

From: [Enquiries](#)
To: [REDACTED]
Cc: [Enquiries](#)
Subject: RE: Request for information
Date: 08 November 2021 11:11:22

Dear [REDACTED]

Thank you for your Freedom of Information request dated 28 October in which you asked for the number of unique correspondence cases during the period 1/4/2020-31/3/2021. I have set out the responses to your questions in bold below.

- Data protection requests (including subject access requests and other data subject requests made possible under GDPR) – **None**
- Freedom of Information and Environmental Information Regulations – **7 Freedom of Information requests and 1 Environmental Information Regulations response, all answered within 20 working days (100%).**
- Complaints – **None.**
- Ministerial Correspondence (questions from MPs made on behalf of their constituents) – **None.**
- Parliamentary Questions (questions raised in parliament requiring information from you) – **None.**
- Any other official correspondence type, such as enquiries, feedback or compliments which are logged and tracked - **The SSRO provides a helpdesk function to stakeholders. Between 1 April 2020 and 31 March 2021 we received 835 queries, which are logged in Microsoft Excel. We had a target of responding to 90 per cent of these within ten working days and achieved 99 per cent within 2020/21. This target has been stretched to five working days in 2021/22.**
- 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/s – **They are logged on an Excel spreadsheet on Sharepoint.**

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to: enquiries@ssro.gov.uk.

Kind regards,

Enquiries

Single Source Regulations Office

T: 0203 771 4771 | E: enquiries@ssro.gov.uk
Finlaison House | 15-17 Furnival Street | London | EC4A 1AB

From: [REDACTED]
Sent: 28 October 2021 14:44
To: Enquiries <enquiries@ssro.gov.uk>

Subject: Request for information

Dear FOI team,

I am writing to you under the Freedom of Information Act 2000 to request the following information relating to information disclosures.

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.
- 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/s

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. I'm primarily interested in correspondence cases which require recording on some form of software application due to volume or for the purposes of being able to report on them rather than, for example, ones which are dealt with over email and don't need to be logged in a spreadsheet or processed using a specific tool. Essentially, I'm not aiming to ask anything that requires undue effort to research and answer; I would anticipate the case numbers being reasonably accessible somewhere.

If it is not possible to provide the information requested due to the information exceeding the cost of compliance limits identified in Section 12, please let me know how I should refine my request under the Section 16 obligations of the Act.

If you have any queries or require any clarification, please let me know.

Thank you for your time and I look forward to your response.

Best,

[REDACTED]