



**Information Governance Team**

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13 July 2020

Dear Sir/Madam.

**Freedom of Information Act 2000 (FOIA)  
Request ID: REQ07134**

Thank you for your request for information relating to emails between the Council and Care Homes regarding Coronavirus.

You have requested the following information:

**1. Please provide all emails about COVID-19 between this council and these care home providers:**

- a. HC-One**
- b. Four Seasons**
- c. Barchester**
- d. Bupa**
- e. Care UK**
- f. Renaissance**

**2. Please also provide all emails about COVID-19 between this council and all local authority-run care homes.**

**As a timeframe, please carry out a search between 1st February and 7th May.**

We hold the information which you have asked for but we have estimated that the cost of meeting your request would exceed the cost limit of £450 specified in the Freedom of Information and Data Protection (Appropriate Limit and Fees Regulations 2004). This represents the estimated cost of one person spending 18

hours or more, in determining whether the information is held, locating, retrieving and extracting it.

We estimate that to obtain the information being request it would require a manual trawl by multiple officers going through thousands of emails to identify those specifically relating to both Covid-19 and the care home providers as stated in your request.

Your request has therefore been refused under section 12(2) of the Act.

For information, we publish a variety of information such as: [FOI/EIR Disclosure Log](#), [Publication Scheme](#), [Facts about Coventry](#) and [Open Data](#) that you may find of useful if you are looking for information in the future.

If you are unhappy with the handling of your request, you can ask us to review our response. Requests for reviews should be submitted within 40 days of the date of receipt of our response to your original request – email: [infogov@coventry.gov.uk](mailto:infogov@coventry.gov.uk)

If you are unhappy with the outcome of our review, you can write to the Information Commissioner, who can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or email [casework@ico.org.uk](mailto:casework@ico.org.uk).

Please remember to quote the reference number above in your response.

Yours faithfully

**Information Governance**