

Our Ref: 446/2022

October 2022

Re: Your request made under the Freedom of Information Act 2000

Please can you provide the following information, under the Freedom of Information Act.

1) Which software, if any, does the Trust use to process the following information requests:

- a) FOI requests **Microsoft Office**
- b) EIR requests **Microsoft Office**
- c) DSAR requests **Access database**
- d) Complaints **Datix Web**
- e) Compliments **Datix Web**
- f) The processing or management of Safeguarding cases **Datix (Adults) Children go through Social Care**

2) Who provides this software?

- a) **In-house**
- b) **In-house**
- c) **In-house**
- d) Datix Ltd
- e) As point d
- f) As point d

3) What does it cost the Trust annually?

- a) **Nothing**
- b) **Nothing**
- c) **Nothing**



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d) Approximately £48,000 from 2018 to date

e) As point d

f) As point d