

Committee:	Executive	Agenda Item No.:	5.
Date:	1 st February 2010	Status	Open
Category	Part of the Budget and Policy Framework		
Subject:	Compliments, Comments, Complaints and Freedom of Information Requests for the period 1 st October 2009 to 31 st December 2009		
Report by:	Customer Service and Access Officer		
Other Officers Involved	Support Officer		
Director	Chief Executive Officer		
Relevant Portfolio Holder	Councillor D. McGregor, Portfolio Holder for 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 October 2009 to 31st December 2009.

Compliments

Table A shows the number of written compliments received for the period. In total 27 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. 11 out of the 12 comments received were responded to within standard (20 working days), with the one outstanding open, but within timescale. Two comments concern the charges made for bulky 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 01/10/09– 31/12/09:

Stage One Complaints			
Service Area	01/04/09 - 30/06/09	01/07/09 - 30/09/09	01/10/09– 31/12/09
Complaints regarding housing repairs e.g. out of time, quality	1	0	7
Complaints regarding refuse, grounds maintenance, cleansing services e.g. not returning bin to collection point, missed green bin collection	70	75	13
Missed clinical waste collection	27	20	23
Missed domestic bin collection	296	228	141
Missed blue box collection	51	136	123
Bin not fully emptied	4	0	0
Total	449	459	307

For the same period Contact Centres handled 5,648 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 24 complaints received, one remains open but

within timescale, 24 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 4 stage three complaints were received and all were responded to within standard.

Ombudsman

Table G shows the status of Ombudsman complaints for 2009/10 as of 31st December 2009. During this period no complaints were received. The Ombudsman decided the one outstanding complaint - and recorded a decision of 'no or insufficient evidence of maladministration'.

Freedom of Information (FOI)

Table H shows the number of requests for 'freedom of information' for the period by date order. Of the 83 requests received, 76 (92%) were responded to within the government standard of 20 working days, 3 (3%) are outstanding but within timescale and 4 (5%) took longer than standard.

Table I shows the above information by department.

Personal Data requests (DP)

There were 4 requests made within this quarter, all of which have been dealt with promptly. 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 96% has been achieved.

ISSUES/OPTIONS FOR CONSIDERATION

The details contained in the report.

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 01/10/09 – 31/12/09

Table B: Comments summary for the period 01/10/09 – 31/12/09

Table C: Comments summary by department 2009/10

Table D: Stage two complaints summary for the period 01/10/09 – 31/12/09

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

Table F: Stage three complaints summary for the period 01/10/09 – 31/12/09

Table G: Ombudsman complaints summary for 2009/10

Table H: Freedom of information summary for the period 01/10/09 – 31/12/09

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

FILE REFERENCE: - N/A

SOURCE DOCUMENT: - N/A

Table A: COMPLIMENTS SUMMARY 01/10/09 – 31/12/09

Date Received	Area	Summary of Compliment	Departments Involved
01/10/09	Worksop	Praising the handy van man for his work, attitude and overall helpfulness	Environmental Health
12/10/09	Newton	Praising Revenues staff for her kindness	Revenues and Finance
14/10/09	Clowne	Compliment on Contact Centre staff regarding blue bin chase up	Contact Centre
16/10/09	Clowne	Praised handy van man, very polite, smart and very satisfied with work	Environmental Health
20/10/09	Bolsover	Massive thank you to the Leisure Department for helping son through the sports course	Leisure
06/11/09	Creswell	Thanking the Environmental Health Department for prompt action resolving noise issue from the Social Club	Environmental Health
09/11/09	Birmingham	Thanking Environmental Health Department for support and for work done in last few months	Environmental Health
10/11/09	Creswell	Swimming pool very clean, changing rooms very tidy, gym has good equipment and nice staff	Leisure
17/11/09	Clowne	Thanking Planning for all their help given to himself and his team	Planning
20/11/09	Whitwell	Quick response to clearing up dog mess	Contact Centre Street Services
20/11/09	Not known	Thanked team for all their help in resolving fly tipping off Sheffield Road, Barlborough	Environmental Health CSPD
24/11/09	South Normanton	Gas engineer called, very pleased with service	Housing
25/11/09	New Houghton	Thanks for all work and help (Dog Warden Service)	Environmental Health
26/11/09	Glapwell	Staff very helpful when requesting a bulky waste collection	Contact Centre
26/11/09	Creswell	Thanks to the operative who fitted a rail, very polite and did an excellent job	Housing
30/11/09	South Normanton	Pest control service very quick to come out, a very nice person and Customer Advisor very nice and helpful too	Environmental Health Contact Centre
01/12/09	Bolsover	Heating engineers were very polite, did an excellent job	Housing
02/12/09	Buxton	Thanking Regeneration Department for taking time to help and positive comments	Regeneration
07/12/09	Chesterfield	Thanks for sorting out accommodation quickly, and very helpful	Housing

Table A: COMPLIMENTS SUMMARY 01/10/09 – 31/12/09			
Date Received	Area	Summary of Compliment	Departments Involved
17/12/09	Bolsover	Thanks for all understanding and help given over past year	Housing
18/12/09	London	Thanks for all time taken to make visit energising and worthwhile	Housing
18/12/09	Shirebrook	Thanks to refuse crew who returned to empty bin that was not emptied properly	Street Services
18/12/09	Pleasley	CAN Rangers after help dealing with a problem with land and trees	Community & Street services
17/12/09	Bolsover	Thanks to Grounds Maintenance Co-ordinator for work at Carnfield Hill	Street Services
18/12/09	Whitwell	Thanks to Customer Advisors and operatives in Housing for their helpfulness and consideration	Housing Contact Centre
22/12/09	Glapwell	Thanks to Customer Advisor for help and advice with heating	Contact Centre
23/12/09	Unknown	Thanks for help and support with application	Environmental Health

Table B: SUMMARY OF COMMENTS 01/10/09 – 31/12/09

Date Received	Area	Summary of Comment	Departments Involved	Date Response Sent	No of work days	Summary of Response
26/10/09	Clowne	Wants the render replacing to front of property	Housing	04/11/07	7	Re-iterated no remedial work required. (Ombudsman shared this view when investigated as a complaint)
30/10/09	Bolsover	Various concerns about estate being run down, not patrolled, vandalism, graffiti, offences being committed	Community Services Housing Street Services	16/11/09	11	Appointment with ASB Case Worker made to discuss concerns and advise of any action we are able to take
03/11/09	Creswell	Concerned about grass verge which is at back of fencing to property, very overgrown	Street Services	30/11/09	19	Work been carried out to grass verge
25/11/09	Shirebrook	Lack of warden at Ashbourne Court	Housing	18/12/09	17	Warden now appointed
25/11/09	Bolsover	Charges for bulky waste collection – feels there should be a discount for pensioners	Street Services	18/12/09	17	Charges have had to be introduced in order to sustain bulky waste collection service. Details given for Town Council as leaves coming from trees on their land
08/12/09	Creswell	Complaint about charges being levied for collection of bulky waste and opening hours of recycling centre	Street Services	18/12/09	8	BDC provides number of refuse collection services at lowest rates in country. Household waste recycling centre is operated by DCC and advised is open 7 days a week except Christmas day

Table B: SUMMARY OF COMMENTS 01/10/09 – 31/12/09

Date Received	Area	Summary of Comment	Departments Involved	Date Response Sent	No of work days	Summary of Response
						and New Years day
10/12/09	Creswell	Further comments regarding maintenance of grass verge in Creswell	Street Services	23/12/09	9	Work to remove planting and grass over will take place between January - March 2010
11/12/09	Clowne	Worried about health of parents due to threatening behaviour from a neighbour concerning a footpath	Legal	04/01/10	10	Location of footpath concerned under DCC jurisdiction
14/12/09	Bolsover	Needs clarification regarding rent arrears and council tax arrears	Revenues & Finance Housing	23/12/09	7	Explanation of Benefits procedure
18/12/09	Creswell	Further comments about collection of bulky and recycling waste	Street Services	23/12/09	3	Street Services Manager to raise issue of non collection of recycling with contractors, re-iterated advice recycling centre is DCC responsibility
23/12/09	Broadmeadows	Rang on two occasions to report black bin not emptied and did not like comments from depot	Street Services			Open and within timescale
23/12/09	Langwith	Bin not emptied and did not receive any notification of change of dates	Street Services	06/01/10	5	Explanation of communication method (bin hangers left at every household week commencing 14th December 2009)

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					1	1	
Environmental Health	2	2							
Street Services	9	9		7	7		8	7 +1 (still open)	
Housing	3	3		2	2		4	4	
Legal							1	1	
Leisure	1	1		1	1				
Planning	1	1							
Regeneration									
Revenues	3	3					1	1	
Totals	21	21		10	10		15	15	

Table D: Summary of Stage Two Complaints 01/10/09 – 31/12/09

Date Received	Area	Summary of Complaint	Departments Involved	Date Response Sent	No of work days	Remedy
06/10/09	Creswell	Noise from barking dog over last 3 years, wants it resolving	Environmental Health	03/11/09	20	Abatement notice served in April following this a prosecution file sent to Legal Services, awaiting court availability

Table D: Summary of Stage Two Complaints 01/10/09 – 31/12/09

Date Received	Area	Summary of Complaint	Departments Involved	Date Response Sent	No of work days	Remedy
07/10/09	Whitwell	Unhappy that service request (litter and blocked gully) not done within timescale	Street Services	23/10/09	12	Explained that fortnightly schedule of sweeping slipped due to broken equipment and staff absence. Now put schedule in place to cover this
12/10/09	Glapwell	Unhappy with the wait for daughter's new front door, other residents' doors have been replaced	Housing	06/11/09	19	Confirmed the advice given to the complainant's daughter i.e. not urgent and will be replaced during 2010-2011
14/10/09	Glapwell	Unhappy about Mothers home not being upgraded, when she was ill. Now passed away and received notification of 4 more weeks rent	Housing Revenues and Finance	11/11/09	20	Advised benefit ceases at the end of week of death. Tarran bungalows due to be demolished and therefore no extensive work was carried out
19/10/09	Bolsover	Unhappy about missed bins	Street Services	03/11/09	11	Assurance that relevant crew notified of problem to ensure collection
22/10/09	New Houghton	Enquired about redevelopment in New Houghton was told work on his property was to be started early in 2008 although other properties finished and other streets have been started	Regeneration	12/11/09	15	Informed that these are different schemes and funded in different ways. The other properties referred to are in a greater need of repair. Officers have been liaising with the customer
26/10/09	Clowne	Problems with central heating in council bungalow over last 2/3 years. Cannot afford gas bill as they think system not	Housing	02/11/09	5	Re-iterated advice given previously, however CSPD to approach Social Services to ascertain if an assessment of

Table D: Summary of Stage Two Complaints 01/10/09 – 31/12/09

Date Received	Area	Summary of Complaint	Departments Involved	Date Response Sent	No of work days	Remedy
		working effectively				need has been carried out
27/10/09	Bolsover	Had a new floor in bathroom wants to know if she can have floor covering and bathroom decorated. Unhappy with the length of time this matter is taking	Housing	24/11/09	20	Issued £50 cheque for disturbance allowance. Extra training will be given to coordinators in damp/condensation diagnosis and a review of the 'disruption and home loss' policy and procedure is to be undertaken
03/11/09	Bolsover	Complaint regarding car park (joy riding) near council offices in Bolsover	Regeneration	30/11/09	19	CAN Rangers are now monitoring car park. Also advised to contact police
02/11/09	Mansfield	Allegation of maladministration of benefit claim for tenant	Revenues and Finance	30/11/09	20	Benefit claim processed in accordance with regulations. Apology for not notifying landlord payments had reverted to tenant
05/11/09	Pleasley	Licensed private hire company in Bolsover with same name as complainant's company in Mansfield	Legal	05/11/09	1	Letter advising how to proceed already sent out by Legal (crossed in post)
09/11/09	Bolsover	Wanting some help with large trees which are overgrown. Pensioner and disabled, told to pay £400 to pursue case	Housing	11/12/09	24	Apology for late response. Liaising with neighbours, however no enforcement action can be taken as the trees do not constitute a breach of the neighbours' tenancy. Advised

Table D: Summary of Stage Two Complaints 01/10/09 – 31/12/09

Date Received	Area	Summary of Complaint	Departments Involved	Date Response Sent	No of work days	Remedy
						complainant may choose to pursue enforcement action through Planning Enforcement (cost of £370)
09/11/09	Whitwell	Been told outbuildings to be demolished as dangerous but now has no where to store tools - wants repair or replacement	Regeneration	04/12/09	19	Explanation that the outbuilding was beyond economic repair and Council has no plans or obligation to replace
12/11/09	Creswell	Receiving rent arrears letters to Manse Ave, which is not council property, should be going to Manse Close	Housing	20/11/09	6	Housing not sure whether fault lies with Royal Mail or ourselves but need to see a copy of the correspondence to investigate further
16/11/09	Bolsover	Gardeners starting work at 6.20am using power tools	Street Services	02/12/09	12	Apology from Street Services for early start. Assurance residents will be notified in future but that this was a rare occasion
16/11/09	Clowne	Complained of experiencing rudeness from receptionist and that they then hung up saying that customer was being abusive and shouting	Contact Centre	02/12/09	12	Explanation that events in complaint did not tie up with Advisor's sequence of events, which had been witnessed. Notified of Customer Service Code of Practice and Standards and treating staff with respect
12/11/09	Clowne	Not satisfied with way enquiry re Linnet Way in Clowne was handled i.e. required conditions of screening	Planning	03/11/09	14	Explanation of actions to date, apology for not advising plans on-line

Table D: Summary of Stage Two Complaints 01/10/09 – 31/12/09

Date Received	Area	Summary of Complaint	Departments Involved	Date Response Sent	No of work days	Remedy
		around development, initially wrote in July and heard nothing				
24/11/09	Bolsover	Still awaiting repairs to their house, moved in 2005	Housing	15/12/09	15	No record of back door request until March but new kitchen now fitted and door due to be fitted in new financial year
19/11/09	Shuttlewood	Stairs on Pattison Street, Shuttlewood very unhappy about them being metal on pensioners flats	Housing	16/11/09	19	Explanation why the stairs were replaced and the choice of material
23/11/09	Creswell	Parents pulled cord in warden controlled bungalow due to leak and was asked to switch off stop tap. This was not possible resulting in a flood. (91 and 93 years old and in poor health)	Housing	22/12/09	20	Reiterated apology given by Housing Needs Manager who had rung the complainant to apologise personally
30/11/09	Sutton-in-Ashfield	Complaint regarding the Customer Advisor's manner when dealing with the complainant and her mother about her father's death certificate	Contact Centre	18/12/09	15	Re-iterated apology given by the Customer Contact Manager who had rung the complainant to apologise personally
08/12/09	Stanfree	Complaint about receiving arrears letter and that account had been passed to debt collection agency. Thought efforts made had been	Revenues and Finance	07/01/10	17	Explanation of actions to date and that the Council had correctly followed its procedures regarding passing the debt to the bailiff

Table D: Summary of Stage Two Complaints 01/10/09 – 31/12/09

Date Received	Area	Summary of Complaint	Departments Involved	Date Response Sent	No of work days	Remedy
		sufficient to prevent this				
17/12/09	Worksop	Wants repairs doing to property, son been diagnosed with Downs Syndrome and is getting colds all the time	Housing	06/01/10	9	Explanation of the works undertaken and that some of the requests fall under tenant responsibility
22/12/09	Creswell	Bin not emptied on more than one occasion but always reported and was told it would	Street Services			Open and 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					3	3	
Customer Service & Performance Community Services	1	1							
Environmental Health	3	3					1	1	
Street Services	4	4		2	2		3	3	
Finance Housing	4	4		9	8	1	10	9	1
HR				1	1				
ICT				1	1				
Legal				1	1		1	1	
Leisure									
Planning	2	2		1	1		1	1	
Regeneration							3	3	
Revenues & Finance (from 01/10/09)	5	5		5	5		3	3	
Totals	23	23		20	19	1	25	24	1

Table F: Summary of Stage Three Complaints 01/10/09 – 31/12/09

Date Received	Area	Summary of Complaint	Departments Involved	Date Response Sent	No of work days	Remedy
17/11/09	Glapwell	Still unhappy that his daughter's front door is not going to be replaced until new financial year	Housing	14/12/09	19	Re-inspected and noted that the door has deteriorated. Will be replaced before 31/03/10

25/11/09	Scarcliffe	Still unhappy that an acceptable solution has not been agreed regarding access for his disabled daughter (from the car to the house)	Housing	16/12/09	15	Advised that a multi-agency site visit and meeting is needed. Housing Needs Manager to arrange
10/12/09	Bolsover	Further complaint regarding lack of contact when complaining about joy riders in the Co-op Town End car park	Regeneration	22/12/09	8	Explained no record of a letter being received. Apology for delay in clarification of responsibility. Also more details to be recorded when customers leave envelopes with Meet and Greet
24/11/09	Whitwell	Still unhappy about level of rent – paying more than neighbours	Housing	16/12/09	16	Explained about the rent restructuring process and still paying below the target rent

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
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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 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	18/09/09	Local settlement - £200 (injustice of having an unnecessary confrontation with the perpetrator)

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
24/06/09	Clowne	Informal complaint – Received a notice to quit (private rented accommodation) and the Council would not help	Housing	06/07/09	12	27/07/09	No or insufficient evidence of maladministration
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	22/07/09	27	03/08/09	No or insufficient evidence of maladministration
20/07/09	Mansfield	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			20/07/09	Decision reached without making enquiries of the Council - No evidence of maladministration
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	13/11/09	No or insufficient evidence of maladministration

Table H - Summary of FOI Requests 01/10/09 – 31/12/09

Date Received	Ref Number	Summary of FOI	Departments Involved	Date Response Sent	No of work days	Information released
01/10/09	363/0910	Breakdown of credit balances accrued for amounts owing to all incorporated companies within authorities billing area	Revenues and Finance	30/10/09	20	Yes
01/10/09	364/0910	How many foster care applications have been received for which initial interviews with applicant not yet been carried out	DCC	02/10/09	2	Transferred to DCC
01/10/09	365/0910	Details of Ground Maintenance contracts to include commencement date, date contract ends, annual value name, specify if services provided internally	Housing Street Services	08/10/09	5	Partially
02/10/09	366/0920	Request for POWERS OF ENTRY laws i.e. enter into private properties without the consent of the owner or occupier and without the need for a warrant for Monday 15th June 2009 (How many officers had this power)	Legal Environmental Health Regeneration Planning Housing Community Services	30/10/09	20	Yes
02/10/09	367/0910	Request for Powers of Entry for breakdown of occasions from 1st April 2008 to 31st March 2009	Legal Environmental Health Regeneration Planning Housing Community Services	30/10/09	20	Partially
03/10/09	368/0910	How many applications for ASBOs has council made to local magistrates court	Housing	09/10/09	14	Yes

Table H - Summary of FOI Requests 01/10/09 – 31/12/09

Date Received	Ref Number	Summary of FOI	Departments Involved	Date Response Sent	No of work days	Information released
03/10/09	369/0910	Does the council send/deliver and/or transmit information and/or documents and/or data to DWP AT LONGBENTON on Tyneside	Revenues and Finance CSPD	23/10/09	14	Partially
03/10/09	370/0910	How many social workers employed from overseas in each of last four financial years	DCC	06/10/09	2	Transferred
04/10/09	371/0910	Information regarding smoke free legislation	Environmental Health	30/10/09	19	Yes
06/10/09	372/0910	Are council planning on banning smoking on the streets over next 5 years	Environmental Health	03/11/09	20	No -no information held
06/10/09	373/0910	FOI requests, date request made, whether request fulfilled within 20 working days and departments involved for period 2006, 2007, 2008	CSPD	03/11/09	20	Partially
07/10/09	374/0910	How many child and adult social workers have undergone regular independent psychological evaluation over last 20 years in our employ	DCC	08/10/09	1	Transferred
07/10/09	375/0910	Suppliers, duration of contract and contract values for current provision of telecommunication services	ICT	03/11/09	19	Partially
09/10/09	376/0910	Use of snares on council owned property and land	Regeneration Leisure	05/11/09	20	Partially
09/10/09	377/0910	Information regarding Section 151 Officer	Revenues and Finance	23/10/09	10	Yes
02/10/09	378/0910	Information on posts in Environmental Health and Planning, number of Licensed Houses in Multiple Occupation and whether council runs a private landlord registration scheme	Environmental Health Planning Regeneration	30/10/09	20	Partially

Table H - Summary of FOI Requests 01/10/09 – 31/12/09

Date Received	Ref Number	Summary of FOI	Departments Involved	Date Response Sent	No of work days	Information released
			Housing			
07/10/09 1	EIR	Concerning Brookhill Road, Brookhill Industrial Estate, Pinxton	Environmental Health	23/10/09	12	Yes
09/10/09	379/0910	How much money has council raised from section 106 agreements that has not yet been spent	Planning	05/11/09	19	Partially
09/10/09	380/0910	How many Local Government Act part 111 section 32 (3) notices has your council served on Local Government Ombudsman	CSPD	05/11/09	19	Partially
12/10/09	381/0910	Number of crimes recorded involving metal theft related crime from local authority buildings in each of last three years	Community Services Street Services	23/10/09	9	Transferred to DCC
16/10/09	382/0910	Financial year 08/09 how many incidents recorded where refuse collectors were assaulted by members of public. How many working days lost 07/08 as a result of injuries sustained	Community Services Street Services	28/10/09	8	No -no information held
19/10/09	383/0910	Number of British, Irish, Commonwealth citizens registered to vote in our parliamentary constituency	Democratic Services	06/11/09	14	Partially
19/10/09	384/0910	Further clarification on information previously supplied regarding Member expenses	CEPT	27/10/09	6	Partially
20/10/09	385/0910	Number of Illegal immigrants employed by council in last four years	Human Resources	28/10/09	6	No -no information held
08/10/09	386/0910	Information on Waste contracts	Street Services	23/10/09	9	Yes
21/10/09	387/0910	Information on CCTV cameras within the district	Community Services	17/11/09	19	Partially

Table H - Summary of FOI Requests 01/10/09 – 31/12/09

Date Received	Ref Number	Summary of FOI	Departments Involved	Date Response Sent	No of work days	Information released
			Leisure Regeneration			
21/10/09	388/0910	ICT Strategy, Business Plan, Financial Plan/ Strategy	ICT Revenues and Finance	16/11/09	18	Yes
21/10/09	389/0910	Capital Programme, Statement of Accounts, Annual Report	Revenues and Finance Housing	16/11/09	18	Yes
21/10/09	390/0910	Procurement Strategy, Budget, Performance Plan (Annual Report)	Procurement Revenues and Finance CSPD	17/11/09	19	Exempt (as publicly available)
23/10/09	391/0910	Information regarding noise violations and fireworks	Housing Environmental Health Community Services Planning	07/12/09	18	Partially
26/10/09	392/0910	List of empty properties in the area	Revenues and Finance	25/11/09	22	Yes
23/10/09	393/0910	Information on Leisure Trusts and Grants from Fair Play for Children	Leisure	03/12/09	29	Partially
25/10/09	394/0910	Number of full plans processed by your building control team in 2008/09	BCN	27/10/09	2	Transferred to BCN
27/10/09	395/0910	Plans for alcohol free zones	Legal	09/11/09	9	Partially
28/10/09	396/0910	Names and addresses of scrap metal dealers that are registered with council	Environmental Health	16/11/09	13	Exempt (as publicly

Table H - Summary of FOI Requests 01/10/09 – 31/12/09

Date Received	Ref Number	Summary of FOI	Departments Involved	Date Response Sent	No of work days	Information released
						available)
28/10/09	397/0910	List of all residential properties owned by council, occupied and unoccupied	Housing	18/11/09	15	Yes
28/10/09	398/0910	Further questions for current salary, grade or band of qualified Environmental Health and Planning Officers	CSPD	24/11/09	19	Partially
02/11/09	399/0910	Contact details and names of contractors and suppliers to council who have supplied goods or services in excess of £200,000 in 2005/6 and 2008/9	Revenues and Finance	27/11/09	19	Partially
02/11/09	401/0910	Details of all businesses registered whose information kept as part of Food Premises Registration	Environmental Health	27/11/09	19	Exempt – information available by another means (Food Register)
02/11/09 1	EIR	Concerning stables on Newton Road, Tibshelf	Environmental Health	16/11/09	10	Yes
03/11/09	402/0910	Information relating to staff sickness absence, investing in learning and development, turnover, posts recruited	Human Resources & Payroll	18/11/09	11	Partially
03/11/09	403/0910	Off licenses in Bolsover that are open for 24 hours	Legal	09/11/09	4	Yes

Table H - Summary of FOI Requests 01/10/09 – 31/12/09

Date Received	Ref Number	Summary of FOI	Departments Involved	Date Response Sent	No of work days	Information released
03/11/09	404/0910	How many people in receipt of Local Housing Allowance, receive excess payments, receive max £15 excess payment, average excess payment made to people on Local Housing Allowance	Revenues and Finance	26/11/09	17	Yes
09/11/09	405/0910	Information on qualified solicitors we employ in providing legal services	Legal	30/11/09	15	Partially
09/11/09	406/0910	Information about CCTV, total number of cameras in Bolsover on 1st Oct 2009 plus copy of internal guidance on CCTV usage	Community Services Leisure Regeneration	26/11/09	13	Yes
09/11/09	407/0910	How many staff employed by council - various total salary earnings plus remuneration packages	Human Resources & Payroll	16/11/09	5	Yes
11/11/09	408/0910	Details of how to access annual reports or statistics for sports and recreation strategy	Leisure	20/11/09	7	Yes
12/11/09	409/0910	Details of document translations and translation services from English into any other language	CSPD Revenues and Finance Environmental Health	10/12/09	20	Partially
12/11/09	410/0910	Copy of publicised data on internal structure re senior management positions	CSPD	13/11/09	1	Exempt – available on website
13/11/09	411/0910	Breakdown on measures taken to dispose of electronic waste including list of contractors that carry out this work	Environmental Health Street Services	30/11/09	11	Yes

Table H - Summary of FOI Requests 01/10/09 – 31/12/09

Date Received	Ref Number	Summary of FOI	Departments Involved	Date Response Sent	No of work days	Information released
13/11/09	412/0910	Questions pertaining to Libraries in the Local Authority District	CSPD	13/11/09	0	No - No information held
16/11/09	413/0910	Questions regarding the selling of government assets as per Gordon Brown's announcement	Regeneration	14/12/09	20	Partially
18/11/09	414/0910	Asking for court papers	Legal	01/12/09	11	No – Exempt (Court Records)
19/11/09	415/0910	Does Authority use a Transactional eProcurement System and if so various questions plus do we have dedicated procurement/purchasing department	Revenues and Finance	15/12/09	18	Yes
20/11/09	416/0910	Details of surveys issued for sexual health, relationships, contraception, alcohol consumption, dietary habits	Derbyshire Primary Care Trust	27/11/09	5	Transferred to PCT
19/11/09	417/0910	How many CCTV cameras do we own and operate, how much live footage is monitored each week, details of out-sourcing arrangements	Community Services Leisure Regeneration	15/12/09	18	Partially
23/11/09	418/0910	Information regarding any productions/pantomimes over festive period	Procurement Leisure	15/12/09	16	No -no information held
23/11/09	419/0910	List of bailiff companies used by Council since April 1st 2007 and whether council authorises addition of fixed fees for levying distress	Revenues and Finance	16/12/09	17	Yes

Table H - Summary of FOI Requests 01/10/09 – 31/12/09

Date Received	Ref Number	Summary of FOI	Departments Involved	Date Response Sent	No of work days	Information released
23/11/09	420/0910	Contact details of contractors responsible for issuing pavement licences to scaffolding companies	DCC	27/11/09	4	Transferred to DCC
24/11/09	421/0910	Housing benefits payments to asylum seekers and citizens from EU members who have exercised their right to move to the UK	Revenues and Finance	26/11/09	2	No – Exceeds appropriate limit
24/11/09	422/0910	Details of all animals currently licensed by authority under Dangerous Wild Animals Act	Environmental Health	15/09/10	15	Partially
24/11/09	423/0910	Carrying out survey of Local Authorities looking at trends in adult social care	DCC		1	Transferred to DCC
25/11/09	424/0910	Details of all Christmas parties organised for staff this Christmas for which Council is paying some of the costs	CSPD	25/11/09	0	No -no information held
02/12/09	425/0910	The cost of vetting checks made by schools on members of staff, third party workers and volunteers within council boundary in last 3 years	DCC	07/12/09	3	Transferred to DCC
02/12/09	426/0910	Information on housing benefit and /or LHA claimants who receive help in connection with two or more properties	Revenues and Finance	15/12/09	9	No- no information held
02/12/09	427/0910	Studying for a Masters degree in Change Management, questions for ICT	ICT	15/12/09	9	No- no information held
07/12/09	428/0910	List of properties currently not receiving small business rate relief for post code area S44	Revenues and Finance	16/12/09	7	Yes

Table H - Summary of FOI Requests 01/10/09 – 31/12/09

Date Received	Ref Number	Summary of FOI	Departments Involved	Date Response Sent	No of work days	Information released
08/12/09	429/0910	Total remuneration of senior Council staff of £100,000 or more each	Human Resources & Payroll	09/12/09	1	No- no information held
10/12/09	430/0910	Administrative information concerning electoral registration	Democratic Services		Out of standard	Informed of extension
10/12/09	431/0910	Information regarding Council Free Sheets	CSPD	21/12/09	7	Partially
09/12/09	432/0910	Administrative information concerning electoral registration	Democratic Services		Out of standard	Informed of extension
10/12/09	433/0910	Information concerning persons dying with no known next of kin	Environmental Health	18/12/09	6	Yes
11/12/09	434/0910	Information on the number of incidents of pest infestation dealt with by Authority in each of last financial years	Environmental Health	18/12/09	5	Yes
11/12/09	435/0910	Information regarding Social Workers	DCC	15/12/09	2	Transferred to DCC
14/12/09	436/0910	Projects/ schemes previously or currently undertaken towards National Indicator 152, funding and outcome	Regeneration CEPT	12/01/10	18	Yes
15/12/09	437/0910	Information for project on organisational development on structure chart for Revenues and Finance and communication/marketing departments	Revenues and Finance CSPD	15/12/09	1	Exempt – information on website

Table H - Summary of FOI Requests 01/10/09 – 31/12/09

Date Received	Ref Number	Summary of FOI	Departments Involved	Date Response Sent	No of work days	Information released
16/12/09	438/0910	Information re: salt stockpiles	Street Services	22/12/09	4	Partially (transferred to DCC too)
16/12/09	439/09/10	Information re: polling places	Democratic Services			Open and within timescale
17/12/09	440/0910	Information re: salt stockpiles	Street Services	22/12/09	4	Partially (transferred to DCC too)
18/12/09	441/0910	Information regarding electoral registration process	Democratic Services			Open and within timescale
21/12/09	442/0910	Information regarding electoral registration canvass form	Democratic Services			Open and within timescale
21/12/09	443/0910	e-petitioning for Local Democracy, Economic Development and Construction Act 2009	Legal	04/01/10	7	No- no information held

¹ EIR – Environmental Information Request

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

Department/Section	01/07/09 – 30/09/09			01/10/09 – 31/12/09		
	No. of Requests	No. Responded to in time	No. responded to out of time	No. of Requests	No. Responded to in time	No. responded to out of time
CEPT	4			1	1	
Customer Service & Performance	9			8	8	
Community Services	6			10	10	
Environmental Health	10			16	16	
Finance	8					
Street Services	3			7	7	
Housing	10			9	9	
HR & Payroll	14			4	4	
ICT	8			3	3	
Legal	7			7	7	
Leisure	5			7	6	1
Planning	8			5	5	
Procurement	5			2	2	
Regeneration	6			9	9	
Revenues (& Finance from 1/10/09)	8			15	14	1
Democratic Services				6	4	2
CEO				1	1	
Totals	111			107	103	4