

13 November 2024

IC-334780-F4W9

Review of response to information request

I write further to your request for an internal review.

You say you are unable to access the requested information as you are not able to scroll down on the linked document.

The purpose of an internal review is to look again at your request, at our response, and to check that any exemptions applied were appropriate. I am a Senior Information Access Officer in the Information Access Team and I have had no prior involvement in the handling of your request.

Review

I have considered your request and our response.

I have followed the same link on different devices and using different browsers. I have also asked colleagues to do the same. I have not found any issue with the linked document.

I note that the screenshot you provided says page 2 of 139, so the document clearly has more pages. It also appears from the screenshot that you were able to scroll down to the second page.

I suggest that you try again, perhaps using a different device or browser. You could also try asking somebody to help you access the relevant pages. I do not consider it reasonable for us to extract the relevant pages and provide separate links.

However, in our response we did not explain that we were applying section 21 of the FOIA to exempt the information. Section 21 exempts information if it is reasonably accessible to the requester other than through an FOI request.

In order to rely on section 21, the ICO's guidance advises that:

- the information in the public domain must match what the applicant asked for;

- precise directions should be given to the applicant to enable them to find it without difficulty and without a great deal of searching necessary to locate it; and
- the applicant's particular circumstances should be taken into consideration as to whether the information is accessible to them.

I am satisfied that the information you requested matches that contained in the document, and that you were provided with a link to the information.

I turn then to the final point, whether your particular circumstances mean that you can reasonably access the information.

Given the factors I outlined above – that you have been able to open the linked document and there have been no other reported issues with the document itself – I am satisfied that the exemption at section 21 is engaged.

I am therefore partially upholding your review because we should have explained that the information was exempt from disclosure. I am not upholding your review in respect of your complaint about not being able to access the information because I am satisfied that it is reasonably accessible to you.

Complaint procedure

If you are dissatisfied with the outcome of this review you can make a formal complaint with the ICO in its capacity as the regulator of the Freedom of Information Act 2000. Please follow the link below to submit your complaint:

<https://ico.org.uk/make-a-complaint/>

Yours sincerely

Jennifer Wilkes
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