

FOI 3352

9th October 2025

FREEDOM OF INFORMATION ACT 2000 – INFORMATION REQUEST

Question: Please provide any Correspondence held by the Trust relating to IT problems or outages between September 8 2025 and September 22 2025

Response:

The Southern Health & Social Trust confirms it holds the information on the subject you have requested.

However, we will not be able to answer your request without exceeding the appropriate limit. This is because to retrieve information in scope of your request would involve manually performing searches across the various communication suites and IT Service Management toolsets used within The Trust; this activity would take at least 3 business days to undertake.

Section 12 of the Act makes provision for public authorities to refuse requests for information where the cost of dealing with them would exceed the appropriate limit, which for the Trust is set at £450. This represents the estimated cost of one person spending 2.5 working days in determining whether the department holds the information, and locating, retrieving and extracting it.

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