

Date: 11/01/2021

Our Reference: FOIA-2020-150

RE: Your request for information under the Freedom of Information Act 2000

I write in response to your Freedom of Information Act 2000 ('FoIA 2000') request dated **14/12/2020** in which you requested:

How many:

- Freedom of Information requests;
- Subject Access Requests, or other requests under GDPR/Data Protection legislation; and
- Written (letter, email, webform submission) Complaints and other enquiries

were received in the calendar years of 2017, 2018 and 2019?

In regards to the Freedom of Information and Subject Access requests, what percentage were responded to within regulatory deadlines?

For the Freedom of Information requests, Subject Access Requests, and complaints, is a case management system or other software service to manage these requests? If so please state which software or system is used.

Decision

When a request for information is made under the FoIA 2000, a public authority has a general duty under section 1(1) of the Act to inform an applicant whether the requested information is held. There is then a general obligation to communicate that information to the applicant. In line with section 1(1) of the FoIA 2000, I can confirm the College **does hold** information relevant to your request; we have dealt with each part of your request separately below.

1. Freedom of Information Act requests

2017:

FOI requests – 123

Response within deadline (including extensions) – 81%

2018:

FOI requests – 105

Response within deadline (including extensions) – 99%

2019:

FOI requests – 119

Response within deadline (including extensions) – 97.5%

Under the FoIA 2000, a 20 working day extension can be applied to an initial deadline when the public interest test needs to be considered. This occurs when certain exemptions are engaged, or are being considered. We have included, within our total of 'responses within deadline', requests responded to within the initial 20 working day deadline **and** those responded to within the 20 working day extension, where applicable.

There is no case management system in place to manage FOI requests, an Excel spreadsheet is used to record these.

2. Subject Access requests or other requests under GDPR/Data Protection legislation

2017:

Requests – 7

Response within deadline – 100%

2018:

Requests – 8

Response within deadline – 75% (two overdue requests)

2019:

Requests – 16

Response within deadline – 100%

There is no case management system in place to manage Subject Access Requests, an Excel spreadsheet is used to record these.

3. Written (letter, email, webform submission) complaints and other enquiries

2017:

Complaints received – 18

2018:

Complaints received – 9

2019:

Complaints received – 47

There is no case management system in place to manage complaints.

Your rights are provided at the bottom of this letter.

Yours sincerely,

Ellie Watson | Legal Researcher
Information Management and Legal Team
College of Policing

Email: FOI@college.pnn.police.uk

Website: www.college.police.uk

Your right of review

Under the Freedom of Information Act 2000 you have a right to request an internal review if you are dissatisfied with our handling of your request. Review requests should be made in writing (by email or post) within **40 working days** from the date of our original response. We will aim to respond to your review request within **20 working days**.

The Information Commissioner's Office (ICO)

If, after lodging a review request you are still dissatisfied, you may raise the matter with the ICO. For further information you can visit their website at <https://ico.org.uk/for-the-public/official-information/>. Alternatively, you can contact them by phone or write to them at the following address:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Phone: 0303 123 1113