

**Subject:** Request for information regarding unique correspondence cases.

**FOI reference:** 202100250356

**Date received:** 25 October 2021

**Date responded:** 22 November 2021

**Information requested:**

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)
- Freedom of Information and Environmental Information Regulations
- Complaints
- Ministerial Correspondence (questions from MPs made on behalf of their constituents)
- Parliamentary Questions (questions raised in parliament requiring information from you)
- 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.

If it is not possible to provide the information requested due to the information exceeding the cost of compliance limits identified in Section 12, please let me know how I should refine my request under the Section 16 obligations of the Act.

**NRS Response:**

The answers to your questions are set out below.

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

**We received 134 requests between 1 of April 2020 and 31 of March 2021 and 96.27% were responded on time. MS Excel is used for tracking.**

2) Freedom of Information and Environmental Information Regulations

**We received 248 FOI requests between 1 of April 2020 and 31 of March 2021 86.70% were responded on time. MiCase (a bespoke system developed by Scottish Government to handle formal correspondence) and MS Excel are used for tracking.**

3) Complaints

**We received 37 complaints between 1 of April 2020 and 31 of March 2021 and 86.67% were responded on time. MS Excel is used for tracking.**

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

**We received 94 items of Ministerial Correspondence between 1 of April 2020 and 31 of March 2021 and 96.92% were responded on time. MS Excel is used for tracking.**

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

**We received 12 between 1 of April 2020 and 31 of March 2021 and SG PQ Tracker source of information**

6) Any other official correspondence type, such as enquiries, feedback or compliments which are logged and tracked.

| <b>Name of the service</b>   | <b>Items of correspondence received between 1/04/2020 and 31/03/2021</b> | <b>Percentage answered on time</b> | <b>Name of the system used to track</b> |
|------------------------------|--|------------------------------------|---|
| Registration Communication   | 1134   | 100%                               | MS Excel                                |
| Statistics Customer Services | 1183   | 95.69%                             | MS Excel                                |
| ScotlandsPeople              | 38185  | 99.68%                             | Jira                                    |
| Historical Search Room       | 2853   | 99.58%                             | Jira                                    |
| Legal Search Room            | 20306  | 99.85%                             | Jira                                    |
| HSR & LSR copy requests      | 283  | 98.94%                             | Jira                                    |
| Adoption Services            | 1923   | 99%                                | Jira/MS Excel                           |
| ScotlandsCensus              | 373  | 98.6%                              | MS Excel                                |