

19 November 2024

IC-338132-K7W6

## **Request**

On 22 October 2024 you requested "any copies of minutes/notes/reports held relating to the decision to withdraw the business helpline service by Faye Spencer, Louise Lock and the ET team."

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

## **Response**

We have conducted reasonable searches for the information requested. These searches focused on minutes, notes and reports about the decision making in relation to this issue.

A copy of the information is attached. This reflects what was held at the time the request was made and some information (the EQIA) has been subject to further amendments since then. If you wish to make any follow up requests about this, please let us know.

This concludes our response to your 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](#) on our website.

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 sets out [your rights](#). Our [Retention and Disposal Policy](#) details how long we keep information.

Yours sincerely



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