



Rural Payments Agency

25 January 2024

Our ref: RFI 6795

Dear [REDACTED],

Freedom of Information Act – Information Request

We refer to your request for information dated 28 December 2023 which we have dealt with under the Freedom of Information Act 2000 (FoIA).

You have asked the below questions regarding Subject Access Requests and requests made under the Freedom of Information Act received by the Rural Payments Agency (RPA) during the calendar years 2022 and 2023:

- 1) *How many Freedom of Information requests you received?*
 - a) *What was your compliance rate (meaning, how many percent of requests did you respond to within the 20 working days or within the allowed extension time frame)?*
 - b) *How many Internal Reviews were you requested under the FOIA?*
 - c) *How many ICO appeals under FOIA?*
 - d) *Do you have a backlog of cases and if so, how many?*
- 2) *How many Subject Access Requests you received?*
 - a) *What was your compliance rate (meaning, how many percent of requests did you respond to within the 30 days or within the allowed extension time frame)?*

Please find the information you have requested in the annex attached.

All data is accurate as of 28 December 2023, when your request was received.

Section 16 of the FoIA requires public authorities to provide advice and assistance to applicants where reasonable.

Please be aware that the data in the attached shows requests made under the FoIA 2000 and Subject Access Requests handled under the terms of the UK General Data Protection Regulation 2018 (GDPR)/Data Protection Act 2018 (DPA).

The Information Rights Team also handles information requests under Environmental Information Regulations 2004 (EIR). The figures for requests made under EIR have not been included as your request only cited requests made under the Freedom of Information Act and Subject Access Requests.

However, information which incorporates requests made under the EIR 2004 are published on GOV.UK. You can view these by following the link below: -

[Freedom of Information statistics - GOV.UK \(www.gov.uk\)](http://www.gov.uk)

We also attach Annex A below, explaining the copyright that applies to the information being released to you.

What you need to do

If you are not happy with the way we have handled your request, you can ask for an internal review. These requests should be submitted in writing within two months of the date of receipt of the response to your original request. You should email your request for a review to IRT@rpa.gov.uk

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision by following the link to the Information Commissioner's website [here](#).

They can also be contacted at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Please note that generally the Information Commissioner cannot make a decision unless you have first exhausted RPA's own complaints procedure.

If you need further information

If you have any questions about this email, you can contact us by email irt@rpa.gov.uk.

You can find more information on how we handle personal data in our [Personal Information Charter](#) and [RPA Customer Privacy notices](#) on [GOV.UK](http://www.gov.uk)

Yours sincerely

Information Rights Team

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Annex A - Copyright

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