



19/11/2021

CITB
Head Office
Sand Martin House
Bittern Way
Peterborough
PE2 8TY

Email: information.governance@citb.co.uk
www.citb.co.uk

Dear [REDACTED]

Freedom of Information Request: 342021

Thank you for contacting CITB requesting information under the Freedom of Information Act (FOIA). Your email, dated 22nd October 2021, asked for the following information:

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:

1. Data protection requests (including subject access requests and other data subject requests made possible under GDPR)
2. Freedom of Information and Environmental Information Regulations
3. Complaints
4. Ministerial Correspondence (questions from MPs made on behalf of their constituents)
5. Parliamentary Questions (questions raised in parliament requiring information from you)
6. Any other official correspondence type, such as enquiries, feedback or compliments which are logged and tracked.

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.

Finally, please confirm 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.

My response is as follows:

1. 177 requests were processed during the designated timeframe, 94% were answered within the regulatory timeframe. These were recorded on Excel.
2. 50 requests were processed during this timeframe, 74% of these requests were responded to within the regulatory timeframe. These were recorded on Excel.



3. In total there were 218 recorded Complaints across departments within CITB. 61% were responded to within the designated timescale. 31 of these complaints were recorded within the Dynamics CRM platform, the balance was recorded through Excel.
4. There were 14 questions that fell under this category that were recorded during this period. These were retained emails.
5. There are no recorded requests for this question during this timeframe.
6. There were 57 “comments” based on your clarified definition which were recorded within CITB. 11 of these “comments” were recorded within the Dynamics CRM platform, the balance was recorded through Excel. There were 28 “compliments” based on your clarified definition which were recorded within CITB. 1 of these “compliments” was recorded within the Dynamics CRM platform, the balance was recorded through Excel.

If you are unhappy with this response, or you wish to complain about any aspect of the handling of your request, then you should contact me in the first instance. If informal resolution is not possible and you are still dissatisfied, then you may apply for an independent internal review by contacting Adrian Beckingham, Corporate Performance Director, CITB, Sand Martin House, Bittern Way, Peterborough, PB2 8TY or email adrian.beckingham@citb.co.uk.

If you remain unhappy following an internal review, you may take your complaint to the Information Commissioner under the provisions of Section 50 of the Freedom of Information Act. Further details of the role and powers of the Information Commissioner can be found on the Commissioners website: <https://ico.org.uk/>

Yours sincerely

Jonathan Francis
Information Risk & Data Governance Manager