

Mr Abdul Hai
By email
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Information Governance

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18 December 2018

Reference: 14168697

Dear Mr Hai

FOI Review: 14168697 London Letterbox

I am writing to let you know that Jessica Vinluan, Senior Information and Complaints Officer, has completed the review of your Freedom of Information (FOI) request.

Your initial request dated 9 November 2018 was:

Can you publish a copy of the contract between London Letterbox and Tower Hamlets Council in relation to the distribution of "Our East End"?

Can you tell me are there any penalties for them failing to deliver the publication?

Do they have any other contracts with Tower Hamlets?

Can you publish any review that has been conducted of the service they provide? If so which officer conducted it?

Can you publish any communication between them and Tower Hamlets over their quality of service?

Can you tell me does Tower Hamlets pay for them to look into complaints?

The Council initially responded on 19 November 2018 as follows:

Can you publish a copy of the contract between London Letterbox and Tower Hamlets Council in relation to the distribution of "Our East End"?

No. Last year, a tender process concluded for a new joint distribution framework, which names Tower Hamlets, Waltham Forest, Greenwich, Enfield, Haringey and Redbridge as procuring councils. London Letterbox was the successful distributor in this process. Tower Hamlets is now in the process of entering into an access agreement with London Letterbox.

Can you tell me are there any penalties for them failing to deliver the publication?

No

Do they have any other contracts with Tower Hamlets?

No

Can you publish any review that has been conducted of the service they provide? If so which officer conducted it?

No

Can you publish any communication between them and Tower Hamlets over their quality of service?

No

Can you tell me does Tower Hamlets pay for them to look into complaints?

No

You then requested a review on 20 November 2018as follows:

All the answers seem to be just no. You have failed to provide any reason why you can't publish the information.

Having reviewed this matter the Council's findings are as follows:

Ms Vinluan sought clarification from the Communications Team and was provided with more detailed answers to your questions about London Letterbox. I am sorry that the initial responses were not clear and have reminded officers of the importance of providing sufficient detail when responding to information requests. I hope the information below clarifies any misunderstanding.

Can you publish a copy of the contract between London Letterbox and Tower Hamlets Council in relation to the distribution of "Our East End"?

Last year, a tender process concluded for a new joint distribution framework, which names Tower Hamlets, Waltham Forest, Greenwich, Enfield, Haringey and Redbridge as procuring councils. London Letterbox was the successful distributor in this process. Tower Hamlets is now in the process of entering into an access agreement with London Letterbox and as this is in progress, we cannot provide the contract at this time.

Can you tell me are there any penalties for them failing to deliver the publication?

There are no penalties for London Letterbox for failure to deliver the publication.

Do they have any other contracts with Tower Hamlets?

London Letterbox does not have any other contracts with Tower Hamlets.

Can you publish any review that has been conducted of the service they provide? If so which officer conducted it?

The Council has not conducted a review of the service London Letterbox.

Can you publish any communication between them and Tower Hamlets over their quality of service?

The Council does not hold any communication about the quality of service from London Letterbox.

Can you tell me does Tower Hamlets pay for them to look into complaints?

Looking into complaints is part of the contract monitoring process. The Council expects this to be part of the contract price and therefore does not pay an extra cost.

If you are still dissatisfied with the Council's response after the internal review you have a right of appeal to the Information Commissioner at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Telephone: 01625 545 700
www.ico.org.uk

Further information about the operation of the act is available from the council's website www.towerhamlets.gov.uk and the information leaflet in public reception areas in Council Buildings.

Yours sincerely



Robert Wingate
Information Governance and Complaints Manager