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Ama Osei

By Email: [request-865921-2c05732b@whatdotheyknow.com](mailto:request-865921-2c05732b@whatdotheyknow.com)

**Jamie Carswell**

Directorate of Housing and Safer  
Communities  
The Woolwich Centre  
35 Wellington Street  
Woolwich, London  
SE18 6HQ

4 July 2022

Main Number 0208 854 8888

Dear Ama Osei

**Internal Review: FOI-IR-64784AY**

Thank you for your request for an Internal Review dated 15 June 2022 regarding our response to your Freedom of Information request.

FOI Request

On 1 June 2022 you wrote to ask:

The number of Antisocial Behaviour complaints you have received each year from 30th May 2012 to 30th May 2022.

Within the Antisocial Behaviour complaints how many are for:

Personal Antisocial Behaviour,

Nuisance Antisocial Behaviour and

Environmental Antisocial Behaviour.

Can you break down the information by year.

For example in 2012 we received x amount of ABS complaints.

X amount for Personal ASB,

X amount for Nuisance ASB and

X amount for Environmental ASB.

Our response was as follows:

Royal Greenwich confirms it holds the number of Antisocial Behaviour complaints you have received each year from 30th May 2012 to 30th May 2022.

However, we do not record the data in the way you requested and to provide you with this information would exceed 18 hours work for one Officer.

Section 12 (1) does not oblige a local authority to comply with a request for information if the authority estimates that the cost of complying with the request would exceed the appropriate limit.

The Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004 ("the Fees Regulations") sets the appropriate limit at £450 for the public authority in question. Under these Regulations, a public authority can charge a maximum of £25 per hour for work undertaken to comply with a request. This equates to 18 hours work.

A public authority is only required to provide a reasonable estimate or breakdown of costs and in putting together its estimate it can take the following processes into consideration:-

- (a) Determining whether it holds the information
- (b) Locating the information, or a document which may contain the information;
- (c) Retrieving the information, or a document which may contain the information, and
- (d) Extracting the information from a document containing it.

We have estimated the length of time it will take to do the following tasks in accordance with section 12.

Determining whether we hold the information and locating the information, or a document which may contain the information.

The information is held in an electronic data base. There are approximately 3500 records. Retrieving and extracting the information.

To retrieve and extract the information one officer will have to read through each case record, this would take approximately 3 minutes (1 minute to locate file and 2 minutes to retrieve and extract the information. (3 minutes x 3500 records)= 175 hours.

Total hours to complete the request equates to 175 hours

We estimate that it will take us in excess of 18 hours to determine the appropriate material and locate, retrieve and extract the information in reference to your request. The Council is not obliged to comply with this request because it exceeds the appropriate limit. Section 16 of the Act imposes an obligation on public authorities to provide advice and assistance to a person making a request, so far as it is reasonable to do so.

In order to provide you with advice and assistance we suggest you refine your request to ask for a report on all types of anti-social behaviour complaints received each year from 30th May 2012 to 30th May 2022.

We would then be able to provide you with a detailed report from which you can decide if the data fits into your requested groupings.

## Internal Review

On 15 June 2022 you wrote to ask:

You advised me to ask for the amount of ASB complaints per year as you are unable to breakdown the complaints into the categories I asked for because of the cost.

I took your advice and asked for the number of complaints per year from 2012 until 2022.

Now you are saying you cannot provide this information when you stated in your response that you would be able to provide this information.

I do not believe that the cost and time exceeds the limit as I have asked other councils for the same information and have received the data.

## Response

The Council's response is set out below:

Please refer to the attached document.

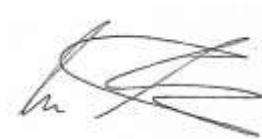
Please note that due to a change of database and method of reporting and category changes made 2021/2022 the figures for previous years remain unfilled as we did not record this data prior to that time.

The Council's response is upheld.

If you have any queries, please contact me, quoting the reference number.

If you are not content with the outcome of the Internal Review, you can apply directly to the Information Commissioner (ICO) for a decision. Generally, the ICO cannot make a decision unless you have exhausted the Internal Review procedure provided by the Council. The Information Commissioner can be contacted at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Yours sincerely,



Sean McDermid  
Assistant Director Of Community Safety & Environment  
Directorate of Housing and Safer Communities