



Old Town Hall  
Catford Road  
SE6 4RU  
0800 028 2 028

Mr. Williams  
request-534711-fbf2c707@whatdotheyknow.com

[customerrelations@lewishamhomes.org.uk](mailto:customerrelations@lewishamhomes.org.uk)

Ref: 1758267  
20 December 2018

Dear Mr Williams

## **FREEDOM OF INFORMATION ACT 2000 - INFORMATION REQUEST**

Thank you for your request regarding information about scaffolding complaints held on Lewisham Homes' iCasework database. Your request has been considered and processed in accordance with the requirements of the Freedom of Information (FOI) Act 2000.

Your request was as follows,

'When you search your complaint database using the keyword 'scaffold' for complaints received in the date range 01/01/1900 - 13/11/2018, you've stated this brings up 651 results.'

'Please send me copies of the cases (including, but not limited to the contained documents and the case notes) in the aforementioned results. Please make it clear which documents belong to each case (as opposed to hundreds of randomly jumbled PDFs with no frame of reference).'

I can confirm that we hold the information requested.

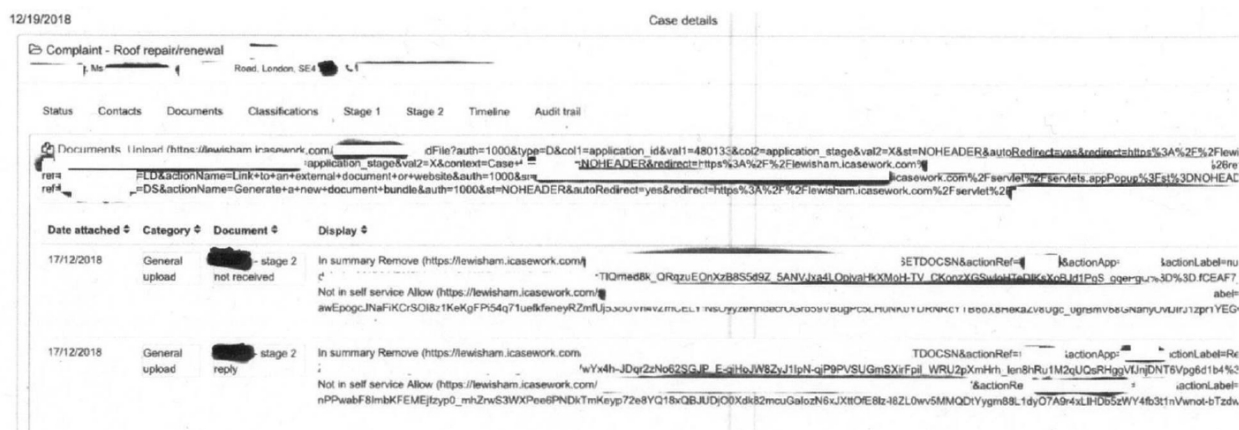
As we do not print or download groups of cases, we sought advice from the company iCasework. We asked whether there is a way to 'batch print' these cases and associated documents from the database. The response was as follows

### **Resolution:**

Unfortunately this is not possible, you would need to gather the details you require manually.

In order to check the time required to manually gather the information, we chose a random case from the 651 complaints you have requested.

Pages cannot be printed directly from the database without including irrelevant background information/ urls, making the information difficult to understand. Please see the example below (personal and sensitive information has been redacted).



In order to present the information in a legible way, individual screens must be copied and transferred into a Microsoft Word or other document.

Attachments created outside the database (e.g. emails and photos) cannot be printed from within the database. Each attached document must be downloaded individually and saved to a new file. Once PDF attachments are downloaded, they close the original window. The database operator must then go back one step in the process to access the remaining documents.

To open and print or download each page of 651 complaint files and associated documents, would take one person approximately 6-8 minutes per file, dependant on the number of attached documents and emails. With 651 files this would take approximately 65 hours. This would exceed the limit provided under Section 12 of the FOI Act.

Section 12 of the FOI Act allows public bodies to refuse requests where the cost of compliance exceeds the appropriate limit. This is set at 18 hours for public bodies.

Section 16(1) of the FOI says that a public authority should provide advice and assistance, 'so far as it would be reasonable to expect the public authority to do so'. It may be possible to provide approximately 180 cases within the 18 hour time limit (using the tested time frame). If you wanted to make a new request with a narrower scope (e.g. by specifying a period of time such as complaints received in 2018), we could also consider that request under the provisions of the Act. However, we cannot guarantee that information from a more specific search could be located, retrieved and extracted, within the appropriate limit.

In addition, you should be aware that complaint files may be considered as personal information under Section 40 of the FOI Act. This section relates to the protection of personal information which would not otherwise be available in the public domain and is an absolute exemption.

Section 40(2) states that personal data of a third party will be exempt if its disclosure to a member of the public would contravene any of the data protection principles. These files contain photographs and descriptions of issues that could identify individuals and /or their personal circumstances (e.g. rent arrears). "Jigsaw" identification (where information may be pieced together from a variety of sources to identify an individual) of personal and sensitive information may be possible.

We believe that disclosing '*copies of the cases (including, but not limited to the contained documents and the case notes)*' as you have requested could cause unnecessary or unjustified distress or damage to complainants if they were to be identified. This would contravene the principles of fairness as defined by the Data Protection Act (DPA). The Data Protection Act provides that anyone who processes personal information must do so in a way that is both fair and lawful.

Please find enclosed an information sheet regarding copyright protection and the Lewisham Homes complaints procedure in the event that you are not satisfied with the response.

Yours sincerely

A handwritten signature in dark ink, appearing to read 'Jon Kanareck', with a stylized flourish at the end.

Jon Kanareck  
**Director of Operations**

Enclosure(s):

1. Copyright Protection and Complaints Information

### **Copyright Protection and Complaints Information**

Most of the information that we provide in response to FOI requests will be subject to copyright protection. In most cases the copyright will be owned by the Lewisham Homes. The copyright in other information may be owned by another person or organisation, as indicated in the information itself.

You are free to use any information supplied for your own use, including for non-commercial research purposes. The information may also be used for the purposes of news reporting. However, any other type of re-use, for example, by publishing the information or issuing copies to the public will require the permission of the copyright owner.

For information where the copyright is owned by the Lewisham Homes you will need to gain approval under the Reuse of Public Sector Information Regulations. To obtain approval you need to submit the request in writing to the Customer Relations Team, with your name and address for correspondence, and specify the information you want to re-use and the purpose you intend to use it for. Please note that in some cases there may be a charge. For information where the copyright is owned by another person or organisation, you must apply to the copyright owner to obtain their permission.

Lewisham Homes does operate a complaints procedure in the event that you are not satisfied with the response. Lewisham Homes would ask that you make any complaint within 3 months of receiving the original response. You can write to:

Customer Relations Team  
Old Town Hall  
Catford Road  
London  
SE6 4RU

You also have a right to ask the Information Commissioner to determine if Lewisham Homes has complied with the provisions of the Freedom of Information Act 2000. You can write to:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

