

My ref: 375079  
Your ref:  
Date: 16 December 2009  
Contact: Nicola Graves – Customer Service Manager  
Direct dial: (01223) 699703  
E Mail: [foi@cambridgeshire.gov.uk](mailto:foi@cambridgeshire.gov.uk)

**Customer Service and Transformation**  
Corporate Director, Pat Harding

**Information Governance**

Mr Neil McGovern

**By email:**  
[request-14434-04433c45@whatdotheyknow.com](mailto:request-14434-04433c45@whatdotheyknow.com)

RES1405  
Room 207  
Castle Court  
Cambridge  
CB3 0AP

Dear Mr McGovern

Please accept my sincere apologies for the delay in my response.

Further to your email which was received on 8 August 2009, in which you requested an internal review of the way your original request was handled, I can confirm I have completed the review and my findings are as follows:

I have concluded that the Council did fail to fulfil its duties under the Freedom of Information legislation and not all the information you requested was supplied to you within the time limits prescribed in section 10(1) of the Freedom of Information Act 2000.

I would like to assure you that the Council does aim to respond to all requests for information under the Freedom of Information Act 2000 (FOI) within 20 working days. I understand that the failure arose because of a lack of communication between officers. Your emails were not, in the first instance, directed to the appropriate office and were not passed on as they should have been. This was due to severe resource issues and a lack of staff to deal with requests. On this occasion it also appears that our procedures for ensuring that requestors are kept up to date and informed of any delays or difficulties in providing information were not followed and I apologise for any frustration and inconvenience that this may have caused you.

In order to prevent a reoccurrence of these errors I have arranged for the Information Governance team to meet with all officers who were involved with this request to ensure that they have received appropriate training and are reminded of the procedures and their duties when responding to requests for information.

If you are unhappy with outcome of this review, you may apply directly to the Information Commissioner's Office, (ICO) for a decision. The ICO can be contacted at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

Yours sincerely,

Nicola Graves  
Customer Service Manager