

Committee:	Executive	Agenda Item No.:	8.
Date:	10 th August 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	Support Officer		
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, freedom of information and personal data requests for the period 1st April 2009 to 30th June 2009.

Compliments

Table A shows the number of written compliments received for the period. In total 20 written compliments were received thanking the Council for efficient and helpful service across a variety of departments.

Comments

Table B shows the number of written comments received for the period – 14 in total. 12 of the comments received were responded to within standard (20 working days), with the two outstanding still within the timescale for a response.

Five comments concerned the charging of bulky waste collections.

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 01/4/09 to 30/06/09:

Stage One Complaints	
Service Area	01/04/09 - 30/06/09
Complaints regarding housing repairs e.g. out of time, quality	1
Complaints regarding refuse, grounds maintenance, cleansing services e.g. not returning bin to collection point, missed green bin collection	70
Missed clinical waste collection	27
Missed domestic bin collection	296
Missed blue box collection	51
Bin not fully emptied	4
Total	449

For the same period Contact Centres handled 8,740 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 19 complaints received, all 19 (100%) were responded to within our customer service standard of 20 working days.

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 10 stage three complaints were received and all have been responded to within standard.

Ombudsman

Table G shows the status of Ombudsman complaints for 2009/10 as of 30th June 2009. During this period four complaints were received, one of which was informal. Three of the complaints were responded to within the Local Government Ombudsman's timescale of 28 calendar days, with the one outstanding still within the timescale for a response. One decision was received, recording a 'no or insufficient evidence of maladministration' outcome, two are awaiting the Ombudsman's decision and one is open.

Freedom of Information (FOI)

Table H shows the number of requests for 'freedom of information' for the period by date order. Of the 64 requests received, all (100%) were responded to within the government standard of 20 working days.

Personal Data requests (DP)

Table I shows the number of requests for 'Personal Data' for the period by date order. There were 17 requests made. Although the timescale for Data Protection requests is 40 calendar days, requests made under authority from the Police (for the apprehension/ prosecution of offenders etc) are dealt with swiftly and responses are sent as soon as possible.

Table J shows the number of freedom of information and personal data requests by department.

Performance

A target of 93% has been set for responding to stage two complaints within 20 working days for 2009/10. For this period 100% has been achieved.

ISSUES/OPTIONS FOR CONSIDERATION

The contents of the report.

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 01/04/09 – 30/06/09

Table B: Comments summary for the period 01/04/09 – 30/06/09

Table C: Comments summary by department 2009/10

Table D: Stage two complaints summary for the period 01/04/09 – 30/06/09

Table E: Stage two complaints summary by department 2009/10

Table F: Stage three complaints summary for the period 01/04/09 – 30/06/09

Table G: Ombudsman complaints summary for 2009/10

Table H: Freedom of information summary for the period 01/04/09 – 30/06/09

Table I: Personal data requests for the period 01/04/09 – 30/06/09

Table J: Freedom of information and personal data requests summary by department 2009/10

FILE REFERENCE: - N/A

SOURCE DOCUMENT: - N/A

Table A - COMPLIMENTS SUMMARY 01/04/09 – 30/06/09

Date Received	Area	Summary of Compliment	Departments Involved
20/04/09	Bolsover	Thanks for the standard of grass cutting near home	Contact Centre Street Services
15/04/09	Langwith	Thanks for the new kitchen and helpful service	Housing
21/04/09	Bolsover	Thanks for a good job done by road cleaners	Street Services
21/04/09	Newark	Thanks for a helpful service	Revenues
24/04/09	Tibshelf	Thanks for polite and helpful service regarding repairs to house	Housing
24/04/09	North Wingfield	Thanks for Sporting Achievement presentation	Leisure
28/04/09	Not known	Thanks to the Dog Warden for doing a great job	Environmental Health
06/05/09	Smalley	Thanks for invitation to Choir Competition	Leisure
06/05/09	Shirebrook	Thanks for a helpful service	Revenues
07/05/09	Bolsover	Thanks for a helpful service, which aided a quicker recovery from poor health	Housing
14/05/09	Bolsover	Thanks for a helpful and efficient service	Revenues
21/05/09	South Normanton	Thanks for a helpful, prompt and efficient service	Contact Centre
22/05/09	Scarcliffe	Thanks for a helpful and polite service	Revenues
22/05/09	South Normanton	Thanks for a helpful and understanding service	Revenues
03/06/09	London	Thanks for helpful and useful assistance	Planning
10/06/09	Worksop	Compliment for pool party made enjoyable by excellent staff	Leisure
18/06/09	Creswell	Compliment for all the staff who always provide a very enjoyable experience	Leisure
26/06/09	Worksop	Thanks for a prompt and efficient service regarding removal of fly tipping	Contact Centre Street Services
30/06/09	Mansfield	Thanks for the repair to house and helpful service	Contact Centre Housing
30/06/09	Bolsover	Thanks for a helpful and prompt service	Contact Centre

Table B - SUMMARY OF COMMENTS 01/04/09 – 30/06/09

Date Received	Area	Summary of Comment	Departments Involved	Date Response Sent	No of work days	Summary of Response
03/04/09	Bolsover	Unhappy about having to pay for a bulky waste collection	Street Services	30/04/09	19	Explanation given why bulky waste removal is now not a free service
23/04/09	Tibshelf	Unhappy that a payment for a large refuse removal had to be made prior to receiving a removal date	Street Services	14/05/09	14	Informed that appropriate amendments will be made in the near future. Apologies given
30/04/09	Clowne	Unhappy about having to pay for a bulky collection - feels they are already paying for this service	Street Services	19/05/09	12	Explanation given why bulky waste removal is now not a free service
01/05/09	Not known	Unhappy about having to pay for a bulky collection	Street Services	19/05/09	11	Explanation given why bulky waste removal is now not a free service
14/05/09	Hardstoft	Not happy about having to pay for a collection of green waste	Street Services	09/06/09	17	Explanation given why bulky waste removal is now not a free service
28/05/09	Alfreton	Concerns about a neighbours' living arrangements regarding claims for benefits and anti social behaviour	Housing Revenues	11/06/09	10	Advised that the Anti Social Behaviour Caseworkers are working with the family to improve behaviour. Advised that Head of Revenue Services wrote regarding non occupancy and that investigations were still being carried out

Table B - SUMMARY OF COMMENTS 01/04/09 – 30/06/09

Date Received	Area	Summary of Comment	Departments Involved	Date Response Sent	No of work days	Summary of Response
01/06/09	Broadmeadows	Regarding hedgerows in the district	Planning	15/06/09	10	Explained that hedgerows protected by planning legislation and apology for the delay in replying
15/06/09	Whitwell	Unhappy about having to pay for a bulky collection	Street Services	16/06/09	1	Explanation given why bulky waste removal is now not a free service
15/06/09	Shirebrook	Regarding the increasing problem of fly tipping in Shirebrook	Environmental Health Street Services	03/07/09	14	Advised that fly tipping is being investigated and a litter pick in the area arranged
15/06/09	Shirebrook	Regarding fly tipping not being removed	Contact Centre	17/06/09	2	Explanation given as to why fly tipping had not been removed and apology for the error made
17/06/09	Clowne	Housing Benefit paid is insufficient to cover rent (private accommodation)	Housing Revenues	13/07/09	19	Explanation regarding Housing Benefit and the Discretionary Housing Payment. Offered home visit
24/06/09	Bolsover	Unhappy about untidy areas in the District	Environmental Health Street Services Leisure Community Services	16/07/09	16	Informed that a litter pick will be carried out and that the Council has not undertaken any tree work
30/06/09	Clowne	Request for a combi-boiler following long standing trouble with heating system	Housing	Open but within timescale		

Table B - SUMMARY OF COMMENTS 01/04/09 – 30/06/09

Date Received	Area	Summary of Comment	Departments Involved	Date Response Sent	No of work days	Summary of Response
30/06/09	Clowne	Requesting information about the waste collection service at a property suspected of not paying Council Tax	Street Services Revenues	Open but within timescale		

Table C: Comments Summary by Department 2009/10

Department/Section	01/04/09 – 30/06/09		
	No. of Comments	No. Responded to in time	No. responded to out of time
Contact Centres	1	1	
Customer Service & Performance Community Services	1	1	
Environmental Health	2	2	
Street Services	9	9	
Housing	3	3	
Legal			
Leisure	1	1	
Planning	1	1	
Regeneration			
Revenues	3	3	
Totals	21	21	

Table D – Summary of Stage Two Complaints 01/04/09 – 30/06/09

Date Received	Area	Summary of Complaint	Departments Involved	Date Response Sent	No of work days	Remedy
01/04/09	Creswell	Regarding a noise complaint that has been ongoing and not resolved	Environmental Health	27/04/09	17	An explanation given as to why the situation arose and informed of the actions taken
06/04/09	Langwith	Regarding the stress caused when applying for housing benefit due to receiving a cheque in the incorrect name	Revenues	01/05/09	17	An explanation given as to why the payment was late and the apology reiterated
14/04/09	Creswell	Regarding the distress caused by the way council tax payment procedure is undertaken	Revenues	12/05/09	17	A full chronology of the complainants Council Tax payments history
17/04/09	Shirebrook	Unhappy that street lights in district taken so long to be repaired	Contact Centre Community Services	12/05/09	18	Confirmed the lights have now been repaired by DCC. Apologies for any misunderstanding
21/04/09	Bolsover	Requesting reimbursement for a bank charge for a late direct debit payment	Revenues	14/05/09	16	An explanation regarding direct debit payment and informed that bank charge incurred will not be reimbursed
27/04/09	New Houghton	Regarding repairs to soffits and fascias of Council house	Housing	14/05/09	12	Advised that we will be surveying all affected properties and work will be carried out shortly after
30/04/09	Blackwell	Regarding the lack of response about grass cuttings on pavements	Street Services	27/05/09	17	Advised that telephone messages not on record and apology given. Advised that an Officer will visit the resident adjacent to discuss removing the strip of grass causing the problem

Table D – Summary of Stage Two Complaints 01/04/09 – 30/06/09

Date Received	Area	Summary of Complaint	Departments Involved	Date Response Sent	No of work days	Remedy
11/05/09	Shirebrook	Regarding the timescales council tax benefit procedure takes	Revenues	04/06/09	17	Apology and explanation why there were delays (complexity of claim and delays caused by claimant)
13/05/09	Clowne	Noise problems with engineering company recently set up near them. Feel Council ignoring their complaints about the noise	Environmental Health Planning	11/06/09	20	An explanation from a Planning and an Environmental Health perspective and advised that further noise monitoring will be carried out to improve the situation
14/05/09	Creswell	Requires an apology regarding the treatment received when visiting the Council to make a complaint about a neighbours' garden. Would also like to know the Council's standards on housing matters	Housing	09/06/09	17	Apology given. Informed that there is no standard for gardens
15/05/09	Shuttlewood	Regarding weed killer sprayed over plants not belonging to the Council	Street Services	08/06/09	15	Explained that the flowers had been sprayed due to a misunderstanding over the ownership of the footpath. Apology given and advised arrangements have been made to replace the flowers as soon as possible
19/05/09	Clowne	Unhappy with the remaining fly posting after it had been reported	Contact Centre	21/05/09	2	An explanation regarding why fly posting had not been removed and apology given for misunderstanding
19/05/09	Clowne	Attitude of Contact Centre staff when ordering a replacement new bin after the original was stolen	Contact Centre Revenues	11/06/09	16	Advised that the information given was correct, with a reminder to the complainant to be courteous when contacting the Council in future.

Table D – Summary of Stage Two Complaints 01/04/09 – 30/06/09

Date Received	Area	Summary of Complaint	Departments Involved	Date Response Sent	No of work days	Remedy
						Notice could be served if not presenting waste in a suitable receptacle
26/05/09	Clowne	Regarding treatment received when applying to be re-housed	Housing	16/06/09	15	An explanation, summary and conclusion regarding homeless situation direct from the Housing Department. Advised that the Housing Department remain willing to considering future housing options
03/06/09	Rowsley	Regarding the amount of time taken to respond to requests for Ordnance Survey prints	Planning Contact Centre	25/06/09	16	An explanation regarding delay in producing Ordnance Survey maps and an apology given for inconvenience caused
17/06/2009	Clowne	Complaint concerns a member of staff following a request for help with financing a bond for a privately rented flat	Housing	10/07/09	17	An explanation regarding housing application position, the Council's right to remove items from property once vacated and the debt left on account. Advised to contact the Council to clear debt and provide more information
22/06/2009	Newton	Incorrect information on the website regarding bulky waste collection	Street Services	13/07/09	15	Apologised again for the mistake and informed a free bulky waste collection was not possible
23/06/2009	Whitwell	Regarding a piece of land that may be causing a problem with vermin	Environmental Health	16/07/09	18	Advised that service provided when it was asked for at the time and no further complaints received. Informed that the matter will be investigated further regarding overgrown land

Table D – Summary of Stage Two Complaints 01/04/09 – 30/06/09

Date Received	Area	Summary of Complaint	Departments Involved	Date Response Sent	No of work days	Remedy
29/06/09	Tibshelf	Regarding blue box missed for a second time and perceives the recycling service to be poor	Street Services	17/07/09	15	Explanation about problems with road which is very narrow and process to report missed collection

Table E - Complaints (Stage 2) Summary by Department 2009/10

Department/Section

01/04/09 – 30/06/09

	No. of Complaints	No. Responded to in time	No. responded to out of time
Contact Centres	4	4	
Customer Service & Performance			
Community Services	1	1	
Environmental Health	3	3	
Street Services	4	4	
Finance			
Housing	4	4	
ICT			
Legal			
Leisure			
Planning	2	2	
Regeneration			
Revenues	5	5	
Totals	23	23	

Table F - Summary of Stage Three Complaints 01/04/09 – 30/06/09

Date Received	Area	Summary of Complaint	Departments Involved	Date Response Sent	No of work days	Remedy
06/04/09	South Normanton	Still unhappy regarding the damp within property feels treated unfairly	Housing	07/05/09	20	Advised that someone will visit the property to carry out another inspection of the door
09/04/09	Alfreton	Not satisfied with second stage response regarding glass he feels was left by blue bin removal staff which caused tyre on car to go flat. Seeking compensation	Street Services	12/05/09	18	Reiterated that no compensation will be given as there is not sufficient evidence the contractors had caused the problem
14/04/09	Shirebrook	Requires further investigations to be made regarding upgrade of electrics in the house	Housing	12/05/09	17	Explained that after further investigation, a fault had occurred. The Contractor and the Council have apologised for any inconvenience
22/04/09	Shirebrook	Not satisfied with second stage response regarding damp problems after new windows installed	Environmental Health	21/05/09	20	Informed that whilst recognising the works were completed a very long time ago and the Council currently has not accepted liability, Environmental Health are prepared to look at the report produced by the insurers. Also advised to seek legal advice on this matter
23/04/09	Creswell	Not satisfied with second stage response regarding seeking compensation due to anti-social behaviour suffered	Housing	19/05/09	17	Informed that there is nothing more to be done regarding this matter. Regarding the Council Tax, explained that a reminder was sent and that an arrangement was agreed

Table F - Summary of Stage Three Complaints 01/04/09 – 30/06/09

Date Received	Area	Summary of Complaint	Departments Involved	Date Response Sent	No of work days	Remedy
29/04/09	South Normanton	Unhappy with second stage response regarding the drainage solution to water running off the recreation area onto garden	Leisure Regeneration	28/05/09	19	Re-iterated the benefits of the 'French drain'. Advised any anti-social behaviour should be directed to the CAN Rangers or Police
07/05/09	Newton	Further correspondence regarding a trampoline in neighbours' back yard	Housing	14/05/09	5	Informed of the updated situation, that an agreement was in place and it had been working. Advised for complainant to contact Housing section or the Ombudsman
29/05/09	Shirebrook	Unhappy that street lights in district taken so long to be repaired	Contact Centre Community Services Regeneration	19/06/09	15	Agreed that the length of time is unacceptable to arrange repairs to street lighting and apologised for the level of service. Advised that relevant Head of Service is to undertake a review to improve the standard of service we are providing for street lights
18/06/09	Shirebrook	Regarding the timescales concerning the way council tax benefit procedure is undertaken	Revenues	08/07/09	14	Advised that to make an appeal, it should be done in writing to the Revenues Department within 10 calendar days from the date of letter. Explanation to issues raised and assured that the Council would not stop anyone going into court if they wished

Table G - Summary of Ombudsman Complaints 2009/10

Date Received	Area	LGO's Summary of Complaint	Departments Involved	Date Response sent	No. of Calendar Days	Date Decision Letter Received	Ombudsman's Decision
19/05/09	Whitwell	In 2007 the Council refused to install gas to allow for a gas cooker and subsequently undertook work to replace the existing heating system in the property with an alternative system without proper consideration of personal preferences. Furthermore, the Council has failed to make any allowance for the damage to the living room carpet and internal decoration as a result of the renovations	Housing	16/06/2009	27	07/07/09	No or insufficient evidence of maladministration.
09/06/09	Creswell	The Council delayed dealing with anti-social behaviour from neighbours and allowed confidential diary sheets to be passed to the alleged perpetrators, which resulted in being attacked. Also feels that the Council should have provided him with alternative safe accommodation whilst it investigated his allegations of anti-social behaviour	Housing	03/07/09	24		Open, awaiting decision
24/06/09	Clowne	Informal complaint - Complained that notice not to quit private rented accommodation and the Council will not help	Housing	06/07/09	12		Open, awaiting decision
25/06/09	Clowne	The Council removed most of the pebble dash coating to the property last year and has not returned to replace it. Complained before about the appearance of the property but has received no response	Housing	Open but within timescale			

Table H - Summary of FOI Requests 01/04/09 – 30/06/09

Date Received	Summary of FOI	Departments Involved	Date Response Sent	No of work days	Information released
02/04/09	Information regarding in-house legal team, staff and systems	Legal HR and Payroll	27/04/09	15	Yes
03/04/09	Pet Shop Licences	Environmental Health	28/04/09	16	Yes
03/04/09	Local council international travel	HR and Payroll	28/04/09	16	No - No information held
06/04/09	Housing for children under 16	DCC	06/04/09	1	No - Transferred
07/04/09	Requests for information regarding non domestic rates	Revenues	28/04/09	13	Yes
08/04/09	Home schooling figures requested	DCC	08/04/09	1	No - Transferred
07/04/09	Medium term financial budget and budget setting for 2008/09	Finance	06/05/09	17	Yes
08/04/09	Information regarding the fire at Kissinggate Leisure Centre	Leisure	06/05/09	17	Yes
08/04/09	Information held by the council relating to the future of the Council	Finance	08/05/09	19	No - No information held
09/04/09	Information about traffic wardens	DCC	09/04/09	0	No - Transferred
09/04/09	Information regarding adoptions	DCC	14/04/09	1	No - Transferred
14/04/09	Details of how much Council spent on interpreting and translation services	Finance Environmental Health CSPD	08/05/09	17	Yes
14/04/09	Requires a list of properties under rateable value £10,000 not in receipt of Small Business Rates Relief where the occupier is a sole	Revenues	08/05/09	17	Yes

Table H - Summary of FOI Requests 01/04/09 – 30/06/09

Date Received	Summary of FOI	Departments Involved	Date Response Sent	No of work days	Information released
	trader				
15/04/09	Surveys of residents bins in the past five years	Street Services	11/05/09	17	Yes
15/04/09	Cost of cameras supplied and installed by Council in CCTV Project	Community Services	12/05/09	18	Yes
15/04/09	Request regarding information relating to all deposits held by your local authority in the Icelandic banks that failed in the summer/autumn period of 2008	Finance	11/05/09	17	Yes
16/04/09	Request regarding ICT information	ICT	12/05/09	17	Yes
16/04/09	Request regarding information on bed bugs in area	Environmental Health	13/05/09	18	Yes
16/04/09	Requires a list of any schemes offered by the Council under which people are offered incentives for healthy or good behaviour	Leisure CSPD	14/05/09	19	Yes
19/04/09	Information relating to the Anchor Inn, Mill Street, Clowne (EIR ¹)	Environmental Health	06/05/09	11	EIR
20/04/09	Figures for the number of CCTV cameras operated by the council between 2004 and 2008	Community Services Leisure Regeneration	18/05/09	19	Yes
23/04/09	Pay and grading information	HR and Payroll	15/05/09	15	Yes
23/04/09	Information regarding if the council sold off any public parks (or sections of public parks) in the last five years	Regeneration Leisure	15/05/09	15	Yes
27/04/09	Information about the most recent contract agreed for the purchase of road salt	Street Services	15/05/09	13	No - No information held
27/04/09	Regarding a list of all contact details for organisations providing outreach to pensioners, recreational facilities for pensioners or support to pensioners	Housing Leisure	26/05/09	19	Yes

Table H - Summary of FOI Requests 01/04/09 – 30/06/09

Date Received	Summary of FOI	Departments Involved	Date Response Sent	No of work days	Information released
29/04/09	Regarding expenses of the Chief Executive for each of the last two years	HR and Payroll	Clarification sought	1	Not provided by requester – request now closed
29/04/09	Regarding number of football pitches, swimming pools, athletics tracks, and sports halls that are owned by the Council	Leisure	20/05/09	14	Yes
30/04/09	How many complaints received regarding noise disturbance from private residences in the last 12 months and how many Anti Social Behaviour Orders have been issued in the last five years	Community Services Environmental Health	20/05/09	13	Yes
01/05/09	Financial rewards to members of the public for information after an alleged crime	Community Services	20/05/09	12	No - No information held
01/05/09	Housing benefit claims and claimants	Revenues	29/05/09	18	Yes
06/05/09	Further request (223/0910) - Requests for non domestic rates	Revenues	29/05/09	16	Yes
07/05/09	Regarding the standard annual leave available to full-time employees of the council	HR and Payroll	01/06/09	16	Yes
07/05/09	Details of empty commercial properties	Revenues	01/06/09	16	Yes
08/05/09	How Council are tackling the issue of reducing carbon emissions / achieving carbon neutrality specifically within ICT / IT	ICT	03/06/09	17	Partially - some information provided, some not held
13/05/09	Further request - Cost of cameras supplied and installed by Council in CCTV Project	Community Services	27/05/06	9	Partially - some information provided
13/05/09	Regarding complaints handling across UK local government	CSPD	02/06/09	13	Partially - some information provided, some exempt
14/05/09	Request for staff structure of Legal section	Legal	14/05/09	1	No – Exempt – information is publicly available

Table H - Summary of FOI Requests 01/04/09 – 30/06/09

Date Received	Summary of FOI	Departments Involved	Date Response Sent	No of work days	Information released
15/05/09	Information passed to Treasury Solicitor relating to persons dying	Environmental Health	02/06/09	11	Yes
20/05/09	Relating to councillor's allowances and expenses	HR and Payroll	26/05/09	3	Partially - some information provided
21/05/09	How much money has been spent on creating, developing and running the public website for each year since it was launched	ICT	10/06/09	13	Partially - some information provided
22/05/09	Regarding tendering information about stair lifts	Housing	22/06/09	20	Partially - some information provided
22/05/09	Regarding a complaint from the member of the public and officer time taken to deal with it	Planning	11/06/09	13	No - No information held
27/05/09	Relating to executive members and special responsibility allowances	Democratic Services	15/06/09	13	No – Exempt – information is publicly available
28/05/09	Request for a complete list of subcontractors, suppliers and consultants that have worked on or are working on the construction of the depot	Regeneration	17/06/09	14	No - No information held
01/06/09	Information about traffic wardens	DCC	01/06/09	1	No - Transferred
01/06/09	Information regarding budgets and staff information for the financial year of 2009/2010	HR and Payroll Procurement ICT	24/06/09	17	Yes
04/06/09	Information regarding the amount spent on consultancy services for the financial years 2006-2007, 2007-2008 and 2008-2009 and the names of and the projects/work undertaken by consultancy service providers	Procurement	24/06/09	14	No – exceeds time limit
04/06/09	Mortuaries and funerals	Environmental Health	24/06/09	14	Partially - some information provided

Table H - Summary of FOI Requests 01/04/09 – 30/06/09

Date Received	Summary of FOI	Departments Involved	Date Response Sent	No of work days	Information released
04/06/09	Information regarding the total cost of all translation services used in 1998-99, 2003-04, 2004-05, 2005-06, 2006-07, 2007-08	Environmental Health CSPD Finance	25/06/09	15	Yes
05/06/09	Information about Education Counsellors	DCC	05/06/09	0	No - Transferred
10/06/09	The names and contact details of all companies holding a contract with the Council and the nature of the contract	Procurement	29/06/09	13	Partially - some information provided
15/06/09	Request for copies of the letters sent out to Derbyshire County Council, Barlborough Parish Council and BT regarding removal of fly posting	Planning Street Services	30/06/09	11	No - No information held
17/06/09	Regarding meals on wheels service	DCC	18/06/09	1	No - Transferred
17/06/09	Request for information regarding the cost to the Council of allotment services and arboriculture services	Regeneration Street Services	30/06/09	9	Partially - some information provided
17/06/09	Regarding IT procurement policy and IT infrastructure	Procurement ICT	10/07/09	17	Partially - some information provided
22/06/09	Relating to request 191/0809- Would like a copy of any policy, reports etc regarding allocation of Section 106 Monies	Planning	03/07/09	9	No – Exempt – information is publicly available
22/06/09	Request with regards to car parking	Regeneration	23/06/09	1	No – Exempt – information is publicly available
22/06/09	Request for contact details, structures and Council documents	Finance	23/06/09	1	Partially - some information provided, some exempt
22/06/09	Information concerning properties that are generally described as defective or non-standard construction	Environmental Health Housing	10/07/08	14	Yes

Table H - Summary of FOI Requests 01/04/09 – 30/06/09

Date Received	Summary of FOI	Departments Involved	Date Response Sent	No of work days	Information released
23/06/09	Request for a copy of policy on fly posting and the suggested amendments	Planning	16/07/09	17	No – Exempt – information is publicly available
24/06/09	How many people have been awarded council housing who at the time of application had a salary worth £30,000	Housing	15/07/09	15	No - No information held
26/06/09	Current contracts for the provision of services	Heads of Service- All departments	13/07/09	11	Partially - some information provided, some not held
30/06/09	External Funding Software over the last three years	Regeneration	17/07/09	13	Partially - some information provided, some not held
30/06/09	The names and contact details of all companies holding a contract with the Council and the nature of the contract	Procurement	17/07/09	13	Yes

¹ EIR – Environmental Information Request

Table I - Summary of Data Protection Requests 2009/10

Date Received	Reason for Request (and section request made if applicable)	Departments Involved	Date Response Sent	Number of work days	Information released
02/04/2009	Detection of crime 30(1)	Housing Revenues	03/04/2009	1	Yes
03/04/2009	Detection of crime	Housing Revenues	03/04/2009	0	Yes
07/04/2009	Detection of crime	Housing Revenues	07/04/2009	0	Yes
07/04/2009	Detection of crime	Housing Revenues	07/04/2009	0	Yes
07/04/2009	Detection of crime	Housing Revenues	07/04/2009	0	Yes
08/04/2009	Detection of crime	Housing Revenues	14/04/2009	3	Yes
16/04/2009	Detection of crime	Revenues	17/04/2009	1	Yes
20/04/2009	Detection of crime	Housing Revenues	21/04/2009	1	Yes
23/04/2009	Detection of crime	Housing Revenues	24/04/2009	1	Yes
23/04/2009	Detection of crime	Housing Revenues	24/04/2009	1	Yes
23/04/2009	Detection of crime apprehension of offenders 30(1) and (5)	Revenues Democratic Servs	07/05/2009	9	Yes

Table I - Summary of Data Protection Requests 2009/10

Date Received	Reason for Request (and section request made if applicable)	Departments Involved	Date Response Sent	Number of work days	Information released
24/04/2009	Incident (CCTV)	Community Services	24/04/2009	0	Not held
29/04/2009	Detection of crime apprehension of offenders 30(1) and (5)	Housing Revenues	30/04/2009	1	Yes
30/04/2009	Incident (CCTV)	Legal	30/04/2009	0	Not held
01/05/2009	Detection of crime apprehension of offenders	Housing Revenues	07/05/2009	3	Yes
03/06/2009	Apprehension and prosecution	Housing Revenues	09/06/2009	4	Yes
10/06/2009	Detection of crime apprehension of offenders 29(3)	Revenues	12/06/2009	2	Yes

Table J: Freedom of Information and Data Protection Summary by Department 2009-10

Department/Section	01/04/09 – 30/06/09			
	No. of Requests	FOI	DP	EIR
All	1	1		
CEPT				
Customer Service and Performance	3	3		
Community Services	6	5	1	
Democratic Services	2	1	1	
Environmental Health	9	8		1
Street Services	4	4		
Finance	6	6		
Housing	16	4	12	
HR & Payroll	7	7		
ICT	6	6		
Legal	3	2	1	
Leisure	6	6		
Planning	4	4		
Procurement	5	5		
Regeneration	6	6		
Revenues	20	5	15	
Transferred	7	7		
Totals	111	80	30	1