

[REDACTED]

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**From:** Gerrard Tracey [Gerrard.Tracey@ico.gsi.gov.uk]  
**Sent:** 15 August 2017 07:39  
**To:** Marsh Simon (PRD)  
**Cc:** [REDACTED] Adam Sowerbutts  
**Subject:** RE: FOI compliance

Dear Simon,

Thank you for the update. I will take a look at this during the week and come back to you if I have any immediate questions.

As you say, we will pick this up on the 23 August when we meet (thank you for blocking out the afternoon). Adam and I are now due to be at the MoJ from 12:30 until 2:00, on the day, so I hope 2:30 to 4:00 (not sure we will need all that time but just in case) is ok for you?

Kind regards,  
Ged

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**From:** Marsh Simon (PRD) [mailto:[REDACTED]@homeoffice.gsi.gov.uk]  
**Sent:** 11 August 2017 14:42  
**To:** Gerrard Tracey  
**Cc:** [REDACTED]  
**Subject:** RE: FOI compliance

Dear Ged,

[REDACTED] that 23 August was fine for me to meet you and Adam and I have blocked the afternoon so I can be flexible around your imetable.

You asked about the cases we identified should be issued by 31 July.

[REDACTED]

[REDACTED]

The overall position is that there are now a total of 53 outstanding cases which were six months or more old as of 14 July 2017. [REDACTED]

I am sure we will pick this up further when we meet on 23 August.

Best wishes

Simon

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

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**From:** Gerrard Tracey [<mailto:Gerrard.Tracey@ico.gsi.gov.uk>]  
**Sent:** 02 August 2017 13:05  
**To:** Marsh Simon (PRD) <[REDACTED]@homeoffice.gsi.gov.uk>  
**Cc:** Adam Sowerbutts <[Adam.Sowerbutts@ico.org.uk](mailto:Adam.Sowerbutts@ico.org.uk)>  
**Subject:** FW: FOI compliance

Dear Simon,

I note from your out of office you are away until Monday 7<sup>th</sup>. I myself am on leave all next week.

[REDACTED] at MoJ has confirmed that he and [REDACTED] can make Wednesday 23 August. If that is also convenient for you could you let me know upon your return and copy my colleague in.

Regards  
Ged

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**From:** Gerrard Tracey  
**Sent:** 02 August 2017 11:53  
**To:** 'Marsh Simon (PRD)'  
**Cc:** [REDACTED] Williams Mark (Private Office); Adam Sowerbutts  
**Subject:** RE: FOI compliance

Dear Simon,

Thank you for your letter of 19 July 2017, providing an update on 'in time' performance, the HO improvement action plan and the list and details about old cases.

I'm pleased to note that 'in time' performance was on an upward trajectory towards the 90% target. It is also noted that the cases over 6 months old had reduced from 74 to 64. As I mentioned when we met this is the main area of concern for the ICO given that the statutory obligation is to respond to requests within 20 working days unless an appropriate PIT extension applies.

[REDACTED]

[REDACTED] We note within your action plan the intention to ascertain how some other departments manage their FOI handling processes and it will be interesting to hear more about this when we next meet.

[REDACTED]

I understand the Information Commissioner's support team are looking into the possibility of a meeting with your Permanent Secretary.

Thanks  
Ged

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**From:** Marsh Simon (PRD) [mailto:[REDACTED]@homeoffice.gsi.gov.uk]  
**Sent:** 19 July 2017 14:08  
**To:** Gerrard Tracey  
**Cc:** [REDACTED] Williams Mark (Private Office)  
**Subject:** RE: FOI compliance

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  
Tel: [REDACTED]

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**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.

[REDACTED] 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

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**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



REDACTED

[REDACTED]

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**From:** Marsh Simon (PRD) [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

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>

**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](http://www.ico.org.uk)

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