

From: Dionne Grant [Dionne.Grant@enfield.gov.uk]
Sent: 16 January 2017 15:20
To: Lorraine Cordell
Cc: Concetta Nobile
Subject: RE: SAR 251 [SEC=OFFICIAL:PRIVATE AND CONFIDENTIAL CORRESPONDENCE]

Classification: OFFICIAL - PRIVATE AND CONFIDENTIAL CORRESPONDENCE

Dear Ms Cordell

Thank you for your email below. I am sorry for the delay in progressing your case. Unfortunately we are dealing with a lot of requests at the moment and this has contributed to our delay. I am also sorry that this was not explained to you at the time when we initially made contact on 21st December. Ordinarily there is a £10 fee payable for dealing with such requests however in your case we will not be applying this charge because of the delay you have experienced.

I can confirm that we are now progressing with your request and Concetta is the allocated officer dealing with matters. I have also raised matters with Concetta today and she is currently reviewing your case and will be contacting you directly. I have also copied Concetta into this email for reference.

I hope this helps to clarify matters further and we thank you for your patience during this time.

Kind regards

Dionne Grant
Statutory Complaints Manager - Gateway Services
Finance, Resources and Customer Services
Enfield Council
Thomas Hardy House
39 London Road
EN2 6DS

Tel: 0208 379 2806
Email: Dionne.grant@enfield.gov.uk

www.enfield.gov.uk

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THINK BEFORE YOU PRINT

From: Lorraine Cordell [mailto:lorraine32@blueyonder.co.uk]
Sent: 13 January 2017 19:47
To: Dionne Grant
Subject: RE: SAR 251 [SEC=OFFICIAL:PRIVATE AND CONFIDENTIAL CORRESPONDENCE]

Dear Dionne Grant

I requested this as said on the 24/11/2016 and i did not get a reply about the ID that was needed until the 21/12/2016, I wrote back on the 22/12/2016 asking about the ID due to what was written in the email from Concetta, but before this Daniel Ellis repeatedly asked for contract to be made with me about my request as he was over seeing my complaint. As said above this did not happen until the 21/12/2016.

I do not understand why I will need to wait longer for my request when it was not down to me as to the delay.

Regards

Lorraine Cordell

From: Dionne Grant [<mailto:Dionne.Grant@enfield.gov.uk>]
Sent: 13 January 2017 18:48
To: Lorraine Cordell
Subject: RE: SAR 251 [SEC=OFFICIAL:PRIVATE AND CONFIDENTIAL CORRESPONDENCE]

Classification: OFFICIAL - PRIVATE AND CONFIDENTIAL CORRESPONDENCE

Thank you for your further email Ms Cordell.

We cannot progress a subject access request without first verifying the identity of a requestor so the response timescale does not start until we receive all necessary documentation which includes proof of ID.

I understand that you would urgently like to receive the information and we will provide this to you as soon as possible. When Concetta returns, I will be requesting a specific update on your case to check progress on matters and get a better understanding of the timescale for your response so please be assured this will be looked into further and we will come back to you shortly.

Kind regards

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THINK BEFORE YOU PRINT

From: Lorraine Cordell [<mailto:lorraine32@blueyonder.co.uk>]
Sent: 13 January 2017 14:00
To: Dionne Grant
Subject: RE: SAR 251 [SEC=OFFICIAL:PRIVATE AND CONFIDENTIAL CORRESPONDENCE]

Dear Dionne Grant

Thank you for the reply, as this request was put in on the 24/11/2016 you are 10 days overdue and I do need this data as soon as possible so if this can be done i would be most grateful.

Regards

Lorraine Cordell

From: Dionne Grant [<mailto:Dionne.Grant@enfield.gov.uk>]
Sent: 13 January 2017 13:55
To: Lorraine Cordell
Subject: RE: SAR 251 [SEC=OFFICIAL:PRIVATE AND CONFIDENTIAL CORRESPONDENCE]

Classification: OFFICIAL - PRIVATE AND CONFIDENTIAL CORRESPONDENCE

Dear Ms Cordell

Many thanks for your email below. I am sorry to hear you did not receive a reply back to your email of 22nd December.

I confirm that the documents you have provided are satisfactory and your subject access request should be progressed. Concetta will be back in the office on Monday so I will ensure to follow up matters with her then and will also ask her to make contact with you directly.

Kind regards

Dionne Grant
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39 London Road
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THINK BEFORE YOU PRINT

From: Lorraine Cordell [<mailto:lorraine32@blueyonder.co.uk>]
Sent: 13 January 2017 12:02
To: Dionne Grant
Subject: FW: SAR 251 [SEC=OFFICIAL:PRIVATE AND CONFIDENTIAL CORRESPONDENCE]

Dear Dionne Grant

Please see the below emails and the attached documents.

I do get an auto reply which says

Thank you for your email. I will be back in the office on Monday

My emails are not being monitored during my absence. I will respond as soon as possible following my return to work.

For any urgent matters which cannot wait until then, please contact Dionne.grant@enfield.gov.uk.

I work Mondays, Tuesday mornings and Wednesday .

Could you please address this as i did not get a reply back from my email i sent on 22/12/2016 as of yet also

Regards

Lorraine Cordell

From: Lorraine Cordell [<mailto:lorraine32@blueyonder.co.uk>]

Sent: 13 January 2017 11:54

To: 'Concetta Nobile'

Subject: RE: SAR 251 [SEC=OFFICIAL:PRIVATE AND CONFIDENTIAL CORRESPONDENCE]

Dear Concetta Nobile

As I have not heard back from you regarding the below email can you please see attached documents and confirm they are ok please.

Regards

Lorraine Cordell

From: Lorraine Cordell [<mailto:lorraine32@blueyonder.co.uk>]

Sent: 22 December 2016 17:00

To: 'Concetta Nobile'

Subject: RE: SAR 251 [SEC=OFFICIAL:PRIVATE AND CONFIDENTIAL CORRESPONDENCE]

Dear Concetta Nobile

Thank you, for the update and information you will need I have my driving licence but since 08 June 2015 the paper part is no longer needed so I do not have this so do not have both parts only the card.

I have bills to show my address dated within the last 3 months so that should not be a problem.

As for the information I have asked for it is all the information that is held by Enfield Council within all departments.

This would not be limited to just things that I have put in this would also include any data that the police have passed to Enfield Council about me. Any meetings that were held with police and any other body and Enfield Council about me. and any other government body that has passed information to Enfield Council about myself.

The minutes from the meeting that was held about me by Enfield council on the 15/12/2016 with regard to the formal complaints that was put in. I did request minutes were taken when I was told I could not attend.

Any phone calls made by myself or my mother on my behalf to Enfield Council

All that were put in for Enfield Council to address this would include all comments made on any such report such as i have removed all my piping for my heating system.

All my housing benefit and anything to do with my rent account and council Tax.

Any complaints that have been put in about me this would include any neighbours or police or any other body that Enfield Council has received about me, I do understand that some sections names would need to have redaction added for names and addresses but the date and body of the complaint should be kept. and if it a governing body such as the police names or IDs should not need redaction.

If Enfield Council has any data I want this subject access request to cover this data and if any data is going to be withheld I would like to know this and the reason why it is being withheld.

As for dates this request would go back as far as possible with any data Enfield Council holds within all departments being released.

If you could get back to me about the ID I would be grateful and get this emailed across to you so that this can be dealt with.

Regards

Simon Cordell

Lorraine Cordell

From: Concetta Nobile [<mailto:Concetta.Nobile@enfield.gov.uk>]
Sent: 21 December 2016 13:03
To: lorraine32@blueyonder.co.uk
Subject: SAR 251 [SEC=OFFICIAL:PRIVATE AND CONFIDENTIAL CORRESPONDENCE]

Classification: OFFICIAL - PRIVATE AND CONFIDENTIAL CORRESPONDENCE

Dear Mr Cordell,

Thank you for your request dated. As it relates to personal information, we are treating it as a Subject Access Request under the Data Protection Act 1998.

We have registered the request under reference number SAR 251 and you may quote this should you need to get back in touch with us.

Unfortunately we are unable to answer your request based on the details you have provided. To assist us in proceeding with your request, please could you provide us with further information to clarify the context in which information about you may have been processed and about the likely dates when processing occurred.

Under the Act, we are legally required to verify the identity of the data subject / requestor before we compile the data you have requested. In order to proceed with your request, please would you send us the following two forms of evidence of identity for the requestor:

- One photographic – such as a passport or driving licence (both parts)
- One address based – showing proof of name and current address (dated within the past 3 months), such as a utility bill or bank statement

Do let us know if you need information about alternative forms of documentation which are acceptable as confirmation of identity.

Yours sincerely,

Concetta Nobile

Complaints and Access to Information - Gateway Services
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