

Committee:	Executive	Agenda Item No.:	10.
Date:	11 th May 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			
Director	Chief Executive Officer		
Relevant Portfolio Holder	Customer 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 January 2009 to 31st March 2009 together with a summary for 2008/09.

Compliments

Table A shows the number of written compliments received for the period 01/01/09 to 31/03/09. In total 24 written compliments were received with the

majority appreciating the help and assistance provided by council employees. The resolution of problems is also much appreciated by customers.

Comments

Table B shows the number of written comments received for the period. All 8 comments were responded to within the customer service standard of 20 working days (Unable to provide a response to the anonymous comment but it was investigated within standard). On average it took 13 working days to provide a written response.

Table C shows the above information by department.

Regarding any trends, there were 2 requests for an earlier start to the green bin collection service and 2 requests concerning the level of council tax.

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 01/01/09 to 31/03/09:

Stage One Complaints					
Service Area	01/04/08 - 30/06/08	01/07/08- 30/09/08	01/10/08 - 31/12/08	01/01/09- 31/03/09	Total
Complaints regarding housing repairs e.g. out of time, quality	35	27	31	28	121
Complaints regarding refuse, grounds maintenance, cleansing services e.g. not returning bin to collection point, missed green bin collection	111	80	44	40	275
Missed clinical waste collection	54	35	28	38	155
Missed domestic bin collection	478	329	212	161	1180
Missed blue box collection	177	201	148	126	652
Bin not fully emptied	5	6	4	9	24
Total	860	678	467	402	2407

For the same period Contact Centres handled 12,434 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. During this period 43 stage two complaints were received, of which 40 or 93% were responded to (or where open and within timescale as of 21/04/09) and 3 or 7% took longer than the standard to respond to.

Table E shows the above information by department.

There were no distinct complaint trends for this 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 3 stage three complaints were received and responded to within standard.

Ombudsman

Table G shows the status of Ombudsman complaints for 2008/09 as of 21st April 2009. During this period three complaints have been received with the Ombudsman not requiring us to investigate. Of these two have been determined as 'Ombudsman's Discretion not to pursue' and one has been recorded as 'Outside Jurisdiction'. Another decision has been received on 8th April 2009 recording a decision of 'Ombudsman's discretion not to pursue'. We have no outstanding decisions in relation to complaints received during 2008/09.

A separate report covering the Annual Letter from the Local Government Ombudsman will be brought for information when received.

Freedom of Information (FOI)

Table H shows the number of requests for 'freedom of information' for the period 01/01/09 to 31/03/09 by date order. During this period 80 requests were received, of which 79 or 99% were responded to (or where open and within timescale as of 21/04/09) and 1 or 1% took longer than the standard (20 working days) to respond to.

Table I shows the above information by department.

There were no distinct trends for this period.

Performance

A target of 90% had been set for responding to stage two complaints within 20 working days for 2008/09. For this period 93% was achieved, bringing the overall performance in above target at 91%.

Summary for 2008/09

The following tables provide a summary of performance for compliments, comments, complaints and freedom of information requests for 2008/09.

Volume and Performance

By Type	Quarter 1	Quarter 2	Quarter 3	Quarter 4	2008/09 Total	2007/08 Total
Compliments	27	25	29	24	105	167
Comments	12	11	9	8	40	65
Stage 2 Complaints	38	26	18	43	125	122
Stage 3 Complaints	4	7	4	3	18	21
Total	81	69	60	78	288	375
Stage 1 Complaints	860	678	467	402	2407	2766

By Type	Quarter 1	Quarter 2	Quarter 3	Quarter 4	2008/09	2007/08
% Comments responded to within standard	92	91	100	100	96	93
% Stage 2 responded to within standard	82	100	89	93	91	89
% Stage 3 responded to within standard	75	86	100	100	90	78
FOI – no. of requests	38	61	51	80	230	147
% Requests responded to within standard	97	98	96	99	98	92

When comparing 2008/09 to the previous year of 2007/08, the following is noted:

- Received similar volumes of stage two and stage three complaints.
- Received fewer written comments (-38%), written compliments (-37%) and stage one complaints (-13%).
- Received more FOI requests, an increase of 83 or 56%.
- Responded to more customer requests within standard - written comments (+3%), stage two complaints (+2%), stage three complaints (+12%) and FOI requests (+6%).

Information on customer satisfaction for 2008/09 will be included on the next quarterly report.

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 01/01/09– 31/03/09

Table B: Comments summary for the period 01/01/09 – 31/03/09

Table C: Comments summary by department 2008/09

Table D: Stage two complaints summary for the period 01/01/09 – 31/03/09

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

Table F: Stage three complaints summary for the period 01/01/09 – 31/03/09

Table G: Ombudsman complaints summary for 2008/09

Table H: Freedom of information summary for the period 01/01/09 – 31/03/09

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

FILE REFERENCE: - N/A

SOURCE DOCUMENT: - N/A

Table A - COMPLIMENTS SUMMARY 01/01/09 – 31/03/09

Date Received	Area	Summary of Compliment	Departments Involved
05/01/09	Mansfield	Compliment regarding a well organised Shirebrook Market	Environmental Health Community Services
05/01/09	Goole	Grateful for the information sent to them relating to a Freedom of Information Request	Environmental Health CSPD
06/01/09	Killamarsh	Clean and tidy streets in the District	Street Services
08/01/09	Shirebrook	A very good Bulky Waste Service	Street Services
08/01/09	Mansfield	Positive and well mannered attitude of the Welfare Team for fitting a handrail	Housing
08/01/09	Hilcote	The customer was grateful and pleased with the way the Contact Centre Staff had sorted a benefit enquiry	Contact Centre
08/01/09	North Yorkshire	The customer was grateful for the quick response in relation to someone visiting a member of the family and offering assistance	Community Services
12/01/09	Alfreton	The customer was pleased with the excellent service provided when attending to repairs to their property	Contact Centre Housing
27/01/09	Pleasley	Wanting to thank officers with regards to their politeness, helpfulness, their pleasant manner and their quick response in dealing with a problem	Environmental Health Contact Centre
03/02/09	Not known	Wanting to thank our officers with regards to the help given when customer experienced a car accident	Street Services
05/02/09	Whitwell	Thankful for the letter received about a Health and Safety Inspection	Environmental Health
13/02/09	South Normanton	Wanted to express recognition for the 'Animal Magic' project	Leisure
17/02/09	Bolsover	Grateful and pleased with the way staff had handled their request	Housing
18/02/09	Bolsover	Grateful and pleased with the professionalism and courtesy when assisting with a problem	Contact Centre

Table A - COMPLIMENTS SUMMARY 01/01/09 – 31/03/09

Date Received	Area	Summary of Compliment	Departments Involved
03/03/09	New Houghton	Wanting to thank our officers with regards to their politeness, helpfulness, their pleasant manner and their quick response in dealing with a blocked drain	Housing
04/03/09	Whitwell	Wanting to thank our officers with regards to excellent service when dealing with a blocked drain	Regeneration
10/03/09	Bolsover	Wanting to thank our officers with regards to excellent service when dealing with benefits applications	Contact Centre
13/03/09	Bristol	Very pleased with design work for a poster (reprographics)	CSPD
16/03/09	South Normanton	Very pleased with the operatives - made no mess and was very courteous Very pleased with prompt toilet repair	Housing
16/03/09	Nottingham	Happy with extra effort made to locate details of a business supplier	Regeneration
16/03/09	London	Thank you from Police Productivity Unit regarding recent visit and meeting partners	Community Services
17/03/09	Chesterfield	Thanks for efforts with partnership working (Derbyshire County PCT)	Environmental Health
23/03/09	Clowne	Very pleased with the aquafit at Creswell Leisure Centre - staff are excellent	Leisure
30/03/09	Shirebrook	Happy with the service provided when needing plumbing work to bathroom	Housing Contact Centre

Table B – Comments Summary 01/01/09 – 31/03/09

Date Received	Area	Summary of Comment	Departments Involved	Date Response Sent	No of work days	Summary of Response
02/01/09	Creswell	Suggestion regarding the clinical waste collection and a solution that will prevent the bags from being tampered with by animals when leaving them out for collection overnight	Street Services	09/01/09	5	It was arranged for the refuse operative to knock at the door when calling to collect clinical waste
19/02/09	Shirebrook	Unhappy about the state of grass verges near property due to council vehicles using them	Street Services	10/03/09	13	Assured that our contractors will be reminded about parking on grass verges and asked for further details regarding contractor details
04/03/09	Not Known (Anonymous)	Would like something for children to do in the area and would like the area to be cleaned up (Pinxton)	Community Services Street Services Environmental Health	No address	N/A - unable to respond as anonymous	Relevant departments have checked the area and tackled any hotspots re dog fouling, litter, broken glass etc.
16/03/09	Blackwell	Unhappy with level of council tax increase and services received	Finance Street Services Community Services	09/04/09	18	Explanations as to why council tax has increased
16/03/09	Newton	Disappointed that the green waste service does not start until April	Street Services	07/04/09	16	Explanation as to why the green bin service will not start until April due to past year's usage and

Table B – Comments Summary 01/01/09 – 31/03/09

Date Received	Area	Summary of Comment	Departments Involved	Date Response Sent	No of work days	Summary of Response
						resources
16/03/09	Scarcliffe	Unhappy with level of council tax increase and services received	Finance Street Services	09/04/09	18	Explanations as to why council tax has increased and informed of Parish details
16/03/09	Whitwell	Dissatisfied with the amount of litter in the grass verges and hedgerows	Street Services	07/04/09	16	Informed that the area had been investigated and what action was taking place regarding clean ups
26/03/09	Alfreton	Disappointed that the green waste service does not start until April	Street Services	07/04/09	8	Explanation as to why the green bin service will not start until April due to past year's and resources

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 C: Comments Summary by Department 2008/09

Department/Section	01/01/09 – 31/03/09			2008/2009 Summary		
	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				2	2	
Customer Service & Performance				2	2	
Community Services	2	2		4	4	
Environmental Health	1	1		3	3	
Street Services	8	8		17	16	1
Finance	2	2		2	2	
Housing				5	4	1
Legal				1	1	
Leisure				3	3	
Planning				3	3	
Regeneration				7	7	
Revenues				5	5	
Totals	13	13		54	52	2

Table D - Summary of Stage Two Complaints 01/01/09 – 31/03/09

Date Received	Area	Summary of Complaint	Departments Involved	Date Response Sent	No of work days	Remedy
02/01/09	Pinxton	The complainant is not happy with the service they received when making a visit to a Contact Centre	Contact Centres	23/01/09	15	Apologised for any upset caused by the cashier
02/01/09	Bolsover	The complaint is regarding the bins not being left at the correct houses and causing an obstruction to path users	Street Services	23/01/09	15	Apology given and assured that the crew are asked to return bins to the collection point. Also that this area will be monitored by a supervisor in the future
07/01/09	South Normanton	The complaint is regarding breaches of planning regulations i.e., the erection of gates and fences	Planning	23/01/09	12	Explanation of the need for planning breaches to be notified in writing with sufficient detail to enable an investigation. Link to website for form
09/01/09	Shirebrook	The complainant is displeased with the lack of response to their letters they have sent to the Council regarding trying to improve their quality of life within their community	Regeneration	04/02/09	18	Apology given for lack of response initially and assured that letter has been sent with full comments on the land of interest
13/01/09	Bolsover	The complainant feels ignored by the Council as a problem they have with their drains has never been resolved	Housing	04/02/09	17	Informed that no water damage was found and that the Council could not justify replacing the guttering

Table D - Summary of Stage Two Complaints 01/01/09 – 31/03/09

Date Received	Area	Summary of Complaint	Departments Involved	Date Response Sent	No of work days	Remedy
16/01/09	Clowne	The complainant's mother has received letters from the Council Tax Department by error, which has caused ill health	Revenues	06/02/09	15	Received an explanation as to why the letters were accidentally sent and an apology
23/01/09	Westhouses	Unhappy with the Planning Department regarding neighbour's redevelopment of house	Planning	17/02/09	17	Received an explanation regarding the redevelopment of a neighbour's house. Informed of Building Control details
28/01/09	South Normanton	Council vehicles damaging the grass verge	Housing	23/02/09	18	Explained that without more specific details, we could not pinpoint the contractor. Offered reassurance that Council do their best to monitor any contractors acting on behalf of the Council
29/01/09	Worksop	Unhappy about the handling of rent payments of a garage	Housing	23/02/09	17	Received an explanation as to why the rent account letters were sent and an apology given for any inconvenience
30/01/09	Worksop	Unhappy with the ill fitting french doors in the living room	Housing	19/02/09	14	Explained that a new rear door will be fitted but a second inspection of patio doors was needed. An apology given for the

Table D - Summary of Stage Two Complaints 01/01/09 – 31/03/09

Date Received	Area	Summary of Complaint	Departments Involved	Date Response Sent	No of work days	Remedy
						inconvenience
03/02/2009	Mansfield	Experienced problems with overpaid rent and right to buy issues	Housing Legal	11/03/09	26	Received an explanation with regards to rent payments and why account was not cleared. An apology was given and assurance that procedures will change as a result
03/02/2009	Clowne	Feels that Council failed to adequately secure flat	Housing	24/02/09	16	A full explanation was given and contact details of Police Authority given for further contact
04/02/09	Alfreton	Unhappy about damage caused to grass verge by Council vehicle	Street Services	25/02/09	16	Explanation provided regarding the refuse lorries running over grass verge and assured that arrangements have been made to monitor this area when refuse is collected

Table D - Summary of Stage Two Complaints 01/01/09 – 31/03/09

Date Received	Area	Summary of Complaint	Departments Involved	Date Response Sent	No of work days	Remedy
09/02/09	Mansfield	Regarding a delay in having work done to bath panel, loft and cavity wall insulation and heating system	Housing	12/03/09 (Holding letter sent 5/03/09)	23	Explanation that Eaga would be contacting them about loft insulation, informed that the bath panel would be fixed on 19/04/09 and the heating system was found to be in good working order
12/02/09	Alfreton	Regarding a replacement front door and attitude of Co-ordinator	Housing	25/03/09 (Holding letter sent 05/03/09)	29	Explained that the condition of the door has been reviewed and not materially different from last time, therefore not to be replaced. Difficult to reconcile differing versions of events, however, an apology offered for any upset caused
12/02/09	Shuttlewood	Feels stair way to the flat are unsafe	Housing	05/03/09	15	Advised that Housing have asked for a technical solution to be drawn and costed
13/02/09	Whitwell	Complaint regarding damage caused to road entrance from refuse lorries	Street Services	12/03/09	19	Assured that arrangements have now been made for the driver to service this area from a different direction and an

Table D - Summary of Stage Two Complaints 01/01/09 – 31/03/09

Date Received	Area	Summary of Complaint	Departments Involved	Date Response Sent	No of work days	Remedy
						apology given
13/02/09	Glapwell	Feels the Council are ignoring problem experienced regarding the heating not working	Housing	12/03/09	19	Informed that heating was fixed and are awaiting a new boiler to fit with a target date of August 2009
16/02/09	Worksop	Regarding replacement cupboards in the kitchen	Housing	12/03/09	17	Informed condition of kitchen assessed to have useful life of two years when it would be assessed again
16/02/09	Bramley Vale	Stress caused regarding repairs to the chimney	Housing	12/03/09	17	Explained that chimney was swept after fire and not appropriate to compensate
17/02/09	Alfreton	Dissatisfaction with the way the refuse is collected	Street Services	12/03/09	16	Explained that future collections will be monitored to ensure waste not transferred into other bins and operatives reminded of customer service standards
18/02/09	Tapton	Dissatisfied with the delay in resolving an issue with neighbour putting wheelie bin on shared	Housing	05/03/09	11	Confirmed that Housing Needs Manager visited on 23/02/09 and now needs

Table D - Summary of Stage Two Complaints 01/01/09 – 31/03/09

Date Received	Area	Summary of Complaint	Departments Involved	Date Response Sent	No of work days	Remedy
		access land				to undertake some follow-up investigations
24/02/09	South Normanton	Further information regarding the complaint about Contractor vehicle damaging the grass verge	Housing	20/03/09	18	Confirmed damage caused by a contractor, apology and thanks for offer of repair
25/02/09	Whitwell	Unhappy about neighbour's blocked drain and litter strewn garden	Housing	20/03/09	17	Advised drain problem now addressed by Severn Trent and the Council. Tenant to remove rubbish. Enforcement action being taken by the Council
27/02/09	Bolsover	Feel let down by the way the housing application has been dealt with regards to the current situation the family is in	Housing	20/03/09	15	Explained well placed on list for bungalows and flats due to medical points. However, these points can not be used for a house
27/02/09	Whitwell	Feels victimised by the way Benefit claims were handled	Revenues	25/03/09	18	Explained the need to assess entitlement at the interview and the outcome
02/03/09	Alfreton	Complaint regarding an abandoned vehicle which has been brought to our attention before and the vehicle is still there	Environmental Health	24/03/09	16	Explained procedure followed correctly regarding abandoned vehicle and customer notified at the time

Table D - Summary of Stage Two Complaints 01/01/09 – 31/03/09

Date Received	Area	Summary of Complaint	Departments Involved	Date Response Sent	No of work days	Remedy
04/03/09	Worksop	Regarding an accident in Creswell Leisure Centre changing rooms	Leisure	31/03/09	19	Apology regarding experience and explanation with regards to the cleaning up after sessions
05/03/09	Bolsover	Feels that staff discriminated against customer with disabilities whilst trying to swim	Leisure CSPD- Equalities	01/04/09	19	Apology regarding experience and asked to make contact
05/03/09	Bolsover	Regarding Data Protection breach with regards to rent payment letter	Housing	01/04/09	19	Apology regarding the Data Protection breach and explanation with regards to the amount taken from account
10/03/09	Alfreton	Regarding glass left by blue bin operative which caused a flat tyre – seeking compensation	Street Services	02/04/09	17	Explanation due to lack of evidence as to why compensation cannot be given
10/03/09	Shirebrook	Regarding damp problems after new windows installed	Environmental Health	06/04/09	19	Informed that the work carried out too long ago to give any compensation and no further action will be taken
12/03/09	Shirebrook	Regarding upgrade of electrics in the house	Housing	06/04/09	18	Explained that upgrades are needed to keep up with standards and that it is never the intention to inconvenience customers. Advised that anti social

Table D - Summary of Stage Two Complaints 01/01/09 – 31/03/09

Date Received	Area	Summary of Complaint	Departments Involved	Date Response Sent	No of work days	Remedy
						behaviour matter dealt with separately
17/03/09	Creswell	Seeking compensation due to anti-social behaviour suffered	Housing	31/03/09	10	Explained that apology already given and that the Council does not consider it appropriate to offer compensation
20/03/09	South Normanton	Unhappy with action being taken by Council regarding water running off the recreation area onto garden	Leisure Regeneration	15/04/09	16	Solution implemented could only resolve part of the problem. Will review what other action could be taken
23/03/09	Whitwell	Unhappy with action being taken regarding anti-social behaviour and not receiving an acknowledgement to a letter	Housing	16/04/09	16	Advised case with Anti-Social Behaviour case officer and further investigations will be made.
23/03/09	Whitwell	Still dissatisfied with heating system despite an agreement reached with the Ombudsman	Housing	17/04/09	15	Re-iterated Ombudsman's decision, a further inspection to be made
23/03/09	Not known	Dissatisfied with the service provided by a member of the Benefits Team	Revenues	17/04/09	15	Referenced letter from Revenues which covered specific points and added a misunderstanding of the guidance
24/03/09	Mansfield	Unhappy about the situation regarding roof that needed replacing	Regeneration	17/04/09	15	Explained that property built before certain

Table D - Summary of Stage Two Complaints 01/01/09 – 31/03/09

Date Received	Area	Summary of Complaint	Departments Involved	Date Response Sent	No of work days	Remedy
						building regulations applied
25/03/09	Mansfield	Unhappy with the time taken for an enquiry to be responded to	Planning	21/04/09	17	Apology for delay in responding and explained request transferred to another authority on his behalf
27/03/09	Worksop	Dissatisfied with level of service and feels ignored	Housing			Open and within timescale as of 21/04/09
30/03/09	Bolsover	Experiencing anti social behaviour from a gang of children in the area	Housing Community Services			Open and within timescale as of 21/04/09
31/03/09	Shirebrook	Unhappy that new wheelie bin has not been delivered after paying for it	Street Services C Centres			Open and within timescale as of 21/04/09

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

Department/Section	01/01/09 – 31/03/09			2008/09 Summary		
	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		10	10	
Customer Service & Performance				2	1	1
Community Services	1	1		2	2	
Environmental Health	2	2		9	9	
Street Services	6	6		17	16	1
Finance				6	6	
Housing	23	20	3	59	48	11
ICT				1	1	
Legal	1		1	4	3	1
Leisure	3	3		6	6	
Planning	3	3		10	10	
Regeneration	3	3		6	6	
Revenues	3	3		12	12	
Totals	47	43	4	144	130	14

Table F - Summary of Stage Three Complaints 01/01/09 – 31/03/09

Date Received	Area	Summary of Complaint	Departments Involved	Date Response sent	No of work days	Remedy
05/02/09	Scarcliffe	Not happy with 2nd stage reply regarding the removal of the covenant restricting the use of a road in the District to a dwelling - cost charged and service provided	Housing Legal	25/02/09	14	Explained that the amount was calculated by the Council's Senior Valuer using accepted valuation practices
20/03/09	Tapton	Unhappy with the length of time it is taking to resolve where the neighbour keeps leaving bin	Housing	20/04/09	19	Apology for length of time to resolve. Explanation that following investigations with Legal the neighbour can leave bin in contested position (shared access)
27/03/09	Whitwell	Unhappy about having a new combi boiler following request for a gas supply	Housing	24/04/09	18	Re-iterated that the tenant agreed to the upgrade and that the system is working satisfactorily

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 honor 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	08/04/09	Ombudsman's Discretion not to pursue the complaint as there is no other remedy other than that already suggested (resiting thermostat and arranging another inspection), which the Council has taken on board

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
03/03/09	Tibshelf	Council failed to respond to all aspects of your letter of 03/06/08 requesting information in a timely and co-ordinated manner	Planning Regeneration Legal Environmental Health	Not required to investigate		03/03/09	Ombudsman's Discretion not to pursue the complaint as does not consider that the Council's handling of the issue caused significant injustice. Pleased that Council going to review the way that cross departmental requests for information are handled
10/03/09	Creswell	Council at fault for recording incorrect personal information	Housing	Not required to investigate		10/03/09	Ombudsman's Discretion not to pursue the complaint as satisfied with the actions taken by the Council once the data protection breach had been notified

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
20/03/09	Creswell	Unhappy about putting additional supports under the two porches when he owned a grade two listing building	Planning	Not required to investigate		20/03/09	Outside Jurisdiction as complaint older than 12 months and a right of appeal through the magistrates court existed at the time

Table H – Summary of FOI Requests 01/01/09 – 31/03/09

Date Received	Reference Number	Summary of FOI	Departments Involved	Date Response Sent	No of work days	Information released
05/01/09	141/0809	Request for Level 3 Assessment Report	CSPD	16/01/09	9	Yes
06/02/09	142/0809	Would like a copy of the approved document prior to implementation, regarding access to Con29 information	Legal	16/01/09	8	Partially
08/01/09	143/0809	Would like to know the highest amount of rent/housing benefit that the Council is currently paying to a household per month and what is the highest amount the Council has paid to a household in the past 12 months	Revenues	13/01/09	3	Yes
08/01/09	144/0809	Would like information with regards to what disciplinary action is taken on Council staff after a complaint about them	CSPD	16/01/09	6	No (Not held)
08/01/09	145/0809	Would like information with regards to the planning fee income in 2006/07 and 2007/08	Finance Planning	22/01/09	10	Yes
09/01/09	146/0809	Would like to know how many fixed penalty notices the Council has given out for dropping cigarette butts in 2008	Environmental Health	30/01/09	15	Yes
09/01/09	147/0809	Would like details regarding the cost to the Council of staff pensions	Finance	04/02/09	17	Yes

Table H – Summary of FOI Requests 01/01/09 – 31/03/09

Date Received	Reference Number	Summary of FOI	Departments Involved	Date Response Sent	No of work days	Information released
12/01/09	148/0809	Would like to know how many people are employed by the Council to help tackle the problem of obesity	Leisure	03/02/09	16	Yes
13/01/09	149/0809	Would like to know if any council bins are fitted with microchips	Street Services	15/01/09	2	No (Not held)
13/01/09	150/0809	Would like to know the total of people on the housing waiting list in the Council Borough	Housing	15/01/09	2	Yes
14/01/09	151/0809	Would like to know the details of all subcontractors, suppliers and consultants involved with the construction of the council depot	Regeneration	30/01/09	12	Partially
16/01/09	156/0809	Would like a further breakdown of all unspent Section 106 Planning Obligation monies	Finance	04/02/09	13	Yes
16/01/09	152/0809	Would like to know the total amount of money spent on external training courses for staff in each of the last three years	Finance HR & Payroll	06/02/09	15	Partially
19/01/09	153/0809	Would like to know the information regarding the advice the Council gives to people affected by cryptosporidium/ cryptosporidiosis	Environmental Health	22/01/09	3	Yes
19/01/09	154/0809	Would like to know how the economic down turn has affected the Council regarding staffing and financial matters etc.	All	12/02/09	18	Partially
20/01/09	155/0809	Would like information with regards to the use of provisions under the Regulation of Investigatory Powers Act (RIPA) during 2008	Legal	12/02/09	17	Yes

Table H – Summary of FOI Requests 01/01/09 – 31/03/09

Date Received	Reference Number	Summary of FOI	Departments Involved	Date Response Sent	No of work days	Information released
22/01/09	161/0809	Request concerning individuals that have died without an estate	Environmental Health	17/02/09	18	Yes
22/01/09	156/0809	Would like information with regards to the use of provisions under the Regulation of Investigatory Powers Act (RIPA)	Legal	17/02/09	18	Yes
26/01/09	157/0809	Would like information with regards to a list of the hackney carriages and private hire vehicles the council currently licenses	Legal	18/02/09	17	Partially
26/01/09	158/0809	Would like information with regards to how many assaults have been reported against Local Authority Housing staff in each of the last 5 years	HR & Payroll	17/02/09	16	Yes
26/01/09	159/0809	Would like to know certain staffing costs and invoices processed regarding full-time staff, cost of IT service and finance function for 2007/08	HR & Payroll Finance ICT Legal	18/02/09	17	Yes
27/01/09	160/0809	Would like information regarding the activity of Bolsover for each of the past five years about transport issues	Regeneration HR & Payroll Finance CSPD	23/02/09	19	Yes
30/01/09	162/0809	Would like information regarding the number of children in the area who are under a child protection plan	DCC	30/01/09	1	No (Transferred to DCC)
30/01/09	163/0809	Would like information regarding concessionary travel passes	Finance	24/02/09	17	Yes
30/01/09	164/0809	Would like information regarding the allotment waiting list	Regeneration	24/02/09	17	Yes

Table H – Summary of FOI Requests 01/01/09 – 31/03/09

Date Received	Reference Number	Summary of FOI	Departments Involved	Date Response Sent	No of work days	Information released
02/02/09	165/0809	Would like to know how much the Council was charged by waste contractors for the collection of recycled material	Street Services	24/02/09	15	Yes
03/02/09	166/0809	Would like to know how much landfill tax has been paid by the local authority in (a) 2006-07; (b) 2007-08; and (c) 2008-09 to date	Street Services	02/03/09	19	Yes
04/02/09	167/0809	Would like to know the Council budget for 09/10 and the estimated forecast and how much is spent on procuring goods and services from the private sector	Finance Procurement	04/03/09	20	Yes
04/02/09	168/0809	Would like information regarding the details of vacant commercial and domestic properties	Housing Regeneration	25/03/09	35	Partially
05/02/09	169/0809	Would like information regarding use of the internet as a method of procuring goods and services	Procurement	04/03/09	20	Yes
09/02/09	170/0809	Would like information regarding any policies that deal with tenants requesting re-housing	Housing	06/03/09	19	Yes
12/02/09	171/0809	Would like to know how many bins have been replaced through wear and tear and how many of them due to theft	Street Services	10/03/09	18	Yes
12/02/09	172/0809	Requesting information of approvals, completions, self certification, contraventions for three specific addresses	Legal	13/02/09	1	No (Exempt - on publication scheme)

Table H – Summary of FOI Requests 01/01/09 – 31/03/09

Date Received	Reference Number	Summary of FOI	Departments Involved	Date Response Sent	No of work days	Information released
13/02/09	173/0809	A request to know if the council instigated legal proceedings against a utility company for failing to complete any repair and or development and or engineering works on time	Housing Regeneration Legal	10/03/09	17	No (No information held)
13/02/09	174/0809	Would like to know information regarding recycling in the area	Street Services	12/03/09	19	Yes
13/02/09	EIR	Request for environmental information concerning a site at Bolsover	Environmental Health	04/03/09	14	Yes
16/02/09	175/0809	A request for a list of Business Rate accounts	Revenues	12/03/09	17	Partially
19/02/09	176/0809	Request regarding policy for clients occupying flexible space in Business Centres	Regeneration	19/03/09	20	Yes
19/02/09	177/0809	Details of how much spent on interpreting and translation services in 2005-6, 2006-7 and 2007-8	CSPD	19/03/09	20	Yes
23/02/09	178/0809	Details requested regarding licenses under the Dangerous Wild Animals Act 1976	Environmental Health	23/03/09	20	Yes
23/02/09	179/0809	Request for details of the grants allocated by the local authority and its agencies to all individuals and organisations, by name, as part of the 'Prevent' strategy from October 2006	Finance Community Services	23/03/09	20	No (No information held)
23/02/09	180/0809	Request for information relating to the Working Neighbourhoods Fund (WNF)	Finance CEPT	23/03/09	20	Yes
25/02/09	181/0809	Would like to know the number of homelessness applicants found to be intentionally homeless between 1 January 2008 and 31 December 2008	Housing	24/03/09	19	Partially

Table H – Summary of FOI Requests 01/01/09 – 31/03/09

Date Received	Reference Number	Summary of FOI	Departments Involved	Date Response Sent	No of work days	Information released
25/02/09	182/0809	Would like to know the income from local land charges in 2006/07 and 2007/08	Legal Finance	24/03/09	19	Yes
25/02/09	183/08009	Request for information relating to the enterprise electronic document and records management system	ICT	24/03/09	19	Yes
26/02/09	184/08009	Request for information relating to the financial incentive bonuses paid to staff and how many staff members have been made redundant	Finance HR	24/03/09	18	Yes
02/03/09	185/0809	Request for all correspondence between the Council and Chief Surveillance Commissioner, since 2006	Legal	24/03/09	16	No (No information held)
02/03/09	186/0809	Request for the number of full time equivalent posts, scale of posts, and pay scale of posts in various sections	Legal Democratic Services	25/03/09	17	Yes
02/03/09	188/0809	Request for information relating to Air pollution consents and enforcements; Hazardous Substance Consents and enforcements; and contaminated land register	Planning	25/03/09	17	Partially
02/03/2009	189/0809	Would like to inspect the Building Control/Traffic Schemes abutting/Highways Scheme	Legal	05/03/09	3	No (Publicly available)
05/03/09	187/0809	Request for information about revenue from sunbeds	Leisure	25/03/09	14	Yes
05/03/09	190/0809	Would like a copy of the section 106 Agreement/Unilateral Undertakings in relation to specific developments	Planning	10/03/09	3	No
09/03/09	191/0809	Would like information with regards to a list of the hackney carriages and private hire vehicles the council currently licenses	Legal	09/03/09	0	Partially

Table H – Summary of FOI Requests 01/01/09 – 31/03/09

Date Received	Reference Number	Summary of FOI	Departments Involved	Date Response Sent	No of work days	Information released
05/03/09	192/0809	Would like information with regards to gravestones in council cemeteries	Regeneration	25/03/09	14	Yes
05/03/09	193/0809	Would like information with regards to Golf Courses and Golf Course Extensions	Planning	26/03/09	15	No (No information held)
05/03/09	194/0809	Information passed to Treasury Solicitor regarding persons who had died without an estate	Environmental Health	26/03/09	15	Yes
05/03/09	195/0809	Would like information with regards to Food Procurement	Leisure Regeneration	26/03/09	15	Partially
11/03/09	196/0809	Would like information with regards to Payroll Department/HR Department	HR & Payroll	03/04/09	18	Partially
16/03/09	197/0809	Information concerning car parking management	Regeneration	08/04/09	17	No (No information held)
17/03/09	198/0809	Details of businesses not in receipt of rates relief	Revenues	08/04/09	16	Yes
17/03/09	199/0809	Details of savings under £10k	Finance	08/04/09	16	Yes
17/03/09	200/0809	Details about overseas trips by members and officers	HR & Payroll	08/04/09	16	No (No information held)
17/03/09	201/0809	Details of grants to voluntary bodies	Finance	14/04/09	18	Partially
12/03/09	202/0809	Details of replacement bins paid for	Finance	06/04/09	17	Yes

Table H – Summary of FOI Requests 01/01/09 – 31/03/09

Date Received	Reference Number	Summary of FOI	Departments Involved	Date Response Sent	No of work days	Information released
19/03/09	203/0809	Contractors for ground/building maintenance and waste management	Regeneration Street Services	17/04/09	19	Yes
11/03/09	204/0809	Details of early retirement	HR & Payroll	03/04/09	17	Partially
12/03/09	205/0809	Waste surveys carried out without residents knowledge	Street Services	06/04/09	17	Yes
12/03/09	206/0809	Monitoring of people sleeping rough in the area	Housing	06/04/09	17	Yes
12/03/09	207/0809	Information concerning ICT Contracts	ICT	Cancelled by requester 18/03/09	4	Cancelled by requester 18/03/09
19/03/09	208/0809	Completion notices under Schedule 4A	Revenues	17/04/09	17	No – exceeds appropriate limit
24/03/09	209/0809	Names and contact details of senior officers	CSPD	24/03/09	0	No (Available by other means)
20/03/09	210/0809	Local Education Authority questions	DCC	23/03/09	1	Transferred
24/03/09	211/0809	Request for Job posts, titles and salaries	HR & Payroll	21/04/09	18	No – (Posts available on website) Clarification sought on salaries
24/03/09	212/0809	Details of anti-social behaviour orders	Community Services Housing	08/04/09	11	Partially

Table H – Summary of FOI Requests 01/01/09 – 31/03/09

Date Received	Reference Number	Summary of FOI	Departments Involved	Date Response Sent	No of work days	Information released
24/03/09	213/0809	Details concerning Members allowances	HR & Payroll	21/04/09	18	Yes
26/03/09	214/0809	Information concerning land charges	Legal Environmental Health	21/04/09	16	Yes
27/03/09	215/0809	Information regarding local newspapers	CSPD	21/04/09	17	Yes
30/03/2009	217/0809	Information regarding the fire at Kissinggate Leisure Centre	Leisure CSPD	Open and within timescale as of 21/04/09		
31/03/09	216/0809	Information regarding CMS software	ICT CSPD	Open and within timescale as of 21/04/09		
31/03/09	219/0809	Information regarding data protection	CSPD	Open and within timescale as of 21/04/09		

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			3	3		
ICT	3	3			6	6		
Legal	3	3			4	4		
Leisure	1	1			7	7		
Planning	2	2			3	3		
Procurement					3	3		
Regeneration	2	2			1	1		
Revenues	3	3			3	3		
Transferred	3	3						
Totals	46	43		3	70	65		5

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

Department/Section	01/10/08– 31/12/08			01/01/09 – 31/03/09				2008-2009 Summary			
	No. of Requests	Freedom of Information	EIR	No. of Requests	Freedom of Information	Data Protection	EIR	No. of Requests	Freedom of Information	Data Protection	EIR
All Departments				1	1			2	2		
CEPT				1	1			3	3		
Customer Service and Performance	4	4		9	9			24	24		
Community Services				2	2			2	2		
Democratic Services	1	1		1	1			8	8		
Environmental Health	9	7	2	7	6		1	36	25		11
Street Services				7	7			14	14		
Finance	10	10		15	15			36	36		
Housing	5	5		7	7			18	18		
HR & Payroll	5	5		10	10			23	23		
ICT	2	2		4	4			9	9		
Legal	1	1		13	13			23	23		
Leisure	1	1		4	4			10	10		
Planning	7	7		4	4			20	20		
Procurement				2	2			5	5		
Regeneration	2	2		10	10			17	17		
Revenues	8	8		4	4			16	16		
Transferred	1	1		2	2			9	9		
Totals	56	54	2	103	102		1	275	264		11