

30 January 2017  
Reference no. 17180332

Dear

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

Thank you for your email of 17 January, 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:

- How many staff members have been employed in full, part time and sessional posts to man the Reception Desk at Warneford Hospital Reception since January 2014 to the present date.
- What is the total cost for advertising, in each financial year, to recruit staff for Warneford Hospital Reception since January 2014 to the present date.
- What is the total cost for training staff, in each financial year, for Warneford Hospital Reception since January 2014 to the present date.
- What is the total cost that has been spent on sessional staff, in each financial year, for Warneford Hospital Reception since January 2014 to the present date.
- If there were any exit interviews undertaken with staff, that were in full, part time and sessional employment that left the post of receptionist at Warneford Hospital Reception, what was the feedback regarding their reasons for leaving.
- How many staff members have been employed in full, part time and sessional posts to man the Reception Desk at the Whiteleaf Centre Reception since January 2010 to the present date.
- What is the total cost for advertising, in each financial year, to recruit staff for the Whiteleaf Centre Reception since January 2010 to the present date.
- What is the total cost for training staff, in the financial year, for the Whiteleaf Centre Reception since January 2010 to the present date.

- What is the total cost that has been spent on sessional staff, in each financial year, for the Whiteleaf Centre Reception since January 2010 to the present date.
- If there were any exit interviews undertaken with staff, that were in full, part time and sessional employment that left the post of receptionist at the Whiteleaf Centre Reception, what was the feedback regarding their reasons for leaving.

Response:

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