

Date: 07 August 2017
Ref. No: FOI 285-2017

By email: J White [<mailto:request-406551-2ca86545@whatdotheyknow.com>]

Dear J White,

This is the response following the internal review of your request for information pursuant of the Freedom of Information Act 2000.

I am writing in response to your email, received on 13th July 2017, asking for Hampshire Hospitals NHS Foundation Trust (HHFT, the Trust) to conduct an internal review of your request for information dated 14 May 2017.

The internal review process requires that your initial request is reviewed and a new consideration is made based on all the available evidence. The internal review process does not seek to review the original decision made by the Trust. I note that your request for internal review concerns the handling of this Freedom of Information (FOI) request by the Trust.

In line with the Code of Practice issued by the Secretary of State for Constitutional Affairs pursuant to section 45(5) of the Freedom of Information Act 2000 (the Act), I have undertaken this review on behalf of the Trust as an individual who had no involvement in responding to your original request.

I have reviewed the events and communications within the Trust in determining the response to your FOI request and have noted that there were some delays in following up internal requests for the answers to your queries. I have contacted the FOI team to discuss these delays and they advise that they were working on a high number of requests at the time. Despite their best intention to progress the matter as quickly as possible, and informing you by email on 29 June that their response was delayed, the team accept that their level of service in dealing with this request was below the standard the Trust would expect to deliver. Please accept my apologies, on behalf of the Trust, for not providing the information requested within the statutory timeframe.

Request

Your initial request for information made to the Trust on 14 May 2017, asked for information, contained in five separate questions, concerning Social media governance and use of social media by the Trust.

Internal Review

In performing the internal review of your request I have revisited the relevant information held by the Trust. I can confirm that the Trust holds the information requested and I am therefore required under Section 1 (1)(b) of the Act to communicate this information to you.

Consideration of request

Section 2 (2)(b) of the Act allows the Trust to withhold certain information where any provision of Part II applies and the public interest in maintaining the exemption outweighs the public interest in disclosing the information. I have therefore reviewed the information requested in light of the exemptions detailed in Part II of the Act.

Please see the response below **in bold** as the request was originally worded:

1. Please provide me with a copy of your Trust's Social Media Governance Policy (for employees), or equivalent, and the date it was adopted.

Please see the policy attached to this response

2. Please list the Social Media programmes used by your Trust (i.e. if you use Twitter, Facebook, Instagram etc. ... I do not need individual account details).

Twitter, Facebook and LinkedIn

3. Please detail training offered to staff on the use of social media.

No specific training is given. All staff are required to comply with the Website, Intranet and Social Medical Policy

4. Please state how many people in your Trust have been disciplined as a result of social media behaviour, for the calendar years 2012-2016

2012 – 1 2013 – 0 2014 – 1 2015 – 0 2016 - 0

5. Please provide the approximate number of people (headcount) employed by your Trust.

As of 30 June 2017 the Trust headcount was 6083.

This completes the response to your request.

If you are still not satisfied with the handling of your request you have the right under Section 50 of the Act to contact the Information Commissioner's Office (ICO). The Information Commissioner can be contacted at the following address:

Information Commissioner,
Wycliffe House,
Water Lane,
Wilmslow,
Cheshire
SK9 5AF
www.ico.gov.uk

Yours sincerely,



Katharine Carter
Risk and Compliance Manager
Hampshire Hospitals NHS Foundation Trust