

FOI 3390

28th October 2025

## FREEDOM OF INFORMATION ACT 2000 – INFORMATION REQUEST

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### Question

1. How many complaints has the Trust received from staff, public or patients in relation to smoking/vaping on and within all areas of the Trust in the year 2024, 2023, 2022, 2021, 2020.

### Response:

A search of all formal complaints received by the SHSCT in the years above, has been carried out using the following keyword search, “vape, vaping, smoke, smoking”. Each complaint was reviewed to ascertain if it related to smoking or vaping. Please note in line with the SHSCT Policy and Procedure for the Management of Service User Feedback, complaints from staff are not managed through this process and therefore there are no complaints from staff included in the response.

The number of formal complaints received by the SHSCT relating to smoking/vaping is less than 5 in each year. Due to the low number of complaints the exact number has not been released.

NB: There were zero complaints received by the Trust in 2022 relating to smoking or vaping.

The Trust has a legal duty to protect patient confidentiality and, in line with this duty, the figure <5 has been provided where figures are very low. This is because of the potential risk of identification of an individual. In reaching this decision the Trust has taken into account the small geographical area which the Trust serves and the sensitivity of the information requested. In addition, the Trust has taken into account the fact that all information disclosed in response to an FOI is disclosed to the ‘world at large’ and is published on the Trust website.

S 40 (2) (third party information) of the Freedom of Information Act 2000 has been applied to exempt the exact figures from disclosure. The Trust does not consider the disclosure of the information to be fair to the individuals concerned as there is the potential risk of identification of an individual(s) which they would not expect, and which would therefore breach the fairness element of the first principle of the Data Protection Act 2018

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