

Our reference: FDN-270643



By email only
D Speers

20 December 2016

Dear D Speers,

I am writing further to your email dated 21 October 2016 in which you requested we review our handling of your request for information. Your request has been passed to me to review.

In your initial information request dated 23 September 2016 you explained that the Nolan Principles had been in place for the last 21 years and you asked how those Principles had been met.

By email dated 21 October 2016 the PHSO responded to your request and explained that, as currently framed, it was too broad to respond to. For this reason the PHSO applied section 12 FOIA 2000 to your request but in an effort to assist referred you to a number of links to material that had relevance to your request.

On 21 October you requested we review our handling of your request. In seeking a review you explained that you were asking how the Nolan Principles had been applied in respect of Mr Mick Martin, former Deputy Ombudsman and Managing Director.

Review:

Having reviewed our handling of this matter I can confirm that our application of section 12 FOIA 2000 to your original request was correct. This is because as framed that request had the potential to refer to the actions of all of the PHSO's staff over a considerable period of time.

In seeking a review you have explained that you were asking how the Nolan Principles had been applied in the case of Mr Mick Martin. As you may already be aware the PHSO has published an independent review which concerned the adequacy of the procedures and governance arrangements that the organisation applied prior to the appointment of Mr Martin and during his employment. This review can be accessed here:

<http://www.ombudsman.org.uk/about-us/news-centre/our-statements/sir-alex-allans-independent-review>



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I would also add that in addition to the links that were originally supplied to you a summary of the PHSO's values can be found at the following link:

<http://www.ombudsman.org.uk/about-us/who-we-are/vision-and-values>

Should you have any further queries it is open to you to raise a fresh information request.

That concludes my review of this matter. If you consider that I have not dealt with your information request properly you can raise the matter with the Information Commissioner. She can be contacted at:

**The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5A**

Yours sincerely,

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**Mark Lant
Assistant Legal Adviser**