

S40 (2)

Reply by Email: rS40 (2)

Telephone: 01636 655216/7

Email: freedom@nsdc.info

Your ref:

Our ref: **RFI-2016-1506**

29 December 2016

Dear S40 (2)

Request for information: RFI-2016-1506

I can confirm that Newark and Sherwood District Council holds some of the information you have requested about Council Tax accounts in credit.

Unfortunately I have to inform you that on this occasion we are refusing your request under the exemption at section 12, where the cost of compliance exceeds the appropriate limit, of the Freedom of Information Act 2000. Therefore, this letter serves as a refusal notice as required under section 17 of that Act.

The appropriate limit is set out in the Freedom of Information (Fees and Appropriate Limit) Regulations 2004. The appropriate limit for a local authority is £450 at a set hourly rate of £25 per person which equates to 18 hours of officer time. Work that can be taken into account for estimating the appropriate limit is to determine if the information exists, locate the information, retrieve the information and extract the information.

Although our system works well for billing purposes, we don't not have a reporting module that would allow us to extract the level of information you request. To comply fully with your request would require each one of the 950 records in the Council's system that have been identified as having a credit to be checked manually to ascertain the year the overpayment was made, the property address, the name of the business, value of the write back unclaimed, the year the write back was made, and the property address the write back relates to.

Based on the above we have estimated that to comply fully with your request would require some 116 officer hours, this equates to £2,900 at the prescribed hourly rate.

As an alternative we can provide a report that shows the name of the business and the value of overpayment.

If you require this information you will need to re-submit a new request to us at:

freedom@nsdc.info

If you have any further queries or concerns please do not hesitate to contact us. If we do not hear from you within 40 days, starting the day after the date of this letter, we will consider the request closed.

If following our response to your query you are still dissatisfied you have the right to request an internal review. This will be conducted by the Director of Safety or the Deputy Chief Executive who have not been involved with the request or complaint until this point. Should you wish to proceed to this stage please advise us quoting the reference number at the top of this page.

Should you be dissatisfied with the outcome of any internal review to the Council you have a further right of appeal to the Information Commissioner's Office, details of which can be found on the Information Commissioner's website www.ico.org.uk/

More details of this complaints process are available to view on our website at the following link: www.newark-sherwooddc.gov.uk/yourcouncil/makingarequestforinformation/accesstoinformation-complaintsprocedure/

Yours sincerely

S40 (2)

A black rectangular redaction box covers the signature area, with the text 'S40 (2)' written in red above it.

David Clarke
Information Governance Officer