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21 July 2023

Dear [REDACTED]

**RE: SCCL-FOI-2023/24-034**

Thank you for your FOI request received by the FOI office for the following information relating to the period 01 March 2020 and 31 December 2020:

1. A copy of all email correspondence between management at the SCCL responsible for managing the Full Support Healthcare contracts and the following companies/individuals:  
A - Full Support Healthcare Ltd  
B - Richard Stoute (Director of Full Support Healthcare)  
C - Sarah Stoute (Director of Full Support Healthcare)
2. Confirm if Full Support Healthcare were referred to SCCL via a third party. Provide the name of the third party.

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 exceed the cost limit of £450 under Section 12 the FOI Act. The relevant Regulations which define the appropriate limit for section 12 purposes are The Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulation 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 locate and collate these emails. The issue lies with the large volume of emails between SCCL and the named company/individuals.

We invite you to refine your request, so that it is more likely to fall under the cost limit and will be considered again for example by restricting the date range. 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**