

23 September 2016

[REDACTED]

By email [REDACTED]

Dear [REDACTED]

### **Request under the Freedom of Information Act 2000 (the “FOI Act”)**

I refer to your email of 12 August 2016 in which you requested information under the FOI Act, and your email of 28 August in which you provided clarity on this request.

### **Your request**

You made the following request:

*“Please will you send me a list of all research reports commissioned from outside organisations by NHSI or its predecessor organisations since April 2012, and copies of any that are not on NHSI’s website?”*

You provided clarity on this request on 28 August 2016:

*“Further to your email of 23 August concerning the meaning of my request, it means reports commissioned from an external agency or company which involve the collection and analysis of either quantitative or qualitative data.”*

### **Decision**

We have not been able to progress your request, because to do so would exceed the cost limit under section 12 of the FOI Act. This follows our letter of 19 August in which we recommended you limit the parameters of your request to comply with the cost limit imposed by the FOI Act and our email of 23 August requesting clarity on what you intended to be covered by the term “research reports”.

#### *Cost Limit under section 12 of the FOI Act*

Under section 12(1) of the FOI Act, Monitor is not required to comply with any request that potentially exceeds the relevant cost limit. The relevant cost limit is £450, which is set out in The Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations

2004. This equates to a period of approximately eighteen hours in which to locate, retrieve and extract the information that you have requested.

In NHS Improvement's view, compliance with your request will exceed this limit because the scope of the request is very broad, as explained in our letter of 19 August 2016. The scope is not restricted by time period, or to specific teams or areas of our work. Your reference to "the collection and analysis of either quantitative or qualitative data" applies to a large amount of reports commissioned by NHS Improvement.

We would therefore have to conduct extensive reviews involving most teams in NHS Improvement, which encompasses both Monitor and NHS Trust Development Authority colleagues, to locate the information requested. Teams do not maintain a central record of every research report commissioned. Producing a comprehensive list would take many teams two or more hours to complete, which would far exceed the eighteen hour limit on collecting material.

Our contracts and procurement team does hold the following information on research reports commissioned in 2012-2016, but has explained this is not a comprehensive account of all reports commissioned across NHS Improvement, which includes teams based regionally:

| <b>Report title</b>   | <b>Directorate</b> | <b>Supplier</b>               |
|---|--------------------|-------------------------------|
| Stakeholder Research  | Build              | IPSOS Mori                    |
| Provision of Research on Local Contracting Processes by Commissioners in the NHS in England.                | Policy             | 2020 Delivery                 |
| Engagement support Service for a Patient involvement strategy   | Policy             | Ipsos MORI                    |
| Walk in Centre Research   | CCD                | Accent Marketing and Research |
| Development of Patient Surveys, forums and round tables to support Patient involvement strategy development | Economics          | Ipsos MORI                    |
| Tariff Leakage Qualitative Research   | Economics          | PwC                           |
| Research in to NHS adult hearing loss services in England   | CCD                | Creative Research Ltd         |
| GP Research   | CCD                | Ipsos MORI                    |
| Stakeholder Perception Research Study   | CCD                | Ipsos MORI                    |
| Research into Providers Decision Making   | CCD                | CRD Research                  |
| Telephone Research for Commissioners  | CCD                | Accent Marketing and Research |
| Research to evaluate the delivery of expected patient benefits from past NHS mergers                        | CCD                | Aldwych Partners              |

## **Review rights**

If you consider that your request for information has not been properly handled or if you are otherwise dissatisfied with the outcome of your request, you can try to resolve this informally with the person who dealt with your request. If you remain dissatisfied, you may seek an internal review within Monitor of the issue or the decision. A senior member of Monitor's staff, who has not previously been involved with your request, will undertake that review.

If you are dissatisfied with the outcome of any internal review conducted by Monitor, you may complain to the Information Commissioner for a decision on whether your request for information has been dealt with in accordance with the FOI Act.

A request for an internal review should be submitted in writing to FOI Request Reviews, Monitor, Wellington House, 133-155 Waterloo Road, London SE1 8UG or by email to [foi@monitor-nhsft.gov.uk](mailto:foi@monitor-nhsft.gov.uk).

Yours sincerely,

**NHS Improvement**