



**University Hospitals
of North Midlands**
NHS Trust

Ref: FOIA Reference 2018/19-489

Royal Stoke University Hospital
Quality, Safety and Compliance Department
Newcastle Road
Stoke-on-Trent
Staffordshire
ST4 6QG

Date: 12th December 2018

Tel: 01782 676474
Email FOI@uhn.nhs.uk

Dear

I am writing in response to your email dated 16th November 2018 requesting information under the Freedom of Information Act (2000) regarding cyber security awareness training.

I can neither confirm nor deny whether the information you have requested is held by the Trust in its entirety. This is because the information requested in question 7 is not held centrally, but may be recorded in departmental records. In order to confirm whether this information is held we would therefore have to individually access all departmental records within the Trust and extract the information where it is present. We therefore estimate that complying with your request is exempt under section 12 of the FOI Act: *cost of compliance is excessive*. The section 12 exemption applies when it is estimated a request will take in excess of 18 hours to complete. We estimate that accessing and reviewing all departmental records and then extracting relevant information would take longer than the 18 hours allowed for.

Under section 16 of the FOI Act we are required to provide requestors with advice and assistance where possible. We would therefore like to advise you that your request is shortened to just the questions that we are able to comply within the 18 hour time frame. In order to avoid delay to your response we have provided this below.

On 19th November 2018 we contacted you via email as we required clarification on the following:
Q3, by these measures are you referring to those mentioned in Q1 or Q2?
Q5 – Training budget? Do you mean corporate or IT?
Q6 & Q7 – corporate budget or IT budget?

On 21st November 2018 you replied via email the following:
“Q3 - yes this relates back to Qs 1& 2. As in, did you have cyber security awareness training and phishing simulations in place before the WannaCry attack?”

Q5 Corporate budget

Q6 & 7 Corporate budget”



As of 1st November 2014 University Hospitals of North Midlands NHS Trust (UHNM) manages two hospital sites – Royal Stoke University Hospital, and County Hospital (Stafford). Therefore the response below is for the two sites combined from that date where appropriate.

Q1 Do you conduct cyber security awareness training with your office-based employees / those with access to a PC on how to spot phishing emails?

- Yes
- No

A1 Yes

Q2 Do you conduct simulated phishing campaigns with your employees to raise awareness and measure susceptibility of clicking on a malicious link?

- Yes
- No

A2 Yes

Q3 If yes, were these training measures in place before the WannaCry ransomware attack of May 2017?

- Yes, these were in place before the WannaCry attack
- No, these were introduced following the WannaCry ransomware attack

A3 As per your clarification above, in reference to Q1 Yes, in reference to Q2, No.

Q4 If no, are you planning to conduct security awareness training before the end of 2018?

- Yes
- No

A4 Not applicable

Q5 What percentage of your IT / Training budget is allocated to staff training for cyber security awareness?

- 0-5%
- 6-10%
- 11-15%
- 15% + (please elaborate)

A5 We are unable to split this out as this is part of a wider budget.

Q6 What percentage of your budget is currently spent on office refreshment such as tea and coffee?

- 0-5%
- 6-10%

- 11-15%
- 15% + (please elaborate)

A6 The Trust does not allocate a budget for refreshments

Q7 What percentage of your budget is currently spent on office stationary?

- 0-5%
- 6-10%
- 11-15%
- 15% + (please elaborate)

A7 Section 12 exemption as detailed above

*Please note that any individuals identified do not give consent for their personal data to be processed for the purposes of direct marketing.

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An anonymised copy of this request can be found on the Trust's disclosure log, please note that all requests can be found at the following link: <http://www.uhnm.nhs.uk/aboutus/Statutory-Policies-and-Procedures/Pages/Freedom-of-Information-Disclosure-Log.aspx>

This letter confirms the completion of this request. A log of this request and a copy of this letter will be held by the Trust.

If you have any queries related to the response provided please in the first instance contact my office.

Should you have a complaint about the response or the handling of your request, please also contact my office to request a review of this. If having exhausted the Trust's FOIA complaints process you are still not satisfied, you are entitled to approach the Information Commissioner's Office (ICO) and request an assessment of the manner in which the Trust has managed your request.

The Information Commissioner may be contacted at:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF or via www.ico.org.uk.

If following review of the responses I can be of any further assistance please contact my secretary on 01782 676474.



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Yours,

L Carlisle

Leah Carlisle
Deputy Head of Quality, Safety & Compliance

