

My ref: 463159

Your ref:

Date: 17 December 2009

Contact: Nicola Graves – Customer Service Manager

Dial: (01223) 699703

E Mail: [foi@cambridgeshire.gov.uk](mailto:foi@cambridgeshire.gov.uk)

Mr Russell

**By email:**

[request-19390-9c13d158@whatdotheyknow.com](mailto:request-19390-9c13d158@whatdotheyknow.com)

**Customer Service and  
Transformation**

Corporate Director,  
Pat Harding

**Information Governance**

RES1405  
Shire Hall  
Cambridge  
CB3 0AP

Dear Mr Russell

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

Further to your email of 4 November 2009, in which you expressed your dissatisfaction at the way your request for information had been handled, I have now concluded my investigation and my findings are as follows:

The Council has failed to fulfil its duties under the Freedom of Information Act 2000 (the Act), specifically, by failing to provide you with the requested information within the time limits provided in section 10(1) of the Act. I understand that the delay arose because it took longer to check the accuracy of the information than expected. Furthermore, there was a failure to follow procedures, by not keeping you informed of any delay or of the progress of your request. I apologise for any frustration or inconvenience that this may have caused you.

I would like to assure you that the Council does aim to respond in full to requests made under the Act within 20 working days. To ensure that there is not a reoccurrence of these errors, I have arranged for the Information Governance team to meet with the officers involved with your request to ensure that they have received appropriate training and that they are aware of their responsibilities under the Act. I have also asked the Information Governance team to ensure that these officers are confident in their use of the procedures for dealing with information requests.

If you are dissatisfied with the outcome of this complaints process, you may apply directly to the Information Commissioner (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