



Ministry  
of Defence

**J9 FOI Secretariat**

Permanent Joint Headquarters (United Kingdom)  
Northwood Headquarters  
Sandy Lane  
Northwood  
Middlesex  
HA6 3HP

E-Mail: [PJHQ-J9-FOI-Group@mod.gov.uk](mailto:PJHQ-J9-FOI-Group@mod.gov.uk)

Reference: FOI 2019/06812(177)

[REDACTED]  
[REDACTED]

25 July 2019

Dear [REDACTED]

Thank you for your email of 11 June 2019 which requested the following information:

*"I want to ask, under the terms of the FOI Act, about the MoD's Intimidation Investigation Unit (IIU) in Kabul (hotline number: 0792 907 303) that is designed to help current/former Afghan locally employed civilians facing intimidation/threats from the Taliban.*

*My questions are:*

- How many full-time employees (or equivalent) work in the unit?*
- How many full-time employees (or equivalent) staff the hotline?*
- How many inquiries has the hotline had in each of the past three years?"*

Your correspondence has been treated as a request for information under the Freedom of Information Act 2000 (FOIA).

A search for the information has now been completed within the Ministry of Defence, and we can confirm that information in scope of your request is held.

The information you have requested can be found below.



*How many full-time employees (or equivalent) work in the unit?*

The number of employees varies in accordance with the requirement. Currently there is one full-time MOD employee in the Unit, and two full-time employees who spend approx. 50% of their time working in the Unit.

*How many full-time employees (or equivalent) staff the hotline?*

The hotline is staffed by interpreters provisioned through a service provider. They answer the initial calls and Locally Employed Civilians (LECs) are then contacted by an Investigation Officer.

*How many inquiries has the hotline had in each of the past three years?*

2016 – 112.

2017 – 114.

2018 – 172.

You may wish to be aware that in 2018 there was a policy change to the Ex-Gratia Scheme which resulted in a high number of calls to the Intimidation Hotline, not all of which were to report intimidation.

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](mailto: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,

PJHQ J9 FOI Secretariat