



Our ref: 202201660

Ask for: Alison Parker

 01656 644200

Date: 14 June 2022

 Information.Request
@ombudsman.wales

PERSONAL & CONFIDENTIAL

Dr Karen Mc Cullagh

By email only

request-869929-e265482c@whatdotheyknow.com

Dear Dr Mc Cullagh

Thank you for your request for information of 9 June 2022, received on 10 June, which has been considered under the Freedom of Information (FOI) Act 2000.

Please find at the end of this letter a table setting out our response to each of the questions you raised in your request

What happens next?

I hope that the information is useful to you.

If you are dissatisfied with this response, you can request an internal review which would be considered by our Chief Legal Adviser. Please include the above reference number when you write to us. You can send your request for internal review by:

Email: Information.Request@ombudsman.wales

Post: Chief Legal Adviser
Public Services Ombudsman for Wales
1 Ffordd yr Hen Gae, Pencoed, Bridgend, CF35 5LJ

If you are dissatisfied with the Chief Legal Adviser's response, you can complain to the Information Commissioner.

Email: <https://ico.org.uk/make-a-complaint/>

Post: Information Commissioner's Office
Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Phone: 0303 123 1113

Yours sincerely

Alison Parker

Rheolwr Llywodraethu Gwybodaeth | Information Governance Manager

Response to FOI request reference: 202201660

Request questions	Our response
1. For the period 16th March – 17th July 2020 (i.e., when ICO had indicated a sympathetic approach to delay), provide precise data if available e.g., 15 out of 30 requests, and if not, provide an estimate e.g., 10%, for these questions:	
(a) how many responses to FOI requests were issued within 20 working days of receipt by your organisation?	100% (8 out of 8).
(b) how many responses to FOI review requests were issued within 20 working days of receipt of the request for an internal review?	0 review requests received.
(c) how many responses to FOI requests were issued within 21 and 60 working days of receipt by your organisation?	n/a
(d) how many responses to FOI review requests were issued within 21 and 60 working days of receipt of the request for an internal review?	n/a
2. For the period 18th July – 8th October 2020 (i.e., during the 'preparing for recovery' phase), provide precise data if available e.g., 15 out of 30 requests, and if not, provide an estimate e.g., 10%, for these questions:	
(a) how many responses to FOI requests were issued within 20 working days of receipt by your organisation?	92% (12 out of 13).
(b) how many responses to FOI review requests were issued within 20 working days of receipt of the request for an internal review?	100% (2 out of 2).
(c) how many responses to FOI requests were issued within 21 and 60 working days of receipt by your organisation?	8% (1 out of 13).
(d) how many responses to FOI review requests were issued within 21 and 60 working days of receipt of the request for an internal review?	n/a

Response to FOI request reference: 202201660

Request questions	Our response
3. During the period 1st March to 30th October 2020, provide precise data if available e.g., 15 out of 30 requests, and if not, provide an estimate e.g., 10%, for these questions:	
(a) how many responses to FOI requests were issued more than 60 working days after receipt of the request?	4% (1 out of 23).
(b) how many responses to FOI review requests were issued more than 60 working days after receipt of a request for an internal review?	0 all review requests were completed in time.
4. When FOI request or review responses were issued more than 21 working days after receipt during the period 1st March and 30th October 2020, what were the main reasons for the delay? e.g., closure of premises due to Covid-19, reallocation of resources due to Covid-19, staff shortages due to Covid-19, absence of key staff due to Covid-19, limited access to necessary systems due to Covid-19, other issue related/unrelated to Covid19.	The request was sent direct to our complaints assessment team rather than to the published email address for handling information requests. The email was sent in March at the start of the pandemic when the organisation was in the middle of implementing home arrangements of all staff. The assessment team were dealing with a considerable volume of emails during that time and the request was therefore overlooked. The requester reminded us that they had not received a response on 14/7/20 we apologised and responded to the request 13 working days later.

Response to FOI request reference: 202201660

Request questions	Our response
5. In relation to the FOI requests received by your organisation between 1st March and 30th October 2020, what proportion related directly to Covid-19, your organisation's Covid-19 response or impact of the pandemic on your organisation? (Provide precise data if available e.g., 15 out of 30 requests, and if not, provide an estimate e.g., 10%)	4% (1 out of 25 possible responses - 23 responses to FOI requests and 2 responses to review requests).
6. On 17th July 2020 the Information Commissioner's Office (ICO) launched a self-assessment Freedom of Information toolkit (FOI self-assessment toolkit ICO) to help public authorities respond to FOI requests as they prepared to recover from the coronavirus pandemic.	
<ul style="list-style-type: none"> - Does, or has your organisation ever, use/d the toolkit? If so, please explain whether it has had any positive outcomes. - If your organisation has not/does not make use of the toolkit, please explain why not. 	Yes, it provides the organisation with a way to judge the effectiveness of their processes for handling FOI requests and reviews and where improvements may be required.
7. In response to Covid19, has the volume of information your organisation publishes:	
<ul style="list-style-type: none"> - not changed - significantly increased - significantly decreased - don't know 	Not changed.
8. Has your organisation taken steps to proactively publish information relating to Covid-19, your organisation's Covid-19 response or the impact of the pandemic on your organisation? If it includes a dedicated webpage, please provide a link to the webpage.	Yes, as can be seen from the results of a search for 'Covid' on our website .