

17th December 2020

Freedom of Information request

Thank you for your Freedom of Information request dated 13th December.

In your request you asked for the following information

I would like to make a Freedom of Information request for the following pieces of information:

1) How many Freedom of Information requests were received in the following calendar years

- 2017

- 2018

- 2019

Of these requests, what % were responded to within regulatory deadlines

Is a case management system or other software service to manage these requests? If so please state which software / system is used.

2) How many Subject Access Requests or other requests under GDPR/Data Protection legislation were received in the following calendar years

- 2017

- 2018

- 2019

Of these requests, what % were responded to within regulatory deadlines

Is a case management system or other software service to manage these requests? If so please state which software / system is used.

3) How many written (letter, email, webform submission) Complaints and other enquiries were received in the following calendar years

- 2017

- 2018

- 2019

Is a case management system or other software service to manage these requests? If so please state which software / system is used.

Question 1 - In relation to the first part of your request. *How many Freedom of Information requests were received in the following calendar years*

- 2017

We do hold the information in the scope of this request. The number of FOI responses received in 2017 was 4.

In relation to your request regarding how many Freedom of Information received in the calendar years 2018 and 2019, I can confirm that we do hold the information in the scope of this request but we are withholding under Section 21 of the Freedom of Information Act. Section 21 relates to information that is accessible by another route and this information is available on our website

<https://www.justiceinspectors.gov.uk/hmcpsi/>

In regard to the second part of your request. *Of these requests, what % were responded to within regulatory deadlines*

We do hold the information in the scope of this request.

2017 – 0%

2018 – 100%

2019 – 100%

Is a case management system or other software service to manage these requests? If so please state which software / system is used.

We do not hold in the scope of this request. For background information we do not use case management system or other software services.

Question 2 - How many Subject Access Requests or other requests under GDPR/Data Protection legislation were received in the following calendar years

- 2017

- 2018

- 2019

For Question 2 , I can confirm nil return for all years.

Is a case management system or other software service to manage these requests? If so please state which software / system is used

Answer as per above.

Question 3 - How many written (letter, email, webform submission) Complaints and other enquiries were received in the following calendar years

- 2017 - nil

- 2018 - 1

- 2019 – 1

I can confirm we do hold the information as above.

Is a case management system or other software service to manage these requests? If so please state which software / system is used.

Answer as per above.

If you are dissatisfied with any aspect of our response to your request, please send full details within two calendar months of the date of this email and send to the below email address:

info@HMCPSI.gov.uk

You also have the right to ask the Information Commissioner to investigate any aspect of your complaint. Please note that the Information Commissioner's Office (ICO) is likely to expect the internal complaints procedures to have been exhausted before beginning an investigation.