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| **Deputy Director of Resources (Corporate Governance) &**  **Monitoring Officer** Davina Fiore | |
|  | Karen Johnson  Information Access Officer  Legal Services, Floor 1 County Hall NEWPORT  Isle of Wight  PO30 1UD  Tel (01983) 821000  Fax (01983) 823257  Email: karen.johnson*@*iow.gov.uk  DX 56361 Newport (Isle of Wight)  Web: www.iwight.com  17 September 2013 |
| Miss Attrill  Sent via email:  Request-173609-5488bdaa@whatdotheyknow.com |

Dear Miss Attrill,

**Re: FOI request iw13/8/29328 Appeal request iw13/8/36102**

Further to your email 21 August 2013 requesting a review of the decision and information given in your FOI request 13/8/29328:

1. How many people have had restrictions placed on their emails to the council in the last 5 years?

2)  Of those, how many have had the restrictions continue for over 1 year,

How many for 2 years

How many for 3 years

How many for over 4 years

The original reply you received stated:

“…the council does not place any restrictions on the receipt of emails from citizens. All e-mails sent in from the public containing appropriated content (i.e.no inappropriate language) are received by the council’s main server and whether automatically forwarded to the intended recipient or directed at a central point of contact…

I have now completed an internal review in accordance with council policy; my findings are as follows:

Having contacted colleagues in the relevant service areas, I have found that some individuals have had their contact restricted, in accordance with the council’s ‘Unacceptable Behaviour Policy’. The restrictions include the limiting of customer contact to written correspondence and/or email only.

1. How many people have had restrictions placed on their emails to the council in the last 5 years?

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People have had their contact restricted in that their emails are directed to a central point of contact to be considered.

With respect to your second question, the council is unable to provide you with the information you require as we believe that an exemption applies. For further details please see the refusal notice enclosed.

If you remain dissatisfied with the council’s response, you have the right of further appeal by contacting: Information Commissioners Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF ([www.ico.org.uk](http://www.ico.org.uk)).

Yours sincerely

Karen Johnson

Information Access Officer