

4 February 2021

**Case Reference - IC-83176-K0V5**

**Dear Peter Silverman**

**Request for Information**

Further to our acknowledgement of 20 January 2021 I can confirm we are now in a position to provide you with a response to your information request which was received by the ICO on 19 January 2021. We have handled your request under the Freedom of Information Act 2000 (the FOIA).

**Request**

In your email you asked for:

*" I have read your annual report for 2019/20. What I want to do is to get a feel for the productivity of case officers (COs) dealing with information request (IR) complaints. I therefore need be able to work out the average number of COs that were dealing with such complaints during the year.*

*Could you therefore let me have the number so employed at the end of each month.*

*If COs do not specialise in specific types of complaint please let me have the same figures but for all complaints.*

*If you have reports which look at CO productivity for the same period please let me have copies. Please send the whole of any such reports including any information which you feel may not be relevant to my current interests.*

*Could you also provide the same figures for the current year up to Dec 31 2020 ".*

**Response**

In response to your request I should first point out that there is no specific role for a case officer at the ICO which is exclusive to complaints handling or specifically handling of information request complaints.

In addition to handling complaints submitted to the ICO, case officers at ICO undertake a number of other roles. Furthermore, during the course of handling of cases, the case officers may need to liaise with their team managers/group leaders, senior case officers or lead case officers who may also have some involvement and input into the handling of a complaint.

In terms of number of case officers employed at the ICO please find attached a csv file which gives the number of case officers including agency staff, lead case officers and senior case officers employed at the end of each month from April 2019 to December 2020.

In terms of your query about productivity reports we do not have the type of reports you appear to be interested in. We do have the ability to produce some reports from our case management systems for routine management purposes for example cases completed in a specific time by a case officer but these reports are not productivity reports as per se. Furthermore any such reports identify case officers and therefore will be exempt under Section 40 (2) of the FOIA .

We do not consider that disclosing management reports to you and consequently to the public is necessary or justified in order to satisfy your information request and the requirements of the FOIA. There is no strong legitimate interest that would override the prejudice to the rights and freedoms of the relevant data subjects. We have therefore taken the decision that disclosing this information would be unlawful, triggering the exemption at section 40(2) of the FOIA.

We cannot anonymise the reports because they will not provide any useful information.

## **Next steps**

If you are dissatisfied with our under the FOIA or wish to complain about how your request has been handled please write to the Information Access Team at the address below or email [icoaccessinformation@ico.org.uk](mailto:icoaccessinformation@ico.org.uk)

A request for internal review should be submitted to us within 40 working days of receipt by you of this response. Any such request received after this time will only be considered at the discretion of the Commissioner.

If having exhausted the review process you are not content that your request or review has been dealt with correctly, you have a further right of appeal to this

office in our capacity as the statutory complaint handler under the legislation. To make such an application, please write to our FOI Complaints & Appeals Department at the address below or visit our website if you wish to make a complaint under the Freedom of Information Act.

A copy of our review procedure can be accessed from our website [here](#).

## **Your rights**

Our [privacy notice](#) explains what we do with the personal data you provide to us and what your rights are, with a specific entry, for example, for [an information requester](#). Our retention policy can be found [here](#).

Yours sincerely

Kussum Sharma  
Lead Information Access Officer  
Risk and Governance Department  
Corporate Strategy and Planning Service