



Animal &
Plant Health
Agency

Animal and Plant Health Agency
Access to Information Team
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Surrey
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www.gov.uk/apha

Our Ref: ATIC2585

[REDACTED]
{By Email}

23 November 2021

Dear [REDACTED]

PROVISION OF REQUESTED INFORMATION

Thank you for your request for information about Correspondence cases, which APHA received on 05 November 2021. Your request has been handled under the Freedom of Information Act (FOIA) 2000.

The information you requested and the response is detailed below:

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)

44 cases

93.08% responded to within the statutory time limit.

- Freedom of Information and Environmental Information Regulations

496 cases

95.96% responded to within the statutory time limit

- Complaints

124 complaints

- Ministerial Correspondence (questions from MPs made on behalf of their constituents)

63

- Parliamentary Questions (questions raised in parliament requiring information from you)

76

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

546

The totals number of cases between 01/04/2020 to 31/03/2021 – **809**

The percentage of cases answered within the statutory limits – **96%**

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:

The information is tracked on an excel spreadsheet and bespoke case management system (E-Case) designed for DEFRA/APHA.

Information disclosed in response to this FOI request is releasable to the public. In keeping with the spirit and effect of the FOI and the government's Transparency Agenda, this letter and the information disclosed to you may be placed on GOV.UK, together with any related information that will provide a key to its wider context. No information identifying you will be placed on the GOV.UK website.

An Annex is attached which explains the copyright that applies to the information being released to you and contact details should you be unhappy with the service you have received.

If you have any queries about this letter, please contact the Access to Information Team at the email address below or postal address at the top of this letter.

Yours sincerely

ACCESS TO INFORMATION TEAM

Email: enquiries@apha.gov.uk

Annex

Copyright

The information supplied to you continues to be protected by copyright. You are free to use it for your own purposes, including for private study and non-commercial research, and for any other purpose authorised by an exception in current copyright law. Documents (except photographs or logos) can also be used in the UK without requiring permission for the purposes of news reporting. Any other re-use, for example commercial publication, would require the permission of the copyright holder.

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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 11 of the EIRs, as applicable, within 40 working days of the date of this letter. Please write to the Access to Information Manager at the address at the top of this letter or email enquiries@apha.gov.uk and the team will arrange for an internal review of your case.

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's Office (ICO) for a decision. Please note that generally the ICO cannot make a decision unless you have first exhausted APHA's own complaints procedure. The ICO can be contacted at:

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

Coronavirus

If you need to contact the ICO during the Coronavirus pandemic, it's best to do so online. Please click [here](#) for contact details. You can also call them on 0303 123 1113.