

Alison Stevens

19 November 2018

**Re: FOI-2018-4254**  
**Your request for information**  
**Freedom of Information Act 2000**

Dear Ms Stevens

We write further to your email of 9 November 2018, sent via the WhatDoTheyKnow website. In this email, you stated:

*You have still not complied with my request asking for a Internal Review into the Trusts non compliance of timescale regarding this Freedom of Information Request.*

On review, we note that on 21 October 2018 you made the following request:

*I am now also requesting an Internal Review into the Hospitals non compliance with regards to My request in any shape or form.*

The Trust acknowledges that at that time it had not provided a substantive response. However, the Trust subsequently provided a full and substantive response to your request on 9 November 2018.

In view of the above, we understand that you remain dissatisfied with the Trust's handling of your request, specifically in relation to the Trust's '*non compliance of timescale*'. We have therefore undertaken an internal review and set out our findings below.

On 22 August 2018, you sent a request for information to the Trust via the WhatDoTheyKnow website. The request was in writing, stated your name and an address for correspondence, and described the information requested. It was therefore a valid request for information under the Freedom of Information Act 2000, and the Trust was required to respond promptly and in any event not later than the twentieth working day following the date of receipt. A response was therefore due not later than 19 September 2018.

The Trust acknowledged receipt of your request on 24 August 2018. However, a full and substantive response was not provided until 9 November 2018. Within this response, the Trust confirmed that it held information of the description specified in your request, and communicated that information to you. The Trust did not rely upon any exemptions.

In the circumstances, we have concluded that the Trust failed to comply with the time for compliance set out under section 10(1) of the Act. However, the Trust has now complied with the requirement to respond to your request under section 1(1) of the Act. On investigation, we have identified that the delay in responding to your request was due to a temporary capacity issue within the Trust's Information Governance Team. This issue has now been resolved through the appointment of an Information Governance Manager and Information Governance Officer. We have concluded that no further action in relation to your request is necessary.

We take this opportunity to reiterate our apologies for the delay you have experienced in receiving a response to your request and thank you for bringing this to our attention.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at:

**Information Commissioner's Office**

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Tel: 0303 123 1113

Email: [casework@ico.org.uk](mailto:casework@ico.org.uk)

Yours sincerely

**Information Governance Team**  
Corporate Affairs

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