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3 March 2023

Dear [REDACTED]

**RE: SCCL-FOI-2022/23-060**

Thank you for your revised FOI request received by the FOI office, requesting information held by Supply Chain Coordination Limited (SCCL) on our Home Delivery Service.

Your request has been handled as a request for information under the Freedom of Information Act 2000.

Following a review of the information being requested we have estimated that the cost of meeting your request would still exceed the cost limit of £450 specified in Section 12 of the Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004. We are therefore unable to comply with your request as the £450 limit is based on work being carried out at a rate of £25 per hour, which equates to 18 hours of work per request.

This is due to the time it would take to source, review and extrapolate the information requested into one location as its currently held in different systems. The issue lies in the complexity of data stitching and the process of combining multiple data sources into one file. A manual review of all data would also be required to ensure that there are no GDPR / patient confidentiality breaches.

We invite you to refine your request, so that it is more likely to fall under the cost limit and will be considered again. Please note that if you simply break your request down into a series of similar smaller requests, we might still decline to answer it if the total cost exceeds £450.

If you are dissatisfied with this response, you may request an independent internal review of our handling of your request by submitting a complaint within two months to the postal or e-mail addresses above, quoting the reference number above. If you ask for an internal review, it would be helpful if you could say why you are dissatisfied with the response.

As part of any internal review the handling of your information request will be reassessed by a member of SCCL staff who was not involved in providing you with this response. If you remain dissatisfied after this internal review, you will have a right of complaint to the Information Commissioner as established by section 50 of the Freedom of Information Act.

If you require any further information do not hesitate to contact the FOI team.

Yours sincerely,

FOI Team

**Supply Chain Coordination Limited**  
**Management Function of NHS Supply Chain**

Supply Chain Coordination Limited, a company registered in England and Wales.  
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