



Llywodraeth Cymru
Welsh Government

E-mail request

Our ref: ATISN 14656
Date: 13 January 2021

Dear,

ATISN 14656: Number of FOI, GDPR, DPA, Complaints requests received

Thank you for your request which I received on December 14. You asked for:

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. If not all information is available please do treat each request separately

For questions 1 and 2, I can confirm the following requests received and performance against statutory deadline.

	Total Requests for Information		Breakdown of Total Requests for Information			
	Received	Completed within statutory deadline	FOIA	GDPR/ subject access	Environmental Information Regulations (EIR)	Mixed (more than one regime)
2017	787	657 (83.5%)	662	39	75	11
2018	934	838 (89.7%)	719	17	152	46
2019	734	655 (89.2%)	565	35	113	21

Please note, whilst, we hold figures for FOIA, EIR and subject access requests, the performance against statutory deadlines is only calculated against all requests under all access to information regimes i.e. we don't know how many requests handled purely under the FOIA were responded within the statutory deadline, only all requests for information.

In terms of our case management system, Welsh Government uses an internally developed bespoke system to record and allocate requests.

Regarding your question 3, as per our acknowledgement letter of 17 December, your request does not provide a sufficiently clear description of the information for me to identify and locate the information you are seeking. As we have not received any further clarification on this point we are not able to consider this part of the request further at this point. You may wish to refine your request by narrowing its scope by being more specific about what information you particularly wish to obtain, including any dates or period of time relevant to the information required. If you do refine your request in this way, this will be treated as a new request.

If you are dissatisfied with the Welsh Government's handling of your request, you can ask for an internal review within 40 working days of the date of this response. Requests for an internal review should be addressed to the Welsh Government's Freedom of Information Officer at:

Information Rights Unit,
Welsh Government,
Cathays Park,
Cardiff,
CF10 3NQ

or Email: Freedom.ofinformation@gov.wales

Please remember to quote the ATISN reference number above.

You also have the right to complain to the Information Commissioner. The Information Commissioner can be contacted at: Information Commissioner's Office,
Wycliffe House,
Water Lane,
Wilmslow,
Cheshire,
SK9 5AF.

However, please note that the Commissioner will not normally investigate a complaint until it has been through our own internal review process.

Yours sincerely