

**Freedom of Information Act 2000 (FOIA)  
Environmental Information Regulations 2004 (EIR)**

**Decision notice**

**Date:** 16 December 2020

**Public Authority:** London Borough of Harrow  
**Address:** Civic Centre  
Station Road  
Harrow  
HA1 2XF

**Decision (including any steps ordered)**

---

1. The complainant requested information about infection control precautions taken in relation to on-street parking meters. The London Borough of Harrow ("the London Borough") had failed to respond to the request at the date of this notice.
2. The Commissioner's decision is that the London Borough failed to respond to the request within 20 working days and has therefore breached section 10 of the FOIA.
3. The Commissioner requires the London Borough to take the following steps to ensure compliance with the legislation.
  - Issue a substantive response, under the FOIA, to the request.
4. The London Borough must take these steps 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 the FOIA and may be dealt with as a contempt of court.

## Request and response

---

5. On 21 May 2020, the complainant wrote to the London Borough and requested information in the following terms:

*"Government advice is that workstations should not be shared. Unlike other local authorities Harrow Council has not taped up its on street parking workstations. To obtain a 20 minutes parking ticket a motorist has to enter their vehicle registration number on a communal keypad, a minimum of 11 keystrokes. This spreads COVID-19.*

- 1. Please supply copies of risk assessments carried out.*
- 2. Please supply copies of all memos / e-mails relating to COVID-19 and on street parking.*
- 3. How many times a day are the communal keypads sanitised?*
- 4. What is Harrow Council's estimate of the number of infections likely to be spread by communal parking keyboards?" [sic]*

6. The London Borough acknowledged the request on 21 May 2020 but had failed to provide a substantive response by the date of this notice.

## Scope of the case

---

7. The complainant contacted the Commissioner on 28 September 2020 to complain about the failure, by the London Borough, to respond to the request.
8. In line with her usual practice, the Commissioner contacted the London Borough on 14 October 2020 to highlight the outstanding response. She requested that the London Borough respond to the request within 10 working days. The correspondence was neither acknowledged nor responded to.
9. The complainant contacted the Commissioner on 15 December 2020 to request a decision notice considering the London Borough's compliance with the FOIA.
10. The scope of this notice and the following analysis is to consider whether the London Borough has complied with section 10 of the FOIA.

## Reasons for decision

---

11. Section 1(1) of the 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.*

12. Section 8(1) of the FOIA states:

*In this Act any reference to a "request for information" is a reference to such a request which –*

- (a) is in writing,*
- (b) states the name of the applicant and an address for correspondence, and*
- (c) describes the information requested.*

13. The Commissioner considers that the request in question fulfilled these criteria and therefore constituted a valid request for recorded information under the FOIA.

14. Section 10 of the FOIA states that responses to requests made under the Act must be provided "*promptly and in any event not later than the twentieth working day following the date of receipt.*"

15. From the evidence presented to the Commissioner in this case, it is clear that, in failing to issue a response to the request within 20 working days, the London Borough has breached section 10 of the FOIA.

## Right of appeal

---

16. 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: 0300 1234504

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)

17. 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.
18. 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

**Phillip Angell**  
**Group Manager**  
**Information Commissioner's Office**  
**Wycliffe House**  
**Water Lane**  
**Wilmslow**  
**Cheshire**  
**SK9 5AF**