

**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:**

- **Data protection requests (including subject access requests and other data subject requests made possible under GDPR)**

Between the specified dates (1 April 2020 – 31 March 2021), there were 946 requests received by the Data Protection Unit, of which 612 (65%) were closed on time.

CYC Freedom is used to track requests. This management tool allows us to view if requests fall between the Amber/Red section for when they are nearly due/overdue.

- **Freedom of Information and Environmental Information Regulations**

Between the specified dates (1 April 2020 to 31 March 2021), there were 1,461 FOI requests received by the FOI Unit, of which 1,396 (95%) were closed on time.

Between the specified dates (1 April 2020 to 31 March 2021), there were 45 requests for Internal Review received by the FOI Unit, of which 43 (95%) were closed on time.

Microsoft excel is currently being used to track these requests.

- **Complaints**

Our Professional Standards Department do not have a mandated response time for complaints.

- **Ministerial Correspondence (questions from MPs made on behalf of their constituents)**

Between the specified dates (1 April 2020 to 31 March 2021), there were 84 items of ministerial correspondence received by the Office of the West Midlands Police Chief Constable.

All of these were acknowledged within 48 hours of receipt and received a personal response from the Chief Constable or nominated representative. 76 (90.48%) of these were within 28 days. The remainder were answered outside of this time period due to complexity of the questions received, requiring contribution from multiple departments.

Correspondence is scanned onto SharePoint and tracked using Microsoft Excel.

- **Parliamentary Questions (questions raised in parliament requiring information from you)**

Please be advised that this information would be held by the Office of the Police and Crime Commissioner.

**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.**