

S Carroll

request-565327-b716f9b1@whatdotheyknow.com

Our ref: 8436/8527

Information Governance
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Website: www.nhsbsa.nhs.uk

Date :5 June 2019

Dear S Carroll,

Internal review request

I have now completed your request for an internal review of the way in which your request for information was handled by Chris Dunn.

Your request was as follows:

“Under FOI please can you provide with the following information regarding the Infected Blood Support Scheme managed by NHSBSA.

I would like the guidelines NHSABSA EIBSS uses from Department of Health and Social Care (DHSC) to make decisions about payments including discretionary top up payments’

In your request for an internal review you stated:

“My request made previously has not been addressed or promptly dealt with as is required by law. I am now requesting an internal review before forwarding on my request to the Information Commissioner & the chair of the infected blood inquiry. I will also be passing the email theards I have with EIBSS to demonstrate how they are unable to provide the service for which they were originally set up for.”

I have carefully and objectively reviewed the steps that Chris Dunn followed in processing your request for information and I have concluded that these did meet the steps required by the NHS Business Services Authority's procedures at the time of your request.

A response was issued to you on 1 May 2019. A copy of this email was re-issued to you on the 21 May and published on the whatdotheyknow website at https://www.whatdotheyknow.com/request/guidelines_nhsabsa_eibss_uses_fr#incoming-1369234 .

It was also published on our website on 1 May 2019 at https://apps.nhsbsa.nhs.uk/FOI/foiRequestDetail.do?bo_id=8436

We have also raised this issue with the admin team of the www.whatdotheyknow.com website and our IT service desk. There have been a number of FOI responses issued to that website without attachments that have not been received or published.

Unfortunately the technical reasons for this have not been identified as this does not occur consistently.

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

If you have any queries about this letter, please contact me on the above number.

Please quote the reference number above in any future communications.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'Chris Gooday', is centered within a light blue rectangular box.

Chris Gooday
Information Governance Manager

cc Mark Dibble, Director of Corporate Services