

request-651292-c2873d2f@whatdotheyknow.com

3rd April 2020

Freedom of Information
University of Cumbria
Bowerham Road
Lancaster
LA1 3JD

Tel: 01524 385481
freedomofinformation@cumbria.ac.uk

Dear Requester

REQUEST FOR INFORMATION UNDER THE FREEDOM OF INFORMATION ACT

Thank you for your e-mail dated 4th March 2020 requesting information relating to qualitative feedback the University of Cumbria received from Capita Surveys & Research. Your request was for the following information:

On January 2018 the Vice Chancellor, Professor Julie Mennell, wrote to staff following receipt of the results of a survey completed at public expense by Capita Surveys & Research. In the note to staff the Vice Chancellor states:

"In addition, in undertaking the above, qualitative feedback received (with over 600 comments highlighting areas of good practice and/or improvement and a similar number of comments raising areas to improve on) will be drawn on to support our understanding of the underlying factors contributing to the survey results."

Please supply the qualitative feedback the university received from Capita Surveys & Research.

Please note that we have exempted this information from disclosure under Section 40 subsection 2 of the Freedom of Information Act 2000 which protects the personal identifiable information of third parties. We regard this information as exempt from disclosure under Section 40 sub-section 2 of the Act (the exemption for personal data) because if staff could be identified from the information, or could self-identify, this would be a disclosure of personal data and therefore be a breach of the Data Protection Principle, namely the obligation to process personal data fairly and lawfully.

Our view is that the condition laid down in Section 40 sub-section 3 (a) (i) of the same Act has been satisfied. We believe that the verbatim comments of staff contained within the qualitative feedback could be used with other information which may already be in the public domain through previous Freedom of Information requests or previously published information, to identify those members of staff.

This feedback contained in the survey has been provided by staff members in confidence and under the condition that it remains confidential and only relevant managers at the

University of Cumbria, Fusehill Street, Carlisle CA1 2HH
t. 01228 616234 f. 01228 616235
www.cumbria.ac.uk



INVESTORS
IN PEOPLE | Bronze

University would be allowed access. The Respondents have not agreed for their comments to be shared publicly.

As this exemption is classed as an absolute exemption there is no requirement to conduct a test in order to decide the public interest.

If you are unhappy with the way your request has been handled, you can ask for it to be reviewed under the University's Freedom of Information Complaints Procedure. To request a review, please contact the Information Governance Manager at the above address or by e-mail at foia@cumbria.ac.uk. Further information is enclosed with this letter.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Jean Brown', with a long horizontal flourish extending to the right.

Dr Jean Brown
University Secretary