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7th February 2019

Dear P Wharton

Freedom of Information Request Internal Review – [4001]

Thank you for your email dated 8th November 2018 in which you raised your concerns about the Council's handling of your Freedom of Information request. I am writing to provide you with my conclusions concerning this case.

History of your complaint

You complained that the council is yet to provide a response to a Freedom of Information request that was first sent on 28th February 2018.

Investigation and my findings

I have reviewed this request and I can confirm that this was received on the 28th February and acknowledged by the council on the 1st March 2018, when a reference number was provided to you (494565).

I have looked at the history of this case and I note that when it was first received there was some confusion over the ownership of the data you were requesting, this caused the first delay. Then there was some debate as to whether we held the information within the scope of your request. From here unfortunately the request went unanswered for some time and was not picked up on. It was only recently, that we realised the request had still gone unanswered. I then personally took ownership of this, and after discussions with both our Legal and Democratic Services departments I have now responded. This has been sent to you separately.

Conclusion

I uphold your complaint. Not only did the council fail to meet the statutory deadline when responding to you, you were not given any updates or explanation as to why there was such a lengthy delay. Due to many administrative errors and the deliberation of data to disclose resulted in this delay, and although I can assure you this is a very rare occurrence it does not change the fact that this request was grossly out of time. I sincerely apologise for the service you have received from the council on this occasion and I can confirm that we have now put measures in place to ensure that we monitor and prioritise any overdue requests.

Your right to appeal

If you are dissatisfied with this response, you are entitled to escalate the matter to the Information Commissioner's Office, at Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. Telephone: 0303 123 1113 . Web: www.ico.org.uk

Yours sincerely,

Brad Pearton
Access to Information Manager

If you would like this document in large print or Braille, audiotape or in another language, please telephone 020 7527 2000.

