

Digital & IT Services
Mark Lumley, Assistant Director

My Ref: F0383/F13453

Enquiries to: Mark Lumley

20 February 2019

Dragutin Popovic
Sent electronically to:
request-52786-72f6a9@whatdotheyknow.com



Guildhall
Kingston upon Thames
Surrey KT1 1EU

Tel : 020 8547 5000
Email: dpo@kingston.gov.uk
Website: www.kingston.gov.uk

Dear Dragutin Popovic,

FOI Internal Review - Ref Number - CAS-6529258-C3T9G4

I refer to your request for an Internal Review of the above FOI request. Please note that Digital and IT is a shared service between the Royal Borough of Kingston, (RBK) and the London Borough of Sutton, (LBS).

I have reviewed your original request, submitted on 29 December 2018 and the response from Louise Brown, Customer Services Manager. The request and subsequent response are attached for ease of reference.

You have requested copies of contracts between RBK and TASK and RBK and Marston Holdings both of which are debt recovery agents. RBK does not have a contract with these agencies and therefore the initial response was correct in that we are unable to provide these documents.

You then asked us to provide the protocol documents for how a debt is registered and asked us to clearly explain the roles of the parties involved. It is my view that the explanation provided was clear and detailed. Unfortunately, you were not informed that no protocol documents are held for this process and this was an error. I am sorry you were not advised of this. Please be assured that this issue will be followed up to ensure that we learn from this oversight. Just to be clear, protocol documents regarding registering a debt do not exist.

Finally, you requested copies of protocol documents regarding the transfer of warrants and to clearly explain the roles of the parties involved. In response you were advised that RBK does not transfer warrants. You were however, provided with information regarding 'how an individual case has a warrant requested'. This process was fully and clearly explained by the Customer Services Manager.

In summary, it is my view that the initial response was accurate and appropriately answered your queries. Therefore the finding of the Internal Review is not upheld.

Should you still be dissatisfied with the outcome you have the right to refer to the Information Commissioner: Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF www.ico.org.uk

Yours sincerely

A handwritten signature in black ink, appearing to read 'M Lumley', written in a cursive style.

Mark Lumley
Data Protection Officer
serving Kingston and Sutton Councils