

24 February 2016

Dear,

Request for Information – reference ATISN 10212

Thank you for your request which I received on **19 February**. You asked for:

The number of calls Welsh Government has received from asylum seekers and refugees over the past three years about issues with the accommodation they have been provided with while they await the outcome of any application.

We have interpreted your request as referring to telephone calls from asylum seekers to relevant Welsh Government departments in relation to accommodation issues whilst they await a decision on their application for asylum (and refugee status if their application is successful). The relevant divisions in this case are the Fairer Futures Division, which leads on Refugee and Asylum Seeker policy, and the Housing Policy Division.

Please let me know if this is not an accurate interpretation of the information you have requested.

As you have stated, immigration is not devolved to the Welsh Government. However, I have discussed with colleagues in the Housing directorate, and to the best of our knowledge, there are no records of telephone calls received from asylum seekers and/or refugees to discuss any accommodation issues, by either department.

The request you sent me contains personal data about you - for example, your name and address. I will only use this personal data in accordance with the Data Protection Act 1998 to deal with your request and any matters which arise as a result of it. I will keep your personal data and all other information relating to your request for three years from the date on which your request is finally closed. Your personal data will then be disposed of securely.

I will be happy to advise and assist you further with this request. My contact details are at the foot of this letter.

Any information released under the Freedom of Information Act 2000 or Environmental Information Regulations 2004 will be listed in the Welsh Government's Disclosure Log.

Yours sincerely