

---

Waltham Forest Town Hall, Forest Road, Walthamstow, E17 4JF

<b>Contact:</b>	Mark Hynes
<b>Telephone</b>	0208 496 3000
<b>Reference:</b>	CU179670524/ FOI171981539
<b>E-mail:</b>	Data.protection@walthamforest.gov.uk
<b>Date:</b>	1 <sup>st</sup> April 2020

Response sent by email

Dear K Donohue,

**CU179670524 - FOI Review - K Donohue**

It has been brought to my attention that you requested a review of your Freedom of Information Request (FOI) in your email, dated 02/03/2020. A delay was encountered to providing you with your FOI review as a result of the COVID-19 pandemic. This letter sets out my findings and conclusions and is the formal response.

**Summary of your FOI Review**

On 01/02/2020 you logged an FOI, under reference FOI171981539, for the following:

“Can you please advise whether currently you have contract for the provision of services with the company, Good Impressions?

If so, can you advise what services this company provides?”

On 02/03/2020 you requested a review of the FOI response you received, stating:

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

I am writing to request an internal review of Waltham Forest Borough Council's handling of my FOI request 'Good Impressions'.

I have received a response to my FOI request today.

The response suggests that there is no contract with the company Good Impressions.

This information contradicts information previously provided in response to FOI 168898691 on 17/02/2020.”

## **How I have considered your FOI Review**

In order to address your review request, I have considered:

- Your original FOI;
- The FOI response sent to you; and
- The advice of the relevant service on how your FOI was interpreted and responded to.

## **Findings**

On 18/01/2020 you had made a previous FO request, under reference FOI168898691, for the following:

“Can you please advise which provider or providers are currently providing print and design services to Waltham Forest Borough council.”

On 17/02/2020 you were sent a response to FOI168898691 stating that:

“Print and design services are being provided under interim temporary arrangements with Good Impressions pending procurement of more permanent arrangements.”

On 01/02/2020 you filed FOI171981539, which is the subject of the present review, requesting:

“Can you please advise whether currently you have contract for the provision of services with the company, Good Impressions?

If so, can you advise what services this company provides?”

On 02/03/2020 you were sent a response in relation to FOI171981539 advising you that:

“I am writing to advise you that following a search of our paper and electronic records, I have established that this Council does not hold the information you requested.

We do not currently have a contract for the provision of services with the company, Good Impressions.”

In your complaint, dated 02/03/2020, you have asserted that this response contradicts the information previously provided to you in response to FOI168898691.

The relevant service have advised me that we have a temporary arrangement with Good Impressions for *ad hoc* services. We do not have a formal contractual arrangement.

## **Conclusion and decision**

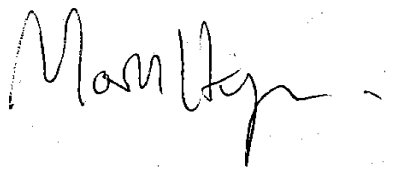
From the above findings it is clear that FOI171981539 was in substance a repetition of FOI168898691. I am of the view that the response sent to you on 17/02/2020 in relation to

FOI168898691 sufficiently answered your complaint, dated 02/03/2020, in relation to FOI171981539. Your complaint is accordingly not upheld.

### **Escalation of your Complaint**

I hope my reply resolves your complaint and clarifies the situation for you. If you remain dissatisfied with the Council's response, you have the right to complain to the Information Commissioner. If you wish to pursue such a complaint, you can contact their office via their helpline: 0303 123 1113. You can obtain further information about them via the following link: <https://ico.org.uk/concerns/>

Yours sincerely

A handwritten signature in black ink, appearing to read 'Mark Hynes', is written over a faint, dotted rectangular grid background.

**Mark Hynes**  
**Data Protection Officer**  
**London Borough of Waltham Forest**