

Ref: FOI2022/05597

DBSRES-Secretariat@mod.gov.uk

27 May 2022

Dear [REDACTED]

Thank you for your email of 3 May 2022 to the Ministry of Defence (MOD), requesting the following information:

"Can I please be supplied a copy of:

- *Quarterly SAR + 3rd party response stats (i.e % of SAR's/3rd party requests responded to within the relevant statutory deadlines – 40 days pre 2018, 30 days post 2018) for the Cheadle Hulme SAR team only (Norcross stats not required) to cover the period – present to as far back as these stats were recorded.*
- *2 PRG/policy requests in above correspondence to SAR team - What policy/PRG was being used/followed to 'forcibly' move me from my post? And can I please have a copy of the relevant policy at the time of me being moved from my SAR manager post (FOI) What policy/PRG was being followed regards 'keeping in touch' during my extensive absences? And can I please of the relevant policy at the time(s) I was on LTS (specifically regards contact with the individual that is LTS and agreement of suitable contact times/methods) (FOI)"*

I am treating your correspondence as a request for information under the Freedom of Information Act 2000 (FOIA).

A search for the information has now been completed within the MOD and I can confirm all information in scope of your request is held.

Regarding Question 1, please see the below table displaying Cheadle Hume SAR statistics covering the period requested.

	2016/2017	2017/2018	2018/2019	2019/2020	2020/2021	2021/2022	2022/2023
Q1	94.47%	95.17%	86.60%	92.31%	N/H - COVID	90.28%	95.37%
Q2	98.25%	97.77%	79.58%	92.67%	N/H - COVID	91.03%	-
Q3	96.80%	78.13%	97.60%	89.83%	96.51%	88.94%	-
Q4	97.33%	79.30%	91.87%	N/H - COVID	*76.11%	90.59%	-

1. N/H – Information not held.

2. *Legacy IRMA cases moved to new eCase system which could not be closed greatly affecting the compliance percentage.

Regarding Question 2, the policy guidance requested can be found at Annex A

If you have any queries regarding the content of this letter, please contact this office in the first instance.

If you wish to complain about the handling of your request, or the content of this response, you can request an independent internal review by contacting the Information Rights Compliance team, Ground Floor, MOD Main Building, Whitehall, SW1A 2HB (e-mail CIO-FOI-IR@mod.gov.uk). Please note that any request for an internal review should be made within 40 working days of the date of this response.

If you remain dissatisfied following an internal review, you may raise your complaint directly to the Information Commissioner under the provisions of Section 50 of the Freedom of Information Act. Please note that the Information Commissioner will not normally investigate your case until the MOD internal review process has been completed. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. Further details of the role and powers of the Information Commissioner can be found on the Commissioner's website at <https://ico.org.uk/>.

Yours sincerely

Defence Business Services Secretariat

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Annex A

Civil Service HR Employee Guidance

Employee has been off sick for more than 14 consecutive days (3)



What do I do?

Occupational Health referral

Keeping in touch

- Tips for keeping in touch with employees if they are off sick:
 - Agree how and when you will keep in touch.
 - Remember every employee is different, so be flexible in your approach.
 - Some employees find it helpful to meet informally with colleagues before returning to work, e.g. over lunch time.
 - Keep a note of all contact made with the employee and any conversations with advisors such as DBS Casework Service.
 - If the absence is pre-planned, make sure you agree on keeping in touch arrangements beforehand.
 - Ask the employee whether they are content for colleagues to know about their circumstances.
 - Be aware when arranging meetings that the employee might have difficulty travelling.
 - Remember frequency and ways of contact may vary where treatment is abroad or in another location or where your employee is not well enough for face-to-face Keep in Touch meetings.

Resources

[How can I support my employees' wellbeing?](#)

[Employee Assistance Programme](#)

[How can I help my employees further?](#)

[MOD's Occupational Health Procedure](#)

[Occupational Health Product Catalogue](#)

[How to get the most from your Occupational Health Service](#)

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Annex A

Civil Service HR Employee Guidance

Examples of reasonable adjustments (1)



Working arrangements

Premises/ environment

Changing ways of working

MOD Case Study

- Some straight-forward arrangements include:
 - Providing suitable alternative work.
 - Adjusting deadlines/key work objectives/targets to relieve pressure and stress.
 - Providing a mentor or buddy.
 - Changes to working hours to allow a later start/earlier finish/shorter days or to allow travel at quieter times. Using teleconferences to reduce travel, provision of a laptop, where needed.
 - Allowing occasional short breaks throughout the day, e.g. to allow an employee with chronic back pain to stand and undertake basic stretching exercises, or to allow an employee experiencing stress or a mental health problem to take time out in a quiet area.
 - A phased-return to work following a short absence. This allows an employee to build back up from shorter hours and/or fewer days to their usual working pattern. This should be over a short period of time (8 weeks, or 13 by exception). The employee is expected to return to their normal work pattern, or they may decide to work part-time on a permanent basis.

MOD's Reasonable Adjustment Services Team

The MOD's RAST provide advice and further guidance on Reasonable Adjustments. Reasonable Adjustments are used to remove barriers, or a disadvantage, for people with a disability. They can also help people who don't have a disability enabling them to develop and fulfill their potential.

You can access support from the MOD's Reasonable Adjustment Services Team at: through the DBS Enquiry Centre on (Mil) 93345 7772 or (STD) 0800 3457772

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Civil Service HR Employee Guidance

Examples of reasonable adjustments (2)



Working arrangements

- Working from home (if appropriate and providing a safe working environment can be maintained) or in an office closer to home.
- Moving tasks to an area accessible to the employee
- Rearranging the layout of furniture to enable freer movement
- Providing work in another part of the business
- Modifying IT, e.g. providing voice activated software for an employee with a visual impairment. Providing equipment, e.g. higher desks to enable easier access for a wheelchair user or an ergonomic keyboard for an employee with a musculoskeletal condition.
- Modifying procedures for testing or assessment, e.g. allowing the employee to be accompanied by a support worker
- Providing a reader or an interpreter – speak to RAST for advice.
- Using departmental IT systems/facilities effectively to enable employees to participate, e.g. conducting meetings using video and conferencing facilities
- Where specialist equipment is being considered, advice from the Reasonable Adjustment Services Team should be sought.

Premises/ environment

Changing ways of working

MOD Case Study

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Examples of reasonable adjustments (3)



Working arrangements

- Reorganising work so tasks they find difficult are allocated to another employee, e.g. attending a meeting that involves travel, and they are given other appropriate work instead
- Transferring them to fill an existing vacancy which is better suited to their needs
- Changes to working hours, e.g. a later start and finish if medication makes the employee drowsy in the mornings
- Providing training to an employee and their team, e.g. awareness training, refresher training or mentoring to build confidence
- Providing supervision, e.g. extra help with work prioritisation
- Allowing them to be absent during working hours for rehabilitation, assessment or treatment, e.g. physiotherapy, chemotherapy appointments, in line with departmental policy
- Provide separate Absence Review Point to take account of absences linked directly to a disability

Premises/ environment

Changing ways of working

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