

**Information Governance**

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22 January 2019

Reference no. 18190358

Dear

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

Thank you for your email of 3<sup>rd</sup> 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:**

Please can you provide me with information of your staffing structure for your Voluntary Services department and their coinciding pay bands

**Response:**

Volunteer Programme management is included in the remit of the Community Involvement Manager (band 8a) and makes up approximately a third of that posts commitments.

An 18 hour post (fixed contract of 12 months) will shortly commence supporting the Community Involvement Manager with a primary focus on volunteer programme administration. This post is band 3.

There are no other paid employees with a direct remit for volunteers.

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