

Email message

Email address

[REDACTED]

Subject

Information Request

Cc

Bcc

Message

<div style="font-size: small; font-family: Arial">Brent Council
- INFORMATION REQUEST

Our Reference: 576001

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Dear Mr. Campbell

I am writing in response to the request for information you made on 19th January 2010 and would like firstly to apologise for the delay in the response. The icasework database which manages our freedom of information requests has recently been upgraded and it has required a lot of work to establish exactly what data can be reported on.

The formal response to the request is that we are refusing to respond in accordance with section 12 of the Act because we estimate that complying fully with the request would be likely to exceed the Appropriate Limit. For local government the limit is 18 hours determining whether information is held, locating it retrieving it and extracting it.

The reason why this is likely in this case is because acknowledgement sent is not a field. Our management system enables an acknowledgement to be sent automatically but it does not require the act of acknowledgement to be otherwise recorded. To capture this data we would have to cross reference with individual case

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files held by officers, which when combined with other time spent retrieving and manipulating the data requested would exceed the limit. We are able to report all other fields requested and do so on the attached excel spreadsheet.

I apologise that your request will not be met but if you have any further information needs in the future then please contact me.

If you are dissatisfied with the response or how the Council has handled your request you can complain to the Council by writing to the following address: IT Standards Manager at Brent Council, Floor 5, 349-357 High Road, Wembley HA9 6BZ, telephone 020 8937 1402, e-mail foi@brent.gov.uk. It is the Council's policy to ensure that, where practicable, your complaint is dealt with by someone who was not involved in the original decision.

You also have a right of appeal about our decision to the Information Commissioner, however, the Information Commissioner will not normally consider an appeal until you have exhausted your rights of redress and complaint to the Council. The Information Commissioner can be contacted as follows:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF; Telephone: 01625 545 700, www.informationcommissioner.gov.uk

As part of our commitment to improve our service to our customers we would welcome any feedback on the way that we have dealt with your request.

Yours sincerely

Email message

Stephen F Williams,
DPA & FOI Consultant
stephenf.williams@brent.gov.uk

Documents attached

[100closed cases](#)

About this form

Issued by	Brent Council Information Requests Brent House
Channel	NonStopGov Officer Portal
Entered by	Stephen F Williams (SFWILLIAMS)
Form reference	G824580
Status	Submitted on 17/02/2010 12:38
Type	Send refusal notice
Context	Information Request 576001