

Robert Toone

FOIA Ref 2020/0028 & 0030

By email only:

[request-640567-
95529e80@whatdotheyknow.com](mailto:request-640567-95529e80@whatdotheyknow.com)

03 March 2020

[request-640704-
6071ef77@whatdotheyknow.com](mailto:request-640704-6071ef77@whatdotheyknow.com)

Dear Robert

**REQUEST FOR INFORMATION UNDER THE FREEDOM OF INFORMATION ACT
2000**

Please find below TfGM's response to your Freedom of Information request which was received at this office on 03/02/2020.

Information requested as set out below:

"I wish to see copies of all emails sent to (and from) all of your Data Collectors and Field Supervisors as far back as records exist. I understand this may take you a while but nevertheless I request it.

Additionally I request all copies of staff meetings minutes/bullet points be them monthly, quarterly or otherwise that exist in the Data Collection (Service Assessment) archive up to and including the present date, as far back as records exist."

"Please inform me of what external checks are made and indeed have been made on your Data Collectors in respect of not questioning people on CPS data and SSS (Origin and Destination) surveys. I am not including checking by your own Data Field Supervisors (as this can be open to abuse as supervisory staff may have favourites and not be objective and may understandably 'cover up' for their favourite individuals yet single out others not favoured for disciplinary action) but by other staff in your organisation or mystery shoppers or members of the public.

Please inform me of actions or sanctions taken against offending Data Collectors of course inasmuch as the Data Protection Act allows.”

Section 12 of the Act makes provision for public authorities to refuse requests for information where the cost of dealing with them would exceed the appropriate limit, which for Local Government is set at £450. This represents the estimated cost of one person spending 18 hours at £25 per hour in determining whether the Council holds the information i.e. in locating, retrieving and extracting the information.

When a public authority is estimating whether the appropriate limit is likely to be exceeded, it can include the costs of complying with two or more requests if the conditions laid out in Regulation 5 of The Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004 can be satisfied. Those conditions require the requests to be:

- made by one person, or by different persons who appear to the public authority to be acting in concert or in pursuance of a campaign;
- made for the same or similar information; and
- received by the public authority within any period of 60 consecutive working days.

The above two requests fulfil these criteria and are therefore being considered together.

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. Therefore, your request will not be processed further.

Under the Act we have a duty to assist you with how you can narrow your request to something that we can fulfil. You could request a specific 6-month timeframe for the information you have requested or ask for emails on a specific topic or if you would like to suggest an alternative way of reducing the scope of your request, please let me know.

If you are not satisfied with the response in this letter you may ask for an internal review. If you would like an internal review you should contact me in the first instance. My e-mail address is at the end of this letter.

If you remain dissatisfied after an internal review has been undertaken, you have a right to apply to the Information Commissioner for a decision. The Information Commissioner can be contacted at:

Office of the Information Commissioner
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

www.informationcommissioner.gov.uk

Please remember to quote the above reference number in any future communications.

Yours sincerely

A handwritten signature in black ink, appearing to read 'N. Tetley'.

Nicola Tetley
Paralegal
Email: foi@tfgm.com