

Committee:	Executive	Agenda Item No.:	6.
Date:	2nd August 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 1<sup>st</sup> April 2010 to 30<sup>th</sup> June 2010.

#### **Compliments**

Table A shows the number of written compliments received for the period. In total 42 written compliments were received. 9 of these compliments were for Environmental Health and 6 each for Community Services, Regeneration and Street Services.

## Comments

Table B shows the number of written comments received for the period. 15 out of 16 comments received were responded to within standard (20 working days), with the remaining one open but within timescale as of 13/7/10.

There were no trends for this period.

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 1<sup>st</sup> April 2010 to 30<sup>th</sup> June 2010:

<b>Stage One Complaints</b>	
<b>Service Area</b>	<b>01/04/10 -30/06/10</b>
Complaints regarding housing repairs e.g. out of time, quality	6
Missed clinical waste collection	17
Missed domestic or green bin collection	182
Missed blue box collection	94
Bin not fully emptied	0
<b>Total</b>	<b>299</b>

For the same period Contact Centres handled 7,641 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. 18 complaints were received during this period. 16 of these were responded to within our customer service standard of 20 working days, with the remaining two open but within timescale as of 13/7/10.

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 8 stage three complaints were received, 5 (63%) were responded to within standard and 3 were out of time. On average it took 15 working days to respond.

## Ombudsman

Table G shows the status of Ombudsman complaints for 2010/11 as of 12<sup>th</sup> July 2010. During this period 2 informal complaints were received, both 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' and one of 'no evidence of maladministration'. We have no outstanding decisions in relation to complaints received during 2010/11.

## Freedom of Information (FOI)

Table H shows the number of requests for 'freedom of information' for the period by date order. Of the 92 requests received, 89 were responded to within the government standard of 20 working days, 1 was withdrawn and 2 are open but within timescale as of 13/7/10.

Table I shows the above information by department.

## Personal Data requests (DP)

There were 10 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 98% has been set for responding to stage two complaints within 20 working days for 2010/11. For this period 100% was achieved.

## **ISSUES/OPTIONS FOR CONSIDERATION**

None

## **IMPLICATIONS**

Financial: - None

Legal: - None

Human Resources: - None

## **RECOMMENDATION**

**That the report be received**

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

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

ATTACHMENTS: **Y**

Table A: Compliments summary for the period 01/04/10 – 30/06/10

Table B: Comments summary for the period 01/04/10 – 30/06/10

Table C: Comments summary by department 2010/11

Table D: Stage two complaints summary for the period 01/04/10 – 30/06/10

Table E: Stage two complaints summary by department 2010/11

Table F: Stage three complaints summary for the period 01/04/10 – 30/06/10

Table G: Ombudsman complaints summary for 2010/11

Table H: Freedom of information summary for the period 01/04/10 – 30/06/10

Table I: Freedom of information summary by department 2010/11

FILE REFERENCE: - N/A

SOURCE DOCUMENT: - N/A

**Table A: COMPLIMENTS SUMMARY 01/04/10 – 30/06/10**

<b>Date Received</b>	<b>Area</b>	<b>Summary of Compliment</b>	<b>Departments Involved</b>
01/04/10	Worksop	Thanks to contractors fitting UPVC door for efficient service and very hard work	Regeneration
01/04/10	Creswell	Thanks to Refuse Team for delivery of new bin	Street Services Contact Centre
07/04/10	Clowne	Thanks to Environmental Health for health and safety enforcement	Environmental Health
08/04/10	Newton	Very impressed with Council Tax and Recovery Sections	Revenues & Finance
14/04/10	Bolsover	Thanks to staff at Kissinggate for birthday party	Leisure
15/04/10	Creswell	Really enjoyed pool at Creswell Leisure Centre	Leisure
15/04/10	Bolsover	Thanks to Community Services and team at Community House	Community Services
19/04/10	South Normanton	Thanks for litter pick, very prompt	Street Services
20/04/10	Shirebrook	Thanks to Housing Needs Officer for help and support in taking up of tenancy	Housing
19/04/10	Alfreton	Thanks for litter pick and fly tipping	Street Services
20/04/10	Chesterfield	Thanks to two CAN Rangers for joint initiative with Safer Neighbourhood Team on St Augustines Estate	Community Services
22/04/10	Bolsover	Excellent service from Drains Team, fast response and very friendly	Regeneration
27/04/10	Shirebrook	Thanks for works undertaken on Shirebrook Alley Gating and Business Security Scheme	Community Services
27/04/10	Shirebrook	Thanks for help with garden	Community Services
28/04/10	Clowne	Thanks to Environmental Health Officers for talk at Social Group	Environmental Health
30/04/10	Bolsover	Thanks regarding Wellness Programme at Creswell Leisure Centre, to team and cleanliness of centre	Leisure
10/05/10	Amber Valley	Thanks to Dog Warden service for returning lost dog	Environmental Health
06/05/10	Warsop Vale	Thanks for party held in Centre, staff very helpful	Leisure
26/04/10	Barlborough	Thanks for donation to Help the Heroes fund	Environmental Health
11/05/10	Hillstown	Thanks to refuse collector who stopped to collect bin	Street Services
30/04/10	Tibshelf	Thanks to Environmental Health Officer for rubbish cleared away in Tibshelf area	Regeneration
13/05/10	Tibshelf	Thanks to Grounds Maintenance Team for fence repair. Very prompt and efficient service	Environmental Health
14/05/10	Scarcliffe	Thanks for getting things done and new street signs	CSPD Regeneration

**Table A: COMPLIMENTS SUMMARY 01/04/10 – 30/06/10**

<b>Date Received</b>	<b>Area</b>	<b>Summary of Compliment</b>	<b>Departments Involved</b>
18/05/10	Whitwell	Thanks to electrician for quick response for fixing light fitting and was very pleasant	Housing
18/05/10	Bolsover	Compliments to Customer Advisor on her knowledge and politeness	Contact Centre
17/05/10	Tibshelf	Compliment to CSPD in efficient handling of complaint	CSPD
24/05/10	Clowne	Compliment for Dog Warden Service for cleaning up of dog fouling in Clowne	Environmental Health
24/05/10	Shirebrook	Compliment to Welfare Team for speedy response to referral made for welfare adaptation	Housing
24/05/10	Whitwell	Thanks to Environmental Health Enforcement Team for actions regarding an abandoned vehicle	Environmental Health
27/05/10	Clowne	Thanks to engineer and electrician who attended property, very polite, tidy and professional	Housing
26/05/10	Shirebrook	Thanks to staff at Shirebrook Leisure Centre for their help, support and professionalism	Leisure
04/06/10	Shirebrook	Efficiency of Environmental Enforcement Technical Assistant	Environmental Health
09/06/10	Clowne	Advice given with regard to bee swarm	Regeneration
09/06/10	Bolsover	Prompt service regarding a blocked drain	Regeneration
09/06/10	Bolsover	How dealt with by Customer Advisor regarding neighbour dispute	Contact Centre
09/06/10	Shirebrook	Thanks to CAN Rangers service for joint initiative with Community Voluntary Partnership	Community Services
14/06/10	Stanton Hill	Thanks for information sent out to help trace owner of derelict chapel	CSPD
21/06/10	Glapwell	Thanks for delivery of new blue box	Contact Centre Street Services
28/06/10	Whitwell	Thanks for clearing up fly tipping at Doles Lane	Street Services
29/06/10	Unknown	Thanks to Dog Warden Service and CAN Rangers for dealing with dog fouling problem	Environmental Health Community Services
29/06/10	Pinxton	Thanks to CSPD for swift reply to enquiry	CSPD
29/06/10	Barlborough	Thanks to CSPD for assistance regarding an enquiry	CSPD

**Table B: SUMMARY OF COMMENTS 01/04/10 – 30/06/10**

<b>Date Received</b>	<b>Area</b>	<b>Summary of Comment</b>	<b>Departments Involved</b>	<b>Date Response Sent</b>	<b>No of work days</b>	<b>Summary of Response</b>
06/04/10	Whitwell	Comments on Creswell Leisure centre - disabled and rubber mat taken away so very slippery, suggests installing a hand rail	Leisure	29/04/10	18	Matting was unhygienic and presented a tripping hazard. Cannot put hand rail in as would cause a fire hazard by decreasing size of corridor width. Staff help customer to poolside when she visits
08/04/10	South Normanton	Would like justification of garage rent increase	Housing	06/05/10	19	Explanation that charge is in line with other increases within Council
13/04/10	Glapwell	Garage rent increase not happy with area around garage, parking and access	Housing	10/05/10	18	Parking is responsibility of Police/DCC
12/04/10	Clowne	Comments regarding issues around Clowne	Community Services Environmental Health Street Services Leisure	10/05/10	19	Co-ordinated action being taken by Community Safety Partnership
21/04/10	Tibshelf	Disappointed with Bulky Waste service and restrictions	Street Services	19/05/10	19	Explanation for bulky waste restrictions and the charges set out
27/04/10	Bolsover	Attended offices to hand in copy of father-in-law's death certificate and was kept waiting in a queue then had no privacy to speak	Housing Revenues & Finance Contact Centre	21/05/10	17	Apology to customer and assurance that the process has been identified as an area for improvement and is currently being addressed

**Table B: SUMMARY OF COMMENTS 01/04/10 – 30/06/10**

<b>Date Received</b>	<b>Area</b>	<b>Summary of Comment</b>	<b>Departments Involved</b>	<b>Date Response Sent</b>	<b>No of work days</b>	<b>Summary of Response</b>
28/04/10	Palterton	Comments regarding economic and environmental impacts on the proposed community windfarm	Planning	21/05/10	16	Explanation on proposed windfarm project, outlined potential economic and environmental benefits
10/05/10	Bramley Vale	Wants an allotment for grazing	Regeneration	20/05/10	8	Explanation to rights of grazing land
13/05/10	Shirebrook	Delay of planning application for supermarket	Planning	02/06/10	12	Explanation of Planning process
19/05/10	Bolsover	Neighbourhood problems on Scarsdale Street	Housing	01/06/10	8	Explanation of action taken by Council so far
19/05/10	Bolsover	Unhappy that the Council had given telephone number to someone as ex-directory	CSPD Contact Centre	02/06/10	9	No record of contact – assurance that no-one from the Council had given details out
09/06/10	Shirebrook	No communication between departments – housing benefit and arrears now resolved but still received an eviction notice	Revenues & Finance Housing	06/07/10	19	Apology however explanation of the sequence of events which led to the eviction notice being served
10/06/10	Langwith Junction	Grass left after cut	Street Services	14/06/10	2	Explanation on grass cutting procedure however will review this year
15/06/10	Pleasley Vale	Sale of and subsequent planning application for Vale House	Planning Regeneration	30/06/10	11	Explanation that best price was achieved and that the planning process is entirely separate to the remit of the Regeneration department in bringing the site back into use

**Table B: SUMMARY OF COMMENTS 01/04/10 – 30/06/10**

<b>Date Received</b>	<b>Area</b>	<b>Summary of Comment</b>	<b>Departments Involved</b>	<b>Date Response Sent</b>	<b>No of work days</b>	<b>Summary of Response</b>
18/06/10	Barlborough	In regard to whether BDC will be funding a heritage village sign on A619	Regeneration	21/06/10	1	Responded to direct from CEO – not funding a sign
30/06/10	Hilcote	Concerns over grass, weeds and litter in Hilcote	Street Services			Open but within timescale

**Table C: Comments Summary by Department 2010/11**

<b>Department/Section</b>	<b>01/04/10 – 30/06/10</b>			<b>01/07/10 – 30/09/10</b>			<b>01/10/10 – 31/12/10</b>			<b>02/01/11 – 31/03/11</b>			<b>Total</b>		
	<b>No. of Comments</b>	<b>No. Responded to in time</b>	<b>No. responded to out of time</b>	<b>No. of Comments</b>	<b>No. Responded to in time</b>	<b>No. responded to out of time</b>	<b>No. of Comments</b>	<b>No. Responded to in time</b>	<b>No. responded to out of time</b>	<b>No. of Comments</b>	<b>No. Responded to in time</b>	<b>No. responded to out of time</b>	<b>No. of Comments</b>	<b>No. Responded to in time</b>	<b>No. responded to out of time</b>
<b>Contact Centre</b>	2	2											2	2	
<b>CSPD</b>	1	1											1	1	
<b>Community &amp; Street Services</b>	5	5											5	5	
<b>Housing</b>	5	5											5	5	
<b>Legal</b>															
<b>Leisure</b>	2	2											2	2	
<b>Planning &amp; Environmental Health</b>	4	4											4	4	
<b>Regeneration</b>	3	3											3	3	
<b>Revenues &amp; Finance</b>	2	2											2	2	
<b>Totals</b>	<b>24</b>	<b>24</b>											<b>24</b>	<b>24</b>	

**Table D: Summary of Stage Two Complaints 01/04/10 – 30/06/10**

<b>Date Received</b>	<b>Area</b>	<b>Summary of Complaint</b>	<b>Departments Involved</b>	<b>Date Response Sent</b>	<b>No of work days</b>	<b>Remedy</b>
08/04/10	Bolsover	Problem with bailiff's visit, paid what was owing but now owe more charges	Revenues & Finance	07/05/2010	20	Explanation that tenant moved from property without advising the Council tax Section and also changed name
12/04/10	South Normanton	Green bin not emptied for two weeks	Street Services	30/04/10	14	Apology and new procedure put in place to monitor tickets being returned by crews
15/04/10	Glapwell	Vehicles driving up dropped kerbs and footpaths, bollard been removed, called in to see someone from Housing on two occasions but was refused an appointment	Housing	11/05/10	17	Explanation that parking enforcement is not a BDC function and action taken so far
21/04/10	Creswell	Very unhappy with bailiff firm claiming that they are not affiliated to the industry governing body.	Revenues & Finance	13/05/10	16	Explanation of events leading up to bailiffs being sent and an statement from the bailiff's office
26/04/10	Bolsover	Damage to daughter's bedroom and stairs whilst repairs were being carried out to bathroom	Housing Revenues & Finance	19/05/10	16	Confirmation of correspondence to Ombudsman, Insurers and resident that work carried out satisfactorily. Compensation for accidental damage refused by tenant
14/05/10	Tibshelf	Complaint regarding no refuse collection for a property they rent out	Street Services	27/05/10	9	Apology that matter not resolved sooner, replacement bin received however no refund payable on council tax

**Table D: Summary of Stage Two Complaints 01/04/10 – 30/06/10**

<b>Date Received</b>	<b>Area</b>	<b>Summary of Complaint</b>	<b>Departments Involved</b>	<b>Date Response Sent</b>	<b>No of work days</b>	<b>Remedy</b>
26/05/10	Bolsover	Claim for council tax benefit has not been processed. Had 100% rebate before moving to Bolsover	Revenues & Finance	16/06/10	15	Explanation delay due to information not supplied by claimant
26/05/10	Bolsover	Unhappy with benefits review	Revenues & Finance	18/06/10	17	Explanation of criteria required for benefit assessment
28/05/10	Newton	No response to complaint regarding inconsiderate parking of vehicle cutting hedges and grass verges	Street Services	04/06/10	4	Apology for late response to original e-mail, explanation of operative's procedure when parking on site
28/05/10	Glapwell	No response to complaint regarding inconsiderate parking	Housing	22/06/10	16	Parking enforcement not a BDC function, however apology for wrong information given initially and looking at possibilities to resolve
07/06/10	Creswell	Wants tenant's benefit claim paid direct to landlord	Revenues & Finance	01/07/10	18	Apology that a letter was not sent out advising that payments were to be made to tenant and explanation that insufficient evidence for a safeguard request
18/06/10	South Normanton	Complaint regarding being fined for not picking up after dog fouled on Ball Hill	Community Services	23/06/10	3	Re-iterated that it is an offence not to pick up dog mess
22/06/10	Clowne	Complaint regarding the delay in answering FOI Request	Housing	09/07/10	13	Gave details of recorded reports for low battery and intercom and apologised original letter not responded to

**Table D: Summary of Stage Two Complaints 01/04/10 – 30/06/10**

<b>Date Received</b>	<b>Area</b>	<b>Summary of Complaint</b>	<b>Departments Involved</b>	<b>Date Response Sent</b>	<b>No of work days</b>	<b>Remedy</b>
22/06/10	Barlborough	Complaint about grass cutting in Barlborough	Street Services	23/06/10	1	Apology and assurance that grass will be cut in time for inspection by East Midlands Barlborough in Bloom committee
22/06/10	Tibshelf	Complaint about the fact that no-one turned up for an arranged visit to assess for a sharps bin collection	Street Services Contact Centre	05/07/10	9	Apologies from Street Services and Contact Centre for missed appointment. Bin now collected and arrangements set up for further collections
25/06/10	Creswell	Unaware of arrears incurred in respect of previous property	Housing Revenues & Finance			Open but within timescale
29/06/10	Barlborough	Received two summons for non payment of council tax. Offered to pay amounts owed but not happy it is still going to court	Revenues & Finance			Open but within timescale
30/06/10	Glapwell	Father's arm hurt after catching it on broken gate, unhappy about length of time taken for insurance claim	Revenues & Finance	09/07/10	7	Pending insurance claim. Insurers still awaiting medical report but will chase up this week

**Table E - Complaints (Stage 2) Summary by Department 2010/11**

Department/Section	01/04/10 – 30/06/10			01/07/10 – 30/09/10			01/10/10- 31/12/10			02/01/11 – 31/03/11			Total 2010/11		
	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	1	1											1	1	
Customer Service & Performance															
Community & Street Services	6	6											6	6	
Housing	5	5											5	5	
HR & Payroll															
ICT															
Legal															
Leisure															
Planning & Environmental Health															
Regeneration															
Revenues & Finance	9	9											9	9	
<b>Totals</b>	<b>21</b>	<b>21</b>											<b>21</b>	<b>21</b>	

**Table F: Summary of Stage Three Complaints 01/04/10 – 30/06/10**

<b>Date Received</b>	<b>Area</b>	<b>Summary of Complaint</b>	<b>Departments Involved</b>	<b>Date Response Sent</b>	<b>No of work days</b>	<b>Remedy</b>
01/04/10	South Normanton	Not happy with stage 2 complaint response to planning residential development between Ball Hill and Corn Close wants independent investigation	Planning	04/05/10	20	Re-iterated the role of the Planning Department and the procedures undertaken when considering applications
12/04/10	Bolsover	Not happy that neighbouring property had been used as a storage facility when upgrade work was carried out in area	Housing	10/05/10	19	Accept that communications could have been better, however the department had acted appropriately
13/04/10	South Normanton	Felt staff gave incorrect information in relation to her son's benefit and rent account	Revenues Housing CSPD	14/05/10	21	Re-iterated advice given in response to Stage 2 complaint – information data protected until authorisation was given by son
26/04/10	Rainworth	Not happy with context of apology, feels it was insincere	Revenues	26/05/10	21	Re-iterated responsibility of claimant to inform of change of circumstances. Claim of bullying not accepted
30/04/10	South Normanton	Still not happy with attitude of Housing Needs Officer	Housing	04/06/10	22	Apology for upset caused, however accurate information has to be given with regard to housing situation
12/05/10	Bolsover	Not happy with actions of the bailiffs and cannot understand amount owing	Revenues & Finance	04/06/10	16	Confirmation of actions of bailiffs and amounts owing
23/06/10	Bolsover	Ongoing problem with benefits re: suspension of housing and council tax benefits	Revenues & Finance	05/07/10	8	Re-iteration of Stage 2 response- insufficient information to process claim. Information now supplied

**Table F: Summary of Stage Three Complaints 01/04/10 – 30/06/10**

<b>Date Received</b>	<b>Area</b>	<b>Summary of Complaint</b>	<b>Departments Involved</b>	<b>Date Response Sent</b>	<b>No of work days</b>	<b>Remedy</b>
30/06/10	Glapwell	Not happy with Stage 2 response on parking and wanted to be dealt with by senior officers	Housing	12/07/10	8	Re-iterated advice given in response to Stage 2 complaint – Parking is not a function we are responsible for, however Housing are liaising with County to try to resolve. Also confirmed that the customer should not expect to speak to senior officers when visiting the Contact Centre for updated information

**Table G: Summary of Ombudsman Complaints 2010/11**

<b>Date Received</b>	<b>Area</b>	<b>LGO's Summary of Complaint</b>	<b>Departments Involved</b>	<b>Date Response sent</b>	<b>No. of Calendar Days</b>	<b>Date Decision Letter Received</b>	<b>Ombudsman's Decision</b>
19/04/10	Bolsover	<b>Informal</b> – Council has failed to take action under the tenancy agreement to ensure neighbours keep their hedges trimmed and refused to consider altering or waiving its fees for dealing with a high hedge application	Housing Planning	13/05/2010	24	10/06/10	<b>Decision recorded as 'local settlement'</b> . Hedge to be cut in the autumn. High Hedges Policy to be considered regarding concessions
24/05/10	Shirebrook	<b>Informal</b> complaint regarding the Council's refusal to provide a replacement bin free of charge following theft and/or collect resident's bin from within the curtilage of the property	Street Services	01/06/10	8	14/06/10	<b>Decision recorded as 'no maladministration'</b> . Council has complied with its policy

**Table H - Summary of FOI Requests 01/04/10 – 30/06/10**

<b>Date Received</b>	<b>Ref Number</b>	<b>Summary of FOI</b>	<b>Departments Involved</b>	<b>Date Response Sent</b>	<b>No of work days</b>	<b>Information released</b>
01/04/10	01/1011	List of all credit balances for National Non Domestic Rates owing to incorporated companies	Revenues & Finance	30/04/10	19	Partially some info held-some not
07/04/10	02/1011	Information on the street contractor for parking offences	DCC	08/04/10	1	Transferred to DCC
07/04/10	03/1011	Names and positions of officers in the Legal Department	CSPD	08/04/10	1	No – information by other means and Data Protected - web link given
08/04/10	04/1011	Amount spent in 2008-09, 2007-08 and 2004-05 on external fees for bringing claims against someone or contesting a claim brought against the council	Revenues & Finance Legal	07/05/10	20	No - exempt - exceeds time limit
08/04/10	05/1011	Request details of British Sign Language interpreting services provided	CSPD Revenues & Finance	07/05/10	20	No - exempt - exceeds time limit
09/04/10	06/1011	Information for procurement of Recruitment Agency Services	Heads of Service	10/05/10	20	No information held
12/04/10	07/1011	Information on tree preservation orders and high hedges	Planning	11/05/10	20	Yes
12/04/10	08/1011	Information on credit balances for National Non Domestic Rates from 1990 to date	Revenues & Finance	10/05/10	19	Yes
12/04/10	09/1011	Information on the total spend on ICT within local authority	ICT	11/05/10	20	Yes
12/04/10	10/1011	Information regarding Enforcement Notices and Appeals, Contaminated Land and Compulsory	Planning Legal	04/05/10	15	No exempt - information by

**Table H - Summary of FOI Requests 01/04/10 – 30/06/10**

<b>Date Received</b>	<b>Ref Number</b>	<b>Summary of FOI</b>	<b>Departments Involved</b>	<b>Date Response Sent</b>	<b>No of work days</b>	<b>Information released</b>
		Purchase Orders	Environmental Health Regeneration			other means - web link given
12/04/10	11/1011	Details of any tenders that have been awarded over last 24 months that have Call Centre/Call Handling/Out of Hours Call Handling in their title	Procurement	30/04/2010	14	No information held
13/04/10	12/1011	Total number of Health Impact Assessments that have been submitted as a supporting document for a planning application	Planning	30/04/10	13	No information held
14/04/10	13/1011	Information relating to ICT Department structure and operations	ICT	11/05/10	18	Yes
14/04/10	14/10/11	Information regarding use of Regulation of Investigatory Powers Act (RIPA)	Legal	12/05/10	19	Partially, some exceeds time limit
14/04/10	15/1011	Information regarding number of times RIPA used in last 24 months	Legal	12/05/10	19	Partially, some exceeds time limit
15/04/10	16/1011	Information on credit balances for National Non Domestic Rates for 2010	Revenues & Finance	12/05/10	18	Yes
15/04/10	17/1011	Name, title, postal and electronic e-mail address for Head of Occupational Health	DCC	19/04/10	2	Transferred to DCC
15/04/10	18/1011	List of all trading names and/or addresses of all commercial premises which have been served with a noise abatement notice due to amplified music since 01/01/2008.	Environmental Health	12/05/10	18	Yes

**Table H - Summary of FOI Requests 01/04/10 – 30/06/10**

<b>Date Received</b>	<b>Ref Number</b>	<b>Summary of FOI</b>	<b>Departments Involved</b>	<b>Date Response Sent</b>	<b>No of work days</b>	<b>Information released</b>
15/04/10	19/1011	Information on parking enforcement and Freedom of Information	DCC CSPD	13/05/10	19	Partially (transferred to DCC)
15/04/10	20/1011	Information regarding ICT strategy	ICT	12/05/10	18	Yes
19/04/10	21/1011	Total amount that council has reimbursed its staff for mileage using their personal cars for business	HR & Payroll	13/05/10	17	No - exceeds time limit
20/04/10	22/1011	Confirmation of details regarding Local Development Framework	Planning	23/04/10	3	Yes
20/04/10	23/1011	Information regarding education	DCC	22/04/10	2	Transferred to DCC
21/04/10	24/1011	Information regarding new motto, mission statement or equivalent within last 5 years	CSPD	22/04/10	1	No - no information held
21/04/10	25/1011	Information on Licensing under the 1952 Hypnotism Act	Legal	17/05/10	17	No - no information held
22/04/10	26/1011	Numbers of FTE employees in council excluding teachers at the end of financial year 2004/5, plus various other questions	HR & Payroll	19/05/10	18	Partially, some information held-some not
23/04/10	27/1011	Copy of phone log for August and September 2006	Revenues & Finance	17/05/10	15	Yes
26/04/10	28/1011	Information relating to employee benefits and payments	HR & Payroll	17/05/10	14	Partially, some information held-some not
28/04/10	29/1011	Information of addresses and rateable values of empty commercial properties with current rateable value between £18,000 and £20,000	Revenues & Finance	19/05/10	14	Yes

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28/04/10	30/1011	Programme and or initiative to reduce carbon footprint of council	Regeneration	20/05/10	15	Yes
29/04/10	31/1011	How many Working Men's Club's have we afforded a rate reduction due to the recession, financial hardship or a drop in takings since July 1st 2007	Revenues & Finance	20/05/10	14	No - no information held
29/04/10	32/1011	Names of specified officers	CSPD	30/04/10	1	Yes
29/04/10	33/1011	Overseas visits made by councillors and/or employees/officers from January 1 2009 to present	HR & Payroll CSPD	19/05/10	13	No - no information held
04/05/10	34/1011	Employee paid time off to watch World Cup matches	CSPD	24/05/10	14	No - no information held
04/05/10	35/1011	Commemorative plaque scheme	CSPD	24/05/10	14	No - no information held
04/05/10	36/1011	Staff numbers/ invoices processed	HR & Payroll Revenues & Finance	24/05/10	14	Partially, some information held-some not
05/05/10	37/1011	Information regarding application and allocation of Disabled Facility Grants	Regeneration	24/05/10	13	Yes
05/05/10	38/1011	Allocation and spend of Working Neighbourhoods Fund	CEPT	02/06/10	19	Yes
05/05/10	39/1011	Retirement and Pension Schemes	DCC	06/05/10	1	Transferred to DCC
06/05/10	40/1011	Fees for returning stray animals	Environmental Health	19/05/10	9	Yes

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07/05/10	41/1011	Questions in relation to the Council's Future Jobs Fund programme	HR & Payroll	24/05/10	11	Partially, some information held-some not
10/05/10	10/02002/EHINFO <sup>1</sup>	Amber Park Development UDG, Berristow Lane, Berristow Lane Industrial Estate, South Normanton	Environmental Health	21/05/10	10	Yes
12/05/10	42/1011	Information regarding types of housing stock and occupants	Housing	21/05/10	7	Partially, some information held-some not
11/05/10	43/1011	Sickness absence and number of full time employees	HR & Payroll	20/05/10	7	Partially, some information held-some not
12/05/10	44/1011	Prosecutions in relation to recycling and waste	Street Services	21/05/10	7	No - no information held
13/05/10	45/1011	Business rates receiving mandatory relief	Revenues & Finance	25/05/10	8	Yes
11/05/10	46/1011	Staffing and provisions for polling stations	Democratic Services	25/05/10	10	Partially, some information held-some not
13/05/10	47/1011	Names of Councillors, ward, political party, e-mail address	Democratic Services	17/05/10	2	No exempt – information available by other means - web link given
14/05/10	48/1011	Written policies and procedures relating to collection and care of stray/abandoned dogs	Environmental Health	14/06/10	20	Yes

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17/05/10	49/1011	List of current venues which are lap dancing establishments	Legal	19/05/10	2	No - no information held
19/05/10	50/1011	Primates licensed under the Dangerous Wild Animals Act	Environmental Health	02/06/10	9	Partially, some information held-some not
19/05/10	51/1011	Details of schools and colleges	DCC	20/05/10	1	Transferred to DCC
19/05/10	52/1011	Locations and facilities of Play Parks within authority	Leisure	16/06/10	19	Yes
19/05/10	53/1011	Number of people currently on waiting list for a council property	Housing	15/06/10	18	Yes
21/05/10	54/1011	Information relating to appeals against decisions of the Licensing Committee	Legal	02/06/10	6	No - no information held
21/05/10	55/1011	How many approved gypsy/traveller pitches in authority	Regeneration	02/06/10	6	Yes
24/05/10	56/1011	Information regarding the council's website	ICT	04/06/10	7	Yes
25/05/10	57/1011	Amount of funding and staff time given to trade unions and activities	HR & Payroll	04/06/10	6	Partially, some information held-some not
25/05/10	58/1011	Information regarding CCTV specifications	Community Services Leisure Regeneration	FOI Request withdrawn 03/06/10		
25/05/10	59/1011	Information on Highway Act 1980- unauthorised signs and structures and Adoption of privately owned land	Regeneration Legal DCC	11/06/10	12	Transferred to DCC

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26/05/10	60/1011	List of Framework agreements and call off arrangements let by authority and used solely by authority	Procurement CSPD	17/06/10	15	Partially – and information available by other means - web links
28/05/10	61/1011	Since Thursday 24th November 2005 how many Section 51 and Section 87 Licensing Act 2003 Reviews have been submitted	Legal	07/06/10	5	Yes
03/06/10	62/1011	Forward full structure charts of departments inc. names, job titles & numbers	CSPD	25/06/10	16	Partially, some information held-some available by other means – web links given
30/05/10	63/1011	Information relating to the practice of pre-ticking the Register opt-out box on the annual canvass form.	Democratic Services	24/06/10	17	Partially some information held - some not
02/06/10	64/1011	Information relating to persons who have died with no known next of kin since 1st September 2009 to present day	Environmental Health	11/06/10	7	Yes
02/06/10	10/02936/EHINFO <sup>1</sup>	Holmes Yard, Brookhill Lane, Pinxton	Environmental Health	08/06/10	2	Yes
31/05/10	65/1011	The total expenditure on IT/ICT within the Council for 2008/9 and 2009/10	Revenues & Finance ICT	08/06/10	5	Yes
03/06/10	66/1011	Details of payments/donations made by specified Councillors from their Community	Revenues & Finance	07/06/10	2	Yes

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		Fund for the period 2009/2010				
04/06/10	67/1011	In the last financial year how many incidents did the authority record where refuse collectors were assaulted and how many working days were lost during 09/10 financial year.	Street Services	09/06/10	3	Yes
07/06/10	68/1011	Information regarding union membership subscriptions	HR & Payroll	09/06/10	2	Yes
08/06/10	69/1011	Information on students and possession of dangerous weapons	DCC	09/06/10	1	Transferred to DCC
08/06/10	70/1011	The number of trees cut down in 2008/9 and number of trees planted in 2008/9/10	Street Services	16/06/10	6	Yes
08/06/10	71/1011	Research into the incidence of different types of management system within Local Authorities.	Environmental Health	10/06/10	2	Clarification sought 10/06/10 and 01/7/10
08/06/10	72/1011	Proportion of Council Tax paid for by benefits or directly from the residents	Revenues & Finance	30/06/10	16	Yes
09/06/10	73/1011	Copy of phone log for June and July 2006	CSPD	23/06/10	10	Yes
11/06/10	74/1011	Request for copies of planning documents	Planning	14/06/10	1	No - exempt, information available by other means
10/06/10	75/1011	Release the statutory register of members' interests in full for each of the last 3 years (calendar or financial)	Legal	18/06/10	6	No - exempt, information available by other means

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14/06/10	76/1011	Since 1st January 2005 have we introduced any new wording on any welcome road signs	CSPD	24/06/10	8	No information held
14/06/10	77/1011	How many children have been forcibly adopted without parental consent since November 2006	DCC	15/06/10	1	Transferred to DCC
14/06/10	78/1011	Supply a list of expenses claimed by each councillor within the district for this current session, also list of salaries paid	HR & Payroll	29/06/10	11	Yes
14/06/10	79/1011	Information on Procurement services	Procurement	30/06/10	12	Partially –web links given
15/06/10	80/1011	Information regarding EDRM Systems	ICT	17/06/10	2	Partially some information held - some not
15/06/10	81/1011	Have we renamed any streets, roads, avenues etc. since January 1st 2000	Regeneration	18/06/10	3	Yes
17/06/10	82/1011	Companies which have contracts with council to recycle electronic goods, including fridges, computers and televisions.	Street Services ICT	08/07/10	15	Partially some information held - some not
18/06/10	83/1011	Information on how council trades with its suppliers	Procurement			Open but within timescale
22/06/10	84/1011	Information on council's regulations on leafleting	Planning	29/06/10	5	No information held
23/06/10	85/1011	List of credits that have been written off in respect of Non Domestic Business Rates as at 31/03/10 as far back as records will allow	Revenues & Finance	29/06/10	4	Yes
23/06/10	86/1011	How many families received Housing Benefits of over £2,000 per week	Revenues & Finance	25/06/10	2	No information held

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23/06/10	87/1011	How much money is given to independent schools for last three years to cover costs of educating state school pupils	DCC	24/06/10	1	Transferred to DCC
23/06/10	88/1011	Provide list of all flags flown from main council building within last 12 months	CSPD	30/06/10	5	Partially some information held - some not
24/06/10	89/1011	How much money has been spent on producing and distributing council newspapers for last three years	CSPD			Open but within timescale
25/06/10	90/1011	Incidents of attempts by care providers to evict residents in care homes	DCC	28/06/10	1	Transferred to DCC

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

**Table I: Freedom of Information Requests by Department 2010/11**

Department/Section	1/4/10- 30/6/10			1/07/10 – 30/9/10			1/10/10 – 31/12/10			2/1/11 – 31/3/11			Total		
	No. of Requests	No. Responded	No. out of time	No. of Requests	No. Responded	No. out of time	No. of Requests	No. Responded	No. out of time	No. of Requests	No. Responded	No. Out of time	No. of Requests	No. Responded	No. out of time
CEO	1	1											1	1	
CEPT	2	2											2	2	
CSPD	15	15											15	15	
Community & Street Services	6	6											6	6	
Democratic Services	4	4											4	4	
Housing	3	3											3	3	
HR & Payroll	11	11											11	11	
ICT	8	8											8	8	
Legal	11	11											11	11	
Leisure	3	3											3	3	
Planning & Environmental	16	16											16	16	
Health															
Procurement	4	4											4	4	
Regeneration	9	9											9	9	
Revenues & Finance	16	16											16	16	
<b>Totals</b>	<b>109</b>	109											<b>109</b>	109	