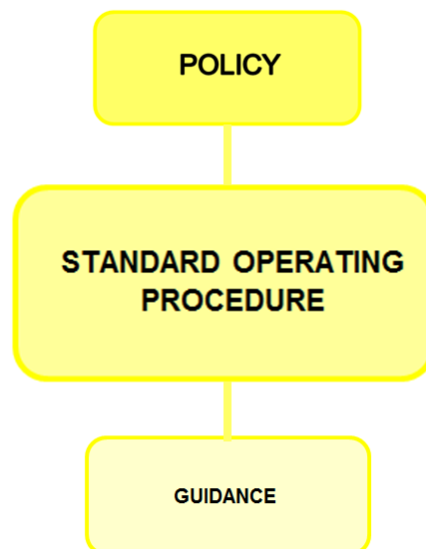


## STANDARD OPERATING PROCEDURE

### Handling of Freedom of Information Requests

<b>UNIQUE SOP REFERENCE</b>	
<b>PARENT POLICY</b>	Freedom of Information Policy
<b>APPROVAL DATE</b>	
<b>REVIEW DATE</b>	
<b>AUTHOR</b>	IG Team
<b>APPROVED BY</b>	Bill Gregory - SIRO



**STANDARD OPERATING PROCEDURE (SOP) VERSION CONTROL**

*This record shall detail all previous versions of the SOP including versions that have been known by other names and the date of when a new version was created.*

Previous Versions (Title)	Date Reviewed	Why was a new version created?



## 1. PARENT POLICY

This procedure relates to the Freedom of Information Policy (IMT017)

## 2. STANDARD OPERATING PROCEDURE

1. FOI Request is received into the FOI mailbox (either directly from the requester or forwarded from LCFT staff member) or received in the post.
2. Entry made in FOI register by the IG Team (see field names and description below), request given a unique reference number (next number in the sequence – YYYY/NNN) and relevant department/network determined by the IG Team. 16 day internal deadline and 20 day formal deadline calculated (taking into account any bank holidays are not included) and added into the register record by the IG Team. If required clarification from FOI Requester can be made by the IG Team and if necessary a fee requested. FOI request to be attached as a file attachment. Request may be triaged at this point if it is clearly not relevant for the Trust or if the requester can be directed to the LCFT public website for the requested information.
3. Request is forwarded by the IG Team to relevant Network Head of Operations / Corporate Director (copied to Chief Executive and FOI Champion) stating FOI Register reference number, internal deadline date and requesting name(s) of staff responsible for co-ordinating the response if not the FOI Champion. FOI register is updated by the IG Team with date of action. This email is moved to the correct year's sent folder.
4. FOI request acknowledgement, with FOI Register reference number and formal deadline date for returned response, is sent back to the FOI Requester, either by email or by letter. FOI register is updated by the IG Team with date of action. The email is then moved to the correct year's acknowledgement folder.
5. Network Head of Operations / Corporate Director or FOI Champion email reply to FOI mailbox with name(s) of who is dealing with the response or confirmation that the information is not held by the Trust. Once the register has been updated with this information, the email is moved to the correct year's Inbox – actioned folder.
6. Response is emailed back to the FOI mailbox by FOI Champion on or before the internal deadline date. Once actioned this email, the email is moved to the correct year's Inbox – actioned folder. Response to be copied to the relevant FOI folder on the Information drive and attached to the FOI register record as an attachment.
7. If necessary reminder is emailed to FOI Champion, by the IG Team, on day after the internal deadline if the response has not been received. FOI register is updated with this action in the "Comment" field.
8. Formal response drafted by IG Team, with all attachments as pdf documents, unless the requester has specified a particular format, and sent to Network Head of Operations / Corporate Director (with Executive PA cc'd in if appropriate) for authorisation. Action logged on FOI Register.
9. Network Head of Operations / Corporate Director email back formal authorisation to the FOI mailbox. The FOI Register is updated with this action. This authorisation email is moved to the correct year's authorisation folder in the FOI mailbox.



10. Formal response is then emailed or posted out to the FOI Requester. The FOI register is updated with this action and a copy of the response attached and copied to the relevant FOI folder on the Information drive

Procedure Method

Step	Action	Responsible	Method
1	FOI Request is received into the FOI mailbox (either directly from the requester or forwarded from LCFT staff member) or received in the post.	Requester	Email or post
2	Entry made in FOI register (see field names and description below),	IG Team	Manual input on to FOI register
3	Request given a unique reference number	IG Team	Manual input
4	Relevant department/network determined.	IG Team	Experience of Organisation & services
5	16 day internal deadline and 20 day formal deadline calculated and added into the register	IG Team	Manual input
6	If required, clarification from FOI Requester can be made	IG Team	Email
7	Fee requested if necessary.	IG Team	Email
8	FOI request attached to register as a file attachment.	IG Team	Manual
9	Request may be triaged at this point if it is clearly not relevant for the Trust or if the requester can be directed to the LCFT public website for the requested information.	IG Team	Email
10	Request forwarded to relevant Network Head of Operations / Corporate Director (copied to Chief Executive and FOI Champion) stating FOI Register reference number, internal deadline date and requesting name(s) of staff responsible for co-ordinating the response if not the FOI Champion.	IG Team	Email
11	FOI register is updated with date of action.	IG Team	Manual input
12	FOI request acknowledgement, with FOI Register reference number and formal deadline date for returned response, is sent back to the FOI Requester.	IG Team	Email
13	FOI register is updated with date of action	IG Team	Manual input



Step	Action	Responsible	Method
14	Network Head of Operations / Corporate Director or FOI Champion reply to FOI mailbox with name(s) of who is dealing with the response or confirmation that the information is not held by the Trust.	FOI Champion or Network Head of Operations / Corporate Director	Email
15	Response is emailed back to the FOI mailbox by FOI Champion on or before the internal deadline date.	FOI Champion	Email
16	Response to be attached to the FOI register.	IG Team	Manual
17	If necessary reminder is sent to FOI Champion on day after the internal deadline if the response has not been received.	IG Team	Email
18	FOI register is updated with this action in the "Comment" field	IG Team	Manual
19	Formal response drafted by IG Team, with all attachments as pdf documents, unless the requester has specified a particular format,	IG Team	Manual
20	Response sent to Network Head of Operations / Corporate Director for authorisation.	IG Team	Email
21	Action logged on FOI Register	IG Team	Manual
22	Network Head of Operations / Corporate Director email back formal authorisation to the FOI mailbox.	Network Head of Operations / Corporate Director	Email
23	The FOI Register is updated with this action.	IG Team	Manual
24	Formal response is then emailed or posted out to the FOI Requester.	IG Team	Email or post
25	The FOI register is updated with this action	IG Team	Manual
26	Copy of the response attached to the register	IG Team	Manual

### 3. COMMUNICATION

LCFT Staff will be advised of this procedure using the MetaCompliance system and an article will also be included in the Trust Pulse weekly bulletin sent out to all staff advising them.

Identified FOI Champions will also be notified separately of the FOI arrangements.

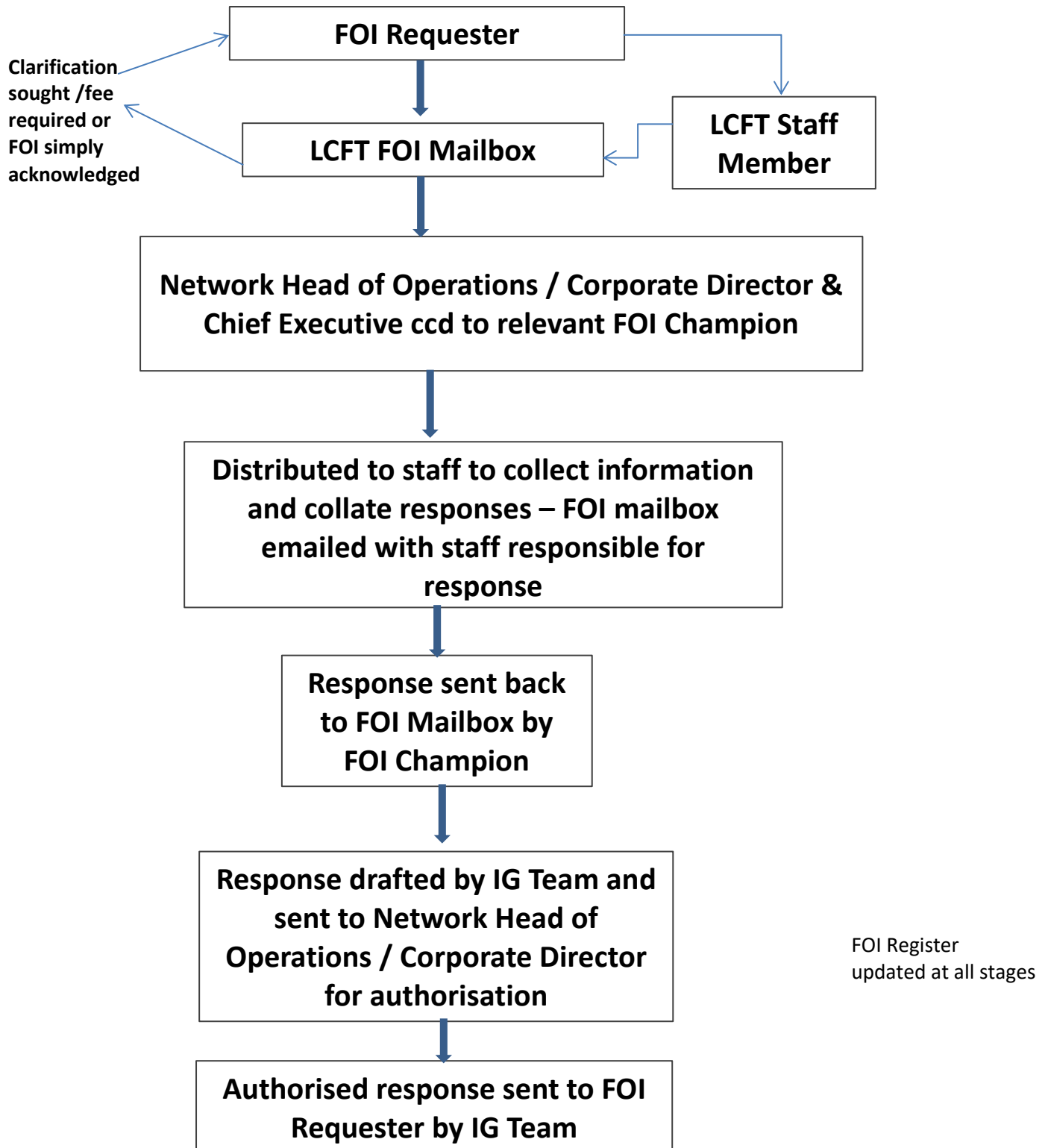


**4. REVIEW**

This procedure will be reviewed by the IG Team by the review date listed on the front page of this procedure.

**5. FURTHER GUIDANCE/RELATED SOPS**

**FOI Handling Process and Procedure**



**FOI Register Fields**

Field name	Comments	Format/notation on form
Ref no	Manually input	YYYY/NNN
Capacity of requester	Drop down box : <ul style="list-style-type: none"> <li>• Media</li> <li>• Private</li> <li>• Social Media</li> </ul>	
Date received	Date chooser	Date the FOI request was received in the Trust
Received by	Ability to choose person from Active Directory	Person in the Trust who received FOI request
Received from	Manually input name of requester	Name of the requester
Medium	Drop down box: <ul style="list-style-type: none"> <li>• Letter</li> <li>• email</li> </ul>	Medium of request
Request description	Manually input a brief description of the information being requested	Brief description of request
LCFT Responsible Officer	Ability to choose Network Head of Operations / Corporate Director /Senior Manager responsible from Active Directory	LCFT Responsible Officer
Staff dealing with request	Manually input names of all staff dealing with request, listing the FOI Champion or collator first	
Date sent to RO	Date chooser	Date forwarded to the Responsible Officer
Date acknowledged	Date choose	Date acknowledgment sent to requester
Internal due date	Date chooser	Internal date response due back to FOI mailbox (16 working days)
Legal due date	Date chooser	Legal date response to be sent out by (20 working days)
Executive name	Ability to choose Network Head of Operations / Corporate Director responsible for authorising the response, from Active Directory	
Date sent to Exec for authorisation	Date chooser	Date the completed response was sent to the Exec for authorisation
Exec sign off	Date chooser	Date the FOI response was authorised by Exec
Date response sent	Date chooser	Date the response was sent out to the requester
Charge	Tick box	Was a charge levied?
Reason for breach	Manually input brief reason why the legal due date was missed if relevant	Brief explanation as to why there was a breach
Comments	Manually input any progress notes or other relevant information	Input any progress notes or other relevant information



<b>Date request for internal review received</b>	Date chooser	Date the request for an internal review was received in the Trust
<b>Date review request acknowledged</b>	Date chooser	Date review request acknowledgment sent to requester
<b>Date review to be answered</b>	Date chooser	Date response to be sent out by (20 working days)
<b>Exec review sign off</b>	Date chooser	Date the review response was authorised by Exec
<b>Date review response sent</b>	Date chooser	Date the review response was sent out to the requester
<b>Last updated</b>	Date chooser	Last updated
<b>Last updated by</b>	Ability to choose person from Active Directory	Person who last updated the form

