

**FOI disclosure**  
**IC-267526-R8L4**

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**Email**

# Email from ICO -ICO Case ...

**Email**

**From** ICO Casework  
**To** FOI Team  
**Cc**  
**Subject** Email from ICO -ICO Case reference - IC-152962-L2K7  
**Display Name** ICO to Org time for IR  
**Date Received** 03/02/2022 10:58  
**Email Address**

**3 February 2022**

**Case Reference: IC-152962-L2K7**

**Dear Sir/Madam**

**Please see attached in relation to a complaint.**

**Yours sincerely**

**Karen Chan  
Lead Case Officer  
Information Commissioner's Office**

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

**T. 0330 414 6596 F. 01625 524510 [ico.org.uk](http://ico.org.uk) [twitter.com/iconews](https://twitter.com/iconews)**

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[foioc@hackney.gov.uk](mailto:foioc@hackney.gov.uk)

**3 February 2022**

**Case reference: IC-152962-L2K7**

**Dear Sir/Madam**

**Freedom of Information Act 2000 (FOIA)**

**Complaint from:** [REDACTED]

**Your reference:** [REDACTED]

The Information Commissioner has received a complaint from the above-named individual who says that they have not received a decision regarding the internal review they requested on **27 October 2021**. We attach a copy of the internal review request for your information.

The Commissioner considers that a reasonable time for completing an internal review is 20 working days after the date of the request for review.

The maximum amount of time taken should not be more than 40 working days. This longer period may be justified if an internal review is complex, requires consultation with third parties or there is a high volume of relevant information covered by the request. There will only occasionally be legitimate reasons why an extension longer than 40 working days is needed.

Internal reviews are discussed in the [Section 45 Code of Practice](#).

Our [Regulatory Action Policy](#) is published on our website. Significant or repeated unreasonable delays in dealing with internal reviews will be monitored by our Enforcement team. In some instances, regulatory action may be necessary.

### **Action**

If it is the case that you have not issued an internal review decision to the complainant, please do so within **10** working days as the review has already been delayed.

If you have already responded to the complainant and believe that your review should have been received, we recommend you contact them to confirm receipt, if you have not already done so.

I have copied this correspondence to the complainant.

Yours sincerely

Karen Chan  
Lead Case Officer  
Information Commissioner's Office  
0330 414 6596

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**Email**

# ICO Case Reference: IC-14...

**Email**

**From** ICO Casework

**To** [hackney@infreemation.co.uk](mailto:hackney@infreemation.co.uk); [informationmanagement@hackney.gov.uk](mailto:informationmanagement@hackney.gov.uk)

**Cc**

**Subject** ICO Case Reference: IC-149870-S3P4

**Display Name** ICO to PA S10 Letter

**Date Received** 26/01/2022 11:12

**Email Address**

26 January 2022

Dear Sir/Madam,

**Freedom of Information Act 2000 (FOIA)**

**Complaint from** [REDACTED]

**Case Reference: IC-149870-S3P4**

**Your reference:** [REDACTED]

I write in connection with a complaint from the above individual who says that you have not provided a response to an information request they submitted to you on 22 November 2021.

**Action required**

In connection with this request, please either:

- Provide a substantive response to this request immediately and provide us with a copy of the response, or
- Confirm that a response to this request has already been sent and provide us with a copy of the response.

Please respond within 10 working days of the date of this email. If we do not receive a response from you within 10 working days of the date of this email, a decision notice finding a breach of the FOIA and compelling you to respond to the request will be issued.

Thank you for your cooperation.

Yours sincerely,

Ella Cuthbert  
Case Officer  
Information Commissioner's Office

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF  
T. 0330 414 6670 [ico.org.uk](http://ico.org.uk) [twitter.com/iconews](https://twitter.com/iconews)

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## Email

# ICO Case Reference: IC-11...

### Email

**From** ICO Casework

**To** [hackney@infreemation.co.uk](mailto:hackney@infreemation.co.uk)

**Cc**

**Subject** ICO Case Reference: IC-110153-V7D2

**Display Name** Case accepted PA

**Date Received** 30/06/2021 10:25

**Email Address**

**30 June 2021**

**Case Reference: IC-110153-V7D2**

**Dear Sir/Madam,**

**Please see the attached correspondence.**

**Yours sincerely,**

**Information Commissioner's Office**

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## **Freedom of Information Act 2000 (FOIA)**

**Complaint from** [REDACTED]

**Your reference** [REDACTED]

The Information Commissioner has received a complaint from the above named individual about your handling of this request.

We have carried out an initial assessment of this case and consider it eligible for formal consideration under section 50 of the FOIA.

Please note that although we have assessed this complaint as eligible no specific decision has yet been made as to its merits.

We will contact you in due course when this case is allocated to a case officer who will then provide you with further details of the complaint.

### **Action**

The Commissioner will provide a public authority with one opportunity to justify its position. Once a case officer is assigned, you will be given a maximum of 20 working days to provide any withheld information and supporting submissions to the Commissioner.

Although no information needs to be provided to the ICO before then, the Commissioner expects the public authority to have used the time since receiving this correspondence to have thoroughly reviewed its handling of the request and to ensure that it is **fully prepared and ready** to provide its final, detailed submissions to the Commissioner. The public authority should already be clear and confident in its position, including any public interest arguments, and to have asked for opinions from interested third parties, if relevant. The public authority has already had two previous opportunities to do so when responding to the complainant.

Should the public authority consider, after reviewing its previous responses, that it is now appropriate to release some/all of the information previously withheld or that you hold information that you are now able to disclose, please provide the information to the complainant without delay **and notify the ICO that you have done so.**



## **The information you provide**

As the regulator of information rights legislation we need to be transparent and accountable in our own work. The ICO is a public authority and data controller and we regularly receive requests for information such as copies of casework correspondence.

Although we want to disclose as much information as we can, there will be occasions when disclosure is not appropriate. Maintaining the confidence and trust of those who correspond with the Commissioner is important and therefore **we need you to indicate whether any of the information you provide is confidential and should not be disclosed**. This is not a matter of preference and needs to be supported by clear arguments for non-disclosure.

Should you reply to this email, please be aware that whilst submitted emails are monitored, we will not be able to address any detailed enquiries relating to the case until it has been allocated to a case officer for investigation. For more general enquiries, please call our helpline on **0303 123 1113**.

Yours sincerely

Sent on behalf of  
Alex Ganotis  
Group Manager  
**Information Commissioner's Office**

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---  
**Email**

# ICO Case Reference: IC-17...

**Email**

**From** [ICO Casework](#)

**To** [informationmanagement@hackney.gov.uk](mailto:informationmanagement@hackney.gov.uk)

**Cc**

**Subject** ICO Case Reference: IC-175019-L7D8

**Display Name** ICO-PA 10 wkd

**Date Received** 15/06/2022 15:38

**Email Address**

15 June 2022

Dear Sir/Madam,

**Freedom of Information Act 2000 (FOIA)  
Complaint from [REDACTED]  
ICO case reference: IC-175019-L7D8**

The Information Commissioner has received a complaint from the above named individual who says that you have not sent a response to an information request they submitted to your organisation on 15 April 2022, a copy of which is attached.

In connection with this request, please either:

Provide a substantive response to this request within 10 working days and copy that response to this office at [icocasework@ico.org.uk](mailto:icocasework@ico.org.uk), or  
Confirm that a response to this request has already been sent and provide a copy of that response to this office.

Please respond within 10 working days of the date of this email. If we do not receive a response from you within 10 working days of the date of this email, a decision notice finding a breach of the FOIA and compelling you to respond to the request will be issued.

Thank you in anticipation.

**Yours sincerely,**

**Aroosa Khan  
Case Officer  
Information Commissioner's Office**

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

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Email

# ICO Case Reference: IC-16...

**Email**

**From** [ICO Casework](#)

**To** [FOI Team](#)

**Cc**

**Subject** ICO Case Reference: IC-161473-H1C6

**Display Name** ICO-PA 10 wkd for IR

**Date Received** 13/04/2022 15:22

**Email Address**

**Information Access Team**

**By email:** [foioc@hackney.gov.uk](mailto:foioc@hackney.gov.uk)

**Dear Sir/Madam,**

**Freedom of Information Act 2004**

**Complaint from** [REDACTED]

**Your reference:** [REDACTED]

**ICO case reference IC-161473-H1C6**

**The Information Commissioner has received a complaint from the above named individual who says that they have not received a decision regarding the internal review they requested on 10 February 2022.**

**The Commissioner considers that a reasonable time for completing an internal review is 20 working days after the date of the request for review.**

**The maximum amount of time taken should not be more than 40 working days. This longer period may be justified if an internal review is complex, requires consultation with third parties or there is a high volume of relevant information covered by the request. There will only occasionally be legitimate reasons why an extension longer than 40 working days is**

**needed.**

**Internal reviews are discussed in the** Section 45 Code of Practice.

**Our Regulatory Action Policy is published on our website. Significant or repeated unreasonable delays in dealing with internal reviews will be monitored by our Enforcement team. In some instances regulatory action may be necessary.**

## **Action**

**If it is the case that you have not issued an internal review decision to the complainant, please do so within 10 working days as the review has already been delayed.**

**If you have already responded to the complainant and believe that your review should have been received, we recommend you contact them to confirm receipt, if you have not already done so.**

**Yours sincerely,**

**Aroosa Khan  
Case Officer  
Information Commissioner's Office**

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

**T. 330 313 1732 [ico.org.uk](http://ico.org.uk) [twitter.com/iconews](https://twitter.com/iconews)**

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**Please be aware we are often asked for copies of the correspondence we exchange with third parties. We are subject to all of the laws we deal with, including the data protection laws and the Freedom of Information Act 2000. You can read about these on our website ([www.ico.org.uk](http://www.ico.org.uk)). Please say whether you consider any of the information you send us is confidential. You should also say why. We will withhold information where there is a good reason to do so.**

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**Email**

# ICO Case Reference: IC-16...

**Email**

**From** [ICO Casework](#)

**To** [FOI Team](#)

**Cc**

**Subject** ICO Case Reference: IC-161473-H1C6

**Display Name** ICO-PA case accepted

**Date Received** 28/06/2022 11:11

**Email Address**

**28 June 2022**

**Dear Sir/Madam,**

**Information request from [REDACTED]  
Your reference: [REDACTED]  
ICO case reference IC-161473-H1C6**

**The Information Commissioner has received a complaint from the above named individual about your handling of their request for an internal review of 10 February 2022.**

**We have carried out an initial assessment of this case and consider it eligible for formal consideration under section 50 of the FOIA.**

**Please note, although we have assessed this complaint as eligible no specific decision has yet been made as to its merits.**

**We will contact you in due course when this case is allocated to a case officer who will then provide you with further details of the complaint.**

**Action**

**The Commissioner will provide a public authority with one opportunity to justify its position. Once a case officer is assigned, you will be given a maximum of 20 working days to provide any withheld information and**

**supporting submissions to the Commissioner.**

**Although no information needs to be provided to the ICO before then, the Commissioner expects the public authority to have used the time since receiving this correspondence to have thoroughly reviewed its handling of the request and to ensure that it is fully prepared and ready to provide its final, detailed submissions to the Commissioner. The public authority should already be clear and confident in its position, including any public interest arguments, and to have asked for opinions from interested third parties, if relevant. The public authority has already had two previous opportunities to do so when responding to the complainant.**

**Should the public authority consider, after reviewing its previous responses, that it is now appropriate to release some/all of the information previously withheld or that you hold information that you are now able to disclose, please provide the information to the complainant without delay and notify the ICO that you have done so.**

**The information you provide**

**As the regulator of information rights legislation we need to be transparent and accountable in our own work. The ICO is a public authority and data controller and we regularly receive requests for information such as copies of casework correspondence.**

**Although we want to disclose as much information as we can, there will be occasions when disclosure is not appropriate. Maintaining the confidence and trust of those who correspond with the Commissioner is important and therefore we need you to indicate whether any of the information you provide is confidential and should not be disclosed. This is not a matter of preference and needs to be supported by clear arguments for non-disclosure.**

**Should you reply to this email, please be aware that whilst submitted emails are monitored, we will not be able to address any detailed enquiries relating to the case until it has been allocated to a case officer for investigation. For more general enquiries, please call our helpline on 0303 123 1113.**

**Yours sincerely,**

**Sent on behalf of  
Alex Ganotis  
Group Manager  
Information Commissioner's Office**

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

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[www.ico.org.uk](http://www.ico.org.uk)). Please say whether you consider any of the information you send us is confidential. You should also say why. We will withhold information where there is a good reason to do so.



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**Email**

# Your email to the ICO - Ca...

**Email**

**From** ICO Casework  
**To** FOI Team  
**Cc**  
**Subject** Your email to the ICO - Case Reference IC-161473-H1C6  
**Display Name**  
**Date Received** 05/07/2022 15:45  
**Email Address**

**5 July 2022**

**Case Reference: IC-161473-H1C6**

**Dear FOI Team,**

[REDACTED]

**This case will now be closed however should the complainant wish to pursue this complaint, this case may be reopened.**

**Yours sincerely,**

**Aroosa Khan  
Case Officer  
Information Commissioner's Office**

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

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**Please be aware we are often asked for copies of the correspondence we exchange with third parties. We are subject to all of the laws we deal with, including the data protection**

**laws and the Freedom of Information Act 2000. You can read about these on our website ([www.ico.org.uk](http://www.ico.org.uk)). Please say whether you consider any of the information you send us is confidential. You should also say why. We will withhold information where there is a good reason to do so.**

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**Email**

# ICO Case Reference: IC-17...

**Email**

**From** ICO Casework  
**To** FOI Team  
**Cc**  
**Subject** ICO Case Reference: IC-172493-M2V9  
**Display Name** ICO to PA - 10 Day Letter  
**Date Received** 08/06/2022 12:28  
**Email Address**

**8 June 2022**

**Case Reference: IC-172493-M2V9**

**Dear FOI Team,**

**Please find attached correspondence concerning the above case.**

**Yours sincerely,**

**Patrick Mitchell  
Case Officer  
Information Commissioner's Office**

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

**T. 0330 313 1637 [ico.org.uk](http://ico.org.uk) [twitter.com/iconews](https://twitter.com/iconews)**

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London Borough of Hackney Council

Sent by email to: [foioc@hackney.gov.uk](mailto:foioc@hackney.gov.uk)

8 June 2022

Dear FOI Team,

**Freedom of Information Act 2000 (FOIA)**

**Complaint from:** [REDACTED]

**Your reference:** [REDACTED]

The Information Commissioner has received a complaint from the above named individual who says that you have not sent a response to an information request they submitted to your organisation on 24 April 2022.

In connection with this request, please either:

- Provide a substantive response to this request within 10 working days and copy that response to this office at [icocasework@ico.org.uk](mailto:icocasework@ico.org.uk), or
- Confirm that a response to this request has already been sent and provide a copy of that response to this office.

Please respond within 10 working days of the date of this email. If we do not receive a response from you within 10 working days of the date of this email, a decision notice finding a breach of the FOIA and compelling you to respond to the request will be issued.

Thank you in anticipation.

Yours sincerely,  
Patrick Mitchell  
Case Officer

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Email

# ICO Case Reference: IC-120797-W6N2

Email

**From** ICO Casework  
**To** FOI Team  
**Cc**  
**Subject** ICO Case Reference: IC-120797-W6N2  
**Display Name** ICO to PA Eligible  
**Date Received** 27/08/2021 12:23

Email Address

27 August 2021

Dear Sir/Madam,

**Freedom of Information Act 2000 (FOIA)**

**Complaint from** [REDACTED]  
**Your reference:** [REDACTED]  
**ICO reference:** IC-120797-W6N2

The Information Commissioner has received a complaint from the above named individual about your handling of this request.

We have carried out an initial assessment of this case and consider it eligible for formal consideration under section 50 of the FOIA.

Please note, although we have assessed this complaint as eligible no specific decision has yet been made as to its merits.

We will contact you in due course when this case is allocated to a case officer who will then provide you with further details of the complaint.

**Action**

The Commissioner will provide a public authority with one opportunity to justify its position. Once a case officer is assigned, you will be given a maximum of 20 working days to provide any withheld information and supporting submissions to the Commissioner.

Although no information needs to be provided to the ICO before then, the Commissioner expects the public authority to have used the time since receiving this correspondence to have thoroughly reviewed its handling of the request and to ensure that it is fully prepared and ready to provide its final, detailed submissions to the Commissioner. The public authority should already be clear and confident in its position, including any public interest arguments, and to have asked for opinions from interested third parties, if relevant. The public authority has already had two previous opportunities to do so when responding to the complainant.

Should the public authority consider, after reviewing its previous responses, that it is now appropriate to release some/all of the information previously withheld or that you hold information that you are now able to disclose, please provide the information to the complainant without delay and notify the ICO that you have done so.

**The information you provide**

As the regulator of information rights legislation we need to be transparent and accountable in our own work. The ICO is a public authority and data controller and we regularly receive requests for information such as copies of casework correspondence.

Although we want to disclose as much information as we can, there will be occasions when disclosure is not appropriate. Maintaining the confidence and trust of those who correspond with the Commissioner is important and therefore we need you to indicate whether any of the information you provide is confidential and should not be disclosed. This is not a matter of preference and needs to be supported by clear arguments for non-disclosure.

Should you reply to this email, please be aware that whilst submitted emails are monitored, we will not be able to address any detailed enquiries relating to the case until it has been allocated to a case officer for investigation. For more general enquiries, please call our helpline on 0303 123 1113.

Sent on behalf of,

Alex Ganotis  
Group Manager  
Information Commissioner's Office

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

# ICO Case Reference: IC-12...

**Email**

**From** ICO Casework

**To**

**Cc** FOI Team; [informationmanagement@hackney.gov.uk](mailto:informationmanagement@hackney.gov.uk)

**Subject** ICO Case Reference: IC-120797-W6N2

**Display Name** ICO-PA attaching letter

**Date Received** 04/05/2022 10:02

**Email Address**

**4 May 2022**

**Our ref: IC-120797-W6N2**

**Your ref:** [REDACTED]

**Dear** [REDACTED]

**Please see the attached letter regarding the above complaint.**

**Regards**

**Jonathan Slee  
Senior Case Officer  
Information Commissioner's Office**

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

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[REDACTED]  
[REDACTED]  
London Borough of Hackney

Via email only to [REDACTED]@hackney.gov.uk,  
cc [foioc@hackney.gov.uk](mailto:foioc@hackney.gov.uk) & [informationmanagement@hackney.gov.uk](mailto:informationmanagement@hackney.gov.uk)

4 May 2022

**Our reference IC-120797-W6N2**  
**Your reference [REDACTED]**

Dear [REDACTED]

I am writing with regard to a complaint the Information Commissioner's Office (ICO) has received from [REDACTED] about an information request [REDACTED] submitted to the London Borough of Hackney (the Council).

This complaint has now been allocated to me for consideration and I will be your point of contact for any queries you may have about our handling of this case.

I have set out below my understanding of [REDACTED] request, the nature of [REDACTED] complaint to the ICO and the response I would like the Council to provide me with at this stage.

### **The request**

I understand that [REDACTED] submitted the following request to the Council on 25 June 2021:

*'Please provide a copy of any correspondence from or with Birmingham City Council since 2012 regarding housing residents from your borough within Birmingham. Please note, this request does not cover discussions about individuals but about the policy/principle/practice etc of finding homes in Birmingham (e.g any objections or encouragement from Birmingham or requests to them to identify a number of properties)'*

The Council responded on 13 July 2021 as follows:

*'We would like to inform you that we have searched our records and some of the information you requested is not held by Hackney Council. Unfortunately, as you may be aware, Hackney Council has experienced a*

*serious cyber-attack that has caused significant disruption to our delivery of day-to-day services. Consequently it is not possible for all housing records to be accessed at this time. Since the cyber-attack in October 2020 there is no record of correspondence between Hackney Council's Housing Supply team and Birmingham City Council, with this regard; however I regret that the service is unable to check records going back to 2012 at this time.'*

██████████ contacted the Council on 13 July 2021 and queried whether the position was that the information was not held or that it could not be currently accessed.

The Council responded on 28 July 2021 and noted that its previous response explained why the requested information was not available.

### **Nature of complaint**

██████████ has complained to the ICO about the Council's failure to provide ██████████ with the information ██████████ requested.

### **Response needed**

#### Clarification of the Council's current position for information pre-dating October 2020

I appreciate that when the Council processed the request in July 2021 it was unable to check whether any relevant information was held which pre-dated the cyber attack.

Please confirm whether this remains the position with this request or whether the Council is now in a position to search for relevant information which pre-dates October 2020.

#### If the relevant records can still not be accessed

If the records pre-dating October 2020 can still not be accessed, then please outline the steps that the Council has taken to recover the housing records that would contain the requested information (assuming that such information would be held).



Does the Council envisage being in a position when such records will be sufficiently recovered that it would be able to search for any information pre-dating October 2020?

If the relevant records can now be accessed

Alternatively, if the Council is now in a position to search the relevant records to locate information pre-dating 2020, please do so at this stage.

If the Council locates any information falling within the scope of this request, please provide this to [REDACTED] (copying in the ICO).

If the Council considers any of this information to be exempt from disclosure, please provide the ICO with a copy of this information and explain which exemption(s) within FOIA it considers to apply to this information and why.

If the Council is now able to search the records pre-dating October 2020 but cannot locate any information falling within the scope of the request, please explain in detail the nature of the searches undertaken for such information.

Information post dating October 2020

I understand that the Council has searched, but has not located, any information which post dates the cyber attack.

Please explain the nature of the searches undertaken to locate such information and explain why such searches would have been likely to locate any information if it were held.

In doing so, please explain the search terms used and explain the nature of the records / storage systems that were searched.

**Time for a response**

I would appreciate a response to the above queries within 20 working days.

Yours sincerely

Jonathan Slee  
Senior Case Officer  
0330 414 6359

---  
**Email**

# ICO Case Reference: IC-12...

**Email**

**From** ICO Casework

**To**

**Cc** FOI Team; [informationmanagement@hackney.gov.uk](mailto:informationmanagement@hackney.gov.uk)

**Subject** ICO Case Reference: IC-120797-W6N2

**Display Name** ICO-PA attaching corrected letter

**Date Received** 04/05/2022 10:28

**Email Address**

**4 May 2022**

**Case Reference: IC-120797-W6N2**

**Dear** [REDACTED]

**Further to my email below, please find a corrected version of my letter to Hackney in relation to the above complaint.**

**In the previous version the complainant was incorrectly referred to as [REDACTED] rather than [REDACTED]. Please accept my apologies for any confusion caused.**

**Regards**

**Jonathan Slee  
Senior Case Officer  
Information Commissioner's Office**

**Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF  
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██████████  
██  
London Borough of Hackney

Via email only to ██████████@hackney.gov.uk,  
cc [foioc@hackney.gov.uk](mailto:foioc@hackney.gov.uk) & [informationmanagement@hackney.gov.uk](mailto:informationmanagement@hackney.gov.uk)

4 May 2022

**Our reference IC-120797-W6N2**  
**Your reference ██████████**

Dear ██████████

I am writing with regard to a complaint the Information Commissioner's Office (ICO) has received from ██████████ about an information request ██████ submitted to the London Borough of Hackney (the Council).

This complaint has now been allocated to me for consideration and I will be your point of contact for any queries you may have about our handling of this case.

I have set out below my understanding of ██████████ request, the nature of ██████ complaint to the ICO and the response I would like the Council to provide me with at this stage.

**The request**

I understand that ██████████ submitted the following request to the Council on 25 June 2021:

*'Please provide a copy of any correspondence from or with Birmingham City Council since 2012 regarding housing residents from your borough within Birmingham. Please note, this request does not cover discussions about individuals but about the policy/principle/practice etc of finding homes in Birmingham (e.g any objections or encouragement from Birmingham or requests to them to identify a number of properties)'*

The Council responded on 13 July 2021 as follows:

*'We would like to inform you that we have searched our records and some of the information you requested is not held by Hackney Council. Unfortunately, as you may be aware, Hackney Council has experienced a*

*serious cyber-attack that has caused significant disruption to our delivery of day-to-day services. Consequently it is not possible for all housing records to be accessed at this time. Since the cyber-attack in October 2020 there is no record of correspondence between Hackney Council's Housing Supply team and Birmingham City Council, with this regard; however I regret that the service is unable to check records going back to 2012 at this time.'*

██████████ contacted the Council on 13 July 2021 and queried whether the position was that the information was not held or that it could not be currently accessed.

The Council responded on 28 July 2021 and noted that its previous response explained why the requested information was not available.

### **Nature of complaint**

██████████ has complained to the ICO about the Council's failure to provide ██████████ with the information ██████████ requested.

### **Response needed**

#### Clarification of the Council's current position for information pre-dating October 2020

I appreciate that when the Council processed the request in July 2021 it was unable to check whether any relevant information was held which pre-dated the cyber attack.

Please confirm whether this remains the position with this request or whether the Council is now in a position to search for relevant information which pre-dates October 2020.

#### If the relevant records can still not be accessed

If the records pre-dating October 2020 can still not be accessed, then please outline the steps that the Council has taken to recover the housing records that would contain the requested information (assuming that such information would be held).

Does the Council envisage being in a position when such records will be sufficiently recovered that it would be able to search for any information pre-dating October 2020?

If the relevant records can now be accessed

Alternatively, if the Council is now in a position to search the relevant records to locate information pre-dating 2020, please do so at this stage.

If the Council locates any information falling within the scope of this request, please provide this to [REDACTED] (copying in the ICO).

If the Council considers any of this information to be exempt from disclosure, please provide the ICO with a copy of this information and explain which exemption(s) within FOIA it considers to apply to this information and why.

If the Council is now able to search the records pre-dating October 2020 but cannot locate any information falling within the scope of the request, please explain in detail the nature of the searches undertaken for such information.

Information post dating October 2020

I understand that the Council has searched, but has not located, any information which post dates the cyber attack.

Please explain the nature of the searches undertaken to locate such information and explain why such searches would have been likely to locate any information if it were held.

In doing so, please explain the search terms used and explain the nature of the records / storage systems that were searched.

**Time for a response**

I would appreciate a response to the above queries within 20 working days.

Yours sincerely

Jonathan Slee  
Senior Case Officer  
0330 414 6359

---  
**Email**

# ICO Case Reference: IC-12...

**Email**

**From** [ICO Casework](#)

**To**

**Cc**

**Subject** ICO Case Reference: IC-120797-W6N2

**Display Name** ICO-PA chaser

**Date Received** 13/06/2022 11:58

**Email Address**

**13 June 2022**

**Our ref: IC-120797-W6N2**  
**Your ref:** [REDACTED]

**Dear** [REDACTED]

**Further to my email below, I don't appear to have received a response from the Council in relation to my letter (copy attached) regarding the above complaint.**

**I'd be grateful if you could ensure that a response is sent by 24 June.**

**Regards**

**Jonathan**

**Jonathan Slee**  
**Senior Case Officer**  
**Information Commissioner's Office**

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

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## Email

# Your email to the ICO - Ca...

### Email

**From** [ICO Casework](#)

**To**

**Cc**

**Subject** Your email to the ICO - Case Reference IC-120797-W6N2

**Display Name** ICO-PA ack/next steps

**Date Received** 15/06/2022 17:41

**Email Address**

**15 June 2022**

**Case Reference: IC-120797-W6N2**

**Dear** [REDACTED]

**Thank you for this response. I'll review this and get back in touch should I need to clarify any particular points.**

**Regards**

**Jonathan**

**Jonathan Slee  
Senior Case Officer  
Information Commissioner's Office**

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

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Email

# ICO Case Reference: IC-179319-H6P1

**Email**

**From** [ICO Casework](#)

**To** [FOI Team](#)

**Cc**

**Subject** ICO Case Reference: IC-179319-H6P1

**Display Name** Letter to PA

**Date Received** 06/07/2022 14:41

**Email Address**

**6 July 2022**

**Case Reference: IC-179319-H6P1**

**Dear FOI Team,**

**Please see the attached correspondence.**

**Yours sincerely,**

**Bethany Williams**  
**Lead Case Officer**  
**Information Commissioner's Office**

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

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London Borough of Hackney Council  
Freedom of Information (FOI) Team

Sent to: foioc@hackney.gov.uk

6 July 2022

Dear FOI Team,

**Freedom of Information Act 2000 (FOIA)**  
**Complaint from:** [REDACTED]  
**Your reference:** [REDACTED]  
**ICO Reference: IC-179319-H6P1**

The Information Commissioner has received a complaint from the above named individual who says that you have not sent a response to an information request they submitted to your organisation on 18 April 2022.

In connection with this request, please either:

- Provide a substantive response to this request within 10 working days and copy that response to this office at [icocasework@ico.org.uk](mailto:icocasework@ico.org.uk), or
- Confirm that a response to this request has already been sent and provide a copy of that response to this office.

Please respond within 10 working days of the date of this email. If we do not receive a response from you within 10 working days of the date of this email, a decision notice finding a breach of the FOIA and compelling you to respond to the request will be issued.

Thank you in anticipation.

Yours sincerely

Bethany Williams  
Lead Case Officer  
**Information Commissioner's Office**



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---  
Email

# ICO Case Reference: IC-12...

## Email

**From** ICO Casework

**To**

**Cc** [informationmanagement@hackney.gov.uk](mailto:informationmanagement@hackney.gov.uk)

**Subject** ICO Case Reference: IC-125125-Q8K6

**Display Name** CO- PA requesting call

**Date Received** 13/07/2022 14:15

**Email Address**

**13 July 2022**

**Case Reference: IC-125125-Q8K6**

**Dear** [REDACTED]

**I have just picked up a complaint from [REDACTED] (Council request reference [REDACTED]) regarding the Council's response and internal review and a lack of consistency with information provided to [REDACTED] before receiving these FOI responses.**

**From my reading of the case this is not a usual investigation and seems rather to be some misunderstanding. The last correspondence I have is from October last year and I am therefore wondering if matters have progressed from then until today. Could you please call me on my direct dial 0330 414 6545 or provide a contact number on which I can reach you please?**

Many thanks.

**Yours sincerely,**

**Susan Hughes  
Senior Case Officer  
Information Commissioner's Office**

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

# ICO Case Reference: IC-125125-Q...

Email

**From** ICO Casework  
**To** [REDACTED]  
**Cc**  
**Subject** ICO Case Reference: IC-125125-Q8K6  
**Display Name** CO-PA confirm closed, referred to Reg Manual  
**Date Received** 12/08/2022 10:16  
**Email Address**

**12 August 2022**

**Case Reference: IC-125125-Q8K6**

Dear [REDACTED]

Further to the Council's clarification earlier this week I am writing to advise that this case may now be closed.

I have spoken with the complainant and wrote with a clear explanation of the information provided by the Council. [REDACTED]

This occasion will be recorded as part of the Commissioner's monitoring of public authorities. For the latest information on the ICO's FOI initiatives the FOI Director's blog is a useful resource, as is the recently published Regulatory Manual:

foi-and-transparency-regulatory-manual-v1\_0.pdf (ico.org.uk)

Thank you for your assistance.

Regards,

**Susan Hughes**  
Senior Case Officer  
Information Commissioner's Office

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## Email

# ICO Case Reference: IC-18...

### Email

**From** [ICO Casework](#)

**To** [FOI Team](#)

**Cc**

**Subject** ICO Case Reference: IC-187762-M8Y4

**Display Name**

**Date Received** 27/08/2022 15:53

**Email Address**

**27 August 2022**

**Case Reference: IC-187762-M8Y4**

**Dear Sir/Madam,**

**Freedom of Information Act 2000 (FOIA)**

**Complaint from:** [REDACTED]

**Your reference:** [REDACTED]

The Information Commissioner has received a complaint from the above named individual who says that you have not sent a response to an information request they submitted to your organisation on 19 July 2022.

In connection with this request, please either:

provide a substantive response to this request within 10 working days and copy that response to this office at [icocasework@ico.org.uk](mailto:icocasework@ico.org.uk), or confirm that a response to this request has already been sent and provide a copy of that response to this office.

Please respond within 10 working days of the date of this email. If we do not receive a response from you within 10 working days of the date of this email, a decision notice finding a breach of the FOIA and compelling you to respond to the request will be issued.

**Thank you in anticipation.**

**Yours faithfully,**

**Gemma Garvey**

**Senior Case Officer  
Information Commissioner's Office**

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

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---  
**Email**

# ICO Case Reference: IC-18...

**Email**

**From** ICO Casework  
**To** FOI Team  
**Cc**  
**Subject** ICO Case Reference: IC-188184-P3D6  
**Display Name** ICO to PA late response 10 days  
**Date Received** 12/09/2022 09:59  
**Email Address**

**12 September 2022**

**Case Reference: IC-188184-P3D6**

**Dear FOI Team,**

**We have received a complaint from [REDACTED] about your handling of their request for information. Please find attached correspondence about the case.**

**Yours sincerely,**

**Amy Aspbury**

**Information Commissioner's Office**

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

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Hackney Council

By email to: [foioc@hackney.gov.uk](mailto:foioc@hackney.gov.uk)

12 September 2022

Dear FOI Team,

**Freedom of Information Act 2000 (FOIA)**  
**Environmental Information Regulations 2004 (EIR)**  
**Complaint from:** [REDACTED]  
**Your reference:** [REDACTED]  
**Our reference: IC-188184-P3D6**

The Information Commissioner has received a complaint from the above named individual who says that you have not sent a response to an information request they submitted to your organisation on 10 July 2022.

In connection with this request, please either:

- provide a substantive response to this request within 10 working days and copy that response to this office at [icocasework@ico.org.uk](mailto:icocasework@ico.org.uk), or
- confirm that a response to this request has already been sent and provide a copy of that response to this office.

Please respond **within 10 working days of the date of this email, by Tuesday 27 September 2022**. If we do not receive a response from you within 10 working days of the date of this email, a decision notice finding a breach of the FOIA or EIR and compelling you to respond to the request will be issued.

Thank you in anticipation.

Yours sincerely,

Amy Aspbury  
Case Officer  
**Information Commissioner's Office**  
0303 123 1113



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**Email**

# IC-201106-L2T0 ICO com...

**Email**

**From** ICO Casework  
**To** FOI Team  
**Cc**  
**Subject** IC-201106-L2T0 ICO complaint received from [REDACTED]  
**Display Name**  
**Date Received** 12/11/2022 12:04  
**Email Address**

**12 November 2022**

**Case Reference: IC-201106-L2T0**

**Dear Sir/Madam,**

**Please find attached a letter in respect of the above complaint.**

**Yours sincerely,**

**Roger Cawthorne  
Senior Case Officer  
Information Commissioner's Office**

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

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London Borough of Hackney

12 November 2022

Our Reference: **IC-201106-L2T0**

Dear Sir/Madam,

**Freedom of Information Act 2000 (FOIA)**

**Complaint from:** [REDACTED]

**Your reference: Email of 3 October 2022 titled "Re: Internal review (ref: [REDACTED])"**

The Information Commissioner has received a complaint from the above named individual who says that you have not sent a response to an information request they submitted to your organisation on 3 October 2022.

In connection with this request, within 10 working days, please either:

- Provide a substantive response to this request and copy that response to this office at [icocasework@ico.org.uk](mailto:icocasework@ico.org.uk), or
- Confirm that a response to this request has already been sent and provide a copy of that response to this office.

If we do not receive a response from you within 10 working days of the date of this email, a decision notice, finding a breach of the FOIA and compelling you to respond to the request, may be issued.

Thank you in anticipation.

Yours faithfully,

Roger Cawthorne  
Information Commissioner's Office  
0303 123 1113 Ext. 0330 414 6455

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---  
**Email**

# ICO Case Reference: IC-20...

**Email**

**From** [ICO Casework](#)  
**To** [FOI Team](#)  
**Cc**  
**Subject** ICO Case Reference: IC-202444-C4P7  
**Display Name** ICO to PA requesting copy of RFI  
**Date Received** 29/11/2022 09:37  
**Email Address**

**29 November 2022**

Dear Sir/Madam,

Freedom of Information Act 2000 (FOIA)  
Environmental Information Regulations (EIR)  
Complaint from [REDACTED]  
Your reference: [REDACTED]  
ICO reference: IC-202444-C4P7

The Information Commissioner's Office has received a complaint from the above individual regarding a request for information they made on 27 January 2022 for which they have not received a response. As the request was submitted via an online form, they have not been able to provide a copy of the request. I would therefore be grateful if you could send me a copy of the request for information so that I can add it to the complaint case file and advise you of the necessary actions to take.

Yours sincerely,

Keeley Christine  
Case Officer  
Information Commissioner's Office

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

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