

13th February 2018

Dear Requester

FREEDOM OF INFORMATION REQUEST - RESPONSE
FOI Reference: OPTUM FOI 400-339 – LE CCG

I refer to your email received on 12 February 2018. I can confirm on behalf of NHS Lincolnshire East Clinical Commissioning Groups (CCG) supported by Optum Commissioning Support Services, and in accordance with S.1 (1) of the Freedom of Information Act 2000 (FOIA) that we do hold the information you have requested. A response to each element of your request is detailed below:

REQUEST

When you answer FOI requests, your reply usually ends with the following boilerplate text...

"The Information Commissioner can be contacted at: Information Commissioners Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF, telephone 0845 630 6060, email ..."

1. On what date did you first become aware that 0845 630 6060 is the contact number for the ICO?
RESPONSE: This information was checked on 29th January 2018.
2. On what basis and with what frequency do you check whether or not this is still the correct number for contacting the ICO?
RESPONSE: As a result of receiving your FOI request, we have reviewed our internal processes and checks are planned to take place on a quarterly basis.
3. What information sources do you use for this confirmation? e.g. ICO or other website, or perhaps calling the number itself.
RESPONSE: We use the ICO's website as our single source of information.
4. What was the last date that you checked whether or not 0845 630 6060 is the correct number for contacting ICO (and which method was used for this check)?
RESPONSE: Telephone number checked by calling it on 29th January 2018.
5. What procedure is in place to update the boilerplate text should you discover that ICO has changed their number?
RESPONSE: The internal standard operating procedure for processing Freedom of Information Requests has been revised to include checking the ICO's contact details on a quarterly basis.

I trust that this answers your queries with the information we currently hold, but if we can be of any further assistance please do not hesitate to contact the FOI Team.

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to

Optum Commissioning Support Service
FOI TEAM
South Kesteven District Council Offices
St. Peter's Hill
Grantham
NG31 6PZ

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision. Generally, the ICO cannot make a decision unless you have exhausted the complaints procedure provided by the CCGs.

The Information Commissioner's contact details can be found here:

<https://ico.org.uk/global/contact-us/>

All information we have provided is subject to the provisions of the Re-use of Public Sector Information Regulations 2015. Accordingly, if the information has been made available for re-use under the [Open Government Licence](#) (OGL) a request to re-use is not required, but the licence conditions must be met. You must not re-use any previously unreleased information without having the consent from the CCG. Should you wish to re-use previously unreleased information then you must make your request in writing (email will suffice) to the FOI Lead. All requests for re-use will be responded to within 20 working days of receipt.

Yours faithfully

FOI Team
On behalf of NHS Lincolnshire East CCG