



**Michael Warren**  
**Government Communications**

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25 March 2008

Our Reference: FOI262642

Dear Mr Freeman,

Thank you for your email of 24 February requesting the following information:

“relating to the setting up of the website realhelpnow.gov.uk, including but not limited to emails discussing the reasons for setting the site up and what content to include; minutes of meetings discussing the same issues; stakeholders' comments regarding the setting up of the site and/or its content; the budget relating to the setting up and maintenance of the site, and how this was agreed upon; and the content and conclusions of any discussions concerning whether the site is a cost-effective use of civil servants' time and/or taxpayers' money, and whether or not it breaches rules concerning political neutrality.”

I can confirm that the Cabinet Office does hold information falling within the terms of your request.

The FOI Act obliges us to respond to requests promptly and in any case no later than 20 working days after receiving your request. However, when a qualified exemption applies to the information and the public interest test is engaged, the Act allows the time for response to be longer than 20 working days, and a full response must be provided within such time as is reasonable in all circumstances of the case. We do, of course, aim to make all decisions within 20 working days, including in cases where we need to consider where the public interest lies in respect of a request for exempt information. In this case, however, we have not yet reached a decision on where the balance of the public interest lies.

In your case we estimate that it will take an additional 10 days to take a decision on where the balance of the public interest lies. Therefore, we plan to let you have a response by Wednesday 8 April 2009. If it appears that it will take longer than this to reach a conclusion, we will keep you informed.

The specific exemption(s) which apply in relation to your request is Section 35, Formulation of Government Policy

If you have any queries about this letter, please contact me. Please remember to quote the reference number above in any future communications.

**DRAFT**

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If you are unhappy with the service you have received in relation to your request or wish to request an internal review, you should write to:

Sue Gray  
Director  
Cabinet Office  
70 Whitehall  
London  
SW1A 2AS

email: [foiteam@cabinet-office.x.gsi.gov.uk](mailto:foiteam@cabinet-office.x.gsi.gov.uk)

You should note that the Cabinet Office will not normally accept an application for internal review if it is received more than two months after the date that the reply was issued.

If you are not content with the outcome of your internal review, you may apply directly to the Information Commissioner for a decision. Generally, the Commissioner cannot make a decision unless you have exhausted the complaints procedure provided by Cabinet Office. The Information Commissioner can be contacted at:

The Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Yours Sincerely



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