

Reference: 351312

Date: 6 November 2019

John Davidson

Zach White
Information Governance Officer
Greater Manchester Combined Authority
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Manchester
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www.greatermanchester-ca.gov.uk

Dear John Davidson

Freedom of Information Act 2000

Your request for information was received by us on 30 October 2019, regarding

- 1) you organised this survey
- 2) you failed to ensure they were using the Telephone Preference service to prevent nuisance calls occurring
- 3) you will report yourself and the survey organisation to the relevant enforcement authorities for further action if you were acting unlawfully

If your survey is not subject to the telephone preference service, please identify the policy holder for allowing such surveys to occur without respecting it. Please invite the officeholder to provide their home number so that it can be called at unreasonable hours, reflecting the use of the TPS to protect shift workers from being disturbed.

GMCA Response

I am pleased to provide some of the information you have requested. I have detailed below the information. I can confirm Greater Manchester Combined Authority holds this information, however it is exempt.

Q1 Exempt Section 21 - Deputy Mayor Beverley Hughes commissioned a Greater Manchester wide survey of residents (16 years and over) to find out how safe, confident and satisfied they are with policing and community safety services across the city-region. DJS have been procured to carry out this survey with local people across the ten Districts. (<https://greatermanchester-ca.gov.uk/what-we-do/police-plus-fire/>)

Under section 21 of the Freedom of Information Act (FoIA), we are not required to provide information in response to a request if it is already reasonably accessible to you.

This response therefore acts as a refusal notice under section 17 of the FoIA.

Q2 – This piece of work is being conducted as Market Research. DJS who were procured are company partner members of the Market Research Society and as such follow the Market Research Society Guidance and Code of Practise (MRS - <https://www.mrs.org.uk/standards#standards>).

The Telephone Preference Service does not cover market research calls and there is no legal requirement to screen against it. An individual can request that an organisation removes them from their lists and if the organisation continues to contact you, you can complain to the Market Research Society.
(<https://www.tpsonline.org.uk/tps/contactfaq.php>)

Q3 – We believe that commissioned organisation has conducted the survey lawfully as detailed within Q2. With regards to the contact details of the relevant policy holder we consider this as personal information and as such is exempt under section 40 of the FoIA.

If you have any queries or concerns then please do not hesitate to contact us, quoting your reference number: 351312

If you are not satisfied with this response you may ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to:

Foi.officer@greatermanchester-ca.gov.uk

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*

If you need further clarification with regards to Freedom of Information you can go to the Information Commissioners website www.ICO.org.uk

Yours faithfully
Zach White
Information Governance Officer

<u>BOLTON</u>	<u>MANCHESTER</u>	<u>ROCHDALE</u>	<u>STOCKPORT</u>	<u>TRAFFORD</u>
<u>BURY</u>	<u>OLDHAM</u>	<u>SALFORD</u>	<u>TAMESIDE</u>	<u>WIGAN</u>