NHS
Nottingham and Nottinghamshire
Integrated Care Board

17/10/2025

NN-ICB/25-1332

Dear Requestor

Re: Freedom of Information Request

Thank you for your request for information, received on 23 September 2025, regarding Subject Access Request (SAR) processing and resources. We have processed your request in accordance with the Freedom of Information Act 2000 (FOIA). Under the FOIA, public authorities like ours are required to respond to requests for information within 20 working days. In response to your request, I can confirm that we partially hold the information requested.

Please find below our response to your request:

1. In the last three financial years, how many Subject Access Requests (SARs) were received and how many were responded to within one month? How many were completed late, and were any completed beyond three months (if extended)?

   We do not hold this information in the format requested. Our reporting of Subject Access Requests (SARs) is based on DSPT (Data Security and Protection Toolkit) reporting periods rather than financial years. The information we hold is, therefore, provided as follows:

2022/23	No. Requests Received by ICB	No. Requests Responded to within one month (legal timescale)	Percentage Compliant
July	6	6	100%
August	6	6	100%
September	0	0	100%
October	1	1	100%
November	0	0	100%
December	3	3	100%
January	3	3	100%
February	2	2	100%
March	1	1	100%
April	-	-	-
May	1	1	100%
June	1	1	100%

2023/24	No. Requests Received by ICB	No. Requests Responded to within one month (or agreed legal timescale)	Percentage Compliant
July	1	1	100
August	1	0	0
September	-	-	-
October	4	4	100
November	2	2	100
December	4	4	100
January	5	5	100
February	1	1	100
March	1	1	100

Date	No. of requests	Compliance % within timescales	Responses exceeding one month timescale but still compliant	Responses outside compliant timescales	Reason for responses outside compliant timescales
April 2024	6	100%	0	**-**	**N/A**
May 2024	1	100%	0	**-**	**N/A**
June 2024	0	-	-	**-**	**N/A**
July 2024	2	100%	0	**-**	**N/A**
August 2024	6	100%	0	**-**	**N/A**
September 2024	10	100%	0	**-**	**N/A**
October 2024	6	100%	0	**-**	**N/A**
November 2024	3	100%	0	**-**	**N/A**
December 2024	4	100%	1	**-**	**N/A**
January 2025	8	100%	1	**-**	**N/A**
February 2025	2	100%	0	**-**	**N/A**
March 2025	4	100%	0	**-**	**N/A**
April 2025	0	-	-	**-**	**-**

2. What budget (and actual spend) was allocated specifically for SAR processing in each of the last three financial years? Please include staff, IT and any consultancy costs as separate categories.

   The ICB does not hold this information; responsibility for SAR processing forms part of the Information Governance (IG) Team which has a broad range of responsibilities.

3. List any software or services used to manage SARs (including FOI management systems if used for SARs). For each, give the name, vendor, purchase or implementation date, and (if held) annual cost.

   The ICB does not hold this information; SARs are managed using a Microsoft Office product.

4. Does the organisation's risk register or information-governance risk log include SAR compliance or GDPR breach risk entries? If so, what mitigation actions or investments are recorded?

   The ICB does not hold this information; SAR compliance is not captured as a risk.

5. Describe any formal projects or procurement (completed or planned) to improve SAR handling (e.g. new software purchases, staff training programmes). Provide any project summaries or minutes where these are recorded.

   The ICB does not hold this information; there are no completed or planned projects or procurement relating to SAR handling.

If you are unhappy with the way in which your request has been handled, NHS Nottingham and Nottinghamshire Integrated Care Board (ICB) has an internal review procedure through which you can raise any concerns you might have. Further details of this procedure can be obtained by contacting Lucy Branson, Director of Corporate Affairs via lucy.branson@nhs.net or by writing to FOI Team at NHS Nottingham and Nottinghamshire ICB, Sir John Robinson House, Sir John Robinson Way, Arnold, Daybrook, Nottingham NG5 6DA.

If you remain dissatisfied with the outcome of the internal review, you can apply to the Information Commissioner's Office (ICO), who will consider whether the organisation has complied with its obligations under the Act and can require the organisation to remedy any problems. Generally, the ICO cannot make a decision unless you have exhausted the complaints procedure provided by NHS Nottingham and Nottinghamshire ICB. You can find out more about how to do this, and about the Act in general, on the Information Commissioner's Office website at: https://ico.org.uk/for-the-public/.

Complaints to the Information Commissioner's Office should be sent to:

FOI/EIR Complaints Resolution, Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. Telephone 0303 123 1113 or report a concern via https://ico.org.uk/concerns/.

Yours sincerely

Freedom of Information (FOI) Officer on behalf of NHS Nottingham and Nottinghamshire Integrated Care Board nnicb-nn.foi@nhs.net

All information we have provided is subject to the provisions of the Re-use of Public Sector Information Regulations 2015. Accordingly, if the information has been made available for re-use under the Open Government Licence (OGL) a request to re-use is not required, but the license conditions must be met. You must not re-use any previously unreleased information without having the consent of NHS Nottingham and Nottinghamshire Integrated Care Board. Should you wish to re-use previously unreleased information then you must make your request in writing (email will suffice) to the FOI Lead via nnicb-nn.foi@nhs.net. All requests for re-use will be responded to within 20 working days of receipt.