

FOI 23/590

Dear

We respond to your email of 1 August 2023 which contained a request for information. You made this request as a question to the MHRA Board on 11 July 2023, and referred to this in your 1 August 2023 email to MHRA Customer Services:

On 11 July 2023, I attended via Zoom your Board's meeting held in public. I had noted you required questions to be identified as being related to an agenda item and I submitted the following question in advance:

Under the agenda item, Agency Performance: What is the agency's performance in the past 12, 9 and 6 months in respect of responding within 20 working days to FOI requests? [this is an agency KPI PM8 as reported in annual reports]

At the end of the Board meeting, your Chair incorrectly stated that no questions had been submitted in respect of the agenda. He also stated that all questions would be answered within 18 days.

I would be grateful for an answer by return, please.

When on 1 August 2023 you contacted the MHRA Customer Services with the above email, we logged this as an FOI request, reference FOI 23/590, and sent an acknowledgement on 10 August 2023:

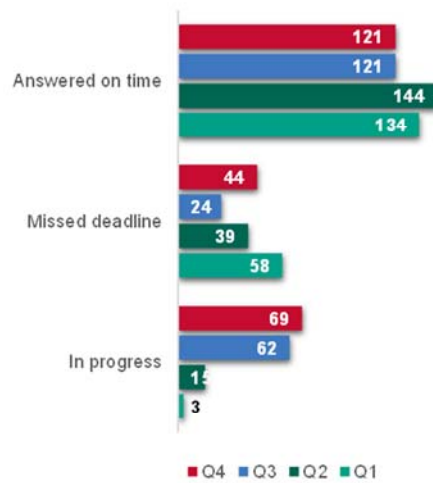
"We apologise for the delay in acknowledgement and we thank you for your enquiry which we received on 11 July.

I confirm that your request is now being handled under the Freedom of Information Act and you should receive a reply within 20 working days from our date of receipt."

We confirm, as the same request in your email of 1 August 2023 had originally been made on 11 July 2023, our response to this request has not been given within the 20-day period of section 10(1) of the FOI. You have asked for an internal review and the considerations of the review will be sent to you in a separate email.

The information you have requested, the Agency's performance in the past 12, 9 and 6 months in responding to FOI requests within 20 working days: we confirm that we hold this information, and we are providing this here.

Freedom of Information requests received and responded to in 20 days



Q4 = 2023, January, February, March
Q3 = 2022, October, November, December
Q2 = 2022, July, August, September
Q1 = 2023, April, May, June

We apologise for the delay in our response to your request.

Kind regards

MHRA Customer Experience Centre
Communications and engagement team
Medicines and Healthcare products Regulatory Agency
10 South Colonnade, Canary Wharf,
London E14 4PU
Telephone 020 3080 6000

If you disagree with how we have interpreted the Freedom of Information Act 2000 in answering your request, you can ask for an internal review. Please reply to this email, within two months of this reply, specifying that you would like an Internal Review to be carried out.

Please remember to quote the reference number above in any future communications.

If you were to remain dissatisfied with the outcome of the internal review, you would have the right to apply directly to the Information Commissioner for a decision. Please bear in mind that the Information Commissioner will not normally review our handling of your request unless you have first contacted us to conduct an internal review.

The Information Commissioner can be contacted online via an electronic form: <https://ico.org.uk/make-a-complaint/foi-and-eir-complaints/foi-and-eir-complaints/>

Or by writing to:
Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF