

James McLaughlin

From: STEVE PARRY <request-397334-f9f89de2@whatdotheyknow.com>
Sent: 25 March 2017 16:49
To: Freedom Of Information
Subject: Freedom of Information request - Brighton and Hove City Council/Mears PLC
"Partnership"

Dear Brighton and Hove City Council,

I understand that "The council is commissioning a review of the partnership". The partnership being that between BHCC and Mears PLC.

I would be grateful if you could provide; 1. The terms of reference of this "review"
2. The names of those appointed to carry out the "review"
3. Details of the process by which 1 and 2 were decided upon 4. Details of how residents and businesses can contribute

Yours truly

Steve Parry

Please use this email address for all replies to this request:
request-397334-f9f89de2@whatdotheyknow.com

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James McLaughlin

From: Freedom Of Information
Sent: 29 March 2017 09:12
To: Housing FOI's; [REDACTED]
Subject: Unclassified Freedom of Information Request FOI 7830

Follow Up Flag: Follow up
Flag Status: Completed

Categories: Egress Switch: Unprotected

We have received the following Freedom of Information request FOI 7830. We are required to respond to this by 25/04/2017.

Please obtain approval of response from your Head of Service and then forward this to freedomofinformation@brighton-hove.gov.uk

FOI advice and guidance is available on the Wave, please visit [Information Governance](#)

The request is as follows:

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I would be grateful if you could provide;

- 1. The terms of reference of this "review"***
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- 4. Details of how residents and businesses can contribute***

James McLaughlin

From: STEVE PARRY <request-397334-f9f89de2@whatdotheyknow.com>
Sent: 26 April 2017 09:20
To: Freedom Of Information
Subject: Re: Freedom of Information Request Acknowledgement

Dear Freedom Of Information,

I am sure you are aware that by law you should have normally responded to my request submitted 25.3.17

Yours sincerely,

Steve Parry

-----Original Message-----

Thank you for submitting your Freedom of Information (FOI) request to Brighton & Hove City Council.

We will respond to your request within 20 working days as stipulated under the Freedom of Information Act (2000).

Regards,

Information Governance Team

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<https://www.whatdotheyknow.com/help/officers>

James McLaughlin

From: Freedom Of Information
Sent: 28 April 2017 10:12
To: Housing FOI's; [REDACTED]
Subject: FW: Unclassified Freedom of Information Request FOI 7830

Follow Up Flag: Follow up
Flag Status: Completed

Hi,

Could you please let me know the progress of this response as it is now overdue and the requestor is chasing.

Kind regards,

James McLaughlin

Freedom of Information

From: Freedom Of Information
Sent: 29 March 2017 9:12 AM
To: Housing FOI's; [REDACTED]
Subject: Unclassified Freedom of Information Request FOI 7830

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James McLaughlin



From: Housing FOI's
Sent: 28 April 2017 18:29
To: Freedom Of Information; Housing FOI's; Katie Rees
Cc: Tracy John
Subject: RE: Unclassified Freedom of Information Request FOI 7830 unclassified

Hi James

Tracy John has been dealing with this FOI – she is waiting to speak to Katie about it as she needs some advice before she can prepare a response.

Apologies for the delay.

Kind regards

 | PA to Tracy John | Assistant Director - Housing | (01273)  | Brighton & Hove City Council |
Housing Centre, Eastergate Road, Moulsecoomb, Brighton, BN2 4QL




We will be easy to reach



We will be clear and treat you with respect



We will listen and act to get things done

From: Freedom Of Information
Sent: 28 April 2017 10:12 AM
To: Housing FOI's; 
Subject: FW: Unclassified Freedom of Information Request FOI 7830


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From: Freedom Of Information
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To: Housing FOI's; 
Subject: Unclassified Freedom of Information Request FOI 7830

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James McLaughlin

From: Housing FOI's
Sent: 05 May 2017 09:59
To: James McLaughlin
Cc: Housing FOI's
Subject: FW: Unclassified Freedom of Information Request FOI 7830 unclassified

Follow Up Flag: Follow up
Flag Status: Completed

Hi James

FYI re FOI 7830.

Kind regards

[REDACTED] | PA to Tracy John | Assistant Director - Housing | (01273) [REDACTED] | Brighton & Hove City Council |
Housing Centre, Eastergate Road, Moulsecoomb, Brighton, BN2 4QL



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From: Tracy John
Sent: 04 May 2017 6:08 PM
To: Housing FOI's; Freedom Of Information; Katie Rees
Cc: Clifford Youngman; Martin Reid
Subject: RE: Unclassified Freedom of Information Request FOI 7830 unclassified

Please see response below. Katie – happy to discuss if helpful. I have tried your number but not had any success (constantly engaged) and did send a e mail.
However, Larissa is happy with the response – so subject to Cliff's views it is good to go.

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31ten Consulting

3. Details of the process by which 1 and 2 were decided upon

Re 1- Service plan Re 2 - waiver of contracts standing orders

4. Details of how residents and businesses can contribute

Customer feedback on services received

Thanks

[REDACTED] Assistant Director, Housing | Brighton & Hove City Council | (01273) [REDACTED] | mobile [REDACTED]
Brighton Housing Centre, Unit 1 Fairway Trading estate, Eastergate Road, Brighton, BN2 4QL



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From: Housing FOI's

Sent: 28 April 2017 6:29 PM

To: Freedom Of Information; Housing FOI's; Katie Rees

Cc: Tracy John

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[REDACTED] | PA to Tracy John | Assistant Director - Housing | (01273) [REDACTED] | Brighton & Hove City Council |
Housing Centre, Eastergate Road, Moulsecoomb, Brighton, BN2 4QL



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From: Freedom Of Information

Sent: 28 April 2017 10:12 AM

To: Housing FOI's; Jane Surry

Subject: FW: Unclassified Freedom of Information Request FOI 7830

Hi,

Could you please let me know the progress of this response as it is now overdue and the requestor is chasing.

Kind regards,

James McLaughlin

From: Freedom Of Information
Sent: 29 March 2017 9:12 AM
To: Housing FOI's; [REDACTED]
Subject: Unclassified Freedom of Information Request FOI 7830

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James McLaughlin

From: Clifford Youngman
Sent: 12 May 2017 18:44
To: Housing FOI's
Cc: James McLaughlin
Subject: RE: Unclassified Freedom of Information Request FOI 7830 unclassified

Hi
I was unaware that it was waiting for my approval.
But yes this is fine

Best wishes



Cliff

From: Housing FOI's
Sent: 12 May 2017 4:17 PM
To: Clifford Youngman
Cc: James McLaughlin; Housing FOI's
Subject: FW: Unclassified Freedom of Information Request FOI 7830 unclassified

Hi Cliff

Please see below re FOI 7830 – we are waiting for your approval before this FOI response can be released. Deadline was 25 April so it is overdue.

Kind regards

 | PA to Tracy John | Assistant Director – Housing | (01273)  | Brighton & Hove City Council |
Housing Centre, Eastergate Road, Moulsecoomb, Brighton, BN2 4QL



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From: James McLaughlin
Sent: 05 May 2017 10:04
To: Housing FOI's
Subject: RE: Unclassified Freedom of Information Request FOI 7830 unclassified

Thanks 

Once approved by Clifford I will send.

Kind regards,



James McLaughlin

From: Housing FOI's
Sent: 05 May 2017 9:59 AM
To: James McLaughlin
Cc: Housing FOI's
Subject: FW: Unclassified Freedom of Information Request FOI 7830 unclassified

Hi James

FYI re FOI 7830.

Kind regards

 | PA to Tracy John | Assistant Director - Housing | (01273)  | Brighton & Hove City Council |
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From: Tracy John

Sent: 04 May 2017 6:08 PM

To: Housing FOI's; Freedom Of Information; Katie Rees

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31ten Consulting

3. Details of the process by which 1 and 2 were decided upon


Re 1- Service plan Re 2 - waiver of contracts standing orders

4. Details of how residents and businesses can contribute

Customer feedback on services received

Thanks

Tracy

Tracy John | Assistant Director, Housing | Brighton & Hove City Council | (01273) 292150 | mobile: 
Brighton Housing Centre, Unit 1 Fairway Trading estate, Eastergate Road, Brighton, BN2 4QL



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From: Housing FOI's
Sent: 28 April 2017 6:29 PM
To: Freedom Of Information; Housing FOI's; Katie Rees
Cc: Tracy John
Subject: RE: Unclassified Freedom of Information Request FOI 7830 unclassified

Hi James

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James McLaughlin

Freedom of Information

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Sent: 29 March 2017 9:12 AM
To: Housing FOI's; [REDACTED]
Subject: Unclassified Freedom of Information Request FOI 7830

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- 4. Details of how residents and businesses can contribute***

James McLaughlin

From: Freedom Of Information
Sent: 17 May 2017 08:44
To: 'request-397334-f9f89de2@whatdotheyknow.com'
Subject: Unclassified - RESPONSE TO FREEDOM OF INFORMATION REQUEST FOI 7830

Follow Up Flag: Follow up
Flag Status: Completed

Please find set out below the information in response to the above request FOI 7830:

I understand that "The council is commissioning a review of the partnership". The partnership being that between BHCC and Mears PLC.

I would be grateful if you could provide;

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Re 1- Service plan Re 2 - waiver of contracts standing orders

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Customer feedback on services received

Should you have any further queries about this request, please contact us via email to freedomofinformation@brighton-hove.gov.uk quoting the reference number given above.

If you are not satisfied with the handling of your request, you can appeal (Internal Review) within 2 months of the completed FOI. Write to:

Freedom of Information Appeals
Brighton & Hove City Council
ICT 4th Floor
Bartholomew House
Bartholomew Square
Hove BN1 1JE
freedomofinformation@brighton-hove.gov.uk

If you are still not satisfied after your Internal Review has been investigated, you can escalate your complaint to the Information Commissioners Office. The contact details are:

The Information Commissioners Office

Wycliffe House

Water Lane

Wilmslow

Cheshire SK9 5AF

Helpline: 0303 123 1113 (local rate) or 01625 545 745 (national rate)

e-mail: casework@ico.org.uk

Website: www.ico.org.uk

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James McLaughlin

From: STEVE PARRY <request-397334-f9f89de2@whatdotheyknow.com>
Sent: 17 May 2017 19:10
To: Freedom Of Information
Subject: Re: Unclassified - RESPONSE TO FREEDOM OF INFORMATION REQUEST FOI 7830

Follow Up Flag: Follow up
Flag Status: Completed

Dear Freedom Of Information,
Thank you for your partial response to my request for information made on 25 March 2017.

I would be grateful if you could answer my request point 4 - "Details of how residents and businesses can contribute"

The present "response" from the department is unworthy of comment.

Yours sincerely,

Steve Parry

-----Original Message-----

Please find set out below the information in response to the above request FOI 7830:

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References

Visible links

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2. [mailto:\[Brighton and Hove City Council request email\]](mailto:[Brighton and Hove City Council request email])
3. [mailto:\[email address\]](mailto:[email address])
4. <http://www.ico.org.uk/>
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If you find this service useful as an FOI officer, please ask your web manager to link to us from your organisation's FOI page.

James McLaughlin

From: Freedom Of Information
Sent: 19 May 2017 10:15
To: Housing FOI's
Subject: RESPONSE TO FREEDOM OF INFORMATION REQUEST FOI 7830

Follow Up Flag: Follow up
Flag Status: Completed

Hi Jane,

Are we able to elaborate on the response to question 4 (highlighted in red below) as the requestor would prefer more info.

Kind regards,

James McLaughlin

Freedom of Information

-----Original Message-----

Sent: 17 May 2017 7:10 PM
To: Freedom Of Information
Subject: Re: Unclassified - RESPONSE TO FREEDOM OF INFORMATION REQUEST FOI 7830

Dear Freedom Of Information,
Thank you for your partial response to my request for information made on 25 March 2017.

I would be grateful if you could answer my request point 4 - "Details of how residents and businesses can contribute"

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Yours sincerely,

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James McLaughlin

From: Housing FOI's
Sent: 19 May 2017 16:05
To: Freedom Of Information
Cc: Housing FOI's
Subject: FW: RESPONSE TO FREEDOM OF INFORMATION REQUEST FOI 7830 protect

Hi James

Please see below Tracy's response regarding request to elaborate on question 4.

Kind regards

[REDACTED] | PA to Tracy John | Assistant Director - Housing | (01273) [REDACTED] | Brighton & Hove City Council |
Housing Centre, Eastergate Road, Moulsecoomb, Brighton, BN2 4QL



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From: Tracy John
Sent: 19 May 2017 4:03 PM
To: [REDACTED]
Subject: RE: RESPONSE TO FREEDOM OF INFORMATION REQUEST FOI 7830 protect

[REDACTED]
Thanks - Tenants feedback will be from data already collected as part of our customer insight (complaints, customer feedback etc)

Regards

Tracy

Tracy John | Assistant Director, Housing | Brighton & Hove City Council | (01273) 292150 | mobile [REDACTED]
Brighton Housing Centre, Unit 1 Fairway Trading estate, Eastergate Road, Brighton, BN2 4QL



We will be easy to reach



We will be clear and treat you with respect



We will listen and act to get things done

From: [REDACTED]
Sent: 19 May 2017 2:39 PM
To: Tracy John; Martin Reid; Clifford Youngman
Cc: Housing FOI's
Subject: FW: RESPONSE TO FREEDOM OF INFORMATION REQUEST FOI 7830 protect

Hi Tracy/Martin/Cliff

Tracy's response re FOI 7830 has been returned asking us to elaborate on our response to question 4 (please see below).

Please can I have some wording that I can return for them?

Kind regards

[REDACTED] | PA to Tracy John | Assistant Director - Housing | (01273) [REDACTED] | Brighton & Hove City Council |
Housing Centre, Eastergate Road, Moulsecoomb, Brighton, BN2 4QL



We will be easy to reach



We will be clear and treat you with respect



We will listen and act to get things done

From: Freedom Of Information

Sent: 19 May 2017 10:15 AM

To: Housing FOI's

Subject: RESPONSE TO FREEDOM OF INFORMATION REQUEST FOI 7830

Hi [REDACTED],

Are we able to elaborate on the response to question 4 (highlighted in red below) as the requestor would prefer more info.

Kind regards,

James McLaughlin

Freedom of Information

-----Original Message-----

Sent: 17 May 2017 7:10 PM

To: Freedom Of Information

Subject: Re: Unclassified - RESPONSE TO FREEDOM OF INFORMATION REQUEST FOI 7830

Dear Freedom Of Information,

Thank you for your partial response to my request for information made on 25 March 2017.

I would be grateful if you could answer my request point 4 - "Details of how residents and businesses can contribute"

The present "response" from the department is unworthy of comment.

Yours sincerely,

-----Original Message-----

Please find set out below the information in response to the above request FOI 7830:

I understand that "The council is commissioning a review of the partnership". The partnership being that between BHCC and Mears PLC.

I would be grateful if you could provide;

1. The terms of reference of this "review"

The aim of the "review" is to review the current Repairs and maintenance partnership model mid-way through the contract and help inform preparation for the future repairs and maintenance provision for council homes in the city

2. The names of those appointed to carry out the "review"

31ten Consulting

3. Details of the process by which 1 and 2 were decided upon

Re 1- Service plan Re 2 - waiver of contracts standing orders

4. Details of how residents and businesses can contribute

Customer feedback on services received

Should you have any further queries about this request, please contact us via email to [1][Brighton and Hove City Council request email] quoting the reference number given above.

If you are not satisfied with the handling of your request, you can appeal (Internal Review) within 2 months of the completed FOI. Write to:

Freedom of Information Appeals

Brighton & Hove City Council

ICT 4th Floor

Bartholomew House

Bartholomew Square

Hove BN1 1JE

[2][Brighton and Hove City Council request email]

If you are still not satisfied after your Internal Review has been investigated, you can escalate your complaint to the Information Commissioners Office. The contact details are:

The Information Commissioners Office

Wycliffe House

Water Lane

Wilmslow

Cheshire SK9 5AF

Helpline: 0303 123 1113 (local rate) or 01625 545 745 (national rate)

e-mail: [3][email address]

Website: [4]www.ico.org.uk

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Thank you in anticipation of your co-operation.

You can visit our website at [5]<http://www.brighton-hove.gov.uk>

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James McLaughlin

From: Freedom Of Information
Sent: 22 May 2017 11:12
To: 'STEVE PARRY'
Subject: RE: Unclassified - RESPONSE TO FREEDOM OF INFORMATION REQUEST FOI 7830

Categories: Egress Switch: Unprotected

Dear Mr Parry,

We have received further details in relation to request point 4. as below;

4. Details of how residents and businesses can contribute

"Tenants feedback will be from data already collected as part of our customer insight (complaints, customer feedback etc.)"

Kind regards,

Information Governance Team | ICT | 01273 29[REDACTED] / 01273 295959 | Brighton & Hove City Council

-----Original Message-----

From: STEVE PARRY [mailto:request-397334-f9f89de2@whatdotheyknow.com]
Sent: 17 May 2017 7:10 PM
To: Freedom Of Information
Subject: Re: Unclassified - RESPONSE TO FREEDOM OF INFORMATION REQUEST FOI 7830

Dear Freedom Of Information,

Thank you for your partial response to my request for information made on 25 March 2017.

I would be grateful if you could answer my request point 4 - "Details of how residents and businesses can contribute"

The present "response" from the department is unworthy of comment.

Yours sincerely,

Steve Parry

-----Original Message-----

Please find set out below the information in response to the above request FOI 7830:

I understand that "The council is commissioning a review of the partnership". The partnership being that between BHCC and Mears PLC.

I would be grateful if you could provide;

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