



Your ref: 337/14
Our ref: RFI6481
Date: 24 April 2014

Dear [REDACTED],

REQUEST FOR INFORMATION: INFORMATION ON RESPONSES TO THE FLOOD INSURANCE CONSULTATION

Thank you for your request for information about the responses received to the public consultation on flood insurance, which we received on 29 March 2014. As you know, we have handled your request under the Freedom of Information Act 2000 (FOIA).

You requested information on all 149 responses submitted to Defra's public consultation on Flood Re ('Securing the future availability and affordability of home insurance in areas of flood risk'), which closed on 8 August 2013.

I enclose a copy of the information you requested within this email, which includes an Excel spreadsheet with 118 downloaded responses from our Citizen Space website and 31 responses received via our Flood insurance mailbox.

In keeping with the spirit and effect of the FOIA, and the Government's Transparency Agenda, all information is assumed to be releasable to the public unless exempt. Therefore, the information released to you will now be published on www.gov.uk together with any related information that will provide a key to its wider context. Please note that this will not include your personal data.

I attach **Annex A**, which explains the copyright that applies to the information being released to you. I also attach **Annex B** giving contact details should you be unhappy with the service you have received. If you have any queries about this letter, please contact me.

Yours sincerely

Flood Insurance Team
Defra



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Annex B

Complaints

If you are unhappy with the service you have received in relation to your request you may make a complaint or appeal against our decision under section 17(7) of the FOIA or under regulation 18 of the EIRs, as applicable, within 40 working days of the date of this letter. Please write to Mike Kaye, Head of Information Standards, Area 4D, Nobel House, 17 Smith Square, London, SW1P 3JR (email: requestforinfo@defra.gsi.gov.uk) and he will arrange for an internal review of your case. Details of Defra's complaints procedure are on our [website](#).

If you are not content with the outcome of the internal review, section 50 of the FOIA and regulation 18 of the EIRs gives you the right to apply directly to the Information Commissioner for a decision. Please note that generally the Information Commissioner cannot make a decision unless you have first exhausted Defra's own complaints procedure. The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF