

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

### **Decision notice**

**Date:** **9 September 2022**

**Public Authority:** **Oxford City Council**  
**Address:** **St Aldates Chambers**  
**St Aldates**  
**Oxford**  
**OX1 1DS**

#### **Decision (including any steps ordered)**

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1. The complainant requested information relating to Council Tax rebate for digitally disenfranchised citizens. By the date of this notice, Oxford City Council ("the Council") had not issued a substantive response to this request.
2. The Commissioner's decision is that the Council has breached section 10(1) of FOIA in that it failed to provide a valid response to the request within the statutory time frame of 20 working days.
3. The Commissioner requires the Council to take the following step to ensure compliance with the legislation.
  - The Council must provide a substantive response to the request in accordance with its obligations under FOIA.
4. The Council must take this step within 35 calendar days of the date of this decision notice. Failure to comply may result in the Commissioner making written certification of this fact to the High Court pursuant to section 54 of FOIA and may be dealt with as a contempt of court.

## **Request and response**

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5. On 15 June 2022, the complainant wrote to the Council and requested information in the following terms:

“In respect of citizens who do not pay by direct debit, please provide:

1. Details of what provision has been made, if any, for citizens who are digitally disenfranchised and have no access to online services and those who have a disability which prevents them from using online services?
  2. Provide the minutes of meetings and any other documents which relate to the decision-making regarding not offering reasonable adjustments for these citizens, and if reasonable adjustments do exist please provide documents relating to the decision-making on not mentioning any such provisions on the webpage?
  3. Please confirm if any legal guidance was obtained or advice/guidance from the Equalities Commission was sought on not providing or promoting adjustments for these citizens. (If understand legal opinion is non-disclosable, I only wish to confirm or deny whether opinion was sought)
  4. What is the Council’s forecast for the amount of funds it will retain in not passing the £150 rebate on to those citizens who are digitally disenfranchised or cannot claim online due to disabilities?”
6. The Council acknowledged the request on 7 July 2022. To date, a substantive response has not been issued.

## **Scope of the case**

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7. The complainant contacted the Commissioner on 4 August 2022 to complain about the Council’s failure to respond to their request.
8. The Commissioner has considered whether the Council has complied with its obligations in relation to the time for compliance at section 10(1) of FOIA.

## **Reasons for decision**

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9. Section 1(1) of FOIA states that:

"Any person making a request for information to a public authority is entitled –

(a) to be informed in writing by the public authority whether it holds information of the description specified in the request, and

(b) if that is the case, to have that information communicated to him."

10. Section 10(1) of FOIA states that a public authority must respond to a request promptly and "not later than the twentieth working day following the date of receipt".
11. On 10 August 2022 the Commissioner wrote to the Council, reminding it of its responsibilities and asking it to provide a substantive response to the complainant's request within 10 working days.
12. Despite this intervention the Council has failed to respond to the complainant.
13. From the evidence provided to the Commissioner in this case, it is clear that the Council did not deal with the request for information in accordance with FOIA. The Commissioner finds that the Council has breached section 10(1) by failing to respond to the request within 20 working days and it is now required to respond to the request in accordance with FOIA.

## Right of appeal

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14. Either party has the right to appeal against this decision notice to the First-tier Tribunal (Information Rights). Information about the appeals process may be obtained from:

First-tier Tribunal (Information Rights)  
GRC & GRP Tribunals,  
PO Box 9300,  
LEICESTER,  
LE1 8DJ

Tel: 0203 936 8963

Fax: 0870 739 5836

Email: [grc@justice.gov.uk](mailto:grc@justice.gov.uk)

Website: [www.justice.gov.uk/tribunals/general-regulatory-chamber](http://www.justice.gov.uk/tribunals/general-regulatory-chamber)

15. If you wish to appeal against a decision notice, you can obtain information on how to appeal along with the relevant forms from the Information Tribunal website.
16. Any Notice of Appeal should be served on the Tribunal within 28 (calendar) days of the date on which this decision notice is sent.

**Signed .....**

**Michael Lea**  
**Team Manager**  
**Information Commissioner's Office**  
**Wycliffe House**  
**Water Lane**  
**Wilmslow**  
**Cheshire**  
**SK9 5AF**