

Freedom of Information Act 2000 (FOIA)

Decision notice

Date: 13 November 2023

Public Authority: Three Rivers District Council

Address: Three Rivers House
Northway
Rickmansworth
Hertfordshire
WD3 1RL

Decision (including any steps ordered)

1. The complainant requested information from Three Rivers District Council (the public authority).
2. The Commissioner's decision is that the public authority breached section 10(1) of FOIA by failing to provide a valid response to the request within the statutory time frame of 20 working days. No steps are required.

Request and response

3. On 4 August 2023, the complainant made the following request for information:

" Please let me know know, how many customer service tickets are not responded to within the 10 working days policy."

On 21 August 2023, the complainant made the following request for information:

" Have you complied with the ICO after the decision against you, in terms of my late SAR was made?

Have you replied to their documents?

What have you replied to their documents?

What improvements have been implemented after the ICO decided in my favor?"

On 30 August 2023, the complainant made the following request for information:

" How much of my 122 per month council tax, is used to pay the employees?

What is the lowest income per year within TRDC council, what is the highest income per year within TRDC council?

Please list all the jobtitles and the income per year (2023) before tax.

How much of my 122 per month is spend on external contractors, (Companies, individuals contracted to do work, from outside and not permant employed by the council)? [sic]"

4. The public authority responded to all three requests for information on 4 October 2023.

Reasons for decision

5. Section 1(1) of FOIA states that:

"Any person making a request for information to a public authority is entitled –

(a) to be informed in writing by the public authority whether it holds information of the description specified in the request, and

(b) if that is the case, to have that information communicated to him."

6. Section 10(1) of FOIA states that a public authority must respond to a request promptly and “not later than the twentieth working day following the date of receipt”.
7. From the evidence provided to the Commissioner in this case, it is clear that the public authority did not deal with the request for information in accordance with FOIA. The Commissioner finds that the public authority has breached section 10(1) by failing to respond to the request within 20 working days.

Right of appeal

8. Either party has the right to appeal against this decision notice to the First-tier Tribunal (Information Rights). Information about the appeals process may be obtained from:

First-tier Tribunal (Information Rights)
GRC & GRP Tribunals,
PO Box 9300,
LEICESTER,
LE1 8DJ

Tel: 0203 936 8963

Fax: 0870 739 5836

Email: grc@justice.gov.uk

Website: www.justice.gov.uk/tribunals/general-regulatorychamber

9. If you wish to appeal against a decision notice, you can obtain information on how to appeal along with the relevant forms from the Information Tribunal website.
10. Any Notice of Appeal should be served on the Tribunal within 28 (calendar) days of the date on which this decision notice is sent.

Signed

Roger Cawthorne
Team Manager
Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF