



**Department  
of Health &  
Social Care**

*Freedom of Information Team  
Department of Health and Social Care  
39 Victoria Street  
London SW1H 0EU*

[www.gov.uk/dhsc](http://www.gov.uk/dhsc)

Mr Carl Cumming-Smith

By email to: [request-876771-8dba3206@whatdotheyknow.com](mailto:request-876771-8dba3206@whatdotheyknow.com)

4 August 2022

Dear Mr Cumming-Smith,

**Freedom of Information Request Reference FOI-1411330**

Thank you for your request dated 7 July to the Department of Health and Social Care (DHSC), a copy of which can be found in the accompanying annex.

Your request has been handled under the Freedom of Information Act 2000 (FOIA).

We have considered your request for information, but we are unable to answer it without further clarification. Section 1(3) of the FOIA does not oblige us to answer requests where we require further clarification to identify and locate the information requested.

So that we provide you with the right information, we would be grateful if you could clarify if this is a request seeking information held by DHSC on how FOI requests received by NHS Shared Business Services are handled? On receipt of this information, I will continue to process your request.

Please be aware that we cannot guarantee at this stage that a clarified request will fall within the FOIA cost limit, or that other exemptions will not apply.

If you are not satisfied with the handling of your request, you have the right to appeal by asking for an internal review. This should be sent to [freedomofinformation@dhsc.gov.uk](mailto:freedomofinformation@dhsc.gov.uk) or to the address at the top of this letter and be submitted within two months of the date of this letter.

Please remember to quote the reference number above in any future communication. If you are not content with the outcome of your internal review, you may complain directly to the Information Commissioner's Office (ICO). Generally, the ICO cannot make a decision unless you have already appealed our original response and received our internal review decision. You should raise your concerns with the ICO within three months of your last meaningful contact with us.

Guidance on contacting the ICO can be found at <https://ico.org.uk/global/contact-us> and information about making a complaint can be found at <https://ico.org.uk/make-a-complaint>.

Yours sincerely,  
Freedom of Information Team  
[freedomofinformation@dhsc.gov.uk](mailto:freedomofinformation@dhsc.gov.uk)

## **Annex**

Dear Department of Health and Social Care,

Can a summary or the contract details regarding how FOI requests are processed that are received directly to the NHS Shared Business Services?

Yours faithfully,

Carl Cumming-Smith