

Committee:	Executive	Agenda Item No.:	9.
Date:	2 <sup>nd</sup> November 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 (Customer Service and Performance)		
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 1<sup>st</sup> July 2009 to 30<sup>th</sup> September 2009.

### **Compliments**

Table A shows the number of written compliments received for the period. In total 34 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. All 10 of the comments received were responded to within standard (20 working days).

7 comments concern waste services (green bins/ recycling).

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 01/7/09 to 30/09/09:

<b>Stage One Complaints</b>		
<b>Service Area</b>	<b>01/04/09 - 30/06/09</b>	<b>01/07/09 - 30/09/09</b>
Complaints regarding housing repairs e.g. out of time, quality	1	0
Complaints regarding refuse, grounds maintenance, cleansing services e.g. not returning bin to collection point, missed green bin collection	70	75
Missed clinical waste collection	27	20
Missed domestic bin collection	296	228
Missed blue box collection	51	136
Bin not fully emptied	4	0
<b>Total</b>	<b>449</b>	<b>459</b>

For the same period Contact Centres handled 7,739 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 17 complaints received, two remain open but within timescale, 14 were responded to within our customer service standard of 20 working days and one was out of time.

Table E shows the above information by department.

### 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 2 stage three complaints were received and both were responded to within standard.

### Ombudsman

Table G shows the status of Ombudsman complaints for 2009/10 as of 30<sup>th</sup> September 2009. During this period 1 complaint was received which was responded to within 10 calendar days, well within the Local Government Ombudsman's timescale of 28 calendar days. The Ombudsman also decided two complaints - no evidence of maladministration for one and a local settlement.

### Freedom of Information (FOI)

Table H shows the number of requests for 'freedom of information' for the period by date order. Of the 82 requests received, all (100%) were responded to within the government standard of 20 working days.

Table I shows the above information by department.

### Personal Data requests (DP)

Table J shows the number of requests for 'Personal Data' for the period by date order. There were 10 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.

### Performance

A target of 93% has been set for responding to stage two complaints within 20 working days for 2009/10. For this period 94% has been achieved.

## **ISSUES/OPTIONS FOR CONSIDERATION**

None

## **IMPLICATIONS**

Financial: - None

Legal: - None

Human Resources: - None

## **RECOMMENDATION(S)**

**That the report be received**

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

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

**ATTACHMENTS: Y**

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

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

Table C: Comments summary by department 2009/10

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

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

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

Table G: Ombudsman complaints summary for 2009/10

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

Table I: Freedom of information summary by department 2009/10

Table J: Personal data requests

FILE REFERENCE: - N/A

SOURCE DOCUMENT: - N/A

**Table A - COMPLIMENTS SUMMARY 01/0709 – 30/09/09**

Date Received	Area	Summary of Compliment	Departments Involved
01/07/09	Not known	Thanks for a helpful and prompt enquiry service	CSPD
08/07/09	Hodthorpe	Thanks for a prompt and efficient service regarding a drains repair	Contact Centre Regeneration
09/07/09	Bolsover	Thanks for a prompt and efficient service regarding a fly tipping removal	Contact Centre Street Services
10/07/09	Bolsover	Thanks for a helpful and prompt service regarding being re-united with pet dog	CSPD Environmental Health
10/07/09	South Normanton	Thanks for assistance given when mobility scooter stopped working opposite the Contact Centre	Contact Centre
13/07/09	Shuttlewood	Thanks for being informed about discount off TV licence	Finance Contact Centre
13/07/09	Clowne	Thanks for a prompt and efficient service regarding a fly tipping removal	CSPD Street Services
15/07/09	Mansfield	Thanks for a good service regarding a grass cutting job	Contact Centre Street Services
16/07/09	Alfreton	Thanks for a friendly and understanding service at contact centre regarding benefits	Contact Centre Revenues
16/07/09	Glapwell	Happy with how the Housing Department has handled past requests	Housing
17/07/09	Chesterfield	Thanks for commitment regarding an event	Community Services
17/07/09	Stanfree	Thanks for new security system	Community Services
17/07/09	Not known	Thanks for new burglar alarm	Community Services
20/07/09	Not known	Thanks for an enjoyable experience regarding an event at Pleasley	Leisure
20/07/09	Not known	Thanks for an enjoyable experience regarding an event at Pleasley	Leisure
20/07/09	Bramley Vale	Thanks for a good service regarding a replacement bin	Contact Centre Street Services
22/07/09	Bolsover	Thanks for a helpful and attentive service	Contact Centre

27/07/09	Bolsover	Thanks for a helpful and prompt service regarding replacement bin	Contact Centre Street Services
31/07/09	Whitwell	Thanks for a good service regarding a noise nuisance complaint	Environmental Health
04/08/09	Not known	Thanks for a helpful service and very happy with the information provided	Regeneration
06/08/09	Bolsover	Young man who delivered wheelie bin both pleasant and polite	Street Services
12/08/09	Carr Vale	Very helpful service filling in benefits forms	Contact Centre
13/08/09	Derbyshire	Thanks to staff involved in Wise Up	Leisure
25/08/09	Creswell	Really enjoy the pool at Creswell, it is well run, friendly and clean	Leisure
28/08/09	New Houghton	Compliment for marvellous response and help after attempted theft	Community Services
03/09/09	Shirebrook	Thanking staff for helping through a difficult time	Benefits
07/09/09	Hodthorpe	Thanking housing for new kitchen	Housing
08/09/09	Not known	Thanking warden services for kind assistance to S.O.S call	Housing
18/09/09	Sutton-in-Ashfield	Thanking Central Control for looking after her for many years	Housing
18/09/09	Barlborough	Thanking Council for golf lessons at Bondhay Golf Club	Leisure
24/09/09	Bolsover	Thanking officer for courteous way compensation query was dealt with	CSPD
24/09/09	South Normanton	Appreciation to the Leader and the Police for all their hard work, dedication and support against anti-social behaviour of neighbours	Environmental Health
21/09/09	Bolsover	Thanking Leisure for organising activities for Transition Project for Bolsover School	Leisure
29/09/09	Bolsover	Compliment to hedge cutters who did a great job	Street Services

**Table B - SUMMARY OF COMMENTS 01/0709 – 30/09/09**

<b>Date Received</b>	<b>Area</b>	<b>Summary of Comment</b>	<b>Departments Involved</b>	<b>Date Response Sent</b>	<b>No of work days</b>	<b>Summary of Response</b>
09/07/09	South Normanton	Would like an additional green bin	Street Services	24/07/09	11	Explained that green bin allocation was one per household and any increase would impact on resources
16/07/09	Glapwell	Regarding lack of privacy and being unable to park car on the road	Housing	28/07/09	7	Explained that Council does not have resources to make garden a parking area but informed may carry out the work themselves subject to permission
04/08/09	Stanfree	Regarding blue and green bin service - unhappy that bin not collected every week	Street Services	07/08/09	4	Problems with blue box recycling collections which is being monitored. Green bin allocation is one per household
06/08/09	Creswell	Unhappy with the work done on steps	Housing	14/08/09	6	Emergency and Responsive Manager visited and arranged for work to be carried out to the steps
11/08/09	Stanfree	Further comment regarding green bin service - unhappy that bin not collected every week	Street Services	02/09/09	15	Advised not obliged to have green bin but where service is offered garden waste will not be collected in black bin.
13/08/09	Tibshelf	Unhappy with the policy of one green bin per household	Street Services	19/08/09	4	Explanation that the service is one bin per household and that a streamed collection of waste is expected in 2010

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25/08/09	Clowne	Could an adult lane be introduced for the early morning swim? Also showers very hot for children	Leisure	10/09/09	11	Explained that pool is not big enough for lanes. Shower temperature has been reviewed and altered
25/08/09	Tibshelf	Further comments concerning the green waste collection service - some residents generate more waste than the current system allows for	Street Services	21/09/09	18	Explained that the Council provides a number of waste collection methods to enable residents to dispose of household waste
21/09/09	South Normanton	Want further recycling opportunities. No facilities for cardboard, plastic bottles or juice cartons	Street Services	08/10/09	13	Explained that DCC is currently waiting for approval for an In Vessel Composting facility at Arkwright which is in final planning stage. Expecting to be commissioned 2010/2011
21/09/09	Tibshelf	Further comments concerning Green Waste Service claims questions not answered	Street Services	01/10/09	7	Re-iterated advice previously given about waste collection methods



**Table C: Comments Summary by Department 2009/10**

Department/Section	01/04/09 – 30/06/09			01/07/09 – 30/09/09			01/10/09 – 31/12/09		
	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							
Customer Service & Performance									
Community Services	1	1							
Environmental Health	2	2							
Street Services	9	9		7	7				
Housing	3	3		2	2				
Legal									
Leisure	1	1		1	1				
Planning	1	1							
Regeneration									
Revenues	3	3							
<b>Totals</b>	<b>21</b>	<b>21</b>		<b>10</b>	<b>10</b>				

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

<b>Date Received</b>	<b>Area</b>	<b>Summary of Complaint</b>	<b>Departments Involved</b>	<b>Date Response Sent</b>	<b>No of work days</b>	<b>Remedy</b>
01/07/09	Bolsover	Regarding a non reply with regards to anti social behaviour	Housing	24/07/09	17	Apologised that response sent to complainant previously was not also passed to MP and advised that Anti Social Behaviour Case Worker will be visiting to discuss further options
09/07/09	Mansfield	Regarding not being able to access the website to view association Planning documents	ICT Planning	27/07/09	12	Apologised that due to error on our system documents were unavailable for viewing. Problems in the past were caused by different software and are not likely to happen again
15/07/09	Sutton-In-Ashfield	Regarding release of information requested under the Freedom of Information Act 2000	Revenues Legal	23/07/09	6	Re-iterated that information requested is protected under Data Protection Regulation. Advised that the information relates to a tenant that no longer resides at the property and therefore we will not disclose the information
16/07/09	Mansfield	Concerning the length of time taken to make a decision regarding Housing Benefit Payments	Revenues	28/07/09	8	Explanation given as to why Local Housing Allowance is paid direct to tenant

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<b>Date Received</b>	<b>Area</b>	<b>Summary of Complaint</b>	<b>Departments Involved</b>	<b>Date Response Sent</b>	<b>No of work days</b>	<b>Remedy</b>
17/07/09	Alfreton	Regarding green bin service – unhappy that neighbour’s bin was not emptied when presented with his due to building works	Street Services	04/08/09	12	An explanation given regarding number of bins at households, apology given for any inconvenience
29/07/09	Pinxton	Dissatisfied about being turned down for a flat swap	Housing	14/08/09	12	Explanation given that property in question not available for re-let. No evidence of anything having been done incorrectly
31/07/09	Mansfield	Further correspondence concerning the length of time taken to make a decision regarding Housing Benefit Payments	Revenues	14/08/09	10	Re-iterated advice given in 'Stage two' response (crossed in post)
11/08/09	South Normanton	Complaint about no benefit being paid and having to pay council tax on a property he owned but rented out	Revenues	02/09/09	16	Explanation regarding the customer's residency and conflicting evidence provided to support claim
11/08/09	Scarcliffe	Unhappy with the progress being made regarding adaptations to improve vehicular access for disabled daughter	Housing	08/10/09 (Holding letter sent 08/09/09)	34	Apologised for delay due to multi-agency approach and time needed to arrange a meeting. Also explained more information needed from Social Worker
20/08/09	Shirebrook	Unhappy about the height of the adjoining hedge and the action being taken by the Council	Housing	16/09/09	18	Officers from the Council visited the property and are now working with the tenant with a view to reducing the size of the hedge to one more manageable

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

<b>Date Received</b>	<b>Area</b>	<b>Summary of Complaint</b>	<b>Departments Involved</b>	<b>Date Response Sent</b>	<b>No of work days</b>	<b>Remedy</b>
02/09/09	Shirebrook	Rang out of hours service as no light in bathroom and partially sighted, told not an emergency and that an operative would call out on Tuesday. No-one came so paid local electrician to fix it	Housing	28/09/09	18	Matter not an emergency as only one light not working. £25 compensation offered as advised would be attended to on Tuesday, which did not happen because the operatives returned to work on Wednesday
02/09/09	Creswell	Daughter tried to ring in Tuesday 01/09/09 to pay council tax, experienced a long wait and was answered by another department	Revenues	29/09/09	19	Apology for delay. Explained difficult to gauge number of advisors to match calls. Looking to provide more information to staff to manage this more effectively within Revenues
02/09/09	Unknown	Unhappy about not being informed when not selected for interview	Human Resources	16/09/09	10	Advised that Council's policy is not to respond to applicants who are not successful in securing an interview. Applicants are advised of this when applying on-line. However, considering a standard email response with e-recruitment provider
11/09/09	Barlborough	Neighbour dispute over a fence and what action the Council is taking	Housing Community Services	22/09/09	7	Legal are considering facts of case concerning the boundary, will notify both parties of decision and any action required

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

<b>Date Received</b>	<b>Area</b>	<b>Summary of Complaint</b>	<b>Departments Involved</b>	<b>Date Response Sent</b>	<b>No of work days</b>	<b>Remedy</b>
16/09/09	Whitwell	Unhappy he is paying slightly more rent than neighbours and claims all properties are exactly the same	Housing	05/10/09	13	Detailed explanation of how rent is calculated
28/09/09	Whaley Common	Been flooded out due to poor workmanship from Council, damage to clothes, carpets, tiles, wants financial compensation	Housing			Open but within timescale
22/09/09	Clowne	Blue box emptied and a dirty one left	Street Services			Open but within timescale

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

Department/Section	01/04/09 – 30/06/09			01/07/09 – 30/09/09			01/10/09- 31/12/09		
	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	4	4							
Customer Service & Performance				1	1				
Community Services	1	1							
Environmental Health	3	3							
Street Services	4	4		2	2				
Finance									
Housing	4	4		9	8	1			
HR				1	1				
ICT				1	1				
Legal				1	1				

<b>Leisure</b>									
<b>Planning</b>	<b>2</b>	2		<b>1</b>	1				
<b>Regeneration</b>									
<b>Revenues</b>	<b>5</b>	5		<b>5</b>	5				
<b>Totals</b>	<b>23</b>	<b>23</b>		<b>21</b>	<b>20</b>	<b>1</b>			

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

<b>Date Received</b>	<b>Area</b>	<b>Summary of Complaint</b>	<b>Departments Involved</b>	<b>Date Response Sent</b>	<b>No of work days</b>	<b>Remedy</b>
14/07/2009	Clowne	Further complaint regarding a member of staff following a request for help with financing a bond for a privately rented flat	Housing	31/07/09	13	Re-iterated advice given in Stage Two response is still correct - housing application position, criteria not met to be considered for a bond for private housing and debt remains on housing account
10/09/2009	Mansfield	Further complaint from landlord about a tenant's housing benefit application not being processed in a timely manner	Benefits	05/10/09	17	Re-iterated advice given in Stage Two response is still correct - benefit claim was correctly processed

### 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	<b>No or insufficient evidence of maladministration</b>



### 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
09/06/09	Creswell	The Council delayed dealing with antisocial 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 antisocial behaviour	Housing	03/07/09	24	28/08/09	<b>Local settlement - £200 (injustice of having an unnecessary confrontation with the perpetrator)</b>
24/06/09	Clowne	<b>Informal complaint</b> – Received a notice to quit (private rented accommodation) and the Council would not help	Housing	06/07/09	12	27/07/09	<b>No Maladministration</b>
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				

### 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
20/07/09	Scarcliffe	Planning Department failed to inform them about a covenant on their land when applying for planning permission. Also that the Council wanted too high a price to release that covenant and delayed in dealing with the matter	Planning	No information requested		20/07/09	<b>No maladministration</b>
18/08/09	Pinxton	That the Council has failed to take appropriate action in response to complainant's reports of untidy gardens at 106 and 108 Wharf Road	Environmental Health	02/09/09	10		

### Table H - Summary of FOI Requests 01/0709 – 30/0909

Date Received	Ref number	Summary of FOI	Departments Involved	Date Response Sent	No of work days	Information released
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**Table H - Summary of FOI Requests 01/0709 – 30/0909**

<b>Date Received</b>	<b>Ref number</b>	<b>Summary of FOI</b>	<b>Departments Involved</b>	<b>Date Response Sent</b>	<b>No of work days</b>	<b>Information released</b>
01/07/09	283/0910	Request to find out if the Regulation of Investigatory Powers Act has been used to monitor/investigate the behaviour of residents	Community Services Legal Planning Environmental Health	17/07/09	12	Yes
01/07/09	284/0910	Regarding the treating/caring for those with dementia	DCC	01/07/09	1	No - Transferred
01/07/09	286/0910	Procurement method for external consultants	Procurement			Case closed - no clarification received
02/07/09	285/0910	Teaching staff and education	DCC	02/07/09	0	No - Transferred
02/07/09	287/0910	The number of sports venues	Leisure	30/07/09	20	Yes
03/07/09	288/0910	Payments made to councillors for attending meetings	Finance	07/07/09	2	No – Exempt (publicly available)
03/07/09	289/0910	Information relating to Trading Standards test purchasing activities for under age sales of tobacco products	DCC	07/07/09	2	No - Transferred
06/07/2009	290/0910	Name of forwarding address for tenant	Revenues (benefits)	08/07/09	2	No – Exempt (data protection)
06/07/2009	291/0910	Sourcing and procurement of Food within catering operations	Procurement	17/07/09	9	No - No information held
06/07/2009	292/0910	Business Rate Accounts without Small Business Rate Relief	Revenues	27/07/09	15	Yes
08/07/09	293/0910	Level of Rent Arrears	Housing	27/07/09	13	Yes

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<b>Date Received</b>	<b>Ref number</b>	<b>Summary of FOI</b>	<b>Departments Involved</b>	<b>Date Response Sent</b>	<b>No of work days</b>	<b>Information released</b>
08/07/09	294/0910	Renewal date, value and a copy of the winning tender for any contract for the Computer/Server hardware maintenance	ICT	27/07/09	13	Partially - some information provided, some not held
09/07/08	295/0910	How many staff have been on long term sick leave	HR and Payroll	27/07/09	12	No - cost exceeds ceiling
10/07/09	296/0910	What percentage of buildings owned or rented by the council contain phenolic foam insulation	Housing Regeneration	28/07/09	12	Partially- some information provided, some not held
13/07/09	297/0910	Information relating to Trading Standards regarding Energy Performance Certificate regulations	DCC	13/07/09	1	No - Transferred
14/07/09	EIR	W H David & Sons Ltd, Langwith Road, Langwith Junction <sub>1</sub>	Environmental Health	06/08/09	18	Yes
14/07/09	298/0910	If the council has hosted a visit by foreign dignitaries and or other overseas visitors since January 2008	CEPT CSPD	28/07/09	10	No information held
15/07/09	299/0910	Full expense claims of the chief executive and deputy chief executive for each of the last four years	HR and Payroll	31/07/09	12	Yes
16/07/09	300/0910	Applications for a disabled facilities grant	Environmental Health	28/07/09	8	Yes
20/07/09	301/0910	Regarding swimming pool inspection reports	Leisure	04/08/09	11	Partially- some information provided, some not held

**Table H - Summary of FOI Requests 01/0709 – 30/0909**

<b>Date Received</b>	<b>Ref number</b>	<b>Summary of FOI</b>	<b>Departments Involved</b>	<b>Date Response Sent</b>	<b>No of work days</b>	<b>Information released</b>
20/07/09	302/0910	Total costs incurred due to employment of external consultants and agency workers	Finance Heads of Service	07/08/09	13	Yes
21/07/09	303/0910	General fund revenue account - annual revenue outturn returns	Finance	29/07/09	6	Yes
21/07/09	304/0910	Salary rates and grading for each Chief Officer and Assistant Chief Officer post	HR and Payroll	05/08/09	11	Yes
21/07/09	305/0910	QRW4 Returns supplied to the Department of Communities and Local Government	Finance	29/07/09	6	Yes
21/07/09	306/0910	Information on Councillor Allowances	HR and Payroll	05/08/09	11	Partially- some information provided, some not held
21/07/09	307/0910	Staffing and Post numbers	HR and Payroll	29/07/09	6	Yes
22/07/09	308/0910	Figures on noise complaints relating to non-residential and commercial premises	Environmental Health	30/07/09	6	Partially- some information provided, some not held
27/07/09	309/0910	Regarding Local Education Authority	DCC	27/07/09	1	No - Transferred
27/07/09	310/0910	Requiring a list of all full and part time job vacancies	HR and Payroll	30/07/09	3	Yes
27/07/09	311/0910	Employees suspended from their duties on full pay	HR and Payroll	29/07/09	2	No information held
27/07/09	312/0910	Empty properties both domestic and commercial	Revenues Regeneration	30/07/09	3	Yes

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27/07/09	313/0910	Regarding Zoo Licensing Act	Environmental Health	30/07/09	3	No information held
28/07/09	318/0910	Any plans the local authority has regarding an increase in death rates due to swine flu	DCC	28/07/09	1	No - Transferred
29/07/09	314/0910	Planning applications featuring a change of use from A1 (shop), under the Town and Country Planning (Use Classes) Order 1987	Planning	05/08/09	4	Partially- some information provided, some not held
31/07/09	315/0910	Money spent combating any variation of the Conficker computer virus	ICT	04/08/09	2	No information held
31/07/09	316/0910	Information regarding bailiff enforcement	Revenues	04/08/09	2	Partially- some information provided, some not held
31/07/09	317/0910	List of subcontractors, suppliers and consultants that have worked on or are working on the council's Decent Homes Improvement programme from 2007,2008 & 2009	Housing	14/08/09	10	Yes
03/08/09	319/0910	Parking Ticket Data	DCC	03/08/09	1	No - Transferred
03/08/09	320/0910	Full time equivalent staff and cost of services	HR and Payroll Finance	14/08/09	9	Partially- some information provided, some not held

**Table H - Summary of FOI Requests 01/0709 – 30/0909**

<b>Date Received</b>	<b>Ref number</b>	<b>Summary of FOI</b>	<b>Departments Involved</b>	<b>Date Response Sent</b>	<b>No of work days</b>	<b>Information released</b>
03/08/09	321/0910	Impact of housing development on garden land	Planning	05/08/09	2	No- Time limit
06/08/09	322/0910	Regarding Council Tax Benefit and Housing Benefit claims and Housing Register	Revenues Housing	14/08/09	6	No - time limit
07/08/2009	323/0910	Regarding telephone system	ICT	14/08/09	5	Yes
08/08/2009	324/0910	Expenditure by council on Automatic Number Plate Recognition technology	Community Services	11/08/09	2	No information held
06/08/09	325/0910	Requesting further info re swimming pool reports	Leisure	11/08/09	3	Yes
10/08/09	326/0910	Authorities spending on Geographic Information System	ICT	19/08/09	7	Yes
11/08/09	327/0910	Provide list of celebrities/high profile figures who have been paid to front publicity campaigns or attend events	CSPD	18/08/09	5	No information held
11/08/09	328/0910	Information on telephone system	ICT	02/09/09	15	No information held
09/08/09	329/0910	Provide information on Chief Executive's salary	HR and Payroll	04/09/09	17	Yes

**Table H - Summary of FOI Requests 01/0709 – 30/0909**

<b>Date Received</b>	<b>Ref number</b>	<b>Summary of FOI</b>	<b>Departments Involved</b>	<b>Date Response Sent</b>	<b>No of work days</b>	<b>Information released</b>
12/08/09	330/0910	How many affordable homes were identified as needed in latest housing survey and how many are planned for 2009/10 and 2010/2011	Planning	14/08/09	2	Yes
12/08/09	331/0910	Information regarding purchasing of Smart cars in last 5 years	Community Services	02/09/09	14	No information held
14/08/09	332/0910	Information on creating, developing, maintaining and extending any internal/external websites operated by authority	ICT CSPD	19/08/09	3	Yes
18/08/09	333/0910	Information of cost to council of external legal advice on disputes that have escalated to Information Commissioners Office or beyond	CSPD	02/02/09	10	Partially- some information provided, some not held
19/08/09	334/0910	Details of representations received by Council from Prince's Foundation for the Built Environment since September 1st 2007	Planning	02/09/09	10	No information held
18/08/09	335/0910	Schemes funded by Council since Feb 2008 which promote or inform public of achievements of Council, local area or benefits of living in local area	Heads of Service	16/09/09	20	Yes
27/08/09	336/0910	Seeking information on housing benefit amounts	Revenue Services	02/09/09	3	Partially - some information provided, some not held



**Table H - Summary of FOI Requests 01/0709 – 30/0909**

<b>Date Received</b>	<b>Ref number</b>	<b>Summary of FOI</b>	<b>Departments Involved</b>	<b>Date Response Sent</b>	<b>No of work days</b>	<b>Information released</b>
26/08/09	337/0910	Seeking information relating to Trading Standards and counterfeit tobacco	DCC	27/08/09	1	Transferred to DCC
25/08/09	338/0910	Seeking information on children at risk	DCC	27/08/09	2	Transferred to DCC
28/08/09	339/0910	Seeking information on percentage of invoices paid within certain intervals	Finance	18/09/09	14	Yes
28/08/09	340/0910	Seeking information on RIPA (Regulation of Investigatory Powers Act)	Legal	04/09/09	4	Partially- some information provided, some not held
13/08/09	341/0910	Working Neighbourhoods Fund allocation received by council and active projects	CEPT	Awaiting clarification		Clarification sought 13/08/09
13/08/09	342/0910	How much money each village in Scarcliffe Parish Council contributes	Revenues	04/09/09	3	Yes
28/08/09	343/0910	How many premises in our licensing authority area carry licensable activity of sales by retail of alcohol and also have a condition relating to polycarbonate drinking vessels	Legal and Democratic Services Licensing	16/09/09	12	Yes
02/09/09	344/0910	Has council sent any senior management on courses or exercises. Provide a list of companies, occasions, description of event.	Human Resources	11/09/09	7	Partially- some information provided, some not held

**Table H - Summary of FOI Requests 01/0709 – 30/0909**

<b>Date Received</b>	<b>Ref number</b>	<b>Summary of FOI</b>	<b>Departments Involved</b>	<b>Date Response Sent</b>	<b>No of work days</b>	<b>Information released</b>
07/09/09	345/0910	Provide list of celebrities/high profile figures who have been paid to front publicity campaigns or attend events	CSPD	08/09/09	1	No information held
07/09/09	346/0910	Is amount of money for Scarcliffe for the South Ward of Scarcliffe Parish Council or just Scarcliffe	Revenues	24/09/09	13	No information held
07/09/09	347/0910	Allotment provision and usage	Regeneration	09/09/09	1	Yes
08/09/09	348/0910	Information re income obtained by council through parking fines and working place levies	CSPD	09/09/09	1	No information held
08/09/09	349/0910	Details of deaths in area since Feb 2009 which will be or have been passed onto either Treasury solicitor, Duchy of Lancaster/Cornwall and the QLTR in Scotland	Environmental Health	15/09/09	5	Yes
09/09/09	350/0910	Information regarding Blue Badge parking	Regeneration	05/10/09	18	No (publicly available)
10/09/09	351/0910	Request for Code of Practice for CCTV Policy in place within district	Community Services	21/09/09	7	Yes
11/09/09	352/0910	Council's main contractor(s) representing our framework agreement	Housing	21/09/09	6	No information held

**Table H - Summary of FOI Requests 01/0709 – 30/0909**

<b>Date Received</b>	<b>Ref number</b>	<b>Summary of FOI</b>	<b>Departments Involved</b>	<b>Date Response Sent</b>	<b>No of work days</b>	<b>Information released</b>
15/09/09	353/0910	Leader's expense claims from 2004 to date	HR and Payroll	09/10/09	18	Yes
15/09/09	354/0910	Information on structure of Procurement and Purchasing Departments	Shared Procurement	21/09/09	4	No (publicly available)
16/09/09	EIR	Oxcroft Disposal Point, Mill Lane, Stanfree <sup>1</sup>	Environmental Health	26/09/09	7	Yes
18/09/09	355/0910	Do we have external provider for debt collection an if so which companies do we use	Finance	25/09/09	6	Partially- some information provided, some not held
18/09/09	356/0910	Provide details of Planning consents granted for Wind Turbines in our authority in last 25 years	Planning	24/09/09	4	Yes
23/09/09	357/0910	How is sensitive information controlled and protected in the public sector provide contact details for senior person responsible for Information Assurance	CSPD	25/09/09	2	Yes
22/09/09	358/0910	Instances of illegal dumping, whether in containers for 2007, 2008, 2009. Action taken or request another body to. How many small waste oil burners did we authorise for use	Environmental Health			Open but within timescale
24/09/09	359/0910	Current incumbent contract for repairs/maintenance, capital programmes/maintenance, gas	Housing Street services	30/09/09	4	Yes

**Table H - Summary of FOI Requests 01/0709 – 30/0909**

Date Received	Ref number	Summary of FOI	Departments Involved	Date Response Sent	No of work days	Information released
		maintenance, grounds maintenance, arboriculture, drainage, waste collection, recycling				
25/09/09	360/0910	Provisions for Staff pay rises in 2009/10 in Authority	Human Resources			Open but within timescale
30/09/09	361/0910	How many children taken into local authority care on interim care orders and emergency care orders from 1998-2008	DCC	02/10/09	2	Transferred to DCC
30/09/09	362/0910	Information for trading standards for clampdown on retailers/ businesses/ producers who sell and trade in bogus organic food products	DCC	01/10/09	1	Transferred to DCC

<sup>1</sup> EIR – Environmental Information Request

**Table I: Freedom of Information requests by Department 2009/10**

Department/Section	01/07/09 – 30/09/09		
	No. of Requests	No. Responded to in time	No. responded to out of time
<b>CEPT</b>	<b>4</b>	<b>4</b>	
<b>Customer Service &amp; Performance</b>	<b>9</b>	<b>9</b>	
<b>Community Services</b>	<b>6</b>	<b>6</b>	
<b>Environmental Health</b>	<b>10</b>	<b>10</b>	
<b>Finance</b>	<b>8</b>	<b>8</b>	
<b>Street Services</b>	<b>3</b>	<b>3</b>	
<b>Housing</b>	<b>10</b>	<b>10</b>	
<b>HR &amp; Payroll</b>	<b>14</b>	<b>14</b>	
<b>ICT</b>	<b>8</b>	<b>8</b>	
<b>Legal</b>	<b>7</b>	<b>7</b>	
<b>Leisure</b>	<b>5</b>	<b>5</b>	

<b>Planning</b>	<b>8</b>	<b>8</b>	
<b>Procurement</b>	<b>5</b>	<b>5</b>	
<b>Regeneration</b>	<b>6</b>	<b>6</b>	
<b>Revenues</b>	<b>8</b>	<b>8</b>	
<b>Totals</b>	<b>111</b>	<b>111</b>	

**Table J - Summary of Data Protection Requests 01/0709 – 30/0909**

<b>Date Received</b>	<b>Reason/request made</b>	<b>Summary</b>	<b>Dept</b>	<b>Response due</b>	<b>Date Response</b>	<b>Work days process</b>	<b>Information released</b>
09/07/2009	29(3)	Apprehension and prosecution	Housing Revenues	18/08/09	09/07/2009	0	Yes
01/09/2009	30(1)&(5)	Detection of crime apprehension of offenders	Housing Revenues	12/10/09	02/09/2009	1	Yes
01/09/2009	35	Locating previous resident		12/10/09	03/09/2009	2	No - awaiting correct authorisation
02/09/2009	30(1) and (5)	Intelligence	Housing Revenues	13/10/09	03/09/2009	2	Yes
02/09/2009	30(1) and (5)	Intelligence	Housing Revenues	13/10/09	03/09/2009	1	Yes - direct by Housing
02/09/2009	30(1) and (5)	Intelligence	Housing Revenues	13/10/09	03/09/2009	2	Yes
04/09/2009	30(1) and (5)	Detection of crime apprehension of offenders	Revenues	15/10/09	06/09/2009	2	Yes - direct by Revenues

22/09/2009	30(1) and (5)	Detection of crime apprehension of offenders	Housing Revenues	3/11/09	22/09/2009	0	Already answered on 04/09/09
22/09/2009	30(1) and (5)	Detection of crime apprehension of offenders	Housing Revenues	3/11/09	24/09/2009	2	Yes
23/09/2009	30(1) and (5)	Intelligence	Revenues	4/11/09	23/09/2009	0	Yes