

Freedom of Information Act 2000 (FOIA)

Decision notice

Date: 10 January 2024

Public Authority: Swindon Borough Council
Address: Civic Offices
Euclid Street
Swindon
SN1 2JH

Decision (including any steps ordered)

1. The complainant requested information about street sweeping/cleaning in Swindon Borough Council (the council). By the date of this notice 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.¹
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.

¹ The Commissioner expects the public authority to take appropriate precautions to protect any personal data when disclosing information in a spreadsheet or similar format;
[Information Commissioner's Office - Advisory note to public authorities | ICO](#)

Request and response

5. On 12 July 2023, the complainant wrote to the council and requested information in the following terms:

"I would like to request the following information under the Freedom of Information Act about street sweeping/cleaning in your local authority:

- Your local authority's budget for street sweeping/cleaning each year since 2010?
- If the frequency of street cleaning has reduced since 2010 what was the reason?
- How many people in your local authority deliver street cleaning services in each year since 2010?
- How many miles of road in your local authority have been cleaned on average each week in each year since 2010?
- The number of complaints that have been received by your local authority in relation to street cleaning in each year since 2010?
- Do you have a circuit or rota for cleaning/sweeping each street, and if so what frequency are the streets cleaned/swept."

6. On 12 July 2023, the Council acknowledged receipt of the complainant's request and provided them with a reference number.
7. The complainant followed up their request with the council on 29 November 2023.
8. To date, a substantive response has not been issued by the Council.

Reasons for decision

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 9 December 2023, 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

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

Website: 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

Pamela Clements
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