

Jessica Williams
BY EMAIL - request-549195-
2db2bf19@whatdotheyknow.com

Your Ref

Our Ref: 14-19

22 May 2019

FOI Internal Review – Information Relating to Closure of Stratford-upon-Avon Canal, Lock 20

Dear Ms Williams,

I am writing in response to your request dated 18th March for an internal review of the Trust's handling of your FOI request on the above subject.

I understand that you were unhappy that the response contained comment rather than access to information held by the Trust.

Background

In your request of 31st January, you asked for information relating to the closure of Lock 20 on the Stratford Canal.

The Trust's Information Officer, Melissa Ashdown-Hoff responded on 12th March with answers in response to your questions, based on discussions with our Customer Operations Manager for the West Midlands.

In your request for an internal review of 18th March you stated:

My concern is that part of the information you have disclosed is not information held. In particular the dates given for closure and reopening are not in accord with my own observations. I would add that it is highly unlikely that the information recorded on your computer system would give a date of "around mid-October 2018" rather than a specific date.

I would, therefore, ask the reviewer to provide the computer records (or other recorded information) associated with each of the four parts of my request.

Legal & Governance Services

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Patron: H.R.H. The Prince of Wales. Canal & River Trust, a charitable company limited by guarantee registered in England and Wales with company number 7807276 and registered charity number 1146792, registered office address First Floor North, Station House, 500 Elder Gate, Milton Keynes MK9 1BB

Internal Review

I enclose a copy of our SAP records regarding Lock 20 as at the time of your request.

As you can see, the most recent repair had not yet been recorded. When we identify a problem with one of our assets the Trust's primary goal is to carry out repair works and a SAP notification will be raised after the fix.

I also enclose the SAP records as at today's date which shows that the notification was created on the 27th March.

I hope this response now deals with your request.

If you are dissatisfied with the handling of your request, you can complain to the Information Commissioner. There is more information on the Information Commissioner's Website <https://ico.org.uk/make-a-complaint/official-information-concerns-report/official-information-concern/> on how to complain and what the Information Commissioner can do.

Yours sincerely

A handwritten signature in black ink, appearing to be 'Tom Deards', with a stylized flourish at the end.

Tom Deards

Head of Legal & Governance Services