



South Tyneside Council

Date: 3rd May 2019
Our Ref: FOI 19 19403

Simon Buck
request-565432-d223b364@whatdotheyknow.com

Dear Mr Buck

Freedom of Information Request

I refer to your Freedom of Information Request received on the 1st April 2019

Your request asked for the following information:

Your Request

Since 2009 how many times has the Local Government Ombudsman investigated South Tyneside Council under the heading Adult Care Services.

Council's Response

The Council does hold the information that falls within the description of your request; however we have decided to refuse your request under the section 21 exemption of the Act as it is already reasonably accessible by other means.

The information you have requested is available on the Local Government and Social Care Ombudsman (LGSCO) website at the following link:
<https://www.lgo.org.uk/information-centre/councils-performance>.

Copyright Procedure

The information supplied to you continues to be protected by the Copyright, Designs and Patents Act 1988. You are free to use this information for your own purposes, including any non-commercial research you are doing and news reporting. Any other re-use of this information, for example commercial publication requires the permission of the Council as the Copyright holder. All re-use requests will be treated under the Re-Use of Public Information Regulation 2006.

Internal Review Procedure

If you are dissatisfied with the handling of this enquiry you can invoke the Council's internal review procedures to ask for an independent review of your request. All such

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Westoe Road, South Shields, Tyne and Wear, NE33 2RL

requests must be sent to us within 4 weeks and must clearly state in writing your reference number and your reasons for your request for internal review.

The Information Governance Team can be contacted at the following address:
Information Governance Team, Town Hall and Civic Buildings, Westoe Road, South Shields, NE33 2RL.

Information Commissioner's Office (ICO)

Should you remain dissatisfied with the final outcome of the internal review process you can write to the Information Commissioner to ask for an independent review. The Information Commissioner is the Government's Independent Body responsible for overseeing the Freedom of Information Act 2000, the Data Protection Act 2018 and the Environmental Information Regulations 2004.

Please do note the ICO will only review cases that have exhausted the Council's internal review procedures. All correspondence to the ICO must quote the Council's reference number and your reasons for your appeal.

The ICO's contact details are as follows: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, SK9 5AF. More information can be found on the ICO's website at www.ico.org.uk

If you have any further queries about this matter then please do not hesitate to contact us.

Yours sincerely

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Information Governance

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