

Information Classification: PERSONAL

Dear Bob Egerton,

Internal Review under the Environmental Information Regulations (EIR) 2004

Thank you for your email below in which you expressed dissatisfaction with the response to your request referenced 6HR1GHL1-101008147374.

In your email below you raise concerns that the Council has not provided you with all information falling within the scope of your request. In addition, I note your recent complaint to the Information Commissioner's Office (ICO) regarding a response not being provided within statutory timescales.

As a result of the concerns raised below and through the ICO, I have conducted an Internal Review to determine whether or not the response was compliant with the EIR 2004.

How I reached my view

The information I reviewed and considered in coming to a final view includes:

- Your original request
- The search conducted for information within the scope of your request
- The Council's response to your request
- The EIR 2004

My Final View

I have reviewed this case as an Independent Reviewer and my view is that you have been provided with the information falling within the scope of your request, however the response was not within statutory timescales. I have explained the reasoning behind my findings below.

Timescales

The timescales for complying with a request under the EIR 2004 are within Regulation 5(2) of the EIR 2004. Regulation 5(2) requires that information be made available as soon as possible and no later than 20 working days after receipt. There are extensions that can be applied to voluminous and complex cases, however my view is that the threshold for an extension was

not met in this case. Your request was received on 23rd June 2026, so the first working day was 24th June 2026. The response was provided on 10th August 2026 which was working day 34. This was outside the statutory timescales. On behalf of the Council, I apologise for the delay.

Information within scope

In your email below you raise concerns that not all information within the scope of your request had been provided. You explain that because the document you were provided was not dated and signed it suggested that it was a draft document and that there may be an additional final document that was not provided to you. You also noted that the expiry date was March 2025 and asked whether a more up to date version with an extended date was available.

I have liaised with the relevant information holders who have confirmed that there is no further information within the scope of the request to provide you with. There are no other licence agreements to provide you with, this was the finished document and there is no additional extension documentation.

I am satisfied that the service has conducted a robust and thorough search and that the information provided to you is all that is in scope of your request.

I am sorry that the response you were provided fell outside of the statutory timescales and I hope that this response satisfies your concern that the Council has not carried out a robust enough search. If you wish to make any further requests for recorded information held by the Council, please do contact us. Alternatively, if you remain dissatisfied, you have the right to apply directly to the Information Commissioner, the contact details of whom are below.

FOI/EIR Complaints Resolution
Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Email: icocasework@ico.org.uk

Yours sincerely

[REDACTED] I Information Compliance Team Lead
Pronouns: he/him
Cornwall Council | Strategy and Partnerships

[REDACTED]
[REDACTED] and say my name!
www.cornwall.gov.uk | 'Onen hag oll'

From: Bob Egerton <bobegerton@mac.com>
Sent: 11 August 2026 09:32
To: SGD FOI <sgdfoi@cornwall.gov.uk>
Subject: Re: FOI-6HR1GHL1-101008147374 Response

CAUTION: This is an **EXTERNAL** email which was sent from outside of Cornwall Council's network. Do not click links, open attachments, or reply unless you recognise the sender and know the content is safe. Do not provide any login or password details if requested.

Dear FOI team

Thank you for the email and attachment in response to my request "Could you please supply a copy of the licence agreement between Cornwall Council and Plymouth Citybus Ltd. whereby Citybus has the right to use the brand of "Transport for Cornwall" on its website and mobile phone app."

Unfortunately the document that you sent me purporting to be the licence agreement is not dated or signed. This means that there is no way of knowing whether it was actually implemented or was just a draft. Would you please provide a copy of the finalised document showing that the agreement was actually implemented.

Furthermore, if the agreement was actually implemented, clause 16.1 of the agreement says, "This Agreement shall commence on the Effective Date and shall continue, unless terminated earlier in accordance with this clause 16, until 31 March 2025 when it shall expire automatically without notice." This means that it is no longer operative anyway.

If the agreement has been extended, please provide a copy of the agreement to extend it.

I look forward to receiving this further information. I do not consider this to be a new request, it is information that should have been provided in response to my initial request.

If you wish to treat this as a request to review your response, please do that.

Thank you.

Bob Egerton

Trevillick House, Fore Street, Grampound, Truro TR2 4RS
Tel: 01726 884451 • Mobile: 07785 748844
www.bobegerton.co.uk

On 10 Aug 2026, at 17:31, SGD FOI <sgdfoi@cornwall.gov.uk> wrote:

Information Classification: CONTROLLED