

Freedom of Information Act Disclosure log - Reply Extract

File reference	W20FOI382
Key words	Formal Complaints Against Bush Park Staff
Date of release	14/01/2021
Attachments	No

You asked

My request is in two parts, both specifically concerning the NHS site of The Central Records Library, based at Bush Park, Estover, Plymouth.

The first part centres on the specific timeframe between November 2017 and to-date (previous 37-months). The details I request are, during this specific time period:

- 1. On average, how many permanent staff are specifically located at Bush Park?**

Average Headcount = 92
Average Full time equivalent (FTE) is 84.77

- 2. How many informal complaints the Trust received from staff situated on-site (including those currently received, but under investigation)?**

We hold the information requested, but are unable to provide this. We can confirm the number is five or fewer.

- 3. How many formal complaints the Trust received from staff situated on-site (including those currently received, but under investigation)?**

We can confirm there are fewer than 5 people who have each raised complaints / issues.

- 4. How many of these formal complaints were upheld?**

We hold the information requested, but are unable to provide this. We can confirm the number is five or fewer.

- 5. How many of the upheld complaints were appealed against?**

We hold the information requested, but are unable to provide this. We can confirm the number is five or fewer.

- 6. How many of these appeals were successful?**

We hold the information requested, but are unable to provide this. We can confirm the number is five or fewer.

The second part concerns the exact same NHS site, but for October 2014 to November 2017:

7. On average, how many permanent staff are specifically located at Bush Park?

Average Headcount = 67.5
Average FTE = 61.32

8. How many informal complaints the Trust received from staff situated on-site?

The Trust did not record the case information in a format where we can provide that information prior to November 2017.

9. How many formal complaints the Trust received from staff situated on-site?

The Trust did not record the case information in a format where we can provide that information prior to November 2017.

10. How many of these formal complaints were upheld?

The Trust did not record the case information in a format where we can provide that information prior to November 2017.

11. How many of the upheld complaints were appealed against?

The Trust did not record the case information in a format where we can provide that information prior to November 2017.

12. How many of these appeals were successful?

The Trust did not record the case information in a format where we can provide that information prior to November 2017.

Attachments included: No

Legal notes: Five or fewer

University Hospitals Plymouth NHS Trust is confirming in accordance with section 1 (a) of the Act that it holds the information requested and is supplying it in accordance

with section 1(b), unless otherwise specified because it constitutes personal information.

Please find the answers to your questions noting that we have redacted the data set where numbers are five or fewer. Figures of five or fewer are considered personally identifiable information. Our approach avoids a breach of the first two Data Protection Act principles and the general right to object to processing, whilst providing you with as much detail as possible. This is in accordance with section 40.-(2)(a) and (b) by virtue of the first and second condition.

Attachments included: No