

Committee:	Executive	Agenda Item No.:	8
Date:	27 <sup>th</sup> October 2008	Status	Open
Category	3. Part of the Budget and Policy Framework		
Subject:	Compliments, Comments, Complaints and Freedom of Information Requests		
Report by:	Customer Service and Access Officer		
Other Officers Involved			
Director	Chief Executive Officer		
Relevant Portfolio Holder	Customer Focused Services		

### **RELEVANT CORPORATE AIMS**

CUSTOMER FOCUSED SERVICES – Providing excellent customer focused services

STRATEGIC ORGANISATIONAL DEVELOPMENT – Continually improving our organisation.

The effective management of complaints and customer requests is central to good customer service. It also provides a good source of information which the Council can use to improve services.

### **TARGETS**

Local performance indicators for handling written complaints and Ombudsman complaints.

### **VALUE FOR MONEY**

A centralised complaints and freedom of information requests service maximises the use of staffing resources as well as the provision of management information.

## **THE REPORT**

To provide information on the number of compliments, comments, complaints and freedom of information requests for the period 1<sup>st</sup> July 2008 to 30<sup>th</sup> September 2008.

### **Compliments**

Table A shows the number of written compliments received for the period 01/07/08 to 30/09/08. In total 25 written compliments were received with the majority appreciating helpful staff and services especially the organised leisure activities for the school holidays.

## Comments

Table B shows the number of written comments received for the period. Of the 11 comments received, 8 have been replied to within standard (20 working days), 1 took longer than the standard and 2 remained open but within timescale as of 9<sup>th</sup> October 2008.

Table C shows the above information by department.

There were no trends for this period.

## Complaints

### Stage one

Stage one complaints refer to expressions of dissatisfaction made verbally by customers. The table below provides a breakdown of stage one complaints handled by the Contact Centres by service area and volume for the period 01/07/08 to 30/09/08:

<b>Stage One Complaints</b>		
<b>Service Area</b>	<b>01/04/08 - 30/06/08</b>	<b>01/07/08 - 30/09/08</b>
Complaints regarding housing repairs e.g. out of time, quality	35	27
Complaints regarding refuse, grounds maintenance, cleansing services e.g. not returning bin to collection point, missed green bin collection	111	80
Missed clinical waste collection	54	35
Missed domestic bin collection	478	329
Missed blue box collection	177	201
Bin not fully emptied	5	6
<b>Total</b>	<b>860</b>	<b>678</b>

For the same period Contact Centres handled 9,466 requests for service in total.

### Stage two

Table D shows the number of stage two or written complaints received for the period by date order. Of the 26 complaints received, 7 remained open and within timescale as of 9<sup>th</sup> October 2008. Of the remaining 19 complaints, all have been responded to within our customer service standard of 20 working days.

Table E shows the above information by department.

Regarding trends, there were 6 complaints regarding housing repair related matters and 3 complaints regarding delays in receiving a response to letters.

### Stage three

Table F shows the number of stage three complaints received for the period by date order. These are complainants who have already made a stage two complaint and still feel dissatisfied. During this period 7 stage three complaints were received, of which 2 remained open and within timescale as of 9<sup>th</sup> October 2008. Of the remaining 5 complaints, 4 had been responded to within standard and 1 complaint took longer.

### Ombudsman

Table G shows the status of Ombudsman complaints for 2008/09 as of 9<sup>th</sup> October 2008. During this period one informal complaint requiring an update has been received and responded to. One decision from the Ombudsman has been received as well recording a 'no or insufficient evidence of maladministration' outcome.

### Freedom of Information (FOI)

Table H shows the number of requests for 'freedom of information' for the period 01/07/08 to 30/09/08 by date order. Of the 61 requests received, 5 remained open and within timescale as of 9<sup>th</sup> October 2008. Of the remaining 56 requests, 55 or 98% were responded to within the government standard of 20 working days, 1 (2%) took longer than the standard.

Table I shows the above information by department.

### Performance

A target of 90% has been set for responding to stage two complaints within 20 working days for 2008/09. For this period so far 100% has been achieved improving the performance to date to 90.5%.

### Customer Satisfaction

A new methodology has been used this financial year to measure customer satisfaction. It is based on a 10 point rating and asks respondents to rate their importance of as well as their satisfaction with a set of customer requirements, for example, receiving a clear understandable written response to their complaint, being treated fairly etc. This methodology enables a CSI or Customer Satisfaction Index to be calculated, which enables comparisons to be made with the UK national Customer Service Index.

Between April and September 2008 we received 64 stage two complaints, each complainant would have been issued a complaints handling satisfaction form with their response letter. For the above period we received 13 completed surveys making a response rate of 20% and can report the following:

- Customer Satisfaction Index score of 47% (UK CSI for Local Government 64%).
- Of the 13 respondents 4 or 31% felt that their complaint had been resolved to their satisfaction, 1 or 7% felt that their complaint had been partially resolved and 8 or 62% felt that their complaint had not been resolved.

- 'Dealing with your enquiry quickly' came out as the number one priority for improvement.

A fuller analysis will be included in the year end summary of Compliments, Comments and Complaints.

### **ISSUES/OPTIONS FOR CONSIDERATION**

None

### **IMPLICATIONS**

Financial: - None

Legal: - None

Human Resources: - None

### **RECOMMENDATION(S)**

**That the report be received**

### **REASON FOR DECISION TO BE GIVEN IN ACCORDANCE WITH THE CONSTITUTION**

To keep Members informed of volumes and trends regarding compliments, comments, complaints and freedom of information requests.

ATTACHMENTS:                   **Y**

Table A: Compliments summary for the period 01/07/08– 30/09/08

Table B: Comments summary for the period 01/07/08 – 30/09/08

Table C: Comments summary by department 2008/09

Table D: Stage two complaints summary for the period 01/07/08 – 30/09/08

Table E: Stage two complaints summary by department 2008/09

Table F: Stage three complaints summary for the period 01/07/08 – 30/09/08

Table G: Ombudsman complaints summary for 2008/09

Table H: Freedom of information summary for the period 01/07/08 – 30/09/08

Table I: Freedom of information summary by department 2008/09

FILE REFERENCE: - N/A

SOURCE DOCUMENT: - N/A

**Table A - COMPLIMENTS SUMMARY 01/07/08 – 30/09/08**

<b>Date Received</b>	<b>Area</b>	<b>Summary of Compliment</b>	<b>Departments Involved</b>
02/07/2008	Pinxton	She thought the refuse operators were very helpful	Street Services
08/07/08	Pinxton	Impressed by how the bridleway was cleared	Street Services
18/07/08	Pinxton	Thankful for the grant of £200 towards convalescing	CEPT
18/07/08	Bolsover School	Thankful for suggested improvements to their communication strategies	CSPD
28/07/08	St John's Ambulance	Thought our operatives were very helpful and a credit the Council	Housing
05/08/08	Bolsover	Very pleased with the operatives - made no mess and were very courteous	Housing
06/08/08	Worksop	Received good customer service	Contact Centre
13/08/08	Tibshelf	Happy with 4th Annual Festival of Sport Event. Received great support from the Council	Leisure
19/08/08	Creswell	Letter to thank Street Services for Creswell looking its very best	Street Services
22/08/08	Shirebrook	Thanking Shirebrook Market staff for providing the pod shelter for walk-in clinic	Environmental Health
22/08/08	Rotherham	Thanking for help and co-operation regarding an incident on river Doe Lea	Environmental Health
29/08/08	Shirebrook	Really happy with Kissingate Leisure Centre and how their children looked after by the staff	Leisure
29/08/08	Shirebrook	Really happy with Kissingate Leisure Centre and how their children looked after by the staff	Leisure
08/09/08	Not Known	Compliments card in respect of Market Service	Environmental Health
10/09/08	Pinxton	Organised activities during the Summer school holidays	Leisure

**Table A - COMPLIMENTS SUMMARY 01/07/08 – 30/09/08**

<b>Date Received</b>	<b>Area</b>	<b>Summary of Compliment</b>	<b>Departments Involved</b>
10/09/08	South Normanton	Organised activities during the Summer school holidays	Leisure
10/09/08	South Normanton	Organised activities during the Summer school holidays	Leisure
10/09/08	Alfreton	Organised activities during the Summer school holidays	Leisure
10/09/08	Pinxton	Organised activities during the Summer school holidays	Leisure
10/09/08	South Normanton	Organised activities during the Summer school holidays	Leisure
10/09/08	South Normanton	Organised activities during the Summer school holidays	Leisure
10/09/08	South Normanton	Organised activities during the Summer school holidays	Leisure
10/09/08	Pinxton	Organised activities during the Summer school holidays	Leisure
16/09/08	South Normanton	Organised activities during the Summer school holidays	Leisure
16/09/09	South Normanton	Thankful for efficient service at contact centre with regards to bulky removal service	Contact Centre Street Services

### SUMMARY OF COMMENTS 01/07/08 – 30/09/08

Date Received	Area	Summary of Comment	Departments Involved	Date Response Sent	No of work days	Summary of Response
07/07/08	Alfreton	Would like to see more facilities available for plastic recycling	Street Services	25/07/08	14	Explanation as to why plastic can not be recycled yet
07/07/08	Creswell	The perception of the public that the CCTV cameras are monitoring 24/7	CSPD Community Services	25/07/08	14	Explanation on how Bolsover District Council operates a CCTV scheme at Creswell and other locations in the District
14/07/08	Worksop	Council Tax forms not clear enough	Revenues	05/08/08	16	Explanation regarding the form and an apology
21/07/08	Worksop	Would prefer operatives not to work on Saturday mornings	Housing	13/08/08	15	Explanation of working patterns by operatives and why sometimes work has to be carried out on Saturdays
23/07/08	Bolsover	In relation to an earlier stage two complaint, asking when some work is going to be done	Regeneration	11/08/08	12	Confirmed that a new 'pressure reducing valve' ordered. Apology for length of time to process recent complaint
18/08/2008	Palterton	Dissatisfied with the state of public toilets in Cavendish Walk and if any plans to renovate them	Street Services Regeneration	16/09/08	19	Informed that the toilets are in need of some improvements and the matter will be taken to Asset Management Group to see if there is any funding available to bring them up to an acceptable standard

**SUMMARY OF COMMENTS 01/07/08 – 30/09/08**

<b>Date Received</b>	<b>Area</b>	<b>Summary of Comment</b>	<b>Departments Involved</b>	<b>Date Response Sent</b>	<b>No of work days</b>	<b>Summary of Response</b>
18/08/08	Mansfield	Access issues to Arcadia Avenue in Shirebrook	Housing	18/09/08	21	Assured that Housing have not provided the tenants with rear access gates or conferred any parking rights
08/09/08	Shirebrook	The parking of cars for the residents of Limes Crescent is inadequate. Requesting to have extension to existing parking area	Regeneration	03/10/08	18	Holding letter sent advising more time needed to make enquiries
11/09/08	Shirebrook	Requesting a reduction in Business Rates	Revenues	07/10/08	18	Charging of rates explained together with details of how to appeal to the Valuation Agency
17/09/08	Bolsover	Making enquiries about travellers in the district	Planning			Open and within timescale as of 08/10/08
24/09/08	Whitwell	Suggestion to remind tenants to keep gardens tidy	Housing			Open and within timescale as of 08/10/08



**Table C – Comments Summary by Department**

Department/Section	01/04/08 – 30/06/08			01/07/08 – 30/09/08		
	No. of Comments	No. Responded to in time	No. responded to out of time	No. of Comments	No. Responded to in time	No. responded to out of time
Contact Centres	1	1				
Customer Service & Performance				1	1	
Community Services				1	1	
Environmental Health	1	1				
Street Services	5	4	1	2	2	
Housing	2	2		3	2	1
Legal						
Leisure						
Planning	1	1		1	1	
Regeneration	1	1		3	3	
Revenues	3	3		2	2	
<b>Totals</b>	<b>14</b>	<b>13</b>	<b>1</b>	<b>13</b>	<b>12</b>	<b>1</b>

**Table D - Summary of Stage Two Complaints 01/07/08 – 30/09/08**

<b>Date Received</b>	<b>Area</b>	<b>Summary of Complaint</b>	<b>Departments Involved</b>	<b>Date Response Sent</b>	<b>No of work days</b>	<b>Remedy</b>
07/07/08	Bolsover	Excessive noise from central heating - they feel ignored	Regeneration	17/07/08	8	Details of the inspection date given and an apology
08/07/08	Creswell	Unhappy about receiving a standard enforcement letter	Environmental Health	24/07/08	12	Explanation of procedure, assurance that Housing now dealing with and an apology
21/07/08	Glapwell	Believes kitchen is not up to Decent Homes Standard. Not happy with treatment when contacting us about it	Housing	13/08/08	15	Informed that no substantial work will be carried out until after 2010. Some minor works will be done. Contact details of Decent Homes Officers given. Apology for not providing this information previously
22/07/08	Tibshelf	Not happy with response from email enquiry regarding recycling issues	Street Services	14/08/08	15	Explanation that the green waste collection is an additional service, introduced on a trial basis. Also would be unfair to collect two bins from one property and then have to exclude another property on the round
23/07/08	Bolsover	Regarding treatment received when dealing with his Council Tax and a late payment that was made	Revenues	18/08/08	17	An explanation given about the payment plan, payments missed and Council procedure to refer to bailiff
24/07/08	Whitwell	Regarding a complaint that residents at Duke street made in June 2007 about another property	Housing	14/08/08	15	Pending court action, unable to advise any further at present

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28/07/08	Bolsover	Not happy with the service received when making a telephone call to contact centre	Contact Centres	19/08/08	16	Apologies for any misunderstanding or upset caused
28/07/08	Tibshelf	Delay and fragmented approach to letters proposing a development in Tibshelf	Planning Environmental Health Regeneration Legal	27/08/08	20	Explained that individual departments did reply to proposed development but not within customer service standard. Apology
28/07/08	Pinxton	Unhappy about the action being taken by the Council to counter a nuisance neighbour	Planning Environmental Health	21/08/08	14	Explanation. Assured that both departments are progressing this matter in accordance with their procedures and the legislative requirements in which they operate
01/08/08	South Normanton	Unhappy with service regarding application for a house	Housing	22/08/08	15	Explanation about the current housing application and how many points. Assured being progressed in line with procedures
01/08/08	Shirebrook	Unhappy about being turned away from drinking in the bar on a Wednesday night	Leisure	22/08/08	15	Explanation as to why not able to drink in bar on Wednesday between 6 and 7. An apology given and a compromise offered

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04/08/08	Bolsover	Unhappy about the way benefit application was reviewed	Revenues	27/08/08	15	Explanation that details on application required further checks to be undertaken in order to comply with benefit reviews
13/08/08	Bolsover	Damage to carpet after a pipe leaked again after being fixed	Housing	15/08/08	17	Explanation of events. Department feels it is not appropriate to refund the cost of carpet. Referred to Tenants' Handbook, which clearly sets out both tenant and landlord responsibilities with regards to repair and maintenance matters
21/08/08	Clowne	Unhappy with the length of time to receive a letter	Planning	22/09/08	20	Explanation of events. Apology for any inconvenience caused with mix up in dates on letter
21/08/08	Newton	Unhappy with way Council Tax dealt with	Contact Centre Revenues	16/09/08	16	Provided breakdown of events and confirmed no evidence of any documents being handed in at Contact Centre
27/08/08	Barnsley	Unable to access the public access system (Planning) on the website - happened a number of times	ICT	18/09/08	16	Confirmed that there was a problem over the Bank Holiday with public access not being available on the website. Apology

**Table D - Summary of Stage Two Complaints 01/07/08 – 30/09/08**

<b>Date Received</b>	<b>Area</b>	<b>Summary of Complaint</b>	<b>Departments Involved</b>	<b>Date Response Sent</b>	<b>No of work days</b>	<b>Remedy</b>
29/08/08	Bolsover	Unhappy with various repairs	Housing	22/09/08	6	Arrangements made for required repairs
05/09/08	Barlborough	Treatment they have received with regards to ill fitting back door to bungalow	Housing	02/10/08	19	Explained experienced a number of problems with the contactor regarding delivery and time taken to fit doors. New door should be manufactured and fitted within the next few days. Apology
11/09/08	Mansfield	Follow up questions to an earlier complaint regarding a proposed development in Tibshelf	Planning Regeneration	07/10/08	18	Information on grant support provided and clarification of previous planning guidance
18/09/08	Clowne	Noise problems with engineering company recently set up near them. Feel Council ignoring their complaints about the noise	Environmental Health Planning Legal			Open and within timescale as of 08/10/08
19/09/08	Pinxton	Experienced inconvenience and delay in receiving Gold Card	Finance			Open and within timescale as of 08/10/08
22/09/08	Alfreton	Dissatisfied and upset to receive a reminder notice to pay Council Tax already paid	Revenues			Open and within timescale as of 08/10/08
24/09/08	Bolsover	Shower still not fixed	Housing			Open and within timescale as of 08/10/08
24/09/08	Pinxton	Time taken to respond to a letter and points made	Housing			Open and within timescale as of 08/10/08

**Table D - Summary of Stage Two Complaints 01/07/08 – 30/09/08**

<b>Date Received</b>	<b>Area</b>	<b>Summary of Complaint</b>	<b>Departments Involved</b>	<b>Date Response Sent</b>	<b>No of work days</b>	<b>Remedy</b>
30/09/08	Alfreton	Would like kitchen floor redoing, walls replastered and kitchen brought up to standard	Housing			Open and within timescale as of 08/10/08
30/09/08	Bolsover	Vehicles causing a nuisance outside flat	Housing			Open and within timescale as of 08/10/08

**Table E - Stage Two Complaints Summary by Department**

Department/Section	01/04/08 – 30/06/08			01/07/08 – 30/09/08		
	No. of Complaints	No. Responded to in time	No. responded to out of time	No. of Complaints	No. Responded to in time	No. responded to out of time
Contact Centres	2	2		2	2	
Customer Service & Performance						
Community Services						
Environmental Health	3	3		4	4	
Street Services	6	5	1	1	1	
Finance	5	5		1	1	
Housing	20	14	6	10	10	
ICT				1	1	
Legal				2	2	
Leisure	1	1		1	1	
Planning				5	5	
Regeneration				3	3	
Revenues	3	3		4	4	
<b>Totals</b>	<b>40</b>	<b>33</b>	<b>7</b>	<b>34</b>	<b>34</b>	

**Table F - Summary of Stage Three Complaints 01/07/08 – 30/09/08**

<b>Date Received</b>	<b>Area</b>	<b>Summary of Complaint</b>	<b>Departments Involved</b>	<b>Date Response sent</b>	<b>No of work days</b>	<b>Remedy</b>
03/07/08	Shuttlewood	Still not happy about getting rid of his scooter and efforts by Housing to re-house	Housing	25/07/08	16	Re-iterated previous advice re scooter and action to date regarding housing transfer
18/07/08	Glapwell	Not happy with stage 2 remedy - asking for a refund regarding missed bin collections	Street Services	12/08/08	17	Explained that already provided a suitable remedy to complaint (an apology and an explanation). Informed that regulations do not allow for council tax to be refunded on the basis suggested. Contact Centre procedures explained
18/08/08	Shuttlewood	Not happy with 2nd stage reply regarding complaint about work done by contractors approximately 7 years ago to neighbour's property. Not happy with length of time Council taking to rectify problems	Housing	29/09/08	28	Apologies for the length of time it has taken to respond. Re-iterated no record of a written complaint under current centralised system, which has been in operation since 1st January 2006. Explained that the property was inspected by Surveyor from a different department who reported only minor repairs



**Table F - Summary of Stage Three Complaints 01/07/08 – 30/09/08**

<b>Date Received</b>	<b>Area</b>	<b>Summary of Complaint</b>	<b>Departments Involved</b>	<b>Date Response sent</b>	<b>No of work days</b>	<b>Remedy</b>
09/09/08	Bolsover	Not happy with 2nd stage reply regarding complaint about treatment received when dealing with his Council Tax and a late payment that was made	Revenues	02/10/08	17	Explanation and run down of events. Not paid in accordance with billing information provided. Assured customer that officers have worked in accordance with procedures
15/09/08	South Normanton	Not satisfied with 2nd stage reply regarding problems with the Housing Department regarding their application for a house	Housing	08/10/08	17	Re-iterated that correct procedures have been followed and that Housing Officer has acted professionally
23/09/08	Clowne	Complained already about the central heating not working correctly. They are not satisfied that their system is up to standard	Housing			Open and within timescale as of 08/10/08
30/09/08	Whitwell	Seeking compensation from the Council with regards to flood damage	Housing			Open and within timescale as of 08/10/08

**Table G - Summary of Ombudsman Complaints 2008/09**

Date Received	Area	LGO's Summary of Complaint	Departments Involved	Date Response sent	No. of Calendar Days	Date Decision Letter Received	Ombudsman's Decision
08/04/08	Glapwell	Still unhappy about having to pay for a replacement bin	Street Services	28/04/08	20	09/06/08	<b>Local Settlement</b> Council to provide a replacement bin, pay £75.00 for time and trouble and produce a new policy on bins
17/06/08	Shirebrook	Despite assuring complainant that his application for a grant to replace the roof of his business had been successful, failed to honour that assurance or, as promised, integrate decision to award a grant into successor scheme. The Council since refused grant to him under either scheme	Regeneration	01/07/08	14	15/09/08	<b>No or insufficient evidence of maladministration</b> as Council had followed the correct administrative procedures for assessing eligibility
26/08/08	Clowne	Unhappy that the Council did not take any enforcement action against a neighbour who has constructed an access without planning permission and erected brick pillars and double gates	Planning	No information requested	N/A	28/08/08	<b>No or insufficient evidence of maladministration</b> as Council had followed the correct administrative procedures for enforcement action and permitted development

**Table G - Summary of Ombudsman Complaints 2008/09**

Date Received	Area	LGO's Summary of Complaint	Departments Involved	Date Response sent	No. of Calendar Days	Date Decision Letter Received	Ombudsman's Decision
16/09/08	Whitwell	<b>Informal enquiry</b> asking for an update on a complainant's case regarding damage caused to a retaining wall in the garden as a result of flooding and action taken by the Council to resolve	Housing	24/09/08	6		<b>Open awaiting decision</b>

**Table H - Summary of FOI Requests 01/07/08 – 30/09/08**

<b>Date Received</b>	<b>Reference Number</b>	<b>Summary of FOI</b>	<b>Departments Involved</b>	<b>Date Response Sent</b>	<b>No of work days</b>	<b>Information released</b>
03/07/08	037/0809	Information about software systems for Electoral Services	Democratic Services	25/07/08	16	Yes
04/07/08	038/0809	TWO requests- 1. Chief Officers and Assistant Chief Officers salaries 2. Agency staff	HR (Payroll) Finance	25/07/08	15	Yes
04/07/08	039/0809	Information regarding Highways Act 1980 section 38	DCC	15/07/08	7	Transferred to DCC
04/07/08	040/0809	Data Security within Local Government	CSPD	25/07/08	15	Partially
04/07/08	041/0809	Number of licenses to sell alcohol issued	Legal	25/07/08	15	No
07/07/08	042/0809	Requesting information regarding Hackney Carriage and Private Hire Licenses issued	Legal	01/08/08	17	Yes
09/07/08	043/0809	Seeking information on Bakestone Moor Allotments	Regeneration	01/08/08	15	No
11/07/08	044/0809	Fixed penalty notices relating to household waste	Environmental Health	06/08/08	18	Yes
11/07/08	045/0809	In the 07/08 financial year on how many occasions did authorised staff access the Driver and Vehicle Licensing Agency's (DVLA) Web Enabled Enquiry System (WEES) to assist in the investigation of environmental offences	Environmental Health	06/08/08	18	Yes
11/07/08	046/0809	Current position regarding the collection of residual household waste and recycle collection	Street Services	06/08/08	18	Yes

**Table H - Summary of FOI Requests 01/07/08 – 30/09/08**

<b>Date Received</b>	<b>Reference Number</b>	<b>Summary of FOI</b>	<b>Departments Involved</b>	<b>Date Response Sent</b>	<b>No of work days</b>	<b>Information released</b>
11/07/08	047/0809	1. Latest inspection report by the Office of the Surveillance Commissioner 2. Breakdown on the use of RIPA powers to date	Legal	06/08/08	18	Yes
14/07/08	048/0809	Income obtained from the electoral register during the financial year 2007/8	Democratic Services	06/08/08	17	Yes
15/07/08	049/0809	Clarification regarding an earlier request - how many planning committee meetings were attended	CEPT Services Democratic Services	17/07/08	2	Yes
15/07/08	050/0809	Requesting source and details of planning complaint	Planning	12/08/08	20	Partially
17/07/08	051/0809	Name of child care voucher supplier, commission fee currently paying and the number of employees that are currently using the scheme	HR	11/08/08	17	Yes
22/07/08	052/0809	Fixed penalty notices issued. Tickets issued to drivers who littered. How many warning signs about littering	Environmental Health	14/08/08	15	Yes
30/07/08	053/0809	The numbers of requests made to use the Regulation of Investigatory Powers Act for domestic waste offences, littering or fly tipping offences in last three years	Environmental Health	18/08/08	13	Yes
01/08/08	054/0809	How many Licences issued under the Dangerous Wild Animals Act 1976 in 2007	Environmental Health	21/08/08	14	Yes
01/08/08	055/0809	A list of groups and amounts given to worthy community and voluntary groups by two District Councillors	Finance	22/08/08	15	Yes

**Table H - Summary of FOI Requests 01/07/08 – 30/09/08**

<b>Date Received</b>	<b>Reference Number</b>	<b>Summary of FOI</b>	<b>Departments Involved</b>	<b>Date Response Sent</b>	<b>No of work days</b>	<b>Information released</b>
04/08/08	056/0809	How many incidents of refuse collectors being assaulted by members of the public whilst carrying out council duties How many working days lost by refuse collectors as a result of injuries connected with assaults from members of the public	Street Services	21/08/08	13	Yes
04/08/08	EIR	Request for environmental information for a site in Bolsover	Environmental Health	19/08/08	11	Yes
05/08/08	057/0809	Details of noise nuisance complaints received in the past year for noise experienced from a dwelling house	Environmental Health	22/08/09	13	Partially
08/08/08	058/0809	Information on policy on free swimming and related statistics	Leisure	03/09/08	16	Partially
12/08/08	059/0809	Copy of latest figures regarding the forecasted spend split between Decent Homes works, ongoing planned maintenance and responsive repairs	Housing	22/08/08	8	Yes
12/08/08	060/0809	How much money has been refunded to council tax payers who have been placed in lower council tax bands following representations to the Valuation Office Agency	Revenues	N/A	N/A	Request Withdrawn
14/08/08	EIR	Request for environmental information for a site in Bolsover	Environmental Health	10/09/08	19	Yes
15/08/08	061/0809	What steps have been taken to implement the ruling of a specified appeal	Planning	03/09/08	8	Yes

**Table H - Summary of FOI Requests 01/07/08 – 30/09/08**

<b>Date Received</b>	<b>Reference Number</b>	<b>Summary of FOI</b>	<b>Departments Involved</b>	<b>Date Response Sent</b>	<b>No of work days</b>	<b>Information released</b>
15/08/08	EIR	Request for environmental information for a site in South Normanton	Environmental Health	05/09/08	15	Yes
20/08/08	062/0809	Has the council used powers under the Regulation of Investigatory Powers Act to mount any kind of surveillance operation against a household in its area	Legal	03/09/08	8	Yes
20/08/08	063/0809	How many schools have been found to contain asbestos in each year since 2002	DCC	21/08/08	1	Not held - transferred to DCC
20/08/08	064/0809	How many full time social work posts do we have in child protection service	DCC	21/08/08	1	Not held - transferred to DCC
20/08/09	065/0809	Attendance figures for an ex-Councillor during last year of office	CEPT Democratic Services	18/09/08	19	Yes
27/08/08	066/0809	Contract information on windows, doors, plumbing and heating	Procurement Regeneration	24/09/08	21	No
27/08/08	067/0809	Asking for specific documents in connection with two planning applications	Planning	24/09/08	20	Yes
27/08/08	068/0809	Requesting information about maladministration and Ombudsman findings	CSPD	23/09/08	19	Yes
27/08/08	069/0809	Any plans concerning the New Drum at Shirebrook and surrounding area	Regeneration Planning	23/09/08	19	Yes
27/08/08	070/0809	List of persons served with an ASBO	Housing	24/09/08	20	Partially

**Table H - Summary of FOI Requests 01/07/08 – 30/09/08**

<b>Date Received</b>	<b>Reference Number</b>	<b>Summary of FOI</b>	<b>Departments Involved</b>	<b>Date Response Sent</b>	<b>No of work days</b>	<b>Information released</b>
27/08/08	071/0809	For last 3 years - Member expenses, number of complaints, Ombudsman decisions, staffing numbers and costs	Finance CSPD HR & Payroll	24/09/08	20	Yes
27/08/08	072/0809	Requesting information on timber procurement policy and paper procurement policy	Procurement	22/09/08	18	No
28/08/08	EIR	Request for environmental information for a site in Whitwell	Environmental Health	09/09/08	8	Yes
01/09/08	073/0809	Information regarding any Olympics Coordinator post at the Council	Leisure	02/09/08	1	No
01/09/08	074/0809	Structure charts for HR and Finance	HR	26/09/08	19	Yes
01/09/08	075/0809	Information on conservation programmes and budgets	Planning	26/09/08	19	Yes
03/09/08	076/0809	Cost incurred due to the employment of agency staff and external consultants	Finance HR	30/09/08	19	Yes
03/09/08		Work carried out to rectify breaches on Bolsover Model Village	Housing	30/09/08	19	Yes
04/09/08	077/0809	A copy of the organogram of the internal structure of the positions within the Council	HR	30/09/08	18	Yes
05/09/08	078/0809	Information on the number of publicly-owned athletics tracks and cycle tracks in our area	Leisure	30/09/08	17	Yes
05/09/08	082/0809	Seeking more information on treasury management practices	Finance	30/09/08	17	Yes
09/09/08	079/0809	Travelling expenses for the Chairman	Finance	06/10/08	19	Yes
09/09/08	080/0809	Details of any persons who have died since March 2008 and whose details have been passed onto the Treasury Solicitor	Environmental Health	06/10/08	19	No



**Table H - Summary of FOI Requests 01/07/08 – 30/09/08**

<b>Date Received</b>	<b>Reference Number</b>	<b>Summary of FOI</b>	<b>Departments Involved</b>	<b>Date Response Sent</b>	<b>No of work days</b>	<b>Information released</b>
10/09/08	081/0809	Information on whether the Council is twinned	CSPD	12/09/08	2	No
10/09/08	083/0809	Revenue Out-Turn Form requested and an estimate of the number of Full Time Equivalent staff in post in the Development Control Service at or around the 31st March 2008	Finance Planning	06/10/08	18	Yes
12/09/08	084/0809	Information relating to the "Free Swimming" initiative launched by the Government on 6th June 2008	Leisure	08/10/08	18	Yes
15/09/08	085/0809	Planning applications since January 2005 that the local authority has consulted with, notified, or received comments from the Highways Agency	Planning	08/10/08	17	Partially
15/09/08	EIR	Request for environmental information concerning a site in Barlborough	Environmental Health	29/09/08	11	Yes
16/09/08	091/0809	Parking enforcement details and the number of vehicles towed away etc.	CSPD	19/09/08	3	No
18/09/08	086/0908	Various details about management and corporate plan	CSPD			Open and within timescale as of 08/10/08
18/09/08	087/0908	Does the Council have contracts with various industrial companies	Procurement			Open and within timescale as of 08/10/08

**Table H - Summary of FOI Requests 01/07/08 – 30/09/08**

Date Received	Reference Number	Summary of FOI	Departments Involved	Date Response Sent	No of work days	Information released
22/09/08	088/0908	A list of contracts agreed in the last 18 months for outsourced services detailing whether the Best Value Code of Practice on Workforce Matters was applied, or not	HR			Open and within timescale as of 08/10/08
26/09/08	089/0908	Full details of all Premises Licences reviewed between January 2007 and April 2008	Legal			Open and within timescale as of 08/10/08
30/09/08	090/0908	Information regarding licensing for taxis	Legal			Open and within timescale as of 08/10/08

**Table I – FOI Summary by Department**

Department/Section	01/04/08 – 30/06/08				01/07/08 – 30/09/08			
	No. of Requests	FOI	DP	EIR	No. of Requests	FOI	DP	EIR
<b>All</b>	1	1						
<b>CEPT</b>					2	2		
<b>Customer Service and Performance</b>	5	5			6	6		
<b>Democratic Services</b>	2	2			4	4		
<b>Environmental Health</b>	8	5		3	12	7		5
<b>Street Services</b>	5	5			2	2		
<b>Finance</b>	4	4			7	7		
<b>Housing</b>	3	3			3	3		
<b>HR &amp; Payroll</b>	1	1			7	7		
<b>ICT</b>	3	3						
<b>Legal</b>	3	3			6	6		
<b>Leisure</b>	1	1			4	4		
<b>Planning</b>	2	2			7	7		
<b>Procurement</b>					3	3		
<b>Regeneration</b>	2	2			3	3		
<b>Revenues</b>	3	3			1	1		
<b>Transferred</b>	3	3			3	3		
<b>Totals</b>	<b>46</b>	<b>43</b>		55 3	<b>70</b>	<b>65</b>		