

## 9 APPENDIX C – FREEDOM OF INFORMATION ACT REQUESTS

[SOP-IG-003 Access to Information Procedure](#) is a Standing Operating Procedure outlining the management of Information Governance requests for information, this includes requests made under the Freedom of Information Act 2000, as well as other types of IG related requests such as Subject Access Requests and those made under the Environmental Information Regulation 2004.

The document sets out the roles and responsibilities of DHCW workforce (to identify and escalate requests should they be received directly and assist the IG team in determining whether information relevant to a request is held), the Information Governance team (who have responsibility for managing and responding to all IG requests) and the Data Protection Officer (who has overall responsibility for ensuring that DHCW staff and the IG team are aware of their responsibilities).

As well as following the set process outlined with in the Standing Operating Procedure (provided below), Information Governance team members of staff meet regularly to ensure that all requests received are being handled promptly to ensure that requests are responded to within their statutory timescales.

A ratings legend (as provided above within this report) has been created to provide oversight of requests which may be reputationally, politically, commercially or media sensitive and to allow appropriate escalation through to Executive Board Members for their awareness and involvement, where appropriate.

Information Governance team members with responsibility for responding to requests undertake BCS accredited Freedom of Information Act and Data Protection training, as well as personal development to ensure they stay on top of developments and issues in legislation and guidance. They also take part in the Freedom of Information Community of Practice, which allows NHS Wales Health Boards, Trusts and Special Health Authorities to discuss issues or concerns that may affect them.

