

STAFF GUIDE TO FREEDOM OF INFORMATION ACT 2000

Helping people to be
the best they can be

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 or e-mail cwp.info@nhs.net

আপনার অনুবাদ পরিষেবা বা অন্য ভাষায় এই ডকুমেন্টের একটি কপি, অডিও টেপ, অক্ষর ব্যক্তির লিখনাদির প্রণালী বা বড় আকারের মুদ্রণ প্রয়োজন হলে, অনুগ্রহ করে CWP কর্মীর একজন সদস্যের সাথে কথা বলুন বা cwp.info@nhs.net এ ইমেল করুন

Os oes angen gwasanaethau cyfieithu neu gopi o'r ddogfen hon arnoch mewn ieithoedd eraill, tâp awdio, Braille, neu brint brasach, siaradwch ag aelod o staff CWP neu e-bostiwrch cwp.info@nhs.net

જો તમને ભાષાંતર સેવાઓની જરૂર હોય અથવા અન્ય ભાષાઓ, ઑડિયો ટેપ, બ્રેઇલ અથવા મોટા અક્ષરોમાં આ દસ્તાવેજની નકલ જોઈતી હોય તો કૃપા કરીને CWP સ્ટાફના સભ્ય સાથે વાત કરો અથવા cwp.info@nhs.net પર ઇ-મેલ કરો

Jeśli wymagane jest tłumaczenie, lub kopia niniejszego dokumentu w innym języku, na kasecie audio, alfabetem Braille'a lub druk większą czcionką, prosimy o skontaktowanie się z członkiem personelu CWP (Organizacja partnerska krajowego systemu zdrowia regionów Cheshire i Wirral) lub przez pocztę elektroniczną: cwp.info@nhs.net

如果您需要翻译服务或者需要该文件的其它版本, 录音磁带, 盲文或大字体, 请和CWP的一位员工提出, 或者发电子邮件至 cwp.info@nhs.net

यदि आपको अनुवाद सेवाएँ, या इस दस्तावेज़ की प्रति किसी अन्य भाषा, ऑडियो टेप, ब्रैल या बड़े अक्षरों में चाहिए, तो कृपया CPW स्टाफ के सदस्य से बात करें या cwp.info@nhs.net पर ईमेल करें

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

The information in the leaflet was valid at the date of production Jan 2021 and is due for review in Jan 2023

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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 Data Protection Legislation, 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 Data Protection Legislation.

What to do if you receive a Subject Access Request?

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

Cheshire:

cwp.westaccesstohealthrecords2@nhs.net

Wirral:

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

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.

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 1st 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.