



Homes
England

Date: 17 November 2021

Our Ref: RFI3653

Tel: 0300 1234 500

Email: infogov@homesengland.gov.uk

Making homes happen

By Email Only

Information Governance Team
Homes England
Windsor House – 6th Floor
50 Victoria Street
London
SW1H 0TL

Dear [REDACTED]

RE: Request for Information – RFI3653

Thank you for your request for information which was processed in accordance with the Freedom of Information Act 2000 (FOIA).

You requested the following information:

Please share with me the total number of unique correspondence cases logged between 1st April 2020 and 31st March 2021 and the percentage of these which were answered on time (only where there is a mandated response time and so this stat will already be tracked and available) for the following areas:

- *Data protection requests (including subject access requests and other data subject requests made possible under GDPR)*
- *Freedom of Information and Environmental Information Regulations*
- *Complaints*
- *Ministerial Correspondence (questions from MPs made on behalf of their constituents)*
- *Parliamentary Questions (questions raised in parliament requiring information from you)*
- *Any other official correspondence type, such as enquiries, feedback or compliments which are logged and tracked.*

For clarity, I'm just seeking the total number of unique cases and not specifics such as the number of individual emails that have been sent or received whilst working on each case.

Finally, please confirm which software application is being used to track these requests i.e. Excel, Sharepoint, Access or a specific case management tool - in which case, please state which one.

Response

We can confirm that we do hold some of the requested information. We will address each of your points in turn.

Data protection requests

- For the financial year April 2020 – March 2021 we received 126 data rights requests that we processed under the General Data Protection Regulations (GDPR) and in accordance with Data Protection Act 2018 (DPA).
- 89.68% % of these requests were answered within the timeframe for compliance under GDPR/DPA

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Freedom of Information and Environmental Information Regulations

- For the financial year April 2020 – March 2021 we received 307 requests for information that were processed under FOIA/EIR
- 93.49% of these requests were answered within the timeframe for compliance under FOIA/EIR.

Complaints (excluding Help to Buy)

- For the financial year April 2020 – March 2021 we received 16 complaints that we processed in accordance with the Agency's internal complaints procedure.
- 50% of these complaints were answered in line with our internal corporate complaints procedure.

Ministerial Correspondence

- For the financial year April 2020 – March 2021 we received 73 pieces of correspondence.

In respect of where a deadline was mandated by the department, we can confirm that Homes England does not hold the information detailed in your request.

To conclude that the information is not held, we have searched with our Communications team who would have the requested information if held.

The FOIA does not oblige a public authority to create information to answer a request if the requested information is not held. The duty under section 1(1) is only to provide the recorded information held.

The full text of section 1 in the legislation can be found here:

<https://www.legislation.gov.uk/ukpga/2000/36/section/1>

Advice and Assistance

We have a duty to provide advice and assistance in accordance with Section 16 of the FOIA. To comply with this duty we are able to confirm that we do not record information in relation to when a response was sent therefore cannot confirm if the response was sent on time.

Parliamentary Questions

- From October 2020 – March 2021 we received 13 Parliamentary questions
- We can advise that only 8 of these were subject to deadline and 100% of these were answered on time.

Any other official correspondence type, such as enquiries, feedback or compliments which are logged and tracked.

- For the financial year April 2020 – March 2021 we received 7569 general enquiries
- 99% of these enquiries met the Service Level Agreement standard.

Finally, please confirm which software application is being used to track these requests i.e. Excel, Sharepoint, Access or a specific case management tool - in which case, please state which one.

We can confirm that the software application used to track Ministerial Correspondence and Parliamentary questions, the data is held in an Excel spreadsheet tracker. For the remainder of the requests, the software application that we use is Microsoft Dynamics 365.



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Right to Appeal

If you are not happy with the information that has been provided or the way in which your request has been handled, you may request an internal review. You can request an internal review by writing to Homes England via the details below, quoting the reference number at the top of this letter.

Email: infogov@homesengland.gov.uk

The Information Governance Team
Homes England – 6th Floor
Windsor House
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Your request for review must be made in writing, explain why you wish to appeal, and be received within 40 working days of the date of this response. Failure to meet this criteria may lead to your request being refused.

Upon receipt, your request for review will be passed to an independent party not involved in your original request. We aim to issue a response within 20 working days.

You may also complain to the Information Commissioner's Office (ICO) however, the Information Commissioner does usually expect the internal review procedure to be exhausted in the first instance.

The Information Commissioner's details can be found via the following link:

<https://ico.org.uk/>

Please note that the contents of your request and this response are also subject to the Freedom of Information Act 2000. Homes England may be required to disclose your request and our response accordingly.

Yours sincerely,

The Information Governance Team
For Homes England

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