

FOI 3849

16th July 2026

FREEDOM OF INFORMATION ACT 2000 – INFORMATION REQUEST

Under the Freedom of Information Act 2000, I request the following information held by the

Southern Health and Social Care Trust.

For the period from 1 January 2026 to the 5th June 2026, please provide:

- 1. Copies of all internal correspondence, including emails, letters, briefing notes, reports, memoranda, and internal communications in which Connected Health is referenced, discussed, or mentioned.**
- 2. Copies of all meeting minutes, meeting notes, action logs, presentations, briefing papers, committee papers, reports, and records of meetings in which Connected Health is referenced, discussed, or mentioned.**
- 3. Copies of any correspondence between Trust staff and external organisations, including the Department of Health, SPPG, RQIA, elected representatives, trade bodies, or other care providers, where Connected Health is referenced, discussed, or mentioned.**
- 4. Copies of any complaints, concerns, performance reviews, contract monitoring reports, investigations, audits, risk assessments, service reviews, or escalation reports relating to Connected Health.**
- 5. Copies of any documents, emails, briefing notes, reports, or communications concerning:**
 - o domiciliary care services provided by Connected Health;**
 - o rural care packages involving Connected Health;**
 - o contract performance relating to Connected Health;**
 - o commissioning decisions affecting Connected Health; and**
 - o market sustainability, provider capacity, or service delivery issues where Connected Health is referenced.**
- 6. A list of all meetings held during the above period at which Connected Health was**

discussed, including the meeting date, title, attendees, and any associated minutes or papers.

7. Please provide details of all monitoring activity undertaken by the Trust in relation to Connected Health during the three months immediately preceding the date of this request, including:

- o the number of monitoring visits undertaken;**
- o the dates of those visits; and**
- o the total number of full monitoring days conducted.**

8. Please provide the same information requested in section 7 for the largest independent provider of domiciliary care within the Southern Trust for the same three-month period.

Response:

Questions 1 to 6 inclusive – We estimate it would take approximately 40–60 hours to identify, locate, retrieve and review all references to Connected Health across multiple Departments in the Trust. Given the broad scope of the request, this would require extensive searches across multiple systems and email accounts. It would then require a further manual review of the information identified to establish relevance and prepare any information suitable for disclosure.

Under section 12 of the Freedom of Information Act 2000, Public Authorities are not obliged to comply with an information request where to do so would exceed the cost limit.

For Questions 1 to 6, we are unable to provide the information you have requested as the cost of locating and retrieving the information exceeds the “appropriate limit” as stated in the Freedom of Information (Fees and Appropriate Limit) Regulations 2004. It has been estimated that it would take more than 18 hours to locate and retrieve the requested information. In order to obtain this information it would exceed the £450 limit and is therefore cost prohibitive.

In accordance with our duty to provide advice and assistance under Section 16 of the Freedom of Information Act 2000, we have considered whether your request could be refined. However, given the extent and nature of the information requested, the Trust is unable to speculate as to which information would be of most interest to you. Accordingly, we are unable to provide any meaningful advice on how the request might be narrowed.

Should you wish to submit a new request which is more focused, we would be happy to consider it.

7. Please provide details of all monitoring activity undertaken by the Trust in relation to Connected Health during the three months immediately preceding the date of this request, including:

o the number of monitoring visits undertaken; 24

o the dates of those visits; 10/05/2026, 13/05/2026, 15/05/2026, 19/05/2026

o **the total number of full monitoring days conducted.** Information not held.

8. Please provide the same information requested in section 7 for the largest independent provider of domiciliary care within the Southern Trust for the same three-month period.

o **the number of monitoring visits undertaken;** 61

o **the dates of those visits;** 02/04/2026, 22/04/2026, 25/04/2026, 29/04/2026, 01/05/2026, 02/05/2026 and 07/05/2026.

o **the total number of full monitoring days conducted.** Information not held.

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