



James Muldoon
Via Email
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Communities, Law and Governance
Direct Line – 020 7525 7511
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accessinfo@southwark.gov.uk

**15 March 2010
(8 October 2010)**

Dear James Muldoon

Re: Your request for information: Ref No. 4829

Thank you for your request for information that was received on 15 February 2010. We would like to apologise for the delay and any inconvenience occasioned in providing this response to you. As you will note from the date in brackets above the response was prepared but unfortunately was not sent. We can find no reason as to why this was not sent and again apologise for this. You requested:

- (1) **Please provide the number of FOI Requests received each month by the council for calendar year 2009 and January 2010, and the overall total.**
- (2) **Please confirm whether it is council policy to acknowledge all FOI Requests, and how quickly.**
[The Council's policy is to provide an acknowledgement within three working days of receipt.](#)

If it is, provide the % which met that target in each month and overall.

If not, explain how the council considers this complies with ICO guidance and the council's duties under the Act, in particular §16 to be helpful.

- (3) **For each month and the whole period, include how many received the council's response**
 - (a) within 15wd,
 - (b) in 16-20 wd,
 - (c) after 20wd, and
 - (d) any still awaiting response.
- (4) **Include also how many were met**
 - (a) in full,
 - (b) partly,
 - (c) rejected, with a note of the numbers for each reason for rejection - not held, too costly, fees notices etc.
- (5) **Include how many were referred to Internal Review, how long these took as per (3) above, and the outcome**

- (6) Lastly for each month and total, include the number of requests that had ICO involvement, distinguishing between numbers where the ICO asked the council to respond due to delay by the council, or where the ICO made a ruling after the council process was exhausted.**

Itemise each of these presumably very few cases individually with full dates and outcome.

Having considered your request and with the exception of the question answered we have estimated that it will cost more than the appropriate limit to consider your request. The appropriate limit is specified in regulations and for local government is set at £450. This represents the estimated cost of one person spending 18 hours in determining whether we hold the information, and locating, retrieving and extracting the information. Consequently, we are not obliged by the Freedom of Information Act 2000 to respond to your request (see section 12(1)).

Due to a serious malfunction of our reporting database we have no access to the data stored centrally. To provide the information requested would necessitate an individual manual search of our records and for the criteria listed in questions 2-6 above would take in excess of 18 hours.

We are, however, within the next few months implementing a new database that will in future enable us to provide reports reflecting the questions asked above from next year. For your information it was effectively from 1 April 2010. This data will also be published online and as set out by the Ministry of Justice guidance.

In accordance with section 17 of the Freedom of Information Act 2000 this letter acts as a Refusal Notice for the information.

If you are unhappy with the service you have received in relation to your request and wish to make an appeal for a review of our decision, you should write to the Corporate Freedom of Information Officer at:

Communities, Law & Governance
Level 2
PO Box 64529
London
SE1P 5LX
Email: accessinfo@southwark.gov.uk

If you are not content with the outcome your appeal, you may apply directly to the Information Commissioner for a decision. Generally, the Information Commissioner cannot make a decision unless you have first exhausted our internal appeal procedure and you should contact him within 2 months of the outcome of your internal appeal.

Further information on the Freedom of Information Act is available through the Information Commissioner at the:

Information Commissioner's Office
Wycliffe House

Water Lane
Wilmslow
Cheshire
SK9 5AF
Telephone: 01625 545 700
Internet: www.informationcommissioner.gov.uk

Yours sincerely,

Janet McDonald
Corporate Freedom of Information Officer
Communities, Law & Governance