



07 September 2017

Information Rights & Compliance Team  
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Our Ref: FOI 2698

Thank you for your request concerning average waiting times.

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

**1. What were the average waiting times for an NHS Mental Health referral in Hertfordshire during the first six months of 2017?**

The information that you are requesting regarding average waiting times does not form part of the Trust's national, contractual or local reporting at present. We have a number of performance indicators relating to waiting times and access to services which form part of the Trust's [Quarterly Performance Report](#) to Board and are available on the Trust's Public website. We would therefore refer you to this in the first instance.

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**  
**Information Rights 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](#).

