

[REDACTED]

From: Marsh Simon (PRD)
Sent: 19 July 2017 14:08
To: 'Gerrard Tracey'
Cc: [REDACTED] Williams Mark (Private Office)
Subject: RE: FOI compliance
Attachments: 20170719-FOI Performance Response to Ged Tracey.pdf

Dear Ged

Please find attached a response to your questions below. Please let me know if you require anything further from me.

Thanks

Simon

Simon Marsh

Head of Knowledge and Information Management
Home Office, LG Seacole Building, Marsham Street, London, SW1P 4DF
[REDACTED]@homeoffice.gsi.gov.uk

From: Gerrard Tracey [mailto:Gerrard.Tracey@ico.gsi.gov.uk]
Sent: 30 June 2017 15:08
To: Marsh Simon (PRD) <[REDACTED]@homeoffice.gsi.gov.uk>
Subject: RE: FOI compliance

Hello Simon,

Thank you for taking the time to meet me last Thursday. I found the meeting really useful.

As I explained when we met based upon Home Office's 2016, Q1 2017, and 88% 'in time' performance for April 2017, I don't currently have any real concerns in this area. I would though be grateful to know, if you now have it, what the figure was for May 2017?

I said I would drop you an email to outline what information I would like you to provide.

I am actually on leave from 7th to 14th July 2017, so if this could be provided by Friday 14 July, I would be grateful.

As we discussed, the ICO's main area of concern, and indeed your own, is around the 74 or so requests which have been awaiting a response for over 6 months. I would like details of the action plan, including any steps or measures taken or planned and a timetable to address these overdue requests. This should include, for example, the changes to the processes you have carried out or plan to carry out; regular internal meetings to discuss requests, the level at which those discussions take place and who is sighted on the issues; training and staffing etc.

I should also be grateful if, at that time, you would provide me with a list of any requests you have which are still more than 6 months overdue as at Friday 14 July 2017, along with a brief description of the request, the date it was received, or date the response was due, an explanation of why the response is delayed and an anticipated response date.

For information, I have a meeting at the ICO with Adam Sowerbutts, Head of FOI Complaints and Appeals, and the new Deputy Commissioner Operations, James Dipple-Johnstone, next Thursday at which I will brief them on the current position. I will also raise with them the prospect of a possible meeting between Elizabeth Denham and your Permanent Secretary.

Kind regards,
Ged

Principal Adviser
01625 545897

From: Marsh Simon (PRD) [mailto:[REDACTED]@homeoffice.gsi.gov.uk]
Sent: 12 June 2017 12:28
To: Gerrard Tracey
Cc: [REDACTED] Wren Andrew
Subject: RE: FOI compliance

Hi Ged,

I have now agreed the letter covering the issues we discussed on the 'phone a week and a bit ago and this is attached.

Our April 2017 performance was 85% for 316 cases. We are doing some data cleansing (in time cases are not always properly closed on our case register) so this might increase by a percentage point. I will be able to confirm when we meet next week.

Best wishes

Simon

Simon Marsh
Head of Knowledge and Information Management
Home Office, Information Services Centre, Basement Seacole, 2 Marsham Street, SW1P 4DF
[REDACTED]@homeoffice.gsi.gov.uk

Mobile: [REDACTED]

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**From:** Gerrard Tracey [mailto:Gerrard.Tracey@ico.gsi.gov.uk]  
**Sent:** 12 June 2017 08:55  
**To:** Marsh Simon (PRD) <[REDACTED]@homeoffice.gsi.gov.uk>  
**Subject:** RE: FOI compliance

Morning Simon,

Yes, I remember where you are. Will see you on the 22 June.

Would it be possible to let me have your April figures please? Just number received and % responded to 'in time'.

Thanks  
Ged

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**From:** Marsh Simon (PRD) [mailto: [REDACTED]@homeoffice.gsi.gov.uk]  
**Sent:** 12 June 2017 08:44  
**To:** Gerrard Tracey  
**Subject:** RE: FOI compliance

Hi Ged,

Thanks for this.

2pm on 22 June would be good for me. I'll book you into the building. I assume you know where we are?

Thanks

Simon

**Simon Marsh**

Head of Knowledge and Information Management

Home Office, Information Services Centre, Basement Seacole, 2 Marsham Street, SW1P 4DF

[REDACTED]@homeoffice.gsi.gov.uk

Mobile: [REDACTED]

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From: Gerrard Tracey [mailto:Gerrard.Tracey@ico.gsi.gov.uk]
Sent: 09 June 2017 14:45
To: Marsh Simon (PRD) [REDACTED]@homeoffice.gsi.gov.uk>
Subject: RE: FOI compliance

Hi Simon,

I'm going to be in London on Thursday 22 June. I could make either 10:00am or 2:00pm if you're available on that date. If not, I'll send some alternative dates.

Regards,
Ged

From: Marsh Simon (PRD) [mailto: [REDACTED]@homeoffice.gsi.gov.uk]
Sent: 06 June 2017 08:29

To: Gerrard Tracey
Subject: RE: FOI compliance

Ged

[REDACTED] Let me know when you are next in London.

Best wishes

Simon

Simon Marsh

Head of Knowledge and Information Management
Home Office, Information Services Centre, Basement Seacole, 2 Marsham Street, SW1P 4DF
[REDACTED]4@homeoffice.gsi.gov.uk

Mobile: [REDACTED]

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**From:** Gerrard Tracey [<mailto:Gerrard.Tracey@ico.gsi.gov.uk>]  
**Sent:** 06 June 2017 08:15  
**To:** Marsh Simon (PRD) [REDACTED]@homeoffice.gsi.gov.uk>  
**Subject:** RE: FOI compliance

Morning Simon,

Apologies, but I have been unable to travel to London this morning [REDACTED]  
[REDACTED]

I will try and rearrange my visits for next week and will get back to you as soon as I have some provisional dates and times.

Regards,  
Ged

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**From:** Marsh Simon (PRD) [[mailto:\[REDACTED\]@homeoffice.gsi.gov.uk](mailto:[REDACTED]@homeoffice.gsi.gov.uk)]  
**Sent:** 05 June 2017 14:42  
**To:** Gerrard Tracey  
**Subject:** RE: FOI compliance

Ged

I'm conscious I owe you a response to the attached. The final draft is with PUS's Office at the moment and I have chased it today.

We were due to meet tomorrow and you were going to let me know whether you thought you would be able to do this.

Grateful if you could let me know if you will be available (and at what time) and I'll book you into the building.

Best wishes

Simon

**Simon Marsh**

Head of Knowledge and Information Management

Home Office, Information Services Centre, Basement Seacole, 2 Marsham Street, SW1P 4DF

[\[REDACTED\]@homeoffice.gsi.gov.uk](mailto:[REDACTED]@homeoffice.gsi.gov.uk)

Mobile: [REDACTED]

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From: Gerrard Tracey [<mailto:Gerrard.Tracey@ico.gsi.gov.uk>]

Sent: 19 May 2017 08:47

To: Marsh Simon (PRD) <[\[REDACTED\]@homeoffice.gsi.gov.uk](mailto:[REDACTED]@homeoffice.gsi.gov.uk)>

Subject: FOI compliance

Dear Simon,

I would welcome your response to the attached correspondence.

Regards,
Ged

Gerrard Tracey

Principal Adviser

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

T. 01625 545897 www.ico.org.uk

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