

Date: 29/11/2016

FREEDOM OF INFORMATION REQUEST FOI/013145 – Friends and family test

Please can your organisation respond to the attached FOI request in relation to the money your organisation has invested in implementing the Friends and Family Test.

I want to know the following information:

1. initial cost to set up and implement the FFT – see attached spreadsheet
2. Ongoing or recurrent costs of operating the FFT – see attached spreadsheet
3. Bands of staff and Whole Time Equivalents directly responsible for the management of Friends and Family Test – see attached spreadsheet
4. If you have used an external / 3rd party agency to implement the Friends and Family Test - no external/ 3rd party used to implement the Friends and Family Test.