

**Date: 12/02/2019**

Ref: FOI12350

Dear Requester

Thank you for your request for information dated 31/01/2019 about the Curnock Street Estate. We have dealt with this under the Environmental Information Regulations 2004.

## Response

The council holds the information requested. However we are withholding some of the information because it is exempt and/or excepted. The answers to your questions are below. We have stated where we are withholding information and what exemptions/exceptions apply. Please see the refusal notices at the end of the answers which explain how and why the exemptions/exceptions apply.

**Since the Responsive Security Patrol moved to Property Management department 12 months ago,**

- 1) How many calls have they received by residents on the Curnock Street Estate?**
- 2) What were the reasons for the calls? I am expecting something like 10 calls for ASB, 2 for noise, 4 for loitering etc.**

Months	Number of Calls	Nature of calls
January 2018	0	N/A
February 2018	0	N/A
March 2018	0	N/A
April 2018	0	N/A
May 2018	3	1 Disturbances & 2 Drinking Alcohol
June 2018	1	Noise
July 2018	1	Noise
August 2018	2	1 Noise & 1 shouting and screaming
September 2018	3	1 Noise & 2 Disturbance
October 2018	1	Noise
November 2018	0	N/A
December 2018	1	Loitering

Please note these figures are only calls received by the Housing CCTV Control Room for the Responsive Security Patrol and not any other team or department.

- 3) How many briefings about the situation around the estates have the people working in Responsive Security Unit have received?**

The Responsive Security Unit do not have a system that records this.

**4) How many of those employees are from the previous Mobile Security Patrol and how many of them joined when the patrol moved to Property Management?**

This information is not held by the Council as this is run by a contractor and are not Council employees. The Contractors do not hold this information on the Council's behalf and therefore this information is not held by the Council for FOI purposes.

**5) What is the average length of employment for that unit? For example the average length of employment is 2 years. Also mention the min and max. For instance if someone joined and left after 1 month.**

This information is not held by the Council. See question 4.

**6) How many reference numbers have been generated for calls from the Curnock Street Estate. Please aggregate them per month. 50 in August, 4 in Sept etc**

This is the same as question 1 and 2. Every call received into the Housing Control Room gets a reference number allocated to it, so 5 calls = 5 reference numbers.

**7) What is the cost to the tax payer regarding that unit and all the management? What portion of that is paid by the Curnock Street Estate residents?**

The cost of service was presented at DMC with cost per resident in estates at under £1 per week of rent. A link to DMC reports is publicly available on our website here <https://beta.camden.gov.uk/district-management-committees>

**8) How many videos have they captured related to the Curnock Street Estate?**

This information is not held by the Council.

**9) How many reports have been filed regarding incidents on the Curnock Street Estate?**

The Council will not process this question as it falls under an exception in the EIR 2004 because the cost or burden of dealing with your request is excessive. See the refusal notice below. Master spreadsheets would need to be physically read and data extracted, there is a folder per day, per month, the RSP carried out nearly 35,000 patrols last year, not every patrol results in a report and we file every report by month, but the folders would have to be read to see if there is a specific entry for Curnock Estate and that data extracted. If it took 2 minutes to read each file of up to 35,000 files this would take over 1000 hours to do.

**10) Average response time from the initial call to be present on the Curnock Street Estate.**

The Council will not process this question as it falls under an exception in the EIR 2004 because the cost or burden of dealing with your request is excessive. See the refusal notice below. There are four spreadsheets a day, 365 days a year which would have to be manually read, identify Curnock estate and then extract call times and arrival times, about 5,500 entries for the year would need to be checked and then the relevant ones indexed. We believe the indexed ones might be around 120 for the year but all would need to be physically checked to see if they are needed and then a table produced of the data. If it took 2 minutes to read 5000 entries it would take at least 166 hours to do.

## **11) Number of complaints received since the patrol moved under the Property Management team.**

This information is not held by the Council because the RSP are not Council employees. Please see question 4 above.

### **Refusal Notice**

As the information not held is environmental we have to comply with a technicality and tell you that because it is not held it is excepted under Reg 12 (4)(a). The Information Commissioner does not require a public interest test where the information is not held.

The exception that applies is regulation 12(4)b which states that *a public authority may refuse to disclose information to the extent that the request for information is manifestly unreasonable.*

We have calculated that it will take well over 1300 hours to comply with your request because we would have to manually assess and extract answers from the data we hold.

In order to carry out the work it would be a disruption to the council services and take staff away from front line tasks. There is only one person carrying out this administrative work for the council and he only works a four day week, he also responds to all MP enquiries, councillor enquiries, DMC and TRA as well information for Community Safety, Housing and any other partners that need it. They all have a 10 day deadline on returns.

In applying this exception the Council has also considered the balance of the public interest in line with the EIR 2004.

The public interest argument for releasing this information is:

- It would improve the transparency on the council's services

The public interest arguments for withholding the information are:

- Processing this request would be provide a large burden in terms of Officer time and cost to the Council
- This would necessarily constitute a significant diversion of resources away from the Council's core business activities, and:
- It would consequently have a proportionally detrimental impact on it's the provision of services to the public
- It is not in the public interest public interest that the Council neglect its provision of services to the public to focus on one information request

It is felt that in all the circumstances of the case, the public interest in maintaining the exception outweighs the public interest in disclosing the information

### **Advice and Assistance**

We do not see how we could advise on narrowing down the scope of this work however if you wish to discuss this informally we would be happy to facilitate a conversation between you and the service.

## **Further Information:**

We do not give our consent for any names and contact details provided in this response to be sent marketing material. Any such use will be reported to the ICO as a breach of General Data Protection Regulations and the Privacy and Electronic Communication Regulations.

Why not check our Portal [Open Data Camden](#) before making a new request as your question may already be answered by a previous [FOI response](#) or in one of our many useful and interesting datasets.

## **Your Rights**

If you are not happy with how your response was handled you can request an Internal Review within 2 months of this letter by email to [foireviews@camden.gov.uk](mailto:foireviews@camden.gov.uk) or post: Information and Records Management Team, London Borough of Camden, Town Hall, Judd Street, London WC1H 9JE. Please quote your case reference number. If you are not satisfied with the Internal Review outcome you can complain to the Information Commissioner's Office at [casework@ico.org.uk](mailto:casework@ico.org.uk) telephone 0303 123 1113, or post to Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. The ICO website [www.ico.org.uk](http://www.ico.org.uk) may be useful.

Yours sincerely

Philip Lewis  
**Information and Records Management Team**