



Information Governance Team
Communications and Technology
Islington Council
Room G17
Town Hall
Upper Street
London
N1 2UD

By email: request-95041-fd76711b@whatdotheyknow.com

E xxxx@xxxxxxxxxx.xxx.uk

21 February 2012

Dear Mr Cain

Freedom of Information Act Complaint – [Ref. 2241]

Further to your email dated 23 January 2012 in which you requested an internal review into the Council's handling of your Freedom of Information request.

1. Your request for information

On 29 November 2012 you made a Freedom of Information request, which the council responded to on the 13 January 2012. The original questions from your request and the associated response are attached as Appendix A.

2. Your complaint

On 23 January 2012 you made a complaint about the response made to you, a copy of your original complaint is attached as Appendix B.

3. History

Process issues

The council processed the response to your information request in 28 working days, outside the standard compliance period. The request was formally acknowledged and given a reference number. The council did not meet the statutory compliance period in responding to your request.

The response made

I have reviewed the previous Freedom of Information response made to you and your subsequent complaint. You requested copies of all correspondence with Drivers Jonas. We did not apply an exemption to your response.

4. Review of your complaint

You complained that the council had not provided all the information with Drivers Jonas as requested. Specifically you stated that the council had failed to provide you with the original communication and that the 'plans were still missing'.

During my investigations it was confirmed that the council did not send any plans to Drivers Jonas. Addresses of the properties to be surveyed were sent to Drivers Jonas in a spreadsheet, which was

included in original the response sent to you on 13 January 2012. An initial meeting was held with Drivers Jonas where all parties agreed how the work would be carried out, this was formalised in the agreement, which has been sent to you previously. Drivers Jonas have not provided the council with copies of floor plans of each property and therefore the council is unable to provide you with these as we do not hold the information. Both Homes for Islington and the council have confirmed that they have identified all communications that they held and provided you with these.

5. Conclusion

In terms of this specific complaint, my conclusion is that the council and Homes for Islington have provided you with all copies of correspondence with Drivers Jonas that is held and therefore, the council did respond in full to your request.

In undertaking this review, I am mindful of correspondence the council continues to have with you regarding the detrimental impact the nature and sheer volume of your requests is having on our service. As highlighted in these interactions, the distraction and distress this continues to cause has meant the council has found it essential to consider your interactions collectively. While we will continue examine each matter on a case-by-case basis, we will consider the context and history of these issues, since persisting in any other way is no longer sustainable, nor reasonable.

If you have a complaint regarding this response to the complaint you raised you are entitled to complain to the Information Commissioner's Office, at Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. Telephone: 01625 545 700. Web: www.ico.gov.uk

Yours sincerely,

Leila Ridley
Information Compliance Manager

If you would like this document in large print or Braille, audiotape or in another language, please telephone 020 7527 2000.

Appendix A: Original response to the Freedom of Information request

Dear Islington Borough Council,

Please can you provide FULL copies of ALL correspondence between LBI / HFI and Drivers Jonas ?.

Yours faithfully,

Peter CAIN

Due to the large size of the files sent, the response was sent in three emails.



Freedom of
Information Act 2000



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Appendix B: Complaint relating to the Freedom of Information request

Please pass this on to the person who conducts Freedom of Information reviews.

I am writing to request an internal review of Islington Borough Council's handling of my FOI request 'Drivers Jonas Communication / Correspondence'.

Sorry, I foolishly logged this against Stanley .. It was late and I tired ..

Still missing the plans (that DJ drafted), original communication with DJ (else how would DJ know which properties to survey), etc.

A full history of my FOI request and all correspondence is available on the Internet at this address: http://www.whatdotheyknow.com/request/drivers_jonas_communication_corr

Kind regards,

Peter CAIN