

GREATER LONDON AUTHORITY

[REDACTED]
(By email)

Our Ref: MGLA240918-3502

15 October 2018

Dear [REDACTED]

Thank you for your request for information which the GLA received on 21 September 2018. Your request has been dealt with under the Freedom of Information Act 2000.

Our response to your request is as follows:

I would like to request disclosure of any emails sent/received by GLA staff since 1/1/2018 in relation to 'floating hubs', as referred to on Page 16 of this document, as well as any policy documents relating to the introduction of 'floating hubs'.

In relation to policy documents, this [Mayoral Decision](#) approves the receipt of grant funding and subsequent expenditure for the development and delivery of pan-London rough sleeper services and projects from 1 July 2018 to 31 March 2019. It also includes the approval for expenditure including the creation and support of floating hubs.

The Floating hub service is operated by St Mungo's under the contract which we hold with them for the No Second Night Out service. The floating hub provides intensive assessment and support to people sleeping rough in a particular area, with the aim of supporting them to leave rough sleeping and access other support. Please find attached a copy of the St Mungo's Floating Hubs overview and requirements and a copy of an overview presentation delivered during August 2018.

Unfortunately, we have estimated that the cost of complying with the first part of your request would exceed the "appropriate limit" specified in section 12 of the Act (Appropriate Limit and costs).

Section 12 of the Act provides that a public authority is not obliged to comply with a request if the cost of determining whether we hold the information, locating and retrieving it and extracting it from other information would exceed the appropriate limit. The aforementioned Fees Regulations stipulate that this limit is £450; calculated at £25 per hour for every hour spent on the activities described and equates to 18 hours of work.

An initial search of one staff email account has returned 1000 items of correspondence potentially within scope of your request. Each item would need to be examined to see if it falls

within scope of your request. In addition, further searches of staff email accounts across various GLA teams such as those within the Housing & Land Directorate, Finance, Press, Governance & Corporate Management, Health & Mayors Office would need to take place. There is no mechanism at our disposal to perform an automated search for relevant information and a lot of information held is likely to be administrative in nature, for example staff arranging meetings. Therefore, it would be likely to take between 10 and 20 minutes to perform every search and then further time required to check what is in scope.

We have therefore refused this request under the cost limit provisions of section 12 of the Freedom of Information Act and this letter therefore constitutes a refusal notice under section 17(1) of the Act.

If you would like to submit a further request to the GLA, you will need to refine your request to bring it within the cost threshold. You may wish to limit your request to specific named Hub, for example the hub in Islington and communications with the delivery partner, or communications with a particular local authority and reduce the time frame so that we can focus our searches for specific communications. Please note any narrowed request will be treated as a new request for information for consideration under the Act.

If you have any further questions relating to this matter, please contact me, quoting the reference MGLA240918-3502.

Yours sincerely

Paul Robinson
Information Governance Officer

If you are unhappy with the way the GLA has handled your request, you may complain using the GLA's FOI complaints and internal review procedure, available at:

<https://www.london.gov.uk/about-us/governance-and-spending/sharing-our-information/freedom-information>