

**From:** Dionne Grant <Dionne.Grant@enfield.gov.uk>  
**Sent:** 27 February 2017 13:14  
**To:** Lorraine Cordell  
**Subject:** RE: Response to SAR - Ref CRM SAR 251 [SEC=OFFICIAL]

Classification: OFFICIAL

Dear Ms Cordell

Thank you for your email below. The relevant service areas supplied the information that is held on their records. There are no call recordings available.

You mention that you think information is missing. In order to enable us to search further, please clarify what data you think is missing and if you are aware of the context of which any other information may be held and any likely dates you think the processing of information may have occurred and I will then make further enquiries with services. As a reminder, the information provided in your recent request is only new data from when the last subject access request was made in 2016.

As previously explained, third party information would be withheld; to clarify further, this would include records produced by external agencies. In your email below, you refer to police records; please note that Mr Cordell may wish to contact the police directly to request details of their records held.

You also mention below that the Council holds inaccurate data. Mr Cordell may provide his statement to us to address what information he feels is incorrect and we will ensure that this is placed on our records alongside that data which he believes is inaccurate. This will then ensure that both versions of events are viewed alongside each other.

You do also have the right to contact the ICO as advised in my previous response.

Regards

Dionne Grant  
Statutory Complaints Manager - Gateway Services  
Finance, Resources and Customer Services  
Enfield Council  
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\*THINK BEFORE YOU PRINT\*

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**From:** Lorraine Cordell [<mailto:lorraine32@blueyonder.co.uk>]  
**Sent:** 16 February 2017 10:13  
**To:** Dionne Grant  
**Subject:** RE: Response to SAR - Ref CRM SAR 251 [SEC=OFFICIAL]

Dear Dionne Grant

Thank you for the information you sent regarding the subject access request. Sorry for the time it has taken for me to get back to you but I have been having work done in my home so have had no access to my main computer which hold all my emails, and have been working from my mobile which is not the best option. And I wont have access to my main computer till most likely Monday as work is still ongoing.

I do however feel that all the data has not been supplied that I have asked for, this was the same in March of 2016 I knew then we did not get all the data we asked for and an email was wrote in regards to this but no one got back to me.

Also in the data you have sent there is hardly any dates or times, that complaints were put in why does Enfield Councils system not include dates and times information was recorded? There is no call data. No meetings data that government body's had meetings regarding Mr Cordell, the list goes on.

I asked for all data that Enfield council holds, so all data should have been included and all audio call data and police data and meetings held and any other information that Enfield Council holds in regards to Mr Cordell.

All police data and any letters that have been sent from police or to police.

You seem to have asked for Mr Cordell health records who was this asked from and who gave the data?

There seems to be a long list of information that is missing both from the request in March 2016 and the request that was submitted on the 24/11/2016.

Can this please be looked into and if you are withholding any data for any reason could you please let me know this and what data it is and why you are withholding it.

There is also a lot of incorrect data that is being held and it seems that Enfield Council has chosen to put Mr Cordell as the perpetrator, by the ASBT there is lists of emails that is missing that I have sent in regards to complaints as to what the neighbours was doing to Mr Cordell, I have also requested all my phone records as it seems there is no lists of all the calls I made on behalf of complaints regarding Mr Cordell's neighbours. As it also seems there is missing calls that Mr Cordell made himself regarding what his neighbours was doing to him, lucky for me I do keep all emails, but it seems Enfield Council does not and to try and get themselves out of trouble due to not doing what they were meant to this data is missing.

I will give 14 days for this to be corrected and if it has not I will have no other option but to go to the ICO.

Regards

Lorraine Cordell

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**From:** Dionne Grant [mailto:Dionne.Grant@enfield.gov.uk]  
**Sent:** 10 February 2017 11:53  
**To:** lorraine32@blueyonder.co.uk  
**Subject:** Response to SAR - Ref CRM SAR 251 [SEC=OFFICIAL]

  
**This is a secure email. Double click the message to open it.**

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