

Freedom of Information Act Request

I am writing to request information under the Freedom of Information Act 2000.

- Please can you answer the following questions regarding the Trust's IT set up under the Freedom of Information Act:

What was the typical average login time for staff devices, measured from power-on to a usable desktop session, during the 2025 calendar year?

The Trust does not routinely record or report "average login time from power-on to usable desktop session" as a standard metric.

In addition, disclosure of device performance characteristics could provide insight into the configuration and responsiveness of the Trust's digital environment.

This information is therefore withheld under:

Section 31(1)(a) and (g) – Law Enforcement / Security

Disclosure could prejudice the prevention of crime and the security and resilience of the Trust's IT infrastructure.

How many endpoint or device-related incidents (for example PCs, laptops or tablets) were logged with the IT service desk between 1 January and 31 December 2025?

While endpoint incidents are recorded operationally by the IT service desk, providing volumes or trends of device-related incidents would risk revealing patterns of system reliability and support demand.

This information is exempt under:

Section 31(1)(a) and (g) – Law Enforcement / Security

What was the average time taken to resolve endpoint or access-related incidents (mean time to restore, in hours) during the same period?

Mon-fri same working day

Time in motion not available

How many IT-related service interruptions affecting clinical or administrative workflows were recorded between 1 January and 31 December 2025?

How many clinically significant IT outages were recorded during 2025, and what was the cumulative total duration of these outages (in hours)?

Although IT incidents and outages are logged for internal operational purposes, extracting this information in the form requested would require manual review and classification of individual incident records.

Furthermore, disclosure of outage frequency, severity or duration could expose vulnerabilities or weaknesses in the Trust's digital infrastructure.

These elements of your request are therefore refused under:

Section 31(1)(a) and (g) – Law Enforcement / Security

Section 12(1) – Cost of compliance exceeds the appropriate limit (manual review would exceed 18 staff hours)

As of 31 December 2025, how many desktops and laptops were in active use within the Trust, and how many of these devices were more than five years old?

105 units (Data provided as of February 9th 2026 unable to provide for Dec 25)

How many staff did not have a designated digital workstation as part of their role during 2025? And what percentage is this compared to the Trust's total staff number?

The Trust does not hold recorded information that identifies how many colleagues did or did not have a designated digital workstation as part of their role during 2025. The Trust's workforce and IT systems do not include a reportable field that records:

- Whether a colleague has a *designated* digital workstation, or
- The absence of a workstation as a defined attribute of a role.

Digital access within the Trust varies depending on role, location and service need.

Colleagues may access digital systems through a range of means, including shared workstations, mobile devices, clinical systems terminals, or non-desk-based access, and this is not recorded in a way that allows colleagues to be categorised as having or not having a designated workstation.

As a result, the Trust is unable to provide:

- A total number of colleagues without a designated digital workstation, or
- A corresponding percentage of the Trust's total workforce.

This information is therefore not held for the purposes of the Freedom of Information Act 2000.

During 2025, did the Trust use any tools or platforms to proactively monitor staff's device health or digital workplace experience (for example endpoint management, device health monitoring or digital experience management)?

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If yes, please indicate which of the following best applies:

- basic device management only (reactive / break-fix)
- proactive device health monitoring
- proactive digital experience or workforce experience monitoring

This information is exempt under:

Section 31(1)(a) and (g) – Law Enforcement / Security

Disclosure could prejudice the prevention of crime and the security and resilience of the Trust's IT infrastructure, potentially impacting patient safety and service continuity.

Public interest test (Section 31)

The Trust recognises the public interest in transparency regarding the use of digital systems within the NHS. However, this must be balanced against the strong public interest in maintaining the security and resilience of healthcare IT infrastructure. Disclosure of detailed information about device monitoring capabilities or cyber security arrangements could increase the risk of malicious exploitation, potentially disrupting clinical services and compromising patient safety. The Trust therefore considers that the public interest in withholding this information outweighs the public interest in disclosure.

I've tried to align these questions with what I assumed to be easily accessible routinely reported IT data that can be gathered within FOI time and budget limits. If for any reasons these questions can't be answered, please I would be very grateful if can you instead advise on any similar metrics reported that could be shared instead?

I would be grateful if you would acknowledge receipt of this request and I look forward to receiving your full response in 20 working days.

Many thanks and regards,

Chris King

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If you are not satisfied with the handling of your request, you have the right to request an internal review. Requests for an internal review should be submitted within 40 working days from the date of this response, and should be addressed to d.wraith@nhs.net.

If you remain dissatisfied after the internal review, you have the right to appeal to the Information Commissioner's Office (ICO). The ICO can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Tel: 0303 123 1113
Website: <https://ico.org.uk/make-a-complaint/>

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