



**By email**

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

Our ref: 17/01/lh/571

7 February 2017

Dear Mr Mcdade

**Re: Internal review – data capture FRANK**

I refer to your email of 17 January 2017 which asked Public Health England (PHE) to review its response to your request of 16 December 2016. Having reviewed your questions, I have handled your request as an internal review. This letter provides the outcome of PHE's internal review.

In your original email of 16 December 2016 you asked PHE the following questions:  
*Dear Public Health England, In light of the recent report from ACMD regarding increase in drug related deaths deaths and Naloxone promotion to everyone who may be concerned about a persons substance use regarding possible opiate overdose . <https://www.gov.uk/government/news/acmd-tells-ministers-drug-related-deaths-will-continue-to-rise-if-treatment-programmes-are-not-maintained>*

*"naloxone, medication used to reverse the effects of opioid overdose, is made available routinely, cheaply and easily to people who use opioids and to their families and friends"*

*Also the recommendations regarding improved data processing*

*"sharing improve the current data processes by creating data standards for local reporting that feed into national systems"*

*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.*

*I wish to know from which date this has been the case and I also wish to have all communications between PHE and Serco regarding Naloxone since the contract was given to Serco until present day.*

*Also any other communications relevant between PHE, Serco and Govt Ministers regarding Naloxone till present day.*

*I understand that this is a large undertaking but I am sure you can appreciate the paramount importance of visible accountability regarding this public health issue.*

In its reply of 16 January 2017, PHE advised:

*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>.*

On 17 January 2017 you requested an Internal review:

*Please pass this on to the person who conducts Freedom of Information reviews.*

*I am writing to request an internal review of Public Health England's handling of my FOI request 'Data gathering FRANK about drugs'.*

*As PHE are the client, then they would be setting criteria for data capture and if they have not requested any specific data, then Serco would not be collecting it. I would ask again to look at my request and provide the information.*

### **Internal review decision**

We have considered our earlier response and have concluded that PHE did hold some information in accordance with our Section 16 duty to provide advice and assistance. Please see our corrected response below.

*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.*

Any information requested or given regarding Naloxone is profiled under Naloxone, this has been available to both tiers of operators since October 2016. Signposts are searched for by either town, locality, postcode, service type, or county. Naloxone is not listed as a service type in the database of services, some examples of a 'service type' include needle/syringe exchange, services for young people, and rehab.

I have therefore concluded that PHE did not fully respond to your request and your request for an internal review has been upheld.

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