

By email to: [REDACTED]

Human Tissue Authority

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Date: 22 November 2021

Dear [REDACTED]

Freedom of Information request

Thank you for your request for information under the Freedom of Information Act (FOIA), which was received by the Human Tissue Authority (HTA) on 21 October 2021. Your email outlined the following request:

Dear FOI team, I am writing to you under the Freedom of Information Act 2000 to request the following information relating to information disclosures. 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. If you have any queries or require any clarification, please let me know. Thank you for your time and I look forward to your response.

Clarifications

I wrote to you via email on Friday 29 October requesting the following clarification:

Thank you for your request for information under the Freedom of Information Act.

In order to assist with your request, we require further clarification regarding the scope of your request, specifically around “any other official correspondence type, such as enquiries”.

There are different classifications of enquiries we receive – in considering your request, would the following categories fall within the scope of your request:

- Body donation (number of enquiries we receive from the public about body donation)
- Reportable incidents
- Communication enquiries
- IT enquiries
- Finance enquiries
- Licensing enquiries

You responded on Tuesday 2 November with the following clarification:

I'm primarily interested in correspondence cases which require recording on some form of software application due to volume or for the purposes of being able to report on them rather than, for example, ones which are dealt with over email and don't need to be logged in a spreadsheet or processed using a specific tool.

Essentially, I'm not aiming to ask anything that requires undue effort to research and answer; I would anticipate the case numbers being reasonably accessible somewhere.

My definition of official correspondence would not include finance or IT enquiries, though it may include body donation, reportable incidents, licencing and communication enquiries if you track these cases in some software product and can easily provide me with the numbers.

Response

The HTA uses a Customer Relationship Management System to record various types of cases. The classification of cases are as follows:

General enquiry cases range from enquiries about codes of practice and standards, body donation cases are enquiries about the body donation process, Human Tissue Authority Reportable Incidents (HTARIs), Human Application (HA HTARIs) and Organ Donation and Transplantation (ODT HTARIs).

The total number of cases logged between 1 April 2020 and 31 March 2021 along with the response rate percentage is outlined below.

Case classification	Total cases	Response rate percentage
General enquiries	1673	94%
Body donation enquiries	1077	100%
Freedom of Information	25	96%
Data Protection	1	100%
Complaints	4	100%
Parliamentary Questions	1	100%
Ministerial Correspondence	2	100%
Environmental information	0	N/A
HTARIs	198	N/A
HA SAEARs	340	N/A
ODT SAEARs	51	N/A

Further information

If you are unhappy with the way the HTA has handled your request for information in this case, you may in the first instance ask us for an internal review by writing to us at the above postal or email address.

If you remain dissatisfied with the handling of your request, you have the right to appeal directly to the Information Commissioner for a decision, at the address below. There is no charge for making an appeal.

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

Telephone: 08456 30 60 60 or 01625 54 57 45

Website: www.ico.gov.uk

Yours sincerely

