

By e-mail only to :-

G Preston <request-595810-54c23303@whatdotheyknow.com>

Date: 29 October, 2019
Service: Legal Services
Tel: 01903 221113

Our Ref: 11012
Your Ref:

Dear Mr Preston

Re: Request for FOI Internal Review [[1487629]]

Thank you for your request for an Internal Review which has been passed to me to investigate and respond to on behalf of the Solicitor to the Council

Request

The Council received your request on 7 August 2019 of: "How much time should a sheltered housing officer spend on their housing schemes is two and a half minutes long enough?"

Councils' reply

The Council replied to you on 3 September 2019 with the response "Adur Council manage 11 Sheltered Housing Schemes. Four Sheltered Housing work across these schemes. We intend publishing our Sheltered Housing Officer attendance times at each scheme from September 2019. We hope this assists you"

Request for an Internal Review

I note that you wrote back on 6 September 2019 and asked

"Could you please give me a prompt answer to my question if not I request an internal review"

A further response was sent to you on 6 September

"Thank you for your request made under the Freedom of Information Act 2000.

I refer to your email sent to Adur & Worthing Council's today regarding your Freedom of Information request. Our records show we replied to this request on 3rd September 2019, a copy of our response can be viewed from the secure link below."

However, I note that further correspondence was received from you on 4 October 2019

“The answer you gave me to my F O I was not the answer to my question (How much time should a SHO spend on their scheme)”

A further message was sent on 4 October 2019 to you:

“The Council acknowledges receipt of your communication received today requesting an internal review of the Council's response to your request for information that was sent to you on 3rd September 2019.

Your request is being reviewed and we will respond to you within 20 working days.”

On 15 October 2019 a further message was sent to you:

“Thank you for your request for an internal review. Can you kindly clarify exactly what information you are seeking? We apologise for any inconvenience caused and look forward to hearing from you.”

On 15 October 2019 you confirmed

“Just to clarify my request, which is How many hours should a SHO spend on a scheme per day?”

Internal Review

I have been asked to conduct a thorough review of the request, our response and the handling of the request.

Having read this matter, I that understand that the information provided to you on 3 September 2019 was not what you were seeking. The Information Officer clarified your request with you on 15 October 2019.

Please accept our apologies that incorrect information was provided to you to begin with that there was some confusion regarding exactly what information was being requested.

So addressing your question of ***“Just to clarify my request, which is how many hours should a SHO spend on a scheme per day?”*** I met with the Tenancy Services Manager with Adur Homes and established that the information you have requested is not held in any type of document, thus it does not exist for the purposes of Freedom of Information Act 2000.

I hope this explanation is of assistance to you. However, if you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision.

The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Michaela Wood', enclosed within a circular scribble.

Michaela Wood
On behalf of Solicitor to the Council