

## Office Management Systems

- Keep your files and records in order.
- Remember that whatever you write, minutes, emails, etc. are disclosable
- The act is fully retrospective. The public are able to access any information, including that which was created prior to January 1<sup>st</sup> 2005.

**Please remember that there is a chance that the e-mail you thought to be confidential may be seen by people for whom it was not originally intended.**

Finally, please ensure that the following message appears as an AutoSignature at the bottom of all messages you send from Trust facilities:

*The information contained in this e-mail may be subject to public disclosure under the Freedom of Information Act 2000. Unless the information is legally exempt from disclosure, the confidentiality of this e-mail and your reply cannot be guaranteed.*

**If you receive a request please pass it on to the FOI officer. Do this quickly!**

**The 20 working day period starts when the request is received by a public authority, not when it reaches the 'right' desk.**

[cwp.foi@nhs.net](mailto:cwp.foi@nhs.net)

If you require translation services or a copy of this document in other languages, audio tape, Braille or larger print, please speak to a member of CWP staff, e-mail [info@cwp.nhs.uk](mailto:info@cwp.nhs.uk) or write to: Communications, Cheshire and Wirral Partnership NHS Foundation Trust, Upton Lea, Countess of Chester Health Park, Liverpool Road, Chester, CH2 1BQ.

যদি আপনার ট্রান্সলেশন সার্ভিসের বা এই দলিলের কপি অন্য ভাষায়, অডিও টেপে, ব্রেইল বা বড় ছপায় দরকার হয় তবে অনুগ্রহ করে সিডব্লিউপি এর স্টাফদের সাথে কথা বলুন, ইমেইল করার ঠিকানা [info@cwp.nhs.uk](mailto:info@cwp.nhs.uk) বা কমিউনিকেশন, চেশায়ার ও উইরাল পার্টনারশীপ এনএইচএস ফাউন্ডেশন ট্রাস্ট, আপটল, লী, কাউন্টেস অফ চেস্টার হেলথ পার্ক, লিভারপুল রোড, চেস্টার, সিএইচ২ ১ বিকিউ ঠিকানায় লিখুন।

如果您需要翻譯服務或想索取這份文件的其他語文、錄音帶、凸字或大字體版本，請向我們的職員查詢。您亦可以寄電郵至 [info@cwp.nhs.uk](mailto:info@cwp.nhs.uk) 或寄信到 Communication, Cheshire and Wirral Partnership NHS Foundation Trust, Upton Lea, Countess of Chester Health Park, Liverpool Road, Chester, CH2 1BQ.

જો તમારે ભાષાંતર સેવાઓ અથવા આ દસ્તાવેજની બીજી ભાષાઓમાં નકલ, ઓડિયો ટેપ, બ્રેઈલ અથવા વિશાળ કદની છપાઈની જરૂર હોય, તો કૃપા કરીને સીડબ્લ્યુપી (CWP) ના કર્મચારીઓ સાથે વાત કરો, ઈમેલ કરો: [info@cwp.nhs.uk](mailto:info@cwp.nhs.uk) અથવા આ સરનામે લખો: Communication, Cheshire and Wirral Partnership NHS Foundation Trust, Upton Lea, Countess of Chester Health Park, Liverpool Road, Chester, CH2 1BQ.

यदि आपको अनुवाद सेवाएं या इस दस्तावेज की अन्य भाषाओं में नकल, ऑडियो टेप, ब्रेइल लीपि या विशाल आकार में छपाई की आवश्यकता हो, तब कृपया सीडब्ल्यूपी (CWP) कर्मचारीयों के साथ बात कीजिये, या ईमेल कीजिये: [info@cwp.nhs.uk](mailto:info@cwp.nhs.uk) या इस पते पर लिखिये: Communication, Cheshire and Wirral Partnership NHS Foundation Trust, Upton Lea, Countess of Chester Health Park, Liverpool Road, Chester, CH2 1BQ.

Jeśli wymagane jest tłumaczenie lub kopia niniejszego dokumentu w innych językach, na taśmie magnetofonowej, w języku Braille'a lub dużym drukiem, prosimy o skontaktowanie się z członkiem personelu CWP (Organizacja partnerska krajowego systemu zdrowia regionów Cheshire i Wirral) lub przez pocztę elektroniczną: [info@cwp.nhs.uk](mailto:info@cwp.nhs.uk) lub na adres: Communications, Cheshire and Wirral Partnership NHS Foundation Trust, Upton Lea, Countess of Chester Health Park, Liverpool Road, Chester, CH2 1BQ.

Os oes arnoch angen gwasanaeth cyfiethu neu gopi o'r ddogfen hon mewn ieithoedd eraill, tâp sain, Braille neu brint mawr, siaradwch ag aelod o staff CWP, e-bost [info@cwp.nhs.uk](mailto:info@cwp.nhs.uk) neu ysgrifennwch i: Communications, Cheshire and Wirral Partnership NHS Foundation Trust, Upton Lea, Countess of Chester Health Park, Liverpool Road, Chester, CH2 1BQ.

### Feedback

We welcome any suggestions you have, please send your **comments, concerns, complaints and compliments** to: **PALS, complaints and incidents team**, Trust Headquarters Redesmere, Countess of Chester Health Park, Liverpool Road, Chester CH2 1BQ.

For more information see [www.cwp.nhs.uk](http://www.cwp.nhs.uk)

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Cheshire and Wirral Partnership NHS Foundation Trust

STAFF GUIDE TO FREEDOM OF INFORMATION ACT 2000

Care • Well-being • Partnership

## In Brief

The Freedom of Information Act 2000 provides public access to information held by public authorities.

It does this in two ways:

- Public authorities are obliged to publish certain information about their activities via their **Publication Scheme**; and
- Members of the public are entitled to request information from public authorities.

The Act covers **any recorded information** that is held by a public authority in England, Wales and Northern Ireland, and by UK-Wide public authorities based in Scotland.

Public authorities include government departments, local authorities, the NHS, state schools and police forces.

Members of the public can also request information under the Data Protection Act 1998, which among other things gives individuals access to their personal information. In addition, The Environmental Information Regulations 2004, which gives people access to environmental information.

## Personal Information

The Act does not give people access to their own personal data (information about themselves) such as their health records or credit reference file. If a member of the public wants to see information that a public authority holds about them, they should make a **subject access request** under the Data Protection Act 1998.

## What to do if you receive a Subject Access Request?

If you receive a Subject Access Request please forward the request to

East [cwp.east.accesstohealthrecords@nhs.net](mailto:cwp.east.accesstohealthrecords@nhs.net)

West [cwp.westaccesstohealthrecords2@nhs.net](mailto:cwp.westaccesstohealthrecords2@nhs.net)

Wirral [cwp.wirralacesstohealthrecords@nhs.net](mailto:cwp.wirralacesstohealthrecords@nhs.net)

## Who can make an FOI request?

Anyone can make a Freedom of Information request—they do not have to be UK citizens, or resident in the UK. Freedom of Information requests can also be made by organisations, for example, a newspaper, a campaign group, or a company.

## How do I recognise an FOI/ Environmental Information request?

Anyone can make an FOI request to any department/ service within the Trust.

The Freedom of Information Act covers any information held by this Trust in any tangible form, including electronic, video & audio recordings and microfiche

Almost anything in writing which asks for information will count as an FOIA request, but technically requests must:

- Be in writing;
- Include the applicant's real name;
- Include an address for correspondence; and
- Describe the information requested.

## Timescales

FOIA requests must be dealt with promptly and in any event **must be responded within 20 working days of receipt.**

A request is received when it is delivered to the public authority.

## What do I do if I receive an FOI request?

In order to support the Trust in ensuring compliance with its statutory obligations all Trust staff must:

1. Forward immediately any requests received to the FOI Officer

Post: FOI Officer  
Redesmere  
Cheshire and Wirral Partnership NHS Foundation Trust  
Countess of Chester Health Park  
Liverpool Road  
Chester, CH2 1BQ  
Tel. 01244 393168

Email: [cwp.foi@nhs.net](mailto:cwp.foi@nhs.net)

2. Fully assist the team with requests for information, paying particular attention to deadlines and guidelines for provision of information.

**Under no circumstances may staff respond to requests for information directly to the requestor without seeking advice or approval from the FOI Officer.**