

21 June 2023

**Reference number: IC-236364-X2V1**

**Request**

You asked us: *"For the time period 1st January 2018 to 31st May 2023:*

- 1. How many times has the ICO made recommendations to RBG [Royal Brough of Greenwich Council] about how they can improve their information rights practices, including asking RBG to review their policies or procedures, guidance or standards.*
- 2. In the time period, how many information notices and assessment notices has the ICO issued to RBG.*
- 3. In the ICO Regulatory Action Policy, it states that 'even if we don't take action, we will keep a record of the complaint to help us to build up a picture of how well an organisation is following the law'. Please provide the number of complaints that the ICO has kept a record of in order to understand how well RBG is following the law. Please indicate how often this data is reviewed"*

We received your request on 1 June 2023.

We have handled your request under the Freedom of Information Act 2000 (the FOIA).

**Our response**

Your questions will be answered separately below.

Question 1.

Conducting the searches necessary to confirm if we hold the information you have asked for would exceed the cost limit set out by section 12 of the Freedom of Information Act 2000 (FOIA).

The Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004 states that the 'appropriate limit' for the ICO is £450. We have determined that £450 would equate to 18 hours work.

Our case management system is unable to run a quick automated report on this type of information. To locate the information you have requested would require

a manual search of all cases that we hold about RBG, whereby we would need to read all correspondence that we have sent to them.

We hold 132 cases about RBG and this figure is made up of: 45 Freedom of Information/Environmental Information Regulation complaint cases, 18 personal data breach reports and 69 Data Protection complaint cases.

Having completed a test sample of 10 cases, we are able to estimate that it would take approximately 12.6 minutes to complete each search - and it is certain that some searches would take much longer than that. This would equate to over 27.7 hours' worth of searching. This clearly exceeds the 18 hours which would accrue a charge of £450 or more, triggering the provisions of section 12 of the FOIA.

It should be noted that we have currently focussed our searches on cases in our casework management system, however, we are aware of the need to conduct further searches with teams who monitor organisations' compliance. As the 18 hours work has already been exceeded, these searches have not been completed at this time. These other searches would mean the 27.7 hours quoted would increase.

### **Advice and assistance**

You may be able to bring your request under the Section 12 limit by:

- Asking about one particular legislation.
- Reducing the time frame.

If your request can be brought under the limit, we would need to consider if it is in the public interest for us to dedicate the resources necessary to carry out this kind of search, or whether it represents an unreasonable burden on us as a public authority.

### Question 2.

Having completed searches of records, we can confirm that we do not hold information in the scope of this part of your request. This is because the ICO has not issued any Information Notices or Assessment Notices to RBG.

We would like to advise that the FOIA Information Notices we have issued are available on our [website](#).

### Question 3.

The amount of cases that the ICO holds has been provided earlier on in this response. These cases are held in accordance with our [retention policy](#).

In relation to the second part of this request, "*Please indicate how often this data is reviewed*", this would appear to be a query rather than a request for written information we would hold.

At present we are unable to progress this query because it is unclear what is meant by the word 'review' as this can be interpreted in several different ways. Please can you clarify exactly what you mean by the word 'review'.

You will also have seen that the ICO holds cases across different teams who focus on different areas of information legislation, for example, Freedom of Information, data protection, personal data breaches. If there is a particular legislation, or legislations, you are interested in, please let us know this in your clarification.

Once you have provided this clarification, the ICO can then look to respond to your query.

You may find the following information useful as it provides information about how we handle complaints that we receive:

- Section 9 of our [FOIA EIR Casework Service Guide \(ico.org.uk\)](#)
- [Our service standards | ICO](#)
- The 'What's Next?' section of this part of our website [UK GDPR data breach reporting \(DPA 2018\) | ICO](#)

This concludes our response to your information request.

### **Next steps**

You can ask us to review our response. Please let us know in writing if you want us to carry out a review. Please do so within 40 working days.

You can read a copy of our full review procedure [here](#).

If we perform a review but you are still dissatisfied, you can complain to the ICO as regulator of the FOIA. This complaint will be handled just like a complaint made to the ICO about any other public authority.

You can [raise a complaint through our website](#).

## **Your information**

Our [Privacy notice](#) explains what we do with the personal data you provide to us, and set out your rights. Our retention schedule can be found [here](#).

Yours sincerely



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[ico.org.uk](http://ico.org.uk) [twitter.com/iconews](https://twitter.com/iconews)  
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