

Committee:	Executive	Agenda Item No.:	7.
Date:	16 th February 2009	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	Performance Analyst/Admin Assistant		
Director	CEO		
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 1st October 2008 to 31st December 2008.

Compliments

Table A shows the number of written compliments received for the period. In total 29 written compliments were received many appreciating council organised events and services provided from the Handy Van Service to Personal Search facilities.

Comments

Table B shows the number of written comments received for the period. All 9 comments received were responded to within standard (20 working days).

Table C shows the above information by department.

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 01/10/08 to 31/12/08:

Stage One Complaints			
Service Area	01/04/08 - 30/06/08	01/07/08 - 30/09/08	01/10/08 - 31/12/08
Complaints regarding housing repairs e.g. out of time, quality	35	27	31
Complaints regarding refuse, grounds maintenance, cleansing services e.g. not returning bin to collection point, missed green bin collection	111	80	44
Missed clinical waste collection	54	35	28
Missed domestic bin collection	478	329	212
Missed blue box collection	177	201	148
Bin not fully emptied	5	6	4
Total	860	678	467

For the same period Contact Centres handled 7,908 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 18 complaints received, 16 or 89% were responded to within our customer service standard of 20 working days and 2 or 11% took longer.

Table E shows the above information by department.

There were no trends for the period.

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 4 stage three complaints were received, all have been responded to within standard.

Ombudsman

Table G shows the status of Ombudsman complaints for 2008/09 as of 28th January 2009. During this period one complaint has been received and responded to and one decision received 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 by date order. Of the 51 requests received, 49 or 96% were responded to within the government standard of 20 working days, 2 (4%) took longer than the standard.

Table I shows the above information by department.

For this period we received four requests for departmental structure charts. Resultantly, we are in the process of putting these onto our website so that they are available without having to make a formal request.

Performance

A target of 90% has been set for responding to stage two complaints within 20 working days for 2008/09. For this period 89% has been achieved maintaining the performance to date at 90%.

ISSUES/OPTIONS FOR CONSIDERATION

None

IMPLICATIONS

Financial: - None
Legal: - None
Human Resources: - None

RECOMMENDATION 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 01/10/08– 31/12/08

Table B: Comments summary for the period 01/10/08 – 31/12/08

Table C: Comments summary by department 2008/09

Table D: Stage two complaints summary for the period 01/10/08 – 31/12/08

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

Table F: Stage three complaints summary for the period 01/10/08 – 31/12/08

Table G: Ombudsman complaints summary for 2008/09

Table H: Freedom of information summary for the period 01/10/08 – 31/12/08

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

FILE REFERENCE: - N/A

SOURCE DOCUMENT: - N/A

Table A - COMPLIMENTS SUMMARY 01/10/08 – 31/12/08

Date Received	Area	Summary of Compliment	Departments Involved
02/10/08	Clowne	Happy with the professional attitude towards their case	Legal
06/10/08	Creswell	Happy with quick response	Environmental Health
13/10/08	Warsbrough	Enjoyed an event (brass band entertainment contest) and felt it was well organised	Leisure
13/10/08	Shuttlewood	Enjoyed the well organised fishing competition	Leisure
13/10/08	Shuttlewood	Enjoyed the well organised fishing competition	Leisure
13/10/08	Shuttlewood	Enjoyed the well organised fishing competition	Leisure
15/10/08	Whitwell	Received good customer service and a prompt bin removal	Street Services
15/10/08	Clowne	Delighted with the willingness of staff able to commit to their event	Leisure
15/10/08	Barlborough	Happy with a pool party arranged for their child's birthday	Leisure
16/10/08	South Normanton	Happy with service and grateful that they were kept up to date	Planning
17/10/08	Barlborough	Grateful for the help they received when a road was closed	Community Services
20/10/08	South Normanton	Received a prompt service for repairs	Contact Centre Housing
28/10/08	Creswell	Happy with the refurbishment to their property	Housing
30/10/08	Shirebrook	Happy with the modernisation works to their property	Regeneration Housing
04/11/08	Creswell	Pleased with the new spinning bikes	Leisure
12/11/08	Mansfield	Pleased with the food hygiene service	Environmental Health
14/11/08	Pinxton	Happy with the Handy Van Service	Environmental Health
21/11/08	Mansfield	Thankful for the grant they received	Leisure

Table A - COMPLIMENTS SUMMARY 01/10/08 – 31/12/08

Date Received	Area	Summary of Compliment	Departments Involved
21/11/08	Clowne	Grateful for the action taken about the residents' bins in the area	Contact Centre Street Services
24/11/08	Whitwell	Happy with the modernisation works to their property	Housing
25/11/08	Not known	Compliment regarding the quality information received promptly	Regeneration
27/12/08	Whitwell	Compliment regarding the loan of equipment for the annual fireworks display	Leisure
28/11/08	Not known	Compliment regarding a good service received by the Stray Dog Service	Environmental Health
02/12/08	Clowne	Happy with the Handy Van Service	Environmental Health
02/12/08	Not known	Compliment regarding a good service received by the Stray Dog Service	Environmental Health
03/12/08	Clacton On Sea	Happy with the service received from the contact centre in Clowne. "They went the extra mile"	Contact Centre
08/12/08	Creswell	Wanted to express recognition for the 'Everyday Swim' event	Leisure
08/12/08	Glapwell	Happy with bulky services collection	Street Services
08/12/08	Not known	Compliment regarding the help received with the Personal Search facilities	Legal

Table B - Comments Summary 01/10/08 – 31/12/08

Date Received	Area	Summary of Comment	Departments Involved	Date Sent	No of work days	Summary of Response
01/10/08	Clowne	Would like to know if the Travelling Fair can be encouraged to return to the District	Regeneration	22/10/08	15	Informed that there are no suitable areas for the Travelling Fair that is big enough within this District
02/10/08	Pinxton	Would like to know if people can be stopped walking their dogs on the cricket field by fencing it off	Environmental Health Leisure	28/10/08	18	Received an explanation given from an Environmental Health and Leisure perspective. It was mentioned that we would be happy to work in partnership with the Parish Council to raise the profile of the issue
15/10/08	Barlborough	Would like staff to check with parent's to decide if their children can take part in pool activities when parties arranged at Leisure Centres	Leisure	04/11/08	14	Received an explanation and an apology
24/10/08	Whitwell	Concerned about the bad behaviour of young children at the Leisure Centre, which spoilt their experience	Leisure	13/11/08	14	Assured that staff are mindful of the Anti Social Behaviour Policy and the powers of the Policy. An apology was also given
24/10/08	Shirebrook	Feels the signs on entering Shirebrook are considered to be inadequate and misleading to visitors	CSPD	31/10/08	5	Received an explanation regarding the size, format and content of the signs

Table B - Comments Summary 01/10/08 – 31/12/08

Date Received	Area	Summary of Comment	Departments Involved	Date Sent	No of work days	Summary of Response
12/11/08	Creswell	Would like to suggest to give up an adjoining walk way in Creswell to eradicate anti social behaviour	Community Services Regeneration Legal Planning	01/12/08	13	Informed that Community Services are aware of the issues and include this area on their CAN Ranger patrols. Gave a Planning view of the matter and informed that a local member representing residents on this matter
24/11/08	Palterton	Expressed issues concerning the Recycling Policy. It is felt that a facility is needed for plastic recycling and would like to know if compost can be made available from the green waste	Street Services	05/12/08	9	The Council's policy on recycling was explained and contact numbers given of the company that may be able to help them source compost
11/12/08	South Normanton	Experiencing problems with the car park at Princess Avenue	Regeneration	13/01/09	18	It was explained that because the property is not a Council owned property, the Council is not in a position to undertake any work to provide them with parking. Also insufficient priority for Capital Programme
12/12/08	Bolsover	Unhappy that the efforts made to cut a Council owned hedge were not appreciated and found the Contact Centre unhelpful when trying arrange collection of green waste	Street Services Contact Centres	07/01/09	13	Received apologies for the misunderstanding and an explanation for the misunderstanding i.e. when green bin service ceases a bulky collection can be arranged

Table C: Comments Summary by Department 2008/09
Department/Section

	01/04/08 – 30/06/08			01/07/08 – 30/09/08			01/10/08 – 31/12/08		
Department/Section	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	No. of Comments	No. Responded to in time	No. responded to out of time
Contact Centres	1	1					1	1	
Customer Service & Performance				1	1		1	1	
Community Services				1	1		1	1	
Environmental Health	1	1					1	1	
Street Services	5	4	1	2	2		2	2	
Housing	2	2		3	2	1			
Legal							1	1	
Leisure							3	3	
Planning	1	1		1	1		1	1	
Regeneration	1	1		3	3		3	3	
Revenues	3	3		2	2				
Totals	14	13	1	13	12	1	14	14	

Table D - Summary of Stage Two Complaints 01/10/08 – 31/12/08

Date Received	Area	Summary of Complaint	Departments Involved	Date Response Sent	No of work days	Remedy
06/10/08	Alfreton	Unhappy with the service provided by Repairs regarding a kitchen shelf that fell down	Housing	28/10/08	16	Received an explanation of events and reminded about the Council's and Tenants' responsibilities
09/10/08	Clowne	Bin not being emptied and unhappy with level of service received from Contact Centre	Street Services Contact Centre	31/10/08	16	Received an explanation and an apology
13/10/08	Whitwell	Regarding adaptations to their property and a lack of communication	Housing	03/11/08	15	Received an explanation and an apology
20/10/08	Tibshelf	Unhappy with events that happened after an Home Improvement Agency visit	Community Services	23/10/08	3	Received an explanation and an apology
21/10/08	Creswell	Unhappy with the content of personal information held on file	Housing CSPD	21/11/08	23	Received an explanation and an apology regarding the Data Protection breach and assurances of improvement made as a consequence
23/10/08	Whitwell	Experiencing anti social behaviour from a neighbour over a long period of time. They feel they are being ignored	Housing	18/11/08	18	Received an explanation of events to date and asked to return the noise nuisance sheets
24/10/08	Creswell	Disappointed that they had no proper bin collection for 4 weeks and felt unhappy with level of service received from Contact Centre	Contact Centres Street Services	14/11/08	15	Received an explanation and an apology and an assurance that procedure has changed

Table D - Summary of Stage Two Complaints 01/10/08 – 31/12/08

Date Received	Area	Summary of Complaint	Departments Involved	Date Response Sent	No of work days	Remedy
05/11/08	Whitwell	Received no response regarding a request for the removal of waste	CSPD	11/11/08	4	We were unable to offer an explanation as to what happened (no record of email found) but apologies were given for the inconvenience caused to the complainant. The service was requested
06/11/08	Rotherham	Dissatisfied with the checks undertaken by the Council to establish if a commercial tenancy in place	Revenues	25/11/08	13	Received an explanation of who is dealing with the different parts of the enquiry and confirmed that the Council has to guard against fraudulent claims by undertaking checks
07/11/08	Bolsover	Unhappy with neighbour's conservatory and the role undertaken by Planning	Planning	21/11/08	10	Received an explanation of events to date. Informed that investigations have been carried out correctly and within timescale
10/11/08	Clowne	Bin not being emptied	Street Services	02/12/08	16	The complainant received an explanation and an apology
14/11/08	Scarcliffe	The removal of the covenant restricting the use of a road in the District to a dwelling - cost charged and service provided	Legal Housing	12/12/08	20	Received an explanation of the events to date and basis for charge

Table D - Summary of Stage Two Complaints 01/10/08 – 31/12/08

Date Received	Area	Summary of Complaint	Departments Involved	Date Response Sent	No of work days	Remedy
17/11/08	Tibshelf	Experienced a very poor service and lack of communication regarding the planning application submitted in March 2008	Planning	12/12/08	19	Received an explanation of events and advised how to move the process forward
19/11/08	Bolsover	The disruption caused from the fireworks display and the fact that the pavements have not been swept after calling the Council	Leisure Street Services	16/12/08	19	Received an explanation and an apology
02/12/08	Pleasley	Not happy with the service they received when making a telephone call to Contact Centre	Contact Centres	15/12/08	9	Received an explanation and an apology
02/12/08	Pleasley	Not happy with the service they received when making a telephone call to Contact Centre	Contact Centres	15/12/08	9	Received an explanation and an apology
19/12/08	Clowne	Dissatisfied with the handling of the upgrades needed to their property regarding her disabled husband	Housing	27/01/09		Holding letter sent 27/01/09 whilst awaiting comments from Housing
19/12/08	Creswell	Unhappy with the way Council Tax arrears is being collected	Revenues	22/01/09	17	Explanation of events to date and decision to leave account with the bailiff

Table E - Complaints (Stage 2) Summary by Department 2008/09

Department/Section	01/04/08 – 30/06/08			01/07/08 – 30/09/08			01/10/08- 31/12/08		
	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	No. of Complaints	No. Responded to in time	No. responded to out of time
Contact Centres	2	2		2	2		4	4	
Customer Service & Performance							2	1	1
Community Services							1	1	
Environmental Health	3	3		4	4				
Street Services	6	5	1	1	1		4	4	
Finance	5	5		1	1				
Housing	20	14	6	10	10		6	4	2
ICT				1	1				
Legal				2	2		1	1	
Leisure	1	1		1	1		1	1	
Planning				5	5		2	2	
Regeneration				3	3				
Revenues	3	3		4	4		2	2	
Totals	40	33	7	34	34		23	20	3

Table F - Summary of Stage Three Complaints 01/10/08 – 31/12/08

Date Received	Area	Summary of Complaint	Departments Involved	Date Response sent	No of work days	Remedy
10/10/08	Clowne	An ongoing issue regarding the formation of vehicular access onto Bramlyn Court	Planning	27/10/08	11	Assured that the Council have dealt with their complaint correctly and informed that complaint has been independently reviewed by the Local Government Ombudsman
28/10/08	Bolsover	Still unhappy with vehicles causing a nuisance outside their flat	Housing	25/11/08	20	Explained that it was felt that the installation of a fence would not be appropriate. Some give and take required by all parties
11/11/08	Whitwell	Still not happy with the outcome of the 2nd stage complaint that residents at Duke Street made in June 2007 regarding a fence	Housing	02/12/08	15	Received an explanation that an injunction was in place to reinstate the fence
02/12/08	Creswell	Still not happy with the content of personal information held on file previously	Housing	22/12/08	14	Received a breakdown of answers to the questions and assured that the Council have taken the necessary steps when they were notified of the incident by reporting it to the Data Protection Officer. Informed that a request for compensation is not a suitable remedy for complaint

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	Local Settlement 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	No or insufficient evidence of maladministration 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	No or insufficient evidence of maladministration 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	Informal enquiry 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	03/12/08	No or insufficient evidence of maladministration as the Council has dealt with the matter appropriately and tried to be accommodating under the circumstances
04/11/08	Clowne	The complaint has been through all 3 stages of complaints system and still dissatisfied with the way heating system is working	Housing	20/11/08	12		Open awaiting decision

Table H - Summary of FOI Requests 01/10/08 – 31/12/08

Date Received	Reference Number	Summary of FOI	Departments Involved	Date Response Sent	No of work days	Information released
02/10/08	092/0809	Would like to know the total complaints against the Council and how many were dealt with by the Local Government Ombudsman, the Police, the Solicitors and/or the courts	CSPD	23/10/08	15	No (Publicly available)
08/10/08	095/0809	Would like to know details of Display Energy Certificates	Regeneration	31/10/08	17	Yes
08/10/08	093/0809	Would like to know details of the credits held on record for ratepayers in respect of payment of business rates	Revenues	31/10/08	17	Yes
09/10/08	094/0809	Would like a summary of responses in connection with a specific planning application	Planning	10/10/08	1	No (Publicly available)
09/10/08	096/0809	Would like information regarding how many households are provided with finances under the Local Housing Allowance system	Revenues	31/10/08	16	No (Not held)
10/10/08	097/0809	Would like information regarding the Chief Executive Officer's expenses from January 1st 2008 to the present day	HR & Payroll	06/11/08	19	Yes
14/10/08	098/0809	Would like details of the guidance given to Call Centre staff and employees regarding the use or non use of particular words, phrases, and figures of speech	CSPD	04/11/08	15	Yes
15/10/08	099/0809	Would like information regarding rent arrears	Housing	06/11/08	16	Yes
15/10/08	100/0809	Would like the latest Food Hygiene / Environmental Report regarding a Care Home	Environmental Health	05/11/08	15	Yes

Table H - Summary of FOI Requests 01/10/08 – 31/12/08

Date Received	Reference Number	Summary of FOI	Departments Involved	Date Response Sent	No of work days	Information released
21/10/08	101/0809	Would like information to establish the cost to each local housing authority of the operation of mandatory HMO licensing	Environmental Health	06/11/08	12	Yes
22/10/08	102/0809	Would like to know details of all Council money currently invested in foreign banks and financial institutions. Also, they would like to know how much was claimed on expenses by Councillors and Council Officers on entertaining	Finance HR & Payroll	06/11/08	11	Partially
22/10/08	103/0809	Would like information regarding notices that have been served under Various Acts	Planning Housing Legal	18/11/08	19	Yes
22/10/08	104/0809	Would like information regarding notices that have been served under Various Acts	Regeneration BCN	26/11/2008 (Extension applied)	25	Partially
22/10/08	105/0809	Would like information regarding notices that have been served under Various Acts	Environmental Health	26/11/2008 (Extension applied)	25	Yes
22/10/08	106/0809	Would like information regarding notices that have been served under Various Acts	Planning	18/11/08	19	Yes
24/10/08	107/0809	Would like the latest Food Hygiene / Environmental Report regarding a Care Home	Environmental Health	05/11/08	8	Yes
28/10/08	108/0809	Would like information regarding payment methods for rent	Housing	18/11/08	15	Partially
29/10/08	109/0809	Would like information on how much in terms of value and volume is transacted online rather than offline	CSPD	18/11/08	14	Yes

Table H - Summary of FOI Requests 01/10/08 – 31/12/08

Date Received	Reference Number	Summary of FOI	Departments Involved	Date Response Sent	No of work days	Information released
30/10/08	110/0809	Would like a structure chart of the Legal and Democratic department	HR & Payroll	03/11/08	2	Yes
31/10/08	111/0809	Would like to know details regarding the Council's deposits/investments in Icelandic Banks	Finance	18/11/08	12	Yes
03/11/08	112/0809	Would like to know details on lock up garages owned by the Council	Housing	18/11/08	11	Yes
06/11/08	113/0809	Would like to know the number of county placements by the Housing Department of vulnerable adults, children at risk and other placements	Housing	10/11/08	2	Yes
06/11/08	EIR	Request for environmental information concerning a site in Shirebrook	Environmental Health	28/11/08	16	Yes
07/11/08	114/0809	Would like the ICT Business Plan and the ICT Structure	ICT	18/11/08	7	Yes
10/11/08	115/0809	Would like to know all the planning applications that have been refused	Planning	21/11/08	9	No (Publicly available)
10/11/08	116/0809	Would like a breakdown of NNDR Credit Balances for the amounts owing to all incorporated companies	Revenues	03/12/08	17	Partially
11/11/08	117/0809	Would like information from ICT regarding staffing contracts and budgets allocated	ICT	02/12/08	15	Yes
11/11/08	118/0809	Would like information for a new database that will hold personal information on every under-18 in the country	DCC	13/11/08	2	Transferred on 13/11/08

Table H - Summary of FOI Requests 01/10/08 – 31/12/08

Date Received	Reference Number	Summary of FOI	Departments Involved	Date Response Sent	No of work days	Information released
13/11/08	119/0809	Would like a list of planning application refusals from 1st September 2008 through to 31st October 2008	Planning	02/12/08	13	No (Publicly available)
14/11/08	120/0809	Would like a record of all unspent Section 106 Planning Obligation monies	Finance	02/12/08	12	Yes
19/11/08	121/0809	Would like to know details about the financial impact of the empty property rates legislation on the authority	Revenues	15/12/08	18	Yes
24/11/08	122/0809	Would like to know details regarding all empty residential properties within the Bolsover District Council boundary	Revenues Environmental Health	15/12/08	15	Partially
24/11/08	123/0809	Would like information regarding how much was spent on recruitment agencies and consultancy firms for each of the last three financial years and how much was spent on recruitment agencies and consultancy firms in 1997/1998	Finance	15/12/08	15	Yes
26/11/08	124/0809	Would like to know if the Council issued any advice to local theatres and or theatre companies	Leisure	02/12/08	4	No (Not held)
26/11/08	125/0809	Would like to know statistics on the Council's performance on paying undisputed invoices for commercial goods and services on time	Finance	16/12/08	14	Yes
27/11/08	126/0809	Would like to acquire figures with regards to Council Tax	Revenues	15/12/08	12	Yes
01/12/08	127/0809	Would like information regarding "shared surfaces" High Street/town centre schemes	Planning Democratic Services	15/12/08	10	No (Not held)

Table H - Summary of FOI Requests 01/10/08 – 31/12/08

Date Received	Reference Number	Summary of FOI	Departments Involved	Date Response Sent	No of work days	Information released
02/12/08	128/0809	Would like an organisation chart of the Council and its directorates	HR & Payroll	02/12/08	0	Yes
03/12/08	129/0809	Would like details of any foreign trips undertaken by Officials and Councillors during the financial year April 2007 to end of March 2008 and from March 2008 to the end of November 2008	Finance	02/01/09	16	Yes
03/12/08	130/0809	Would like details of Non Domestic premises with a Rating Valuation under £10,000, and who do not claim small business rates	Revenues	23/12/08	14	Yes
05/12/08	131/0809	Would like an organisation chart of the Finance department	Finance	05/12/08	0	Yes
08/12/08	132/0809	Would like the names and addresses of all the licensed boarding establishments in the authority	Environmental Health	15/12/08	5	Yes
08/12/08	133/0809	Would like to know if any of the council's employees have a corporate credit card, which allows them to pay for work related activities	Finance	07/01/09	16	Yes
08/12/08	134/0809	Would like an organisation chart of the Policy and Strategy department	CSPD	09/12/08	1	Yes
05/12/08	135/0809	Would like to see all correspondence between the Department for Communities, Local Government and individual Local Authorities. Also, they would like to see any minutes of any other meetings between the Department for the above	Finance	10/12/08	3	Withdrawn by requester

Table H - Summary of FOI Requests 01/10/08 – 31/12/08

Date Received	Reference Number	Summary of FOI	Departments Involved	Date Response Sent	No of work days	Information released
10/12/08	136/0809	Would like information regarding Deemed Consents, under the Planning (Hazardous Substances) Regulations 1992 (SI656)	Planning	23/12/08	9	Yes
12/12/08	137/0809	Would like information regarding the Council Pension Scheme	Finance	16/12/08	2	Partially
16/12/08	138/0809	Would like information regarding details of staff remuneration	HR & Payroll	23/12/08	5	Yes
17/12/08	EIR	Request for environmental information concerning a site in Shirebrook	Environmental Health	09/01/09	12	Yes
19/12/08	139/0809	Would like information regarding details of Licences the Council currently have in place under the Dangerous Wild Animals Act 1976 at private residential homes	Environmental Health	23/12/08	2	Yes
22/12/08	140/0809	Would like a list of credits held in respect of Business Rates as at 31/03/08	Revenues	23/12/08	1	Yes

Table I: Freedom of Information Summary by Department 2008-09

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
All	1	1			2	2		
CEPT					6	6		
Customer Service and Performance	5	5			4	4		
Democratic Services	2	2			12	7		5
Environmental Health	8	5		3	2	2		
Street Services	5	5			7	7		
Finance	4	4			3	3		
Housing	3	3			7	7		
HR & Payroll	1	1			6	6		
ICT	3	3			4	4		
Legal	3	3			7	7		
Leisure	1	1			3	3		
Planning	2	2			1	1		
Procurement					3	3		
Regeneration	2	2			3	3		
Revenues	3	3			3	3		
Transferred	3	3						
Totals	46	43		3	70	65		5

01/10/08– 31/12/08

Department/Section	No. of Requests	Freedom of Information	EIR
All Departments			
Customer Service and Performance	4	4	
Community Services			
Democratic Services	1	1	
Environmental Health	9	7	2
Street Services			
Finance	10	10	
Housing	5	5	
HR & Payroll	5	5	
ICT	2	2	
Legal	1	1	
Leisure	1	1	
Planning	7	7	
Procurement			
Regeneration	2	2	
Revenues	8	8	
Transferred	1	1	
Totals	56	54	2