



**By email**

Peter Mcdade

[request-377481-0b1f84ef@whatdotheyknow.com](mailto:request-377481-0b1f84ef@whatdotheyknow.com)

Our ref: 16/12/tc/514

16 January 2017

Dear Mr Mcdade

**Re: Data gathering FRANK about drugs**

Thank you for your email dated 16 December 2016 in which you requested the following information:

*I wish to know if Serco systems record Naloxone signposts from Tier 1 and Tier 2 call handlers on the data base and if it comes specifically under a Naloxone heading, as opposed to harm reduction or an other generalised heading.*

Your email has been handled as a request for information under the Freedom of Information (FOI) Act. In accordance with Section 1(1)(a) of the FOI Act, I can confirm that Public Health England (PHE) does not hold the information you have requested.

Under Section 16 of the FOI Act, public authorities have a duty to provide advice and assistance. Accordingly I would advise that Serco would be better placed to provide information on their data collection practices. You can contact Serco at the following website <https://www.serco.com/contact-us>.

If you have any queries regarding the information that has been supplied to you, please refer your query to me in writing in the first instance. If you remain dissatisfied and would like to request an internal review, then please contact us at the address above or by emailing [foi@phe.gov.uk](mailto:foi@phe.gov.uk)

Please note that you have the right to an independent review by the Information Commissioner's Office if a complaint cannot be resolved through the PHE complaints procedure. The Information Commissioner's Office can be contacted by writing to Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

Yours sincerely

Freedom of Information Officer