

**Information Governance**

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Web: [www.oxfordhealth.nhs.uk](http://www.oxfordhealth.nhs.uk)

12 October 2017  
Reference no. 17180194

Dear

**Request for Information: Freedom of Information Act**

Thank you for your email of 19 September, making a request for information under the Freedom of Information Act. You requested the following information and the Trust is able to provide the information below in response:

**Request:**

1. How many subject access requests did you receive the identifying paperwork for and process in 2014?
2. How many subject access requests did you receive the identifying paperwork for and process in 2015?
3. How many subject access requests did you receive the identifying paperwork for and process in 2016?
4. How many subject access requests you rejected in 2014?
5. How many subject access requests you rejected in 2015?
6. How many subject access requests you rejected in 2016?
7. What was the average cost for you to process a subject access request in 2014?
8. What was the average cost for you to process a subject access request in 2015?
9. What was the average cost for you to process a subject access request in 2016?
10. How much do you charge an individual to process a subject access request?

**Response:**

1. 2014 – 500
2. 2015 – 737
3. 2016 – 799
4. ,5, and 6 – all subject access requests are processed in accordance with the Data Protection Act.
- 7, 8, and 9. The Trust do not hold such information.
10. £10.00 If information is available in electronic form only. Up to £50.00 for providing copies of paper records only.

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to me and I will ensure the decision is reviewed. The Trust will consider undertaking a review if requested to do so within 40 working days of the date the response is received by the applicant, and will apply discretion if a longer period of time has passed.

Should you wish to make a complaint as a result of the outcome of such a review, you may apply directly to the Information Commissioner's Office (ICO) for a decision.

Generally, the ICO cannot make a decision unless you have exhausted the complaints procedure provided by the Trust for FoI Act matters.

The ICO can be contacted at:

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

Please contact me if there are any further queries.

Kind regards,

Yours sincerely,

Mark Underwood

Head of Information Governance