

Our Ref: foi2014/107

Miss Rowbottom
request-222497-fd1f5dbf@whatdotheyknow.com

Tuesday, 26 August 2014

Dear Miss Rowbottom,

Freedom of Information Act 2000 – Request for Information

Regarding your request for information received by the University of Westminster on 30th July 2014.

The Request and Response

The University can confirm that it holds some information relating to your request. Please see below for both your request, and the corresponding answer from the University **in bold**.

“I would like to request that you provide me with the results of the DSA Student Survey undertaken by the Central London Access Services.

The University holds information relating to a Student Supplier Satisfaction Survey run in 2012 by the Central London Assessment Services (CLASS) unit which solicited feedback from its own users and users of two other London Assessment centres.

Information Compliance Team

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At no point have any results, report, findings or recommendations been produced by the University from this work. However, a summary is available to the University, and a copy is enclosed.

Could you provide the raw data regarding student satisfaction with One-stop-shop service suppliers and the ratings received by these suppliers?

I would appreciate it if you could send me the raw data from this survey.”

The University considers the majority of the raw data relating to the Student Supplier Satisfaction Survey run in 2012 by the CLASS unit to be exempt information in regard to two key Freedom of Information Act (2000) (FOIA) exemptions on disclosure. We explain our position more fully below.

The raw data of the survey has been obtained by invitation to specific individuals to take part. The survey was only open to students who had attended a needs assessment in relation to their disability status and learning needs. Any information disclosure that identifies these individuals, or could identify them with reference to other information that may be available to a third party, would by definition disclose personal information, and by implication sensitive personal information.

Any disclosure of information under FOIA is a public disclosure. The survey had over 390 participants. It is not reasonable for the University to discuss with all participants if they would consent to a disclosure of all or any of their personal information. The University can see no public interest in disclosure of personal information without explicit consent.

Therefore, and so as not to be in breach of the Data Protection Act 1998, the personal information exemption S40(2) is engaged and the University exempts any information in the survey raw data that identifies or could identify any individual. (For example, names, email address, personal histories, personal views and opinions, experiences, etc.)

Additionally, the University believes that the nature of the survey, a personal invitation to feedback on personal experiences and views, to better inform the University on the feelings, experiences and views of students requiring learning support in relation to their recognised disability needs, makes the nature of this information confidential. Any breach of this implied confidentiality would leave the University open to a legal action.

There is a strong public interest in confidential information of this kind remaining confidential, and the University cannot see any valid or strong public interest for breaching the confidentiality implied, and as with the personal information issue above, it would be impractical for the University to canvas the views of each of the participants.

Therefore the University believes that information given to it by participants in the survey is confidential information, that the FOIA exemption S41(1) information provided in confidence is engaged and the raw data, beyond the anonymous summary enclosed, should not be disclosed.

We hope this information may be of use to you.

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If you are dissatisfied with this response you may ask the University to conduct a review of its decision.

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Please do so in writing (including by fax, letter or email) or in some other recorded form (e.g. audio or video tape), describe the original request, explain your grounds for dissatisfaction, and include an address for correspondence.

If after contacting the University of Westminster you are not happy with the outcome, you also have a right of appeal to the Information Commissioner.

Please note that the Information Commissioner will not investigate the case until the internal review process has been completed.

By Post: Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

By Telephone: 01625 545 700
Web: www.ico.gov.uk

Yours sincerely

Information Compliance Team
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