



**Ambulance Headquarters**

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**Our Ref: FOI.18.280**

Will Minto

E-mail: request-531585-6007a65a@whatdotheyknow.com

20 November 2018

Dear Mr Minto

**Freedom of Information Act 2000 – Information Request**

Thank you for your request for information under the Freedom of Information Act which was received on 12 November 2018. I can confirm that we hold the information you have requested. You asked the following questions, reproduced in **bold** below:

**I would like to request the following information related to Subject Access Requests:**

- 1. How many Subject Access Requests (SAR) were received from 1st April 2016 to 31st March 2017? - 496**
- 2. How many Subject Access Requests (SAR) were received from 1st April 2017 to 31st March 2018? - 435**
- 3. How many Freedom of Information requests were received from 1st April 2016 to 31st March 2017? - 417**
- 4. How many Freedom of Information requests were received from 1st April 2017 to 31st March 2018? - 375**
- 5. What database or systems do you use to log and manage Freedom of Information Requests and Subject Access Requests?**

The Trust currently uses Microsoft Excel and the Ulysses system for recording Freedom of Information requests and Subject Access requests.

If you are not satisfied with the information we have provided, you can request an internal review which will be carried out by Mr Paul Aitken-Fell, who is the Trust's Consultant Paramedic and is someone not involved with your original request.

If you wish to follow this route, please contact [audrey.turnbull@neas.nhs.uk](mailto:audrey.turnbull@neas.nhs.uk) who will commence the process on your behalf.

If you remain unhappy with the outcome of the review, you can ultimately complain to:

The Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Yours sincerely



Mark Cotton  
**Freedom of Information Lead**