, general public, service users)			

The next few questions relate to the SARs process which includes collating (pulling the data together from across your organisation/department), redacting the data, pulling the information/ data together into a response and checking the information before issuing it to the requestor.

QUESTION 2:

When responding to SARS do you manage the process in-house, or do you outsource the whole or part of the process? And if conducted in house please specify the name of the team/function that is responsible for this part of the process (eg Data Privacy, HR, etc).

If for example you outsource one type of SAR (e.g. employee) but complete others (e.g. citizen/customer) inhouse, please provide details.

	In house (please specify)	Outsourced
Collating the data (pulling the data together from across your organisation/department),		
Redacting the data		
Pulling the information/ data together into a response		
checking the information before issuing it to the requestor		

QUESTION 3:

Approximately how many working hours does it take to pull together a typical SARs response, this includes the time taken to collate and redact the information, and putting the information together for issuing?

QUESTION 4:

What is the estimated percentage of handwritten documentation within a typical SAR response?

Our Response

We are able to provide the information requested in Q1 in financial years. We are able to provide the information requested in complete financial years. As the information for the financial year 2023/24 is currently unavailable we have provided you with the data for 2020/21 – 2022/23. We hope this is helpful.

Q1 –

	Number of SARs requests in 2020/21	Number of SARs requests in 2021/22	Number of SARs requests in 2022/23
Employees (past and present)	#	#	0
Number of SAR requests received in financial year <u>including</u> employee SARs	114	154	131

- please see the low numbers refusal notice below for further explanation.

Q2 –

	In house (please specify)	Outsourced
Collating the data (pulling the data together from across your organisation/department),	Information Access Team	Not applicable
Redacting the data	Information Access Team	Not applicable
Pulling the information/ data together into a response	Information Access Team	Not applicable
checking the information before issuing it to the requestor	Information Access Team	Not applicable

Q3 & Q4 –

This information is not held.

Low Numbers

We have suppressed low figures as we believe that disclosure of information with this level of granularity is exempt under Section 40(2) by virtue of section 40(3A)(a) of the FOI Act, where disclosure to a member of the public would contravene one or more of the data protection principles. The data protection principles are set out in Article 5 of the General Data Protection Regulation. We take the view that it would not be fair or lawful (given the confidential nature of the information held) to disclose such information, and any disclosure would therefore contravene the first data protection principle.

In some instances, the low numbers (fewer than 5) in each category, the likelihood exists that individuals who are the subject of this information may be identified either from this information alone, or in combination with other available information. NHS Resolution believes it has a greater responsibility to protect those individuals' identities, as disclosure could potentially cause damage and/or distress to those involved.

This concludes our response to your request.

If you are not satisfied with the service that you have received in response to your information request, it is open to you to make a complaint and request a formal review of our decisions. If you choose to do this, you should write to [Tinku Mitra](#), Deputy Director of Corporate and Information Governance for NHS Resolution, within 28 days of your receipt of this reply. Reviews of decisions made in relation to information requests are carried out by a person who was not involved in the original decision-making about the request.

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a review of the decision. Generally, the Information Commissioner will not make a decision unless you have exhausted the local complaints procedure. The address of the Information Commissioner's Office is:

Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

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