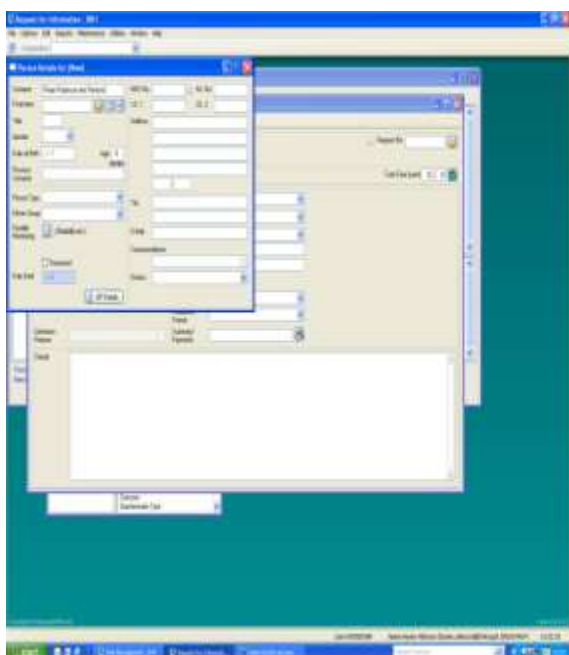


FOI Procedure

Save request to folder in S Drive

To enter a Request



Click on the New Request icon

Right click on the requester box and select person.

Type in the name and click the search icon.

If the requester is already registered double click to select, if not click cancel and register completing details.

Close this window with red cross

Type of request

Choose from the drop down list

Method

Choose from the drop down list

Received Date

Press **T** and this will automatically populate with today's date, otherwise enter correct date.

Request Date (if different from above)

Enter the request date recorded on the request

Acknowledge Date

Press **T** and this will automatically populate with today's date, otherwise enter correct date.

Response Date

Populate when response is sent

Handler

Select your name form the drop down list

Status

Select appropriate status from drop down list.

Summary /Keywords

Key words of request

Click the save icon to save the request

Subject

Click on the subject tab and populate by selecting from drop down lists:

Type – What is the request about

Category – Department

Organisation – BTH

Department (shared file) – same or similar to the category. This will populate Specialty (shared file) and Directorate but can be changed manually if necessary.

Subject – click on folder icon the click ok in the box that appears this will bring up a list of subjects.

Officer – click on folder and search for IAO whom the request has been assigned to.

Attach a document to a request

Select the **Paper clip** icon at the top left hand of the window this will open a new window.

Select **Add** at the bottom left had side of the window and **Attach a file**. This will allow you to go to the correct file to select your document.

Create an action

Click in the action icon and then click Add on the bottom toolbar.

Action Type Request for information

Issue as per summary

Responsibility of – click yellow folder icon and search for person

Target date – allow 10 working days

Priority – High

Click save

When information is received click Edit and click T for today in completed box.

Acknowledge

Reply to request email:

Dear?

Thank you for your email, your request is being processed the reference is FOI/????

Assign Request

Forward the request email to IAO's who are responsible for the information requested.

Please see FOI request below for action.

In order for the Trust to comply with its obligations under the Freedom of Information Act 2000/Environmental Regulations 2004, can you let me have the information by ??

If I need to redirect any part of this request, please let me know as soon as possible.

To start and stop the clock

If clarification is required email the requester and stop the clock by double clicking on the clock which will open a new box, start/stop the clock and select the reason from drop down box. Update request status to 'Await applicant Response'

Information Received

Save in folder, update request status to 'information received' and edit action to prevent reminders.

Draft Response

The template is in the FOI folder of Data Access.

Approval

Send draft response to appropriate ED and update request status to 'Await ED approval'

Please find attached a FOI response for your approval

When approved save the email in folder as approval and attach to request in RFI

Response

Convert response to PDF format and attached to request in RFI

Click in box next to response attachment which will open dialogue box 'send email' click on this and send the email.

Dear ??

Please find attached FOI response

To close a request

T for today in Response Date, update request status to closed and tick the resolved box.

Outcome

Click on outcome tab and select outcome from drop down list.

Select method of response from drop down list and click on yellow folder icon to search for Authorised by.

If exempt select reason from drop down list.

Click save

To search for a request

Click on the new request icon, click and select person from search criteria you are using.

Type name and click the search icon, select name from list and click on show records icon.

To search on number type in number and click on folder icon.

To create a list

Click on new request, click on the 'list requests' icon next to the Request No box

The list can be filtered by selecting from the drop down lists

The list can be modified by each individual user to show the information you require by right clicking and selecting column choice. This facility allows the user to add or reduce the amount of information shown and the order of the information.