



<b>Ref: FOI 19-20 23</b>	<b>Date issued: 21 October 2019</b>
<b>Subject: Governance and Correspondence</b>	
<p><b>Question(s) asked and answer(s):</b></p> <p>Can you please confirm how many of the following you received for your most recent tax year records (17/18 or 18/19):</p> <ol style="list-style-type: none"><li>1. Complaints</li><li>2. Data protection requests</li><li>3. Freedom of information requests</li><li>4. Questions from parliament</li><li>5. Correspondences from ministers</li><li>6. Other correspondences (i.e. where a person or an organisation has contacted the GLAA in an official capacity that isn't either a complaint, a data protection request, a freedom of information request, a parliamentary question or a correspondence from a minister and needs to be responded to in an official manner)</li><li>7. Can you also confirm the name and contact details for the person within the GLAA who has accountability for response times for each of those areas?</li></ol> <p><b>GLAA response</b></p> <p>The information provided below is for the 2017/18 business year, as our 2018/19 annual report is not yet published:</p> <ol style="list-style-type: none"><li>1. Complaints = <b>8</b>.</li><li>2. Data protection requests = <b>0</b></li><li>3. Freedom of information requests = <b>36</b></li><li>4. Questions from parliament = <b>6</b></li><li>5. Correspondences from Ministers = <b>0</b> (Nb. However, we did receive correspondence from 4 MPs)</li></ol>	

6. This element of your request would require an extensive search and collation of data and information, as we would need to consider correspondence associated with our 1,000+ GLAA licence holders including their licence applications and renewals, as well as cases and investigations of non-compliance. We would also need to consider all of our criminal investigations in to labour exploitation and modern slavery, including correspondence with partner law enforcement agencies (national and international) and other stakeholders who we regularly engage with over the course of the year in the private, public and community and voluntary sectors. We believe this would exceed cost limit for FOI requests, as set out in Section 12(1) of the Freedom of Information Act (FOIA). This states that a Public Authority is not obliged to: "...comply with a request for information if the authority estimates that the cost of complying with the request would exceed the appropriate limit." This is currently set at £450 amounting to 18 hours at a standard rate of £25 per hour of an officer's time to locate and retrieve the information.

However, under our duty to assist, here is a link to our [2017/18 annual report](#) (we have not yet published our 2018/19 report). This provides details of all our work and activities which I feel will give you the information as to the scale and scope of our work. Our [website](#) has a wealth of other information that you may also find useful to your request.

7. Darryl Dixon, Director of Strategy

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