

David Johnston

From: Patricia Crossan
Sent: 18 September 2019 15:29
To: Peter Moran
Cc: Ken Moore;Christine Frazer;Paul Cummings;David Johnston;Carol Mooney
Subject: RE: Enquiry inbox

Importance: High

Peter

Thank you for your email on the above.

Since Maureen retired at the end of July, the HSCB Inquiry mailbox has continued to be monitored and actioned appropriately and in light of your advice below, steps have been taken to ensure that this is carried out each day.

I appreciate the delay has impacted on the timescale for compiling the FOI responses but trust that you have now been able to issue an acknowledgement to the requestors.

Patricia

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From: Peter Moran
Sent: 06 September 2019 09:59
To: Patricia Crossan
Cc: Ken Moore; Christine Frazer; Paul Cummings; David Johnston; Carol Mooney
Subject: Enquiry inbox

Patricia

I have just been sent through 3 FOI requests from the Enquiry inbox that appear to have been received last week (29th August and 30th August)

I appreciate Maureen has left but can someone check this email inbox daily as this requestor has been engaged with HSCB, Department and Western Trust and his requests are creating significant resource issues for Finance colleagues. The latest requests would appear to also cut across other Directorates and we have already lost 25% of the 20 working day response times as we are 5/6 working days in and HSCB hasn't issued an acknowledgement and I haven't assigned these to a Directorate as yet. We have been working with Finance colleagues to provide timely responses to all requests

Your assistance and action would be appreciated

Peter