

Mr Sergio Sabato  
[request-762989-  
c2b0554e@whatdotheyknow.com](mailto:request-762989-c2b0554e@whatdotheyknow.com)

Date: 23 June 2021  
Your Ref:  
Our Ref: MM/HC FOI 10383  
*Please quote reference number on all correspondence*

Enquiries to: FOI Team  
Direct Line: 01463 717123  
Email: [nhsh.foirequestshighland@nhs.scot](mailto:nhsh.foirequestshighland@nhs.scot)

Dear Mr Sabato

**Freedom of Information (Scotland) Act 2002 - Request Ref 10383  
Vandalisation of Personal Belongings**

With reference to your request for information received on 7 June regarding the above, please find below your questions and our responses:-

- 1. Could you please provide copies of the policies and procedures, forms, etc., needed to request the reimbursement of the cost of replacement of vandalized personal belongings? (Under the legislation of your country, vandalism appears to be a crime. A crime that keeps occurring within your premises and in areas where only your organization has access to.)**

A copy of the Procedure for Management and Handling of Small Claims, Small Claim Form and Guidance Notes are attached to this response.

NHS Highland does not accept liability for any theft, loss or damage to personal property on NHS premises which is caused by third parties. Any allegations of vandalism to personal property where a crime has been suspected **must** be reported to and investigated by Police Scotland. This can be done by telephoning Police Scotland on 111.

- 2. Could you please provide copies of the policies and procedures that your organization is supposed to follow in the investigation of similar events (for example, the retention, or destruction, of CCTV footages needed for the investigation)? (I still do not know if your mate has been promoted.)**

A copy of NHS Highland's CCTV policy has previously been disclosed to you in response to a previous Freedom of Information request. However, I attached this again, along with the Adverse Event Management Policy and Procedures for investigating incidents.

I hope this response is helpful. If you are unhappy with my response, I am very happy to discuss this with you further. Alternatively you have the right to ask for an internal review by making a formal request in writing to the:-

Freedom of Information Officer  
NHS Highland  
Assynt House  
Beechwood Park  
Inverness, IV2 3BW  
or by email [nhsh.foirequestshighland@nhs.scot](mailto:nhsh.foirequestshighland@nhs.scot)

Your request should explain why you wish a review to be carried out and should be made within forty working days of receiving this letter.

If you remain dissatisfied following the investigation of your review, then you have the right to appeal to the Scottish Information Commissioner within 6 months of the date of receiving the review response. Contact details are as follows:

Scottish Information Commissioner  
Kinburn Castle  
Doubledykes Road  
St Andrews  
KY16 9DS  
Telephone: 01334 464610  
Fax: 01334 464611  
Website: [www.itspublicknowledge.info/Appeal](http://www.itspublicknowledge.info/Appeal)

Yours sincerely

**Heather Campbell**  
**Freedom of Information Officer**

***On behalf of***  
**Mirian Morrison**  
**Clinical Governance Development Manager**

Attachments:

Adverse Event Management Policy and Procedure  
Procedure for Management and Handling of Small Claims  
Small Claim Form and Guidance Notes  
CCTV Policy