

Freedom of Information Request – Response – 27830

Follow-on request to 27766

1. Thank you for the response to my request of 12 August 2026, reference 27766, and for the promptness with which it was provided. Three matters arise from it. None is intended as criticism of the response, which was helpful. Please treat paragraphs 2 and 3 below as completion of my original request, and paragraph 4 as the refinement invited in your response.

2. The answers to paragraphs 5, 11, 12, 14 and 15 each refer to the council's Freedom of Information Policy, which was not among the eight documents attached. Since receiving the response I have located what appears to be the Policy on the council's website, at <https://www.suffolk.gov.uk/asset-library/freedom-of-information-policy.pdf> (document ICT-PL-0097, version 1.5, dated January 2026). Please confirm that this is the version currently in force and the document referred to in the response; if it is not, please direct me to, or provide, the current version.

Suffolk County Council (SCC) can confirm that this is the current policy that it is place.

3. The documents provided refer to further working documents used in the handling of requests, including the standard templates mentioned in the instructions (for acknowledgements, responses, requests for clarification, chasers and follow-on queries) and the checklist referred to in the FOI Process diagram. These fall within paragraph 4 of my request. Please provide them.

Please see the attached email templates referred to in the guidance. As these are just email templates (and are not internal guidance, process maps, staff handbook entries or desk instructions issued to those who process or contribute to responses), they were not included nor fall within the scope of the original request.

Please note there is no recorded checklist held. SCC have carried out searches of the file system where these documents are held and used the search terms 'check list' 'checklist' 'check-list' 'check' and 'list' and have been unable to identify the document. The reference is likely to be a historical reference to a document that is no longer held and used.

4. In answer to paragraph 16, the council indicated under section 16 of the Act that it may be able to provide information within the cost limit if the request were refined to allegations or investigations arising from internal review requests received during the current or the previous full financial year. I am content to refine paragraph 16 on that basis, narrowed further to the current financial year only, and ask that it now be answered on that basis.

4

Internal review acknowledgement email:

xxxxx - Acknowledgement of Internal Review request

Dear

We are sorry that you are unhappy with the response to your access to information request xxxxx.

Under the Freedom of Information Act 2000 (FOI) and Environmental Information Regulations 2004 (EIR) we will conduct an internal review of our response. As determined by the Information Commissioner as best practice we aim to complete your internal review within 20 working days and no longer than 40 working days.

Kind regards
XXXXX

Information Governance

Governance, Legal and Assurance
Suffolk County Council
Endeavour House
8 Russell Road
Ipswich
IP1 2BX

Email: FOI@suffolk.gov.uk
Phone: 01473 26XXXX

Response email:

XXXXX – Information Request – Response

INFORMATION REQUEST RESPONSE

Thank you for your request for information, reference number XXXXX. Please quote this in any future correspondence you may have with us.

Please find attached a copy of our response to the information you requested.

Most information supplied by Suffolk County Council will have been produced within the Council and will continue to be protected by copyright. You are free to use it for your own purposes, including for private study and non-commercial research, and for any other purpose authorised by an exception in current copyright law. Documents (except photographs) can be also used in the UK without requiring permission for the purposes of news reporting. Any other reuse, for example commercial publication, would require the permission of the copyright holder.

If the information you have been sent includes a copyright statement, you must not alter or remove this statement. For information about re-using copyright see the Office of Public Sector Information website at www.opsi.gov.uk. The copyright in some documents may rest with a third party. For information about obtaining permission from a third party see the Intellectual Property Office's website at www.ipo.gov.uk.

If you are dissatisfied with the way your request has been handled, you have the right to ask for an internal review. Under Regulation 11(2), internal review requests should be submitted within 40 working days of the date of this letter and should be sent to: Information Governance, Endeavour House, 8 Russell Road, Ipswich, Suffolk, IP1 2BX or, alternatively, by email at foi@suffolk.gov.uk.

Please remember to quote the reference number above in any future communications.

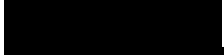
If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. Further information can be found via the following link: [FOI and EIR complaints | ICO](#)

Kind regards
XXXXX

Information Governance

Governance, Legal and Assurance
Suffolk County Council
8 Russell Road
Ipswich
IP1 2BX

Email: FOI@suffolk.gov.uk
Phone: 01473 26XXXX



XXXXXX - Information Request – Acknowledgement

INFORMATION REQUEST – ACKNOWLEDGEMENT

Thank you for your request. Please quote reference number xxxxx in any future correspondence you may have with us.

We will process your request in accordance with the Freedom of Information Act 2000 or the Environmental Information Regulations 2004 as appropriate. We aim to answer your request within 20 working days from the date we received it.

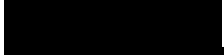
While no charges are made for the submission of requests, the council is entitled to apply reasonable costs for disbursements (i.e. photocopying, postage etc.). Where such costs are under £5.00 the council is pleased to make no charge, however, if costs exceed that limit then these additional costs are payable to the council. Where charges will apply proper notice will be given to you prior to the information being released. For more information on charges please use the following link to our website: <https://www.suffolk.gov.uk/about/publication-scheme>

If you have any queries about this request do not hesitate to contact us. Please remember to quote the reference number above in any future communications.

Kind regards
XXXXXX

Information Governance
Governance, Legal and Assurance
Suffolk County Council
Endeavour House
8 Russell Road
Ipswich
Suffolk
IP1 2BX

Email: FOI@suffolk.gov.uk
Phone: 01473 26XXXX


From: Freedom of Information

xxxxx - Response not yet received from xxxx

Hi xxxx

We have not yet received a response relating to request xxxxx . Please could you chase this up and send the response through by the due date, xxxx?

If there are any problems with meeting this deadline, please feel free to contact me.

Kind regards
XXXXXX

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Suffolk County Council
Endeavour House
8 Russell Road
Ipswich
IP1 2BX

Email: FOI@suffolk.gov.uk
Phone: 01473 26xxxx

XXXXXX - Request for Clarification Received & Sent to XXX

XXXX

Re: XXXX

We have received clarification from the requestor in relation to the above request, please see below;

IG Request:- “”

Clarification:- “”

New due date to IG: XX XXXXX XXXX

Kind regards
XXXXXX

Information Governance

Governance, Legal and Assurance
Suffolk County Council
Endeavour House
8 Russell Road
Ipswich
IP1 2BX

Email: FOI@suffolk.gov.uk
Phone: 01473 26XXXX

xxxx – EIR EXTENSION

Dear xxxx

ENVIRONMENTAL INFORMATION REGULATIONS 2004 (EIR) – ADVICE OF DELAY

Please accept our sincere apologies as we write to advise you that the response to your request for information, which was received on **insert date**, will be delayed beyond the time limit of 20 working days.

The EIR permit an extension to the time for compliance for Regulations 5(2), 6(2)(a) and 14(2), from 20 to 40 working days, if the public Authority believe that the request's complexity and volume would make it impractical to comply or reach a decision about whether to refuse the request, within 20 working days. In this instance Suffolk County Council are having to apply the extension due to: **insert reason**. We hope to respond no later than **insert expected date**.

We would like to assure you that we endeavour to provide full and timely responses to all information requests that are received and to promote transparency and openness in our responses.

Further to the above, if you have any immediate queries about our handling of the request and/or the anticipated response date, please do not hesitate to contact us, quoting the reference number above.

Kind regards

XXXXXX

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Suffolk County Council
Endeavour House
8 Russell Road
Ipswich
IP1 2BX

Email: FOI@suffolk.gov.uk

Phone: 01473 26XXXX

XXXX - Environmental Information Regulations - Internal Review decision

Dear

Thank you for your correspondence on xx xxxx 2023 where you requested an Internal Review following your request for information.

Your concerns were:

“xxxxxxxxxxxxxxxxxxxxxxxxxxxx”.

Having now conducted a formal review of your request, I can confirm that our response to your request (ref xxxx) is **upheld /partially upheld/ overturned** (DELETE AS APPROPRIATE] for the following reasons:

[INSERT REASON HERE]

Accordingly, I believe the Council met the requirements of the legislation and provided all information it held in response to your request.

Accordingly, I believe that the Council partially met the requirements of the legislation in response to your request and offer our apologies. Please find attached the remaining information that should have been sent to you.

Accordingly, I believe that the Council did not meet the requirements of the legislation in response to your request and offer our apologies. Please find attached the requested information that should have been sent to you.

Of necessity this response must include reference to legislation. If anything is unclear, please do not hesitate to contact us.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner’s Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. Further information can be found at <https://ico.org.uk/make-a-complaint/foi-and-eir-complaints/foi-and-eir-complaints/>

Kind regards
XXXXXX

Information Governance
Suffolk County Council
Endeavour House
8 Russell Road
Ipswich

Suffolk
IP1 2BX

Email: FOI@suffolk.gov.uk

XXXXX – Freedom of Information Regulations - Internal Review decision

Dear XXXXX

Thank you for your correspondence on [DATE] where you requested an Internal Review following your request for information about [XXXX].

Your concerns were:

[INSERT DETAILS HERE]

Having now conducted a formal review of your request, I can confirm that our response to your request (ref xxxx) is **upheld /partially upheld/ overturned** (DELETE AS APPROPRIATE) for the following reasons:

[INSERT REASON HERE]

Accordingly, I believe the Council met the requirements of the legislation and provided all information it held in response to your request.

Accordingly, I believe that the Council partially met the requirements of the legislation in response to your request and offer our apologies. Please find attached the remaining information that should have been sent to you.

Accordingly, I believe that the Council did not meet the requirements of the legislation in response to your request and offer our apologies. Please find attached the requested information that should have been sent to you.

Of necessity this response must include reference to legislation. If anything is unclear, please do not hesitate to contact us.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. Further information can be found at <https://ico.org.uk/make-a-complaint/foi-and-eir-complaints/foi-and-eir-complaints/>

Kind regards
XXXXX

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Suffolk County Council
Endeavour House
8 Russell Road

Ipswich
Suffolk
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Email: FOI@suffolk.gov.uk

XXXXXX – Follow on Query Reply

Dear XXXX

Re: XXXX

Thank you for your email, we have contacted the relevant directorate and they have provided the following information in response to your query:

Your Query:- “”

Response:- “”

Kind regards
XXXXXX

Information Governance
Governance, Legal and Assurance
Suffolk County Council
Endeavour House
8 Russell Road
Ipswich
IP1 2DH

Email: FOI@suffolk.gov.uk
Phone: 01473 26XXXX

XXXXXX - Follow On Query to XXXXXX

Hello XXXXXX,

We have had the below follow on query in relation to this request and have attached a copy of the original response.

“XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX”

Would you be able to investigate this and provide a response by XXXXXXXX please.

Any problems please let me know.

Kind regards
XXXXXX

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Governance, Legal and Assurance
Suffolk County Council
Endeavour House
8 Russell Road
Ipswich
IP1 2DH

Email: FOI@suffolk.gov.uk
Phone: 01473 26XXXX

XXXXXX – Internal Review Request to XXX

Hi XXXXX

We have received a request for an internal review of our reply to XXXXX.

Internal Review request:

“”

Please could you:

XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX

Please return your reply to IMS by XX XXXXXXXX XXXX.

If you have any questions please do not hesitate to call me.

Kind regards
XXXXX

Information Governance

Governance, Legal and Assurance
Suffolk County Council
Constantine House
Ipswich
IP1 2DH

Email: FOI@suffolk.gov.uk
Phone: 01473 26XXXX

xxxx - New Information Request to xxxx

Dear all

Currently this request is being treated as an **FOI/EIR**; if, however you feel this is not the most appropriate regime after you have located the information, please speak with the IG team.

Reference Number:

Directorates Sent To:

Due Date (return to IG):

From:

Type:

Request:

Please note that the IG team needs to be alerted as soon as possible if you think this request needs to have an Exemption/Exception applied.

If you have any problems in dealing with this request, please let us know.

Kind regards
XXXXX

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Governance, Legal and Assurance
Suffolk County Council
Endeavour House
8 Russell Road
Ipswich
IP1 2BX

Email: FOI@suffolk.gov.uk
Phone: 01473 26XXXX

xxxx - Information Request - Request for clarification

INFORMATION REQUEST – REQUEST FOR CLARIFICATION

Dear xxxxx

Thank you for your request for information. Please quote reference number [xxxx] in any future correspondence you may have with us.

From our preliminary assessment, we will not be able to answer your request without further clarification.

The Council requires further information to identify and locate the information you have asked for. In particular, it would be useful to know [GIVE THE APPLICANT AN INDICATION OF THE SORT OF INFORMATION YOU WILL REQUIRE IN ORDER TO PROCEED WITH THE REQUEST].

Once you have clarified your request, we will be able to begin to process your request. If clarification is not received within 20 working days (by [DATE]) your request will be considered to have lapsed.

Under section 1(3) of the Freedom of Information Act (FOIA), a public authority need not comply with a request unless any further information reasonably required to locate the information is supplied).

However, if after this date you still wish to proceed with your clarified request, we will be happy to log the request with a new reference number and process it according to the relevant legislation.

Please remember to quote the reference number above in any future communications.

Kind regards
XXXXXX

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