

Committee:	Executive	Agenda Item No.:	5.
Date:	5 th July 2010	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	Councillor D McGregor, Portfolio Holder for Customer Services		

RELEVANT CORPORATE AIMS

CUSTOMER FOCUSED SERVICES – Providing excellent customer focused services

STRATEGIC ORGANISATIONAL DEVELOPMENT – Continually improving our organisation.

The effective management of complaints and customer requests is central to good customer service. It also provides a good source of information which the Council can use to improve services.

TARGETS

Local performance indicators for handling written complaints and Ombudsman complaints.

VALUE FOR MONEY

A centralised complaints and freedom of information requests service maximises the use of staffing resources as well as the provision of management information.

THE REPORT

To provide information on the number of compliments, comments, complaints, freedom of information and personal data requests for the period 2nd January 2010 to 31st March 2010 together with a summary for 2009/10.

Compliments

Table A shows the number of written compliments received for the period. In total 48 written compliments were received, representing the highest number received in a quarter for 2009/10. 9 of these compliments were for the Leisure Department, 8 were for helpful staff during the bad weather and 8 were for housing repairs operatives.

Comments

Table B shows the number of written comments received for the period. All 29 comments received, the highest number received in a quarter for 2009/10, were responded to within standard (20 working days). On average it took 14 working days to respond.

Regarding any trends, 3 comments related to dog fouling and 4 comments concerned litter and flytipping.

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 02/01/10– 31/03/10:

Stage One Complaints					
Service Area	01/04/09 -30/06/09	01/07/09- 30/09/09	01/10/09- 31/12/09	01/01/10- 31/03/10	Total
Complaints regarding housing repairs e.g. out of time, quality	1	0	7	6	14
Complaints regarding refuse, grounds maintenance, cleansing services e.g. not returning bin to collection point, missed green bin collection	70	75	13	5	163
Missed clinical waste collection	27	20	23	30	100
Missed domestic bin collection	296	228	141	218	883
Missed blue box collection	51	136	123	170	480
Bin not fully emptied	4	0	0	0	4
Total	449	459	307	429	1644

For the same period Contact Centres handled 7,853 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. 55 complaints were received, representing the highest number received in a quarter for 2009/10. All of these were responded to within our customer service standard of 20 working days. On average it took 15 working days to respond. Regarding any trends, 12 complaints received were regarding a proposed development at Tibshelf.

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 6 stage three complaints were received, 4 or 67% were responded to within standard and 2 were out of time. On average it took 15 working days to respond.

Ombudsman

Table G shows the status of Ombudsman complaints for 2009/10 as of 9th April 2010. During this period 3 complaints were received, all were responded to within the Ombudsman's standard of 28 calendar days. With regards to these complaints, the Ombudsman has recorded their decisions as follows; one of 'local settlement', one of 'no or insufficient evidence of maladministration' and one of 'outside jurisdiction'. We have no outstanding decisions in relation to complaints received during 2009/10.

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

Freedom of Information (FOI)

Table H shows the number of requests for 'freedom of information' for the period by date order. Of the 83 requests received, 82 (99%) were responded to within the government standard of 20 working days

Table I shows the above information by department.

Personal Data requests (DP)

There were 7 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 100% was achieved, bringing the overall performance in above target at 98%.

Summary for 2009/10

The following tables provide a summary of performance for compliments, comments, complaints and freedom of information requests for 2009/10.

Volume and Performance

By Type	Quarter 1	Quarter 2	Quarter 3	Quarter 4	2009/10 Total	2008/09 Total	2007/08 Total
Compliments	20	34	27	48	129	105	167
Comments	14	10	11	29	64	40	65
Stage 2 Complaints	19	17	24	55	115	125	122
Stage 3 Complaints	10	2	4	6	22	18	21
Total	63	63	66	138	330	288	375
Stage 1 Complaints	449	459	307	429	1644	2407	2766
FOI Requests	64	82	83	83	312	230	147
By Type							
By Type	Quarter 1	Quarter 2	Quarter 3	Quarter 4	2009/10	2008/09	2007/08
% Comments responded to within standard	100	100	100	100	100	96	93
% Stage 2 responded to within standard	100	94	96	100	98	91	89
% Stage 3 responded to within standard	100	100	100	67	92	90	78
% FOI Requests responded to within standard	100	100	95	99	99	98	92

When comparing 2009/10 to the previous year of 2008/09, the following is noted:

- Received similar volumes of stage two and stage three complaints.
- Received more written comments (+60%), written compliments (+23%) and fewer stage one complaints (-32%).
- Responded to more customer requests within standard - written comments (100%, up 4%), stage two complaints (98%, up 7%), stage three complaints (92%, up 2%) and FOI requests (99%, up 1%).
- Received more FOI requests (+36%).

Customer Feedback

The following changes have been made as a result of customer feedback obtained through comments and complaints:

- Improved fly posting information made available to Customer Advisors to improve advice given and recording of requests.
- Residents will be notified in future when grounds maintenance work starts prior to 7.00 a.m.
- All documents handed in at Meet and Greet to be recorded for reference and a receipt issued to a customer upon request.
- Procedure improved to ensure missed bin reports are acted upon sooner.
- Extra training to be given to Co-ordinators regarding diagnosing damp/condensation.

ISSUES/OPTIONS FOR CONSIDERATION

None

IMPLICATIONS

Financial: - None

Legal: - None

Human Resources: - None

RECOMMENDATION

That the report be received

REASON FOR DECISION TO BE GIVEN IN ACCORDANCE WITH THE CONSTITUTION

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

ATTACHMENTS: **Y**

Table A: Compliments summary for the period 02/01/10 – 31/03/10

Table B: Comments summary for the period 02/01/10 – 31/03/10

Table C: Comments summary by department 2009/10

Table D: Stage two complaints summary for the period 02/01/10 – 31/03/10

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

Table F: Stage three complaints summary for the period 02/01/10 – 31/03/10

Table G: Ombudsman complaints summary for 2009/10

Table H: Freedom of information summary for the period 02/01/10 – 31/03/10

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

FILE REFERENCE: - N/A

SOURCE DOCUMENT: - N/A

Table A: COMPLIMENTS SUMMARY 02/01/10 – 31/03/10

Date Received	Area	Summary of Compliment	Departments Involved
04/01/10	Whitwell	Thanking Noise Control for dealing with their problem	Environmental Health
06/01/10	Doe Lea	Thanks to depot operatives who cleared all the paths of snow	Street Services
06/01/10	Doe Lea	Thanks to depot operatives for cleaning roads and pavements	Street Services
07/01/10	Shirebrook	Thanks to repairs operative who came to mend shower, very polite, obliging and helpful	Housing
06/01/10	Doe Lea	Thanks to depot operatives for clearing snow from pathways	Street Services
14/01/10	Shirebrook	Praise for repairs operatives	Housing
14/01/10	Clowne	Praise for refuse team for emptying bins despite bad weather	Street Services
14/01/10	Pinxton	Praise for refuse team for emptying bins despite bad weather	Street Services
15/01/10	Pleasley	Big thank you to refuse team for all their hard work during bad weather	Street Services
18/01/10	South Normanton	Thanks to repairs operative who came to fix shower	Housing
22/01/10	Langwith	Thanks to crew who came out to clear dog fouling	Street Services
25/01/10	Bolsover	Thanks from several residents to refuse and cleansing department for good job during bad weather	Street Services
26/01/10	South Normanton	Thanks to care given to himself and other tenants when rang in to report a fire	Housing
28/01/10	Carr Vale	Thanks to team who fitted noise recorder, a door chain and alarms to windows	CAN Rangers Anti-social Behaviour Environmental Health (Noise control services)
01/02/10	Clowne	Thanks to electrician and plumber for their prompt action	Housing
01/02/10	Clowne	Thanks to CAN Rangers for their assistance with joint initiative with Police Officers in Clowne (SNT operation – shed and house burglaries)	CAN Rangers
04/02/10	New Houghton	Thanks to Waste Services Officer for his prompt and friendly service after mix up with his bin delivery	Street Services
09/02/10	Bolsover	Compliment for Wellness Programme	Leisure
10/02/10	Worksop	Thank you and compliment to dog warden service	Environmental Health

Table A: COMPLIMENTS SUMMARY 02/01/10 – 31/03/10

Date Received	Area	Summary of Compliment	Departments Involved
09/02/10	Tibshelf	Thank you to team who cleaned up dog mess outside property	Street Services
11/02/10	Langwith	Compliment for Creswell Leisure Centre, extremely helpful, friendly and polite	Leisure
12/02/10	Upper Langwith	Very courteous, helpful and patient staff helping with paperwork for election of Parish Councillor	Democratic Services
19/02/10	Clowne	Thanks to operatives who came to clean drains, quick, efficient job	Regeneration (Engineers)
19/02/10	Shirebrook	Thanks to operatives who cleaned up dog fouling	Street Services
19/02/10	Clowne	Thanks to operatives who came to clean drains, quick, efficient job	Regeneration (Engineers)
24/02/10	Bramley Vale	Chair exercises at Kissingate – enjoyable and beneficial	Leisure
22/02/10	Barlborough	Highly delighted with emergency repairs service for their swift response	CAN Rangers Housing
04/03/10	Bolsover	Very impressed with chair based exercise at Kissingate Leisure Centre	Leisure
04/03/10	Palterton	Very impressed with chair based exercise at Kissingate Leisure Centre	Leisure
04/03/10	Clowne	Thanks to gas engineer for repairing heating	Housing
05/03/10	Chesterfield	Environmental and Land Based Day - venue, hospitality and welcome were wonderful	Leisure
08/03/10	Unknown	Help given during bad weather	Street Services
09/03/10	Pleasley	Thanks to efficient, swift and courteous service received from Housing Benefits and Street Services	Revenues Street Services
11/03/10	Langwith	Thanks to operatives who came to clean drains, quick, efficient job	Regeneration (Engineers)
12/03/10	Shuttlewood	Thanks to Environmental Contracts Officer for getting a dog bin	Street Services
16/03/10	Whitwell	Thanks to repairs operatives for work carried out	Housing
18/03/10	Alfreton	Thanks to repairs operatives that fitted new bath	Housing
18/03/10	Chesterfield	Praise for the Music Festival	Leisure

Table A: COMPLIMENTS SUMMARY 02/01/10 – 31/03/10

Date Received	Area	Summary of Compliment	Departments Involved
20/03/10	Creswell	Praise for Recovery Officer and all Contact Centre staff at Clowne	Revenues Contact Centre
22/03/10	Netherfield	Atmosphere and staff terrific at Creswell Crags (Sports Relief event)	Leisure
22/03/10	unknown	Appreciation for Glapwell and Palterton burglaries initiative	CAN Rangers
23/03/10	Doe Lea	Very impressed with customer services, received call about dog and litter bins being installed	Contact Centre Street Services
19/03/10	Glebe Junior School	Thanks to Arts Development Officer for hard work regarding Bolsover Choir Competition	Leisure
25/03/10	Tibshelf	Completely satisfied with response and time spent to address complaint	Customer Service and Performance
18/03/10	Bolsover	Thanks to Project Co-ordinator for invaluable work being at the Community House on Castle Estate in Bolsover	Community Services
31/03/10	Westhouses	Thanks to Housing Enforcement Manager and team for help and support given to school with clean-up of Recreation Ground	CAN Rangers
31/03/10	Matlock	Thanks to Food Safety service, training was excellent, very positive feedback	Environmental Health (Commercial)
31/03/10	Shirebrook	Thanks to repairs operatives for excellent workmanship, courtesy and consideration when installing new boiler	Housing

Table B: SUMMARY OF COMMENTS 02/01/10 – 31/03/10

Date Received	Area	Summary of Comment	Departments Involved	Date Response Sent	No of work days	Summary of Response
06/01/10	Doe Lea	Gates have been put up blocking market area	Regeneration	27/01/10	15	Council to request businesses to give access when they are open
14/01/10	Clowne	Further comments about heating system (not a priority for decent homes standard)	Housing	27/01/10	9	Advised not able to provide assistance for boiler but could ask permission to upgrade at own cost
14/01/10	Shuttlewood	Comments about snow and ice not being cleared from Council car park	Regeneration	04/02/10	15	Advised worse conditions in many years. Footpaths, ramps and steps cleared with limited amount of grit available. Putting procedures in place so we are better prepared in future
18/01/10	Whitwell	Comments regarding not being able to get to offices to pay council tax, closing of schools, refuse collection, gritting of roads and lack of grit bin	Street Services DCC	10/02/10	17	Explanation of service disruption due to bad weather and alternative payment methods for council tax. Schools and gritting DCC and Parish responsibility
20/01/10	Clowne	Various comments regarding Disabled Facilities Grant, holding a garden party, bonfires, noise pollution and DIY question	Regeneration Environmental Health Legal (Licensing)	11/02/10	16	Explanation for grant suggest contact Occupational therapist at DCC. Advised of legislation for garden parties, guidelines given for DIY and

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Date Received	Area	Summary of Comment	Departments Involved	Date Response Sent	No of work days	Summary of Response
						enclosed leaflets on noise pollution and garden bonfires
28/01/10	Alfreton	Wishes to request music on call centre be changed	Contact Centre	19/02/10	16	Advised cannot change music on existing system because of cost implication. Will consider when renew
04/02/10	Shirebrook	Problem with flooding at Thickley Bank Shirebrook	Housing Regeneration	03/03/10	19	Thickley Bank is not a road but unmade lane. DCC records show that lane is unadopted and BDC records show that it is not owned by us. Advised to check deeds
04/02/10	Clowne	Further comments regarding replacement boiler and the response letter	Housing	03/03/10	19	Advised that complaints procedure has been followed, range of tests carried out and heating adjustments. Nothing more to assist
09/02/10	Newton	Worried about cost of rent and disrepair of property	Revenues Housing	09/03/10	19	Explanation of benefit regulations and work carried out prior to tenancy
11/02/10	South Normanton	Comments on lack of facilities for recycling plastic bottles	Street Services	10/03/10	19	Options for recycling that have been considered but still very expensive. BDC are directed by DCC for disposal of waste. Pursuing further options

Table B: SUMMARY OF COMMENTS 02/01/10 – 31/03/10

Date Received	Area	Summary of Comment	Departments Involved	Date Response Sent	No of work days	Summary of Response
15/02/10	Upper Langwith	Green Bin collection service/ information sheet	Street Services	10/03/10	17	Confirmation that blue box and green bin delivered and placed on Observed Collection list. Assurance operatives will not block driveways
16/02/10	Whaley Thorns	Wants help for mother's housing benefit. Housing Association informed tenant of increase in rent but not BDC	Revenues	15/03/10	19	Circumstances and increase in housing benefit has been applied from date of rent increase
18/02/10	South Normanton	Comment on lack of bins near school	Street Services	17/03/10	19	Explanation on policy and how request will be dealt with
18/02/10	Stoney Houghton	Operative sent to pick up litter informed customer that he would not be doing general litter picking as do not have resources	Street Services	16/03/10	18	Apology for confusion and for enquiry incorrectly assessed. Area is due for general litter pick
25/02/10	Not known	Increase in Council Tax Business rates 09/10	Finance and Revenues	22/03/10	17	Explanation on what money is being spent on, and explanation on business rate and council tax increases
22/02/10	Barlborough	Requesting a refund of £25 for bulky waste collection which was cancelled 2 hours prior to collection	Street Services Contact Centre	17/03/10	17	No refund given as records show made aware of charges

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Date Received	Area	Summary of Comment	Departments Involved	Date Response Sent	No of work days	Summary of Response
03/03/10	South Normanton	Blocked drains, rang emergency callout but were told no service as not council property	Regeneration Housing (Central Control)	30/03/10	19	Confirmation that even though property privately owned, sewer team went out to check work had been done by water board (within timescale)
08/03/10	Shirebrook	Garage rent increase	Housing Contact Centre	25/03/10	13	Confirmation that the rent increase is in line with other increases across the council. Discount for people who pay by direct debit reflects lower collection costs. Repair to be done
08/03/2010 and 18/03/10	Shirebrook	Unhappy to pay for a replacement bin	Street Services	30/03/10	16	Explanation of policy. Informed of intent to serve notice
18/03/10	New Houghton	Litter and fly tipping still there	Contact Centre Street Services	29/03/10	7	Confirmed contact centre raised 2 jobs for litter and fly tipping
16/03/10	Whitwell	Dog fouling on Whitwell Recreation Park	Street Services Environmental Health	30/03/10	10	Environmental Health (Dog Warden) visited resident for details
19/03/10	Tibshelf	Comments concerning a planning application submitted for land in Tibshelf	Planning Regeneration	15/04/2010	17	Explanation of planning and regeneration procedures and processes
19/03/10	Newton	Various questions about article in InTouch regarding council tax reduction, recycling, regeneration and leisure	Revenues Street Services Regeneration Leisure Planning	19/04/10	19	All comments addressed by all relevant departments

Table B: SUMMARY OF COMMENTS 02/01/10 – 31/03/10

Date Received	Area	Summary of Comment	Departments Involved	Date Response Sent	No of work days	Summary of Response
19/03/10	Bolsover	Planning proposal to demolish Tarran Bungalows and rebuild in Bolsover	Regeneration Planning	16/04/10	18	Explanation of process
18/03/10	South Normanton	Litter and fly tipping in area	Street Services	16/04/10	19	Part of area cleared, rest booked in for week commencing 19/04/10
29/03/10	Bolsover	Park subject to dog fouling, cost of survey that was sent out, results, suggestions for bottle bank	Planning Community Services Street Services Environmental Health	27/04/10	19	CAN Rangers to put this on patrol. Explanation on location of dog bins in parks, possibly more development of area in future. Explanation of Green Space Strategy and provision of bottle and can banks
30/03/10	South Normanton	Dog mess and litter around South Normanton	Street Services Environmental Health	27/04/10	18	Litter picking and dog fouling been undertaken and being monitored
31/03/10	Barlborough	Cleanliness of ladies changing rooms at Creswell Leisure Centre	Leisure	23/04/10	15	Apology and explanation why they cannot be monitored constantly
30/03/10	Blackwell	Garage rent increase	Housing	15/04/10	13	Explanation of charge

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			02/01/10 – 31/03/10			Total		
	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	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								4	4		5	5	
Customer Service & Performance															
Community Services	1	1					1	1		1	1		3	3	
Environmental Health	2	2								3	3		5	5	
Street Services	9	9		7	7		8	8		12	12		36	36	
Housing	3	3		2	2		4	4		7	7		16	16	
Legal							1	1		1	1		2	2	
Leisure	1	1		1	1					2	2		4	4	
Planning	1	1								3	3		4	4	
Regeneration										7	7		7	7	
Revenues	3	3					1	1		4	4		8	8	
Totals	21	21		10	10		15	15		44	44		90	90	

Table D: Summary of Stage Two Complaints 02/01/10 – 31/03/10

Date Received	Area	Summary of Complaint	Departments Involved	Date Response Sent	No of work days	Remedy
04/01/10	Creswell	Repairs not being done, poor workmanship to windows. Messages not being passed on	Housing Contact Centre	25/01/10	15	Appointment made (Yorkshire Windows and Bolsover District Council) to discuss problems
04/01/10	Glapwell	Not able to speak to someone in Housing (Rents) but eventually did, then had to queue to pay council tax, only one till open	Contact Centre Revenues	29/01/10	19	Apology sent for length of time waited as all available staff were dealing with calls relating to the weather conditions. No additional resources available, advised of alternative payment methods
08/01/10	Barlborough	Rang in to check on bin collection, staff member talking to someone else. Could not understand suspension of services	Contact Centre Street Services	01/02/10	16	Apology for any upset caused by call to Contact Centre and assurance advisors undergo customer care training, also explained decision to suspend refuse collection due to bad weather
11/01/10	Unknown	Complaint about comments not being uploaded onto the planning portal and had no confirmation of e-mail to Development Control	Planning	04/02/10	18	Apology for lack of service and reiteration of our usual quick service of posting information onto web
11/01/10	Shirebrook	Spoke to various officers about structural damage to interior walls of a leasehold property from July 2008 but	Regeneration Housing	05/02/10	19	Apologies for unacceptable delays experienced. A nominated Officer to liaise direct with complainant before end of

Table D: Summary of Stage Two Complaints 02/01/10 – 31/03/10

Date Received	Area	Summary of Complaint	Departments Involved	Date Response Sent	No of work days	Remedy
		not had an answer				February
11/01/10	Bolsover	Inaction regarding a neighbour's anti-social behaviour, intimidation, noise nuisance, loud music and barking dog	Environmental Health	08/02/10	20	Explanation of actions taken by department so far and that no further action can be taken as they are not resident at the property
14/01/10	Whitwell	Waste removal service and treatment by Customer Advisor	Street Services Contact Centre	10/02/10	19	Explanation of reduced collection service due to adverse weather conditions and apology
18/01/10	Barlborough	Assisted collection service not collected when told it would be and paid someone to take excess waste	Street Services	10/02/10	17	Explanation about missed collections due to adverse weather and apology that collection was missed
20/01/10	Langwith	Overdue council tax had been paid, replacement bin and lid not received and missed refuse collection	Revenues & Finance Street Services	11/02/10	16	Explanation for missed bin collection, new bin delivered 20/01/10 and confirmation that council tax payment made on 13/01/10
20/01/10	Shirebrook	Letter from Housing Department stating doors will not be replaced and no heating in hallway installed	Housing	11/02/10	16	Reiterated that the front door is in good condition and another radiator would be extra to the housing stock standard, suggested they fit one subject to written permission

Table D: Summary of Stage Two Complaints 02/01/10 – 31/03/10

Date Received	Area	Summary of Complaint	Departments Involved	Date Response Sent	No of work days	Remedy
20/01/10	Ravenshead	Response times for answering telephone calls and why we do not recycle cardboard and plastic	Contact Centre Street Services	11/02/10	16	Apologies from Customer Contact Manager for length of time waiting on phone. Explanation from Street Services for recycling, they are investigating a number of options
21/01/10	Mansfield	Appealing against decision regarding cancellation of Housing Benefit	Revenues & Finance	17/02/10	19	Breakdown of correspondence sent and received, apology for letter that was misleading. Assurance that officers have been given further guidance re notification letters. Request for appeal currently being dealt with
25/01/10	Langwith	Not happy with repairs to their property, damp and mildew from badly fitted doors and windows	Housing	17/02/10	17	Explanation of how problem is caused through condensation and not water ingress, given advice on reducing condensation
25/01/10	South Normanton	Unhappy with recycling and missed bin collections and treatment by Customer Advisor	Contact Centre Street Services	18/02/10	18	Explanations of reduced collection service due to adverse weather conditions and apology
27/01/10	Creswell	Resident's small garden decorative wall collapsed. Advised she would have to pay to have it repaired/ replaced	Housing	18/02/10	16	Sent out Repairs handbook which reiterates decorative walls are responsibility of tenant

Table D: Summary of Stage Two Complaints 02/01/10 – 31/03/10

Date Received	Area	Summary of Complaint	Departments Involved	Date Response Sent	No of work days	Remedy
26/01/10	Bolsover	Complaints concerning alcohol abuse, Craggs Road area, dog fouling, Houfton Road, Craggs Road area and anti-social behaviour	Environmental Health Street Services Community Services	19/02/10	18	Explanation of what Council can do with regard to problems
27/01/10	Pleasley	Planning failed to send notification regarding revisions to planning applications on more than one occasion	Planning	19/02/10	17	Explanation of Planning regulations
28/01/10	South Normanton	Expressing concern over outline planning consent on land between Ball Hill, Corn Close and the M1 motorway, South Normanton	Planning	25/02/10	20	Explanation of Planning procedures
28/01/10	Bolsover	Complaint about boundary hedge being cut by council, neighbours are council on assisted garden maintenance scheme, resident owns boundary - loss of privacy	Street Services	24/02/10	19	Apology for any upset this may have caused, explanation that a different team had cut the hedge. Future teams have been instructed to only cut back, sides and top on council tenant's only
29/01/10	Clowne	Problem with leaking roof which had stained carpet and ceiling	Housing	26/02/10	20	Explanation of events - referred to Council's Insurers
29/01/10	Clowne	Request for CAN Rangers to pick up flytipping, which was not done. Contact Centre	Community Services Contact Centre	25/02/10	19	Apology for delay in picking the waste up, explanation that Contact Centre Manager had

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Date Received	Area	Summary of Complaint	Departments Involved	Date Response Sent	No of work days	Remedy
		Manager didn't contact as promised				tried to ring several times - no response and no answer phone
03/02/10	South Normanton	Mother on behalf of son, thinks given incorrect advice on housing benefit which has caused arrears. Wants debt written off	Revenues & Finance Contact Centre	01/03/10	18	Explanation of criteria for housing benefit being paid on two properties and advice regarding data protection authorisation needed
08/02/10	Pinxton	Incorrect information regarding rent	Housing	01/03/10	15	Explanation of rent reduction and housing benefit awarded
08/02/10	Clowne	Complaint about hedge being cut	Street Services	04/03/10	18	Apologies for any misunderstanding. Future teams have been instructed
05/02/10	Langwith	Complaint about blue box not being collected on 2 or more occasions	Street Services	01/03/10	17	Apology and monitoring arrangements put into place
15/02/10	Clowne	Complaint regarding mother receiving a bill for unpaid rent from 18 months ago and received no letter of explanation	Revenues & Finance Housing	04/03/10	13	Data Protection Authorisation received from mother for son to act on her behalf. Apology for length of time taken, explanation given for rent charged
18/02/10	Tibshelf	Time taken to put call through to Revenues regarding benefit query	Revenues & Finance Contact Centre	15/03/10	17	Apologies for any upset caused. Contact Centre Manager had tried to contact but number unobtainable

Table D: Summary of Stage Two Complaints 02/01/10 – 31/03/10

Date Received	Area	Summary of Complaint	Departments Involved	Date Response Sent	No of work days	Remedy
19/02/10	Tibshelf	Planning web-site down, not able to contact staff, questions not answered	Regeneration Planning	16/03/10	17	Apologies for website failure and administrative error. Explanation on difference between Planning and Regeneration procedures
18/02/10	Bolsover	Arrived at Bolsover for a meeting, no-one was there to meet them, felt they were being ignored	Contact Centre	10/03/10	14	Apology and explanation why there was a delay in opening front doors due to a customer emergency
22/02/10	Bolsover	Council property being used as a storage space for improvement work, causing noise and increased traffic	Housing	17/03/10	17	Confirmation of visits and apology given. Outlined what had been previously discussed, confirming that noise had improved and no further contact required
22/02/10	Mansfield	Trade waste bin blown into complainant's car – Council Insurers denied liability	Street Services Revenues & Finance	22/03/10	20	Confirmation that no compensation payable, due to Council not being negligible
22/02/10	Derby	Father-in-law received visit from bailiffs for overdue council tax after selling their property to resident, they had already notified BDC of change of ownership	Revenues & Finance	18/03/10	18	Given breakdown of events and apology. Error made by Land Registry Office
02/03/10	Tibshelf	Proposed Housing Development adjacent to Overmoor View, Tibshelf. Comments on letter of	Planning Regeneration	29/03/10	19	Explanation of how the Officer's comments had been incorrectly used. Developer has apologised. Explanation of Planning and

Table D: Summary of Stage Two Complaints 02/01/10 – 31/03/10

Date Received	Area	Summary of Complaint	Departments Involved	Date Response Sent	No of work days	Remedy
		support. Requested copy of minutes which supports statement in the communication				Regeneration procedures
03/03/10	Mansfield	Received tax summons, sent letter to show non liability, wife received notice of nil charges but had visit from bailiff. Police involved. Land Registry documents were produced and advised matter would be rectified, then received notice of intended seizure of goods	Revenues & Finance	31/03/10	20	Apology and explanation as to why correct owner was not known to council
01/03/10	Bolsover	Complaint enquiry regarding window repair and why it took so long	CSPD	02/03/10	1	Confirmed visit by contractors who were experiencing problems accessing the property
09/03/10	New Houghton	Various repair problems	Regeneration	24/03/10	11	Confirmed work completed within specification
12/03/10	Pinxton	Delay in decision for Housing and Council Tax benefits	Revenues & Finance	07/04/10	16	Explanation of benefit assessment process and apology for slight delay in decision
08/03/10	South Normanton	Further comments from Mother on behalf of son, thinks given incorrect advice on housing benefit which has caused arrears. Wants debt	Revenues & Finance Housing CSPD	07/04/10	20	Explanation of process

Table D: Summary of Stage Two Complaints 02/01/10 – 31/03/10

Date Received	Area	Summary of Complaint	Departments Involved	Date Response Sent	No of work days	Remedy
		written off				
16/03/10	Bolsover	Complaint regarding council tax (change in circumstances) leading to a charge on the account but received no correspondence to explain	Revenues & Finance Contact Centre	15/04/10	20	Explanation of council tax procedure
16/03/10	Tibshelf	Proposed Housing Development adjacent to Overmoor View, Tibshelf. Comments on letter of support	Planning Regeneration	25/03/10	7	Explanation of how the Officer's comments had been incorrectly used. Developer has apologised. Explanation of Planning and Regeneration procedures
16/03/10	Tibshelf	Proposed Housing Development adjacent to Overmoor View, Tibshelf. Comments on letter of support	Planning Regeneration	25/03/10	7	Explanation of how the Officer's comments had been incorrectly used. Developer has apologised. Explanation of Planning and Regeneration procedures
16/03/10	Tibshelf	Proposed Housing Development adjacent to Overmoor View, Tibshelf. Comments on letter of support	Planning Regeneration	25/03/10	7	Explanation of how the Officer's comments had been incorrectly used. Developer has apologised. Explanation of Planning and Regeneration procedures
17/03/10	Tibshelf	Proposed Housing Development adjacent to Overmoor View, Tibshelf. Comments on letter of	Planning Regeneration	15/04/10	19	Explanation of how the Officer's comments had been incorrectly used. Developer has apologised. Explanation of Planning and

Table D: Summary of Stage Two Complaints 02/01/10 – 31/03/10

Date Received	Area	Summary of Complaint	Departments Involved	Date Response Sent	No of work days	Remedy
		support.				Regeneration procedures
17/03/10	Tibshelf	Proposed Housing Development adjacent to Overmoor View, Tibshelf. Comments on letter of support	Planning Regeneration	15/04/10	19	Explanation of how the Officer's comments had been incorrectly used. Developer has apologised. Explanation of Planning and Regeneration procedures
18/03/10	Bolsover	Council property being used as a storage space for improvement work, causing noise and increased traffic	Environmental Health Housing	29/03/10	7	Explanation of decision to use property as storage
18/03/10	Clowne	Follow up to request for a replacement boiler	Housing	22/03/10	2	Re-iterated advice given on 3.3.10
19/03/10	Whitwell	Taken to court by BDC for rent arrears, an amount should have been deducted due to bankruptcy last November - wants accurate statement and for deduction to be acknowledged	Housing	19/04/10	19	Accepted to remove arrears in relation to bankruptcy as Council cannot take legal action to recover this debt however still on account as may still consider possession action
19/03/10	Mansfield	Follow up comments about visit from bailiffs for overdue council tax after selling their property to resident, wants apology	Revenues & Finance	30/03/10	7	No apology given as not doing a search did not account for delay, lack of information provided from complainant did

Table D: Summary of Stage Two Complaints 02/01/10 – 31/03/10

Date Received	Area	Summary of Complaint	Departments Involved	Date Response Sent	No of work days	Remedy
23/03/10	South Normanton	Complaint about interview with Housing Needs Officer	Housing	21/04/10	19	Gave explanation of position ex-partner had put them in regarding housing status, confirmation that they can stay in property
23/03/10	Tibshelf	Objection to planning application by Westleigh Developments for site off Overmoor View	Regeneration Planning	19/04/10	17	Explanation of how the Officer's comments had been incorrectly used. Developer has apologised. Explanation of Planning and Regeneration procedures
23/03/10	Rainworth	Querying shortfall in benefit payments for mother and not receiving notification	Revenues & Finance	19/04/10	17	Apology from Revenues for the tone of the letter however information correct
23/03/10	Tibshelf	Objection to planning application by Westleigh Developments for site off Overmoor View	Planning Regeneration	21/04/10	19	Explanation of how the Officer's comments had been incorrectly used. Developer has apologised. Explanation of Planning and Regeneration procedures
25/03/10	Tibshelf	Follow up complaint re handling of planning application	Planning Housing Regeneration ICT	28/04/10	20	Courtesy letter after departments had advised
30/03/10	Tibshelf	Objection to planning application by Westleigh Developments for site off Overmoor View	Planning Regeneration	21/04/10	14	Advised that application has been withdrawn and explanation of comments re Kickstart

Table D: Summary of Stage Two Complaints 02/01/10 – 31/03/10

Date Received	Area	Summary of Complaint	Departments Involved	Date Response Sent	No of work days	Remedy
30/03/10	Tibshelf	Objection to planning application by Westleigh Developments for site off Overmoor View	Planning Regeneration	23/04/10	16	Advised that application has been withdrawn and explanation of comments re Kickstart

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			02/01/10 – 31/03/10			Total 2009/10		
	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	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		10	10		17	17	
Customer Service & Performance										2	2		2	2	
Community Services	1	1								2	2		3	3	
Environmental Health	3	3					1	1		3	3		7	7	
Street Services	4	4		2	2		3	3		11	11		20	20	
Finance															
Housing	4	4		9	8	1	10	9	1	15	15		38	36	2
HR				1	1								1	1	
ICT				1	1					1	1		2	2	
Legal				1	1		1	1					2	2	
Leisure															
Planning	2	2		1	1		1	1		14	14		18	18	
Regeneration							3	3		13	13		16	16	
Revenues & Finance (from 01/10/09)	5	5		5	5		3	3		15	15		28	28	
Totals	23	23		20	19	1	25	24	1	86	86		154	152	2

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
12/01/2010	Whitwell	Further issues to Stage 2 complaint, requires plastering on stairs and new doors	Housing	08/02/10	19	Explanation of work carried out and why delays occurred (priority work carried out due to freezing conditions)
26/01/2010	Bolsover	Overgrown Leylandii hedge on neighbour's garden. Neighbour a Council tenant. Frustrated by lack of action by Council and High Hedge cost	Housing	23/02/10	20	Explanation that the Housing department will encourage neighbour to keep hedge down and advised to liaise with neighbour or go down High Hedge enforcement route
22/02/2010	Langwith Junction	Further to Stage Two, still unhappy with repairs to their property, damp and mildew from badly fitted doors and windows	Housing	19/03/10	19	Reiterated that condensation is forming due to drying washing indoors. Repairs Manager to visit as a gesture of goodwill
05/03/2010	Bolsover	Dissatisfied with outcome of (contracted) repairs to kitchen window	Housing and CSPD	11/03/10	4	Officers from both departments visited to discuss outstanding concerns, reassured kitchen window secure, ordered extractor fan for kitchen and enclosed specific requirements form
30/03/2010	Shirebrook	Not prepared to replace bin at own cost unless collected from within curtilage of property	Street Services	04/05/10	22	Re-iterated advice on policy and Environmental Protection Act. Extension of time given (to allow for Bank Holiday) if not reached agreement before serving a notice

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
30/03/2010	Rainworth	Dissatisfied with explanation that Council had not acted negligently when trade bin ran into car	Street Services	04/05/10	22	Advised that Insurer's had concluded their investigation but would consider anything new. Nothing further to add from Council perspective

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

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
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)
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

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
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
12/01/10	Glapwell	Informal complaint – Not happy with timescale for replacing daughter's door	Housing	28/01/10	16	09/04/10	Local settlement (door was fitted 01/02/10)
18/01/10	Shuttlewood	Informal complaint – Not happy with the new steel steps (external staircase) which replaced the wooden ones	Housing	01/02/2010 and 24/02/10	10	26/03/10	No or insufficient evidence of maladministration
19/01/10	Bolsover	Regarding damage when bathroom was refurbished and poor quality of workmanship	Housing	29/10/10	10	08/03/10	Outside jurisdiction (as being dealt with by Council's Insurers)

Table H - Summary of FOI Requests 02/01/10 – 31/03/10

Date Received	Ref Number	Summary of FOI	Departments Involved	Date Response Sent	No of work days	Information released
04/01/10	444/0910	How many allotment sites in Bolsover	Environmental Health	07/01/2010	3	Yes
04/01/10	445/0910	The name, frequency and distribution/circulation of Council's newspaper or magazine	CSPD	07/01/2010	3	Partially - some information provided, some not held
04/01/10	446/0910	Has Council paid for advice relating to information access legislation such as FOI, Data Protection Act and Environmental Information Regulations	CSPD	26/01/2010	16	No - No information held
04/01/10	447/0910	List of all Private Hire Vehicles registered with Council within last 5 or 3 years to show make, model, colour, registration and chassis numbers etc	Legal	26/01/2010	16	Partially - some information provided, some not held
05/01/10	448/0910	Information relating to staff team building etc	HR & Payroll	07/01/2010	2	No - No information held
11/01/10	449/0910	The number of domestic/residential properties & units which fall within any conservation area	Planning	04/02/2010	18	No – not held in this format
11/01/10	450/0910	Information regarding Procurement Officer, full job title, contact details etc	Procurement	11/01/2010	0	No exempt - web link given
12/01/10	451/0910	Provide highest weekly and or monthly benefit claim currently being met by the Council plus various questions	Revenues & Finance	04/02/2010	17	Partially- some information provided, some not held

Table H - Summary of FOI Requests 02/01/10 – 31/03/10

Date Received	Ref Number	Summary of FOI	Departments Involved	Date Response Sent	No of work days	Information released
13/01/10	452/0910	Number of times the Council has used the Proceeds of Crime Act since the Act was extended on November 2nd 2009	Revenues & Finance	03/02/2010	15	No - No information held
13/01/10	453/0910	Are Council making use of Audit Tool under Social Services responsibilities	FWD TO DCC	14/01/2010	1	Transferred to DCC
15/01/10	454/0910	What percentage of the Electoral Roll was carried forward from the 2008 Full Electoral Roll to the 2009 Full Roll	Democratic Services	05/02/2010	15	Yes
15/01/10	455/0910	Integration of Youth support services and the impact on Youth Service and Youth Workers within Authority	FWD TO DCC	15/01/2010	0	Transferred to DCC
15/01/10	456/0910	How many cases was a staff member the subject of either an application for directed surveillance or the acquisition of communications data	Legal Environmental Health Regeneration Planning Housing Community Services	10/02/2010	18	No - No information held
18/01/10	457/0910	Do we have a nominated person responsible for dealing with Freedom of Information requests and if so what is their job title	CSPD	11/02/2010	18	Yes
19/01/10	458/0910	Information on any prosecutions by the Council for dog fouling within the Whitwell Parish	Environmental Health	11/02/2010	17	No - No information held

Table H - Summary of FOI Requests 02/01/10 – 31/03/10

Date Received	Ref Number	Summary of FOI	Departments Involved	Date Response Sent	No of work days	Information released
19/01/10	459/0910	Information on road works carried out by Council in 2008 to 2009	FWD TO DCC	20/01/2010	1	Transferred to DCC
21/01/10	460/0910	Provide statistics on how many commercial dog breeders we licence under the Breeding and Sale of Dogs (Welfare) Act	Environmental Health	16/02/2010	18	Yes
25/01/10	461/0910	Full addresses and rateable values of empty commercial properties within Bolsover area, the dates they became empty and name of account holder/owner	Revenues & Finance	16/02/2010	16	Yes
26/01/10	462/0910	Procedures in place for the implementation of Traffic Schemes	FWD TO DCC	26/01/2010	0	Transferred to DCC
26/01/10	463/0910	Council's use of microchips in residents rubbish bins i.e. weekly/fortnightly collections etc	Street Services	18/02/2010	17	Partially- some information provided, some not held
26/01/10	464/0910	Total number of Council Employees and total operating costs/ various other questions on IT	ICT HR & Payroll Revenues & Finance	16/02/2010	15	Partially- some information provided, some not held
27/01/10	465/0910	How many employees on payroll/ outsourced services	HR & Payroll	24/02/2010	20	Partially- some information provided, some not held
27/01/10	466/0910	Number of children who have been victims of serious offences after they have gone into foster	FWD TO DCC	28/01/2010	1	Transferred to DCC

Table H - Summary of FOI Requests 02/01/10 – 31/03/10

Date Received	Ref Number	Summary of FOI	Departments Involved	Date Response Sent	No of work days	Information released
		care				
27/01/10	467/0910	Smartcard in place in the Council	Revenues & Finance	18/02/2010	16	Partially- some information provided, some not held
27/01/10	468/0910	Provide a list of the names of all the new streets/avenues/roads etc created within your council area in the last ten years	Regeneration	18/02/2010	16	Yes
27/01/10	469/0910	List of all suppliers for financial year 2008-2009 on catering services and where possible the amount of money spent with each supplier during this financial year	Revenues & Finance Regeneration	19/02/2010	17	Yes
28/01/10	470/0910	Premises inspected in respect of smoking ban in all enclosed public places and enclosed work places in each of last three financial years	Environmental Health	24/02/2010	19	Partially- some information provided, some not held
28/01/10	471/0910	Smartcards in place at the moment and various questions	Revenues & Finance	18/02/2010	15	Partially- some information provided, some not held
28/01/10	472/0910	Details of the body (within the council or external) which oversees remuneration/ compensation packages for higher level staff	HR & Payroll	25/02/2010	20	Partially- some information provided, some not held

Table H - Summary of FOI Requests 02/01/10 – 31/03/10

Date Received	Ref Number	Summary of FOI	Departments Involved	Date Response Sent	No of work days	Information released
29/01/10	473/0910	Number of licensed betting offices within the district i.e. names and addresses and outstanding licence applications	Legal	25/02/2010	19	Partially- some information provided, some not held
02/02/10	474/0910	Information relating to disciplinary actions for each financial year from 2006/7 to the present	HR & Payroll	02/03/2010	20	Partially- some information provided, some not held
03/02/10	475/0910	Details of any hospitality received by the Chief Executive and Leader of the Council covering the time period of the last three years	Chief Executive Office	03/03/2010	16	Yes
04/02/10	476/0910	Pay scale GIS staff	HR & Payroll	04/03/2010	19	Partially - some information provided, some not held
08/02/10	477/0910	How many licensed Hackney Carriage and Private Hire Drivers currently licensed and how many in June 2009	Legal	09/02/2010 05/03/2010	19	Yes
09/02/10	478/0910	Council key contacts	CSPD	10/02/2010	1	No exempt - web link given
10/02/10	479/0910	Information on basic salary package of Chief Executive, Leader and Heads of Service/ Directorate/ Department for financial years 2009/10 and 2004/05	HR & Payroll	10/03/2010	20	Partially - some information provided, some not held

Table H - Summary of FOI Requests 02/01/10 – 31/03/10

Date Received	Ref Number	Summary of FOI	Departments Involved	Date Response Sent	No of work days	Information released
11/02/10	480/0910	Which of the elements in the Council's current Constitution are statutory	Democratic Services	24/02/2010	9	No exempt - web link given
15/02/10	481/0910	Number of hits and unique users to Council's website for the last 12 months	CSPD ICT HR & Payroll	15/03/2010	20	Partially - some information provided, some not held
16/02/10	482/0910	External website support services used or commissioned by Council	CSPD ICT	15/03/2010	19	No - no information held
17/02/10	483/0910	Are there circuit breakers and residual current devices on the Council's intercom system	Housing	17/03/2010	20	Partially - some information provided, some not held
16/02/10	484/0910	Information regarding sex offenders working in schools	FWD TO DCC	17/02/2010	1	Transferred to DCC
16/02/10	485/0910	The number of people employed by Council whose salary is £100,000 and salary range of highest band	HR & Payroll	15/03/2010	19	Partially - some information provided, some not held
16/02/10	486/0910	Information released to Treasury Solicitor relating to persons dying with no known next of kin from 18th December 2009 to present	Environmental Health	15/03/2010	19	Yes
18/02/10	487/0910	Information when dealing with council tax arrears which debt collecting companies do we use	Revenues & Finance	16/03/2010	18	Yes

Table H - Summary of FOI Requests 02/01/10 – 31/03/10

Date Received	Ref Number	Summary of FOI	Departments Involved	Date Response Sent	No of work days	Information released
19/02/10	488/0910	Contact name for Chief Executive and I.T. Manager	CSPD	24/02/2010	3	No exempt - web link given
24/02/10	489/0910	Information on treatment of staff, training and development, appraisals and communication to staff	HR & Payroll	23/03/2010	19	Yes
26/02/10	490/0910	Land Charges information	Legal	24/03/2010	18	No - no information held
25/02/10	491/0910	Schools information	Transferred DCC	26/02/2010	1	Transferred to DCC
26/02/10	492/0910	Information on liability orders	Revenues & Finance	24/03/2010	18	Yes
26/02/10	493/0910	Total income collected from fines relating to littering/ waste/ recycling and other for the last three recorded years	Environmental Health Street Services Legal	25/03/2010	19	Partially - some information provided, some not held
01/03/10	494/0910	Accrued NNDR credit balances	Revenues & Finance	25/03/2010	18	Yes
01/03/10	495/0910	Credit surcharges applied for last 3 recorded years for payments made to the Council	Revenues & Finance	26/03/2010	19	No - no information held
01/03/10	496/0910	Information on non-geographical phone numbers	ICT	25/03/2010	18	No - no information held

Table H - Summary of FOI Requests 02/01/10 – 31/03/10

Date Received	Ref Number	Summary of FOI	Departments Involved	Date Response Sent	No of work days	Information released
03/03/10	497/0910	Information relating to IT Department	ICT	26/03/2010	17	Partially - some information provided, some exempt
03/03/10	498/0910	Total cost of producing free sheet in each of last five years	CSPD	29/03/2010	18	Partially- some information provided, some not held
04/03/10	499/0910	The number of complaints received from employees or members of the public about haunted buildings	Regeneration Housing	29/03/2010	17	No - no information held
04/03/10	500/0910	Information regarding Regulation of Investigatory Powers Act 2000	Legal	30/03/2010	18	Partially - some information provided and some exempt – web links given
08/03/10	501/0910	Children in care	Transferred DCC	08/03/2010	0	Transferred to DCC
08/03/10	502/0910	Information re Councillors gifts or hospitality above £25 received from 2005 to date	Legal	30/03/2010	16	Exempt - web links given
08/03/10	503/0910	Name of current Grounds Maintenance Service provider, Arboricultural Service provider, contract description	Street Services	01/04/2010	18	No - no information held
08/03/10	504/0910	Safeguarding children	Transferred DCC	08/03/2010	0	Transferred to DCC

Table H - Summary of FOI Requests 02/01/10 – 31/03/10

Date Received	Ref Number	Summary of FOI	Departments Involved	Date Response Sent	No of work days	Information released
09/03/10	505/0910	Identify private individual or private firm who own the largest number of houses currently being occupied by housing benefit claimants	Revenues & Finance	07/04/2010	19	No - exceeds cost ceiling
11/03/10	506/0910	Information on the cost to the Council for Head of Leisure to attend an evening meeting	CSPD Leisure	24/03/2010	9	No - no information held (as attended in his own time/ at his own expense)
12/03/10	507/0910	Request in relation to foreign trips and foreign based employees	HR & Payroll CSPD	12/04/2010	19	No - no information held
15/03/10	508/0910	Number of moving and stationary traffic penalties issued by local authority	FWD TO DCC	16/03/2010	1	Transferred to DCC
15/03/10	509/0910	Accrued NNDR credit balances	Revenues & Finance	12/04/2010	18	Yes
16/03/10	510/0910	How much is paid in council tax from the community of Palterton to Scarcliffe Parish Council for the year 2009/10	Revenues & Finance	14/04/2010	19	No - No information held
16/03/10	511/0910	Total amount gross spent by authority on communications and media relations in the financial years 2008/09 and 2003/04 plus various other questions	CSPD	15/04/2010	20	Partially - some information provided, some not held
17/03/10	512/0910	Total number of staff in each dept with separate figures for financial years 2006/7, 2007/8, 2008/9, 2009/10	HR & Payroll	16/04/2010	20	Partially - some information provided, some

Table H - Summary of FOI Requests 02/01/10 – 31/03/10

Date Received	Ref Number	Summary of FOI	Departments Involved	Date Response Sent	No of work days	Information released
						not held
17/03/10	513/0910	Names and job titles of any person working in schools which come under our authority	FWD TO DCC	18/03/2010	1	Transferred to DCC
17/03/10	514/0910	Use of RIPA Powers by local authorities, i.e. number of people authorised	Legal	16/04/2010 and 27/04/10	20	Partially - some information provided
17/03/10	515/0910	Proportion of Council Tax that has been paid to Council by Direct Debit during 2009/10 financial year	Revenues & Finance	14/04/2010	18	Yes
17/03/10	516/0910	HMO Licensing scheme charges, administer charges, licences applied for etc	Housing Regeneration	14/04/2010	18	Partially - some information provided, some not held
17/03/10	517/0910	Various questions on disabled travel passes issued by local authority in the period April 1st 2008 to March 31st 2009	Revenues & Finance	14/04/2010	18	Yes
22/03/10	518/0910	Whether the Authority currently accept an address outside of the geographical district on a Private Hire Operator Licence	Legal	16/04/2010	16	Yes
24/03/10	519/0910	Release amount paid to a) Society of Local Authority Chief Executives (Solace) and b) Solace Enterprises in each of the last five financial years	Revenues & Finance	20/04/2010	17	Partially – some information provided, some not held

Table H - Summary of FOI Requests 02/01/10 – 31/03/10

Date Received	Ref Number	Summary of FOI	Departments Involved	Date Response Sent	No of work days	Information released
25/03/10	520/0910	How many applications received for the of Head of Planning/Environmental Health	HR & Payroll	20/04/2010	16	Yes
29/03/10	521/0910	For years 2005/06 2006/7 2007/8 2008/9 200/10 to date how many planning applications were determined by local authority	Planning	29/04/2010	21	Yes
29/03/10	522/0910	How many Hackney Carriage Licenses are currently in circulation within Council/Local Authority area	Legal	20/04/2010	14	Yes
29/03/10	523/0910	Precept details for any town, parish or community councils within area	CSPD	20/04/2010	14	No – exempt, booklet sent out
29.03.10	EIR ¹	Tarran Bungalows, Oxcroft Lane, Bolsover and associated land		28/04/2010	20	Yes
31/03/10	524/0910	2010/11 Budget questions/members allowances	HR & Payroll Revenues & Finance	23/04/2010	15	Yes
31/03/10	525/0910	Number of employees by gender taking voluntary early retirement, voluntary redundancy, made compulsory redundant in 2007/8, 2008/9, 2009/10	HR & Payroll	28/04/2010	17	Yes
31/03/10	526/0910	Storing and sharing personal data policy and file formats used	CSPD	07/04/2010	3	Partially – some information given, some exceeds cost ceiling

¹ EIR – Environmental Information Request

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

Department/Section	01/04/09- 30/06/09			01/07/09 – 30/09/09			01/10/09 – 31/12/09			02/01/10 – 31/03/10			Total		
	No. of Requests	No. Responded to in time	No. out of time	No. of Requests	No. Responded to in time	No. out of time	No. of Requests	No. Responded to in time	No. out of time	No. of Requests	No. Responded to in time	No. Out of time	No. of Requests	No. Responded to in time	No. out of time
CEPT	1	1		4	4		1	1					6	6	
Customer Service & Performance	4	4		9	9		8	8		13	13		34	34	
Community Services	7	7		6	6		10	10		1	1		24	24	
Environmental Health	3	3		10	10		16	16		7	7		36	36	
Finance	10	10		8	8								18	18	
Street Services	5	5		3	3		7	7		3	3		18	18	
Housing	7	7		10	10		9	9		4	4		30	30	
HR & Payroll	17	17		14	14		4	4		14	14		49	49	
ICT	8	8		8	8		3	3		5	5		21	21	
Legal	7	7		7	7		7	7		11	11		32	32	
Leisure	4	4		5	5		7	6	1	1	1		17	16	1
Planning	7	7		8	8		5	5		3	2	1	23	22	1
Procurement	5	5		5	5		2	2		1	1		13	13	
Regeneration	6	6		6	6		9	9		5	5		26	26	
Revenues (& Finance from 1/10/09)	7	7		8	8		15	14	1	18	18		48	47	1
Democratic Services	21	21					6	4	2	2	2		29	27	2
CEO	8	8					1	1		1	1		10	10	
Totals	127	127		111	111		107	103	4	89	89		434	429	5