



Cabinet Office

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Amanda Hart

By email: request-865564-f9a7adf7@whatdotheyknow.com

FOI Reference: FOI2022/09462

27 July 2022

Dear Amanda Hart

We refer to your request where you asked:

"Please kindly provide the procedure which outlines the action Downing Street cleaning staff and security staff may take if they are 'taunted by Downing Street officials'."

We are writing to advise you that following a search of our paper and electronic records, we have established that the information you requested is held by Cabinet Office.

A copy of the Cabinet Office's Dispute Resolution Policy is attached.

Some information is being withheld because it is exempt under section 36(2)(c) of the Freedom of Information Act because, in the opinion of a qualified person, its disclosure would, or would be likely to, prejudice the effective conduct of public affairs.

Section 36 is a qualified exemption and I have considered whether the balance of the public interest favours our release of this material. Factors in favour of disclosure are that there is a general public interest in disclosure of public information and the Cabinet Office recognises that openness in government may increase public trust in and engagement with the government. The disclosure of this information would have a prejudicial effect on these relationships, which would not be in the public interest. Disclosure would mean that future correspondence in similar situations would be written with more circumspection, making any advice, opinions, or discussion less frank and therefore less useful. Taking into account all the circumstances of the case, I have determined that the balance of the public interest favours withholding this information under section 36(2)(c) of the Act.

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:

Head of Freedom of Information
Cabinet Office
1 Horse Guards Road
London
SW1A 2HQ

email: foi-team@cabinetoffice.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 the Cabinet Office. The Information Commissioner can be contacted at:

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

Yours sincerely

A handwritten signature in dark ink, appearing to be 'J. B. K.', is written over a light grey rectangular background.

FOI Team

Cabinet Office