



Department
for Environment
Food & Rural Affairs

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Garry Richardson
By email: request-690561-a7e63cfe@whatdotheyknow.com

Our ref:
FOI2020/27729
20 October 2020

Dear Garry Richardson,

REQUEST FOR INFORMATION: Food Boxes

Thank you for your request for information of 17 October 2020 about food boxes delivered to those most at risk from Coronavirus. We have handled your request under the Freedom of Information Act 2000 (FOIA).

Under section 1(3) of the FOIA, a public authority is not obliged to comply with a request unless further information reasonably required to identify and locate the information requested is supplied.

From our preliminary assessment, it is clear that we will not be able to answer your request without further clarification. We therefore require you to provide further information to enable us to identify and locate the information that you have requested.

As we stated in our response of 13 October 2020 (ref FOI2020/24293), we hold the information you requested in relation to the first half of particular postcode (the outward part) if these were specified. Therefore please specify which postcodes you are interested in, eg SW1P.

When you have clarified your request, we will be able to begin to process it. Please note that the 20-working-day timescale for responding to your request will commence from the date that we receive the clarification.

We attach an annex giving contact details should you be unhappy with the service you have received.

If you have any queries about this letter please contact me.

Yours sincerely



Jo Collinge
Information Rights Team
InformationRequests@defra.gov.uk

Annex

Complaints

If you are unhappy with the service you have received in relation to your request you may make a complaint or appeal against our decision under section 17(7) of the FOIA or under regulation 11 of the EIRs, as applicable, within 40 working days of the date of this letter. Please write to Andrew Mobsby, Head of Information Rights via email at InformationRequests@defra.gov.uk and he will arrange for an internal review of your case. Details of Defra's complaints procedure are on our website.

If you are not content with the outcome of the internal review, section 50 of the FOIA and regulation 18 of the EIRs gives you the right to apply directly to the Information Commissioner's Office (ICO) for a decision. Please note that generally the ICO cannot make a decision unless you have first exhausted Defra's own complaints procedure.

The ICO's offices are currently closed so please visit their website on how to contact them during this period, here:

<https://ico.org.uk>