Mr C. Bury,
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21-11-2024

To Mr Sean O'Connor,
Director of Governance & Law,
Herefordshire Council,
Plough Lane,
Hereford,
HR4 0LE.

Dear Mr. O'Connor,

Further to your vexatious letter dated 11th November 2024 regarding my communication of 22nd October 2024 to Mr. P. Walker, concerning acknowledgement of intent which has been severely hampered. I write to address several critical matters.

Acknowledgment of Communications
I note with concern your stated Herefordshire Council's position regarding the concealment of unauthorised activity, and the lack of acknowledgment and direct engagement regarding my correspondence. My letters of 27th July and 22nd September emphasised the importance of personal acknowledgment to prevent misdirection or delay. The continued absence of such acknowledgment creates an impression of procedural avoidance. I request confirmation that my communications have been received and appropriately routed to ensure no further potentially harmful delay.

Council Tax Backdating Claim
Regarding my council tax backdating claim, I must stress that the Council's handling of this matter reflects significant failings. These include:

- Taking nearly four years to provide the necessary application form.
- Refusing to make reasonable adjustments.
- Mishandling and destroying my original personal data related to the application for reduction.

These actions demonstrate a dismissive and uncompassionate approach, which I regard as both unreasonable and ableist.

Designation of 'Unreasonable Behaviour'
I note the repeated decision to extend the designation of alleged 'unreasonable behaviour' until 14th March 2025. This designation appears to once again penalise me for exercising my lawful rights, including to request information and raise valid concerns. The continuation of this status for nearly eight years disregards the context of my health conditions and the

distress caused by unresolved issues, including those related to the inadequate care and support of my vulnerable brother.

I ask the Council to review this designation in light of these circumstances and adopt a more constructive approach to addressing my concerns.

Subject Access Request (SAR)
While I acknowledge that the Information Governance Team has responded separately regarding my SAR, I must highlight the following breaches of the UK GDPR and the Data Protection Act 2018:

- Failure to adhere to stipulated timelines, a breach of legal requirement.
- Delays spanning over five months before receiving a response.

These delays exacerbate my concerns about the Council's handling of my data and undermine trust in its processes. I request assurances that any future SARs and FOIs will be handled within statutory timelines.

General Conduct and Resolution
It is not my intention to overwhelm or circumvent procedures. My persistence reflects the need for transparency and resolution, not unreasonable behaviour. Herefordshire Council's repeated lack of timely and substantive responses has contributed to my distress, making it imperative for these issues to be addressed with due diligence.

In conclusion, I request:

1. Immediate acknowledgment of my correspondence, particularly and personally by Mr. Walker.
2. A substantive response to my council tax backdating claim.
3. A review of the 'unreasonable behaviour' designation and its extension, imposed by yourself and colleagues, which I hold, in part, accountable for severe harm to my health, including, but not limited to, a stroke and life threatening brain.
4. Assurances that SAR, in particular, and FOI responses will comply with statutory requirements in the future.

I trust these requests can be handled transparently and in line with procedural fairness and I urge you to not continue your obstructive pattern of behaviour that hinder resolution.

Yours sincerely,

[redacted]

Mr C. Bury