

Mr Todd Thomas  
C/o Whatdotheyknow.com

Robin Pellow  
Head of Democratic Services

When calling please ask for: Tom Penlington  
Direct line: 01483 523415  
Calls may be recorded for training or monitoring  
E-mail: [tom.penlington@waverley.gov.uk](mailto:tom.penlington@waverley.gov.uk)  
DX: 58303 Godalming 1  
Our ref: ICO1/FS50296816  
Date: 18<sup>th</sup> March 2010

**By e-mail only** ([team@whatdotheyknow.com](mailto:team@whatdotheyknow.com)) **1 of 2.**

Dear Mr Todd

**Freedom of Information Request.**

Thank you for your request of 28<sup>th</sup> September 2008 highlighted below:-

***"Since the inception of the Freedom of Information Act to date***

- 1) How many requests for information under the act has the council received?***
- 2) How many times has the council failed to respond within the statutory 20 day period?"***

I apologise for the unacceptable delay in responding to your request.

This request is being dealt with under the Freedom of Information Act and I confirm Waverley holds certain information in relation to your request.

From my preliminary assessment, and the reasons set out below, I estimate that compliance with your request would exceed the appropriate costs limit under s12 of the Freedom of Information Act 2000. This is currently £450. The background to, and basis of my calculation is as follows:-

**Background.**

- Your original request arrived following Waverley's previous Information Rights Officer leaving, and was overlooked in the handover.
- Waverley holds certain manual records of requests and responses filed by my predecessor. These are held both in Waverley's offices and in Waverley's storage depot.
- The electronic file records of the period up to January 2009 have been deleted.
- The records from the previous database used have not been retained.
- Certain Officers, who received freedom of information requests direct, will have responded to these in the normal course of their employment. The records for these will have either (1) been kept by the relevant officers, or (2) been deleted by the relevant officers. Some officers will have left Waverley, and a search would need to be made of both their manual and electronic files. For officers still employed by Waverley, each relevant officer would need to review their electronic and manual files prior to being able to respond.

**Calculation.**

It is difficult to estimate the length of time it would take to (1) locate, retrieve and extract all the available manual records, and (2) manually review the date of each request and response in order to clarify which responses were outside the 20 working day deadline, other than to confirm the time taken would be well in excess of 18 hours.

**Advice and Assistance**

However, I would like to be able to provide some information that may be helpful. I am therefore happy to confirm that Waverley has, since early January 2009 kept a record of Freedom of Information requests. Of course this does not include requests dealt with by officers in the normal course of their employment. For the period from 22<sup>nd</sup> January 2009 to 12<sup>th</sup> March 2010 272 requests were completed, and of these 179 were responded to within 20 working days, leaving 93 that required a response time in excess of 20 working days, which represents around 66%.

I hope this information is helpful, however please be aware you do have the right to request an internal review of my decision, and in the event you remain dissatisfied you will have a further right of appeal to the Information Commissioner direct who can be contacted at:

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

Any future correspondence you may have with the Council in relation to this matter should quote reference ICO1/FS50296816.

Yours sincerely

**Tom Penlington**  
**Solicitor, Democratic and Legal Services**