

Response to Request for Information

Reference FOI 000571
Date 2 November 2016

Secondary Ticketing Websites

Request:

I request disclosure of information under the terms of the freedom of information act. My request relates to your trading standards department.

I would like to request the following;

1. For each of the last five financial years, 2011/12 – 2015/16, how many complaints has your trading standards department received about secondary ticketing websites?

In response to your question, we can confirm that following careful consideration, the Council regrets to inform you that it has decided not to disclose this information.

Information you have requested has been withheld from disclosure. The exemption engaged is Section 12 of the Freedom of Information Act 2000 (FOI).

Section 12 of the FOI exempts Public Authorities from providing information where the estimated cost of compliance exceeds the appropriate limit. Any estimate must be undertaken in accordance with the limits set in fees regulations made under Section 12 (5) of the FOI.

These Fees Regulations (SI 2004/3244 Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations) allow for a refusal where the cost of compliance, for local authorities such as the Council, would exceed £450. As a guide, staff time to identify and extract this information is charged at a rate of £25 per hour.

In summary, we cannot easily gather this information via a report as it is not held centrally. In order to determine the information you have requested, we would manually need to interrogate 20,000 records, (last five years). This would be a manual exercise and as such we believe the aggregated time it would take to collate the information would be in excess of 18 hours (equivalent to a notional cost of £450).

If you can narrow down your request the Council will look into the matter again and may be able to provide the information free of charge because it would cost less than the appropriate limit to do so. Any reformulated request the

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department receives from you will be treated as a fresh FOI request.

2. For each of the last five financial years how many investigations have your trading standards department carried out into secondary ticketing websites?
None.
3. How many of these resulted in prosecutions?
None.