



17 November 2016

Information Governance Team
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Our Ref: FOI 2403

Thank you for your request concerning the cost of implementing the Friends and Family Test (FFT).

Your request has been considered and processed in accordance with the requirements of the Freedom of Information (FOI) Act 2000.

In all instances we have provided you with the approximate costs as it is not possible to work out the exact amount specifically related to FFT as this is combined into our wider survey programme. Additionally the budgeted amounts below are the annual budgets assigned to this area of work and not necessarily exact expenditure for that year (which may be less but will not exceed the budgeted amount).

1. Initial cost to set up and implement the FFT

Services Provided by Trust	Initial Cost of implementation (£)
Mental Health & Specialist Learning Disability	£2000 Bulk printing costs for reviewing all surveys and FFT boxes for postcards

2. Ongoing or recurrent costs of operating the FFT

Services Provided by Trust	2014/2015 (£)	2015/2016 (£)	2016/2017 (£)
Mental Health & Specialist Learning Disability	Minimal costs as only implemented for MH from 1st January 2015	£7000 (annual survey printing budget for all surveys which incorporate FFT)	£7000 (annual survey printing budget for all surveys which incorporate FFT)

3. Bands of staff and Whole Time Equivalents directly responsible for the management of Friends and Family Test

Band(s) of staff directly responsible for the management of FFT		
Band	WTE	Job Title
B8a	1.0	Inclusion & Engagement Team Manager
B6	1.0	Service Experience Lead
B3	0.6	Service Experience Assistant

4. Have used an external / 3rd party agency to implement the Friends and Family Test.

No; we use an online survey system that collects feedback electronically and provides data analysis tools - this is not restricted to FFT use.

Should you require further clarification, please do not hesitate to contact me.

Please find enclosed an information sheet regarding copyright protection and the Trust's complaints procedure in the event that you are not satisfied with the response.

Yours sincerely

Sue Smith

**Sue Smith
FOI/DPA Officer**

Enc: Copyright Protection and Complaints Procedure Information Leaflet.

If you would like to complete a short survey in relation to your Freedom of Information request please scan the QR code below or click [here](#).

