Ref No: DGS 009
3 May 2018

Dear

**Freedom of Information Request**

Further to your FOI request dated 13 April 2018 the information is attached.

In addition, our patient management database does not record ‘supported living’ care packages which means that we do not have the ability to automatically interrogate our records to check whether there may have been any exceptions to the above. A manual exercise would be required to collate this data which the CCG believes would exceed 18 hours. As such it is reasonable to apply Section 12 of the Freedom of Information Act which allows a public authority to refuse to deal with a request where it estimated that it would exceed the appropriate limit.

Please note, that the supply of information in response to a FOI request does not confer an automatic right to re-use the information. Under UK copyright law you can use any information supplied for the purposes of private study and non-commercial research without requiring permission. Similarly, information supplied can also be re-used for the purposes of news reporting. An exception to this is photographs.

If you are unhappy with the service that you have received in relation to your request and wish to make a complaint or request a review of our decision you should write to Complaints. NHS Dartford Gravesham and Swanley Clinical Commissioning Group 2nd Floor Gravesham Civic Centre Gravesend Kent DA12 1AU or email at dqscrg.complaints@nhs.net

If you are not content with the outcome of your complaint or review, you may apply to the Information Commissioner for a decision. Generally the ICO cannot make a decision unless you have exhausted the complaints procedure provided by the Clinical Commissioning Group. The Information Commissioner can be contacted at:
Please remember to quote the reference number above in any future communications.