

15/12/2022

Dear Requester,

**FOI 1796**

Thank you for your Freedom of Information request. Please note, this is a cross-site response for Bedford site and Luton site.

You asked:

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

**a) FOI requests**

N/A

**b) EIR requests**

N/A

**c) DSAR requests**

N/A

**d) Complaints**

Inphase

**e) Compliments**

Inphase

**f) The processing or management of Safeguarding cases**

Inphase & ICE

**2) Who provides this software?**

Inphase & ICE

**3) What does it cost the Trust annually?**

System	Cost
Inphase	£55,000
ICE Reporting Systems	£96,701.26
<b>Total</b>	<b>£151,701.26</b>

This information is provided for your personal use and is the property of Bedfordshire Hospitals NHS Trust and subject to any existing Intellectual Property and Database Rights. Any commercial application or use of this information may be subject to the provisions of the Re-use of Public Sector Information Regulations 2015 (RPSI). This means that if you wish to re-use the information provided for commercial purposes for any reason you must ask the Trust for permission to do so.

Please note that the Trust has a formal internal review and complaints process which is managed by the Information Governance Manager/Data Protection Officer. Should you have any concerns with our response, you can make a formal request for an internal review. Requests *for internal review* should be submitted within three months of the date of receipt of the response to your original letter, and should be addressed to: [dataprotectionofficer@ldh.nhs.uk](mailto:dataprotectionofficer@ldh.nhs.uk). This option is available to you for up to three calendar months from the date your response was issued.

If you are not satisfied with the Trust review under the Freedom of Information Act 2000 you may apply directly to the Information Commissioners Officer (ICO) for a review of your appeal decision. The ICO can be contacted at: ICO, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF [www.ico.org.uk](http://www.ico.org.uk)

Yours sincerely,

*FOI Officer*

Bedfordshire Hospitals NHS Foundation Trust