

Committee:	Executive	Agenda Item No.:	8.
Date:	1 st November 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 1st July 2010 to 30th September 2010.

Compliments

Table A shows the number of written compliments received for the period. In total 34 written compliments were received. 7 of these compliments were for the Housing Department, for help with repairs and housing applications, and 7 were for Community & Street Services, regarding helpful service from CAN Rangers and Refuse Operatives.

Comments

Table B shows the number of written comments received for the period. All 17 comments received were responded to within standard (20 working days).

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 1st July 2010 to 30th September 2010:

Stage One Complaints		
Service Area	01/04/10 – 30/06/10	01/07/10 – 30/09/10
Complaints regarding housing repairs e.g. out of time, quality	6	4
Missed clinical waste collection	17 (9)	14 (6)
Missed domestic or green bin collection	182 (132)	166 (135)
Missed blue box collection	94 (85)	83 (72)
Total	299 (226)	267 (213)

The figures in brackets show the number of stage one complaints not resolved by the Contact Centre and passed through to the Community & Street Services department for investigation/action. For the same period Contact Centres handled 7,429 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. 17 of these were responded to within our customer service standard of 20 working days, with the remaining one open but within timescale as of 13/10/10.

There were no trends for this period.

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 were responded

to within standard, one was responded to outside the standard and the remaining one open but within timescale as of 13/10/10.

Ombudsman

Table G shows the status of Ombudsman complaints for 2010/11 as of 13th October 2010. During this period 2 complaints were received, one formal and one informal, both were responded to within the Ombudsman's standard of 28 calendar days. With regard to these complaints, the Ombudsman has not yet recorded their decisions.

Freedom of Information (FOI)

Table H shows the number of requests for 'freedom of information' for the period by date order. Of the 104 requests received, 98 were responded to within the government standard of 20 working days, 2 was awaiting clarification, 1 has had the timescale extended (as permitted under the legislation) and 3 are open but within timescale as of 13/10/10.

Table I shows the above information by department.

Personal Data requests (DP)

There were 13 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

HR & Payroll: - 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 01/07/10 – 30/09/10

Table B: Comments summary for the period 01/07/10 – 30/09/10

Table C: Comments summary by department 2010/11

Table D: Stage two complaints summary for the period 01/07/10 – 30/09/10

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

Table F: Stage three complaints summary for the period 01/07/10 – 30/09/10

Table G: Ombudsman complaints summary for 2010/11

Table H: Freedom of information summary for the period 01/07/10 – 30/09/10

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

FILE REFERENCE: - N/A

SOURCE DOCUMENT: - N/A

Table A: COMPLIMENTS SUMMARY 01/07/10 – 30/09/10

Date Received	Area	Summary of Compliment	Departments Involved
02/07/10	Clowne	Thanks to Revenues staff for kindness and consideration	Revenues & Finance
05/07/10	Clowne	Thanks to Housing Officer for help in relation to mother's housing situation	Housing
07/07/10	Bolsover	Thanks for inviting to Youth Council, very impressed with whole process	Customer Service & Performance
07/07/10	Whaley Thorns	Thanks to Housing staff for support and friendliness over last 2 months	Housing
08/07/10	London	Thanks to Customer Service & Performance Department for assistance	Customer Service & Performance
08/07/10	Clowne	For answering questions on recycling and providing assistance	Community & Street Services
12/07/10	Shirebrook	Thanks to plumber for the level of service and excellent attitude	Housing
12/07/10	Tibshelf	Thanks for support, professionalism and good organisation at Pleasley Vale	Leisure
14/07/10	Arnold	Thanks to Extreme Sports Coach for making Arnold's Carnival a great success	Leisure
14/07/10	Arnold	Thanks to Outdoor Recreation Officer for activity at Carlton's Play Forum	Leisure
14/07/10	Unknown	Thanks to Environmental Health Officer for help	Planning & Environmental Health (Food Safety Service)
14/07/10	Whitwell	Thanks to CAN Rangers for their attendance at gala	Community & Street Services
27/07/10	Glapwell	Thanks to Dog Warden for finding lost dog, very efficient and caring	Planning & Environmental Health
28/07/10	Scarcliffe	Thanks for new street signs	Customer Service & Performance Regeneration (Engineers)
02/08/10	Tibshelf	Appreciation for the handling of a major planning application in Tibshelf	Planning & Environmental Health
04/08/10	Clowne	Thanks to Customer Service & Performance Department for response to highways enquiry and taking ownership of the problem	Customer Service & Performance
05/08/10	Clowne	Thanks to Grounds Maintenance team for hedges trimmed and clearing of footpath at Clowne	Community & Street Services
06/08/10	Whitwell	Thanks to Land Charges for help and speed in getting a result	Legal (Land Charges)

Table A: COMPLIMENTS SUMMARY 01/07/10 – 30/09/10

Date Received	Area	Summary of Compliment	Departments Involved
11/08/10	Bolsover	Thanks to Land Charges for help and patience in finding an address	Legal (Land Charges)
17/08/10	Shirebrook	Thanks to Customer Advisor for all her help sorting out single occupancy	Contact Centres
18/08/10	Unknown	Thanks to Housing Officer for help and understanding over last year	Housing
20/08/10	New Houghton	Thanks to kindness and efficiency of Refuse Operative on service and collection of yellow bags	Community & Street Services
25/08/10	Chesterfield	Thanks to Land Charges for helpful, efficient and cost effective service	Legal (Land Charges)
06/09/10	Whitwell	Thanks to Operatives who unblocked drain, very efficient and polite	Regeneration (Engineers)
08/09/10	Bolsover	Thanks to Environmental Enforcement Technical Assistant for prompt and successful action in removing abandoned vehicle	Planning & Environmental Health (Commercial)
10/09/10	Whitwell	Speed and efficiency for repair work undertaken	Housing
14/09/10	Shirebrook	Support given by CAN Rangers to Adult Care Groups	Community & Street Services
15/09/10	Bolsover	Support given by CAN Rangers to Police in tackling potential anti-social behaviour problem	Community & Street Services
17/09/10	Unknown	Speed and efficiency of benefit application	Revenues & Finance
21/09/10	Bolsover	Chair based exercises at Kissinggate enjoyable	Leisure
22/09/10	Bolsover	Trees trimmed at property	Community & Street Services
22/09/10	Langwith	Thanks to Revenues staff for time and help	Revenues & Finance (Benefits)
24/09/10	Creswell	Thanks for repairs work carried out, very pleased with result	Housing
24/09/10	Glapwell	Thanks to Housing staff for help when homeless	Housing

Table B: SUMMARY OF COMMENTS 01/07/10 – 30/09/10

Date Received	Area	Summary of Comment	Departments Involved	Date Response Sent	No of work days	Summary of Response
09/07/10	Creswell	Blue box and green bin not emptied, wants a Council Tax rebate	Community & Street Services Contact Centre Revenues & Finance	29/07/10	14	Apology for missed collections, reiterated correct days and times for presenting bins, explained council tax rebate not appropriate
12/07/10	Shirebrook	Complaints about contracted workforce in Shirebrook parking on pavements, loud music etc	Regeneration	23/07/10	9	Apology for any distress caused by contractors. Site supervisor to be made aware of noise nuisance and assurance given that behaviour will improve and vehicles will be parked appropriately in future
14/07/10	Shirebrook	Concerns about alleged inequality of treatment	Housing	03/08/10	12	Explained rationale for visits to property, i.e. complaints by neighbours
19/07/10	Shirebrook	Damage to grass caused by weed sprayer (follow on from Stage Two complaint)	Community & Street Services	27/07/10	6	Resident visited, agreed to re-seed later in year
20/07/10	Bolsover	Comments regarding help a resident is receiving with his garden	Community & Street Services	05/08/10	12	Explained comments have been noted
28/07/10	Sheffield	Annoyed that Grounds Maintenance Operatives left after 10 mins having trimmed hedge	Community & Street Services	11/08/10	10	Explained Assisted Garden Service is a maintenance service only and not a gardening service

Table B: SUMMARY OF COMMENTS 01/07/10 – 30/09/10

Date Received	Area	Summary of Comment	Departments Involved	Date Response Sent	No of work days	Summary of Response
30/07/10	Clowne	Wants reserved car parking spaces for surgery in Whitwell	Regeneration	13/08/10	10	Informed that this is only car park in Whitwell and it would not be feasible to allocate spaces for the surgery
05/08/10	Glapwell	Vehicles and construction work causing damage and obstruction	Housing	18/08/10	9	Reiterated that the Housing Department have sent out letters to residents regarding parking
10/08/10	Clowne	Further comments regarding central heating system and thermostat	Housing	19/08/10	7	Reiterated that Council's position has not changed. Heating system is appropriate for type of property. Offered to arrange another test with charge of approximately £75
11/08/10	Glapwell	Waiting for a new kitchen, given date to be done by July 2011 but wants it completed before	Housing	31/08/10	13	Explanation that this is planned works which is always issued with a 12 month timescale - work will be completed within that timescale
18/08/10	Clowne	Emergency Care Line was out of action which put him at risk	Housing Customer Service & Performance	14/09/10	18	Clarified the contract for the Emergency Care Line is between the tenant and his Housing Association as his landlord
19/08/10	Glapwell	On-going problems with parking in Glapwell	Housing	26/08/10	5	Confirmed that people parking had not had permission from this Council, or DCC to cross footpath. Council does not have funding to provide alternative parking
24/08/10	Clowne	Further comments regarding central heating system and thermostat	Housing	27/08/10	3	Nothing further to add to advice given in earlier response (dated 19/8/10)

Table B: SUMMARY OF COMMENTS 01/07/10 – 30/09/10

Date Received	Area	Summary of Comment	Departments Involved	Date Response Sent	No of work days	Summary of Response
10/09/10	Clowne	Further comments regarding central heating system and thermostat and also some other repairs	Housing	23/09/10	9	Re-iteration of previous letter regarding heating. Other repairs completed
16/09/10	Creswell	Charging Leisure Centre staff for use of facilities	Leisure	05/10/10	13	This matter has been resolved by the Head of Leisure who has been dealing directly with resident
24/09/10	Shirebrook	Why BDC does not fund debt advice/housing problems/employment issues given by Chesterfield Law Centre	Revenues & Finance	13/10/10	13	Advice on funding provided
28/09/10	Shirebrook	Concerns over provision of litter bins at Shirebrook and trees not been replaced	Community & Street Services	05/10/10	5	Confirmation of schedule to empty bins remained unchanged, however larger items cannot fit in new lidded bins which had been requested, will continue to be emptied weekly and as and when required. Guards for trees to be fitted as quickly as possible and any dead trees to be replaced before December

Table C: Comments 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		
	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 Centre	2	2		1	1								3	3	
Customer Service & Performance Department	1	1		1	1								2	2	
Community & Street Services	5	5		5	5								10	10	
Housing	5	5		8	8								13	13	
Legal															
Leisure	2	2		1	1								3	3	
Planning & Environmental Health	4	4											4	4	
Regeneration	3	3		2	2								5	5	
Revenues & Finance	2	2		2	2								4	4	
Totals	24	24		20	20								44	44	

Table D: Summary of Stage Two Complaints 01/07/10 – 30/09/10

Date Received	Area	Summary of Complaint	Departments Involved	Date Response Sent	No of work days	Remedy
05/07/10	Shirebrook	Complaint regarding Grounds Maintenance operatives spraying lawns with weed killer	Community & Street Services	16/07/10	9	Explanation that operatives are trained in spraying and been in area since March 30th 2010
15/07/10	Glapwell	Complaint regarding neighbours' anti-social behaviour	Housing	06/08/10	16	Explanation of action taken by Council so far and advice given but not taken regarding housing situation
19/07/10	Whitwell	Did not receive wheeled bins until numerous calls made to Contact Centre and Refuse department, also wants adjustment on council tax	Community & Street Services Contact Centres Revenues & Finance	10/08/10	16	Explanation of action taken so far, procedures to be reviewed for new builds and apology for delay
21/07/10	Clowne	Complaint regarding state of footpaths and trees in Clowne	Community & Street Services	12/08/10	16	Explained pavements been cleared and given list of dates sweeper attended, work being done on trees –damage not caused by BDC operatives
27/07/10	Glapwell	Complaint that private pension not taken into account on benefit claim and feel it has been calculated wrongly	Revenues & Finance	19/08/10	17	Breakdown of events to show what is owed plus apology for error resulting in a benefit overpayment
27/07/10	Tibshelf	Ongoing nuisance neighbour complaint – unhappy with action being taken by Council	Housing	04/08/10	6	Explained case going to mediation
27/07/10	Shirebrook	Questionnaire has no return address or envelope	Community & Street Services	02/08/10	4	Apology and advised all questionnaires have been redelivered by CAN Rangers

Table D: Summary of Stage Two Complaints 01/07/10 – 30/09/10

Date Received	Area	Summary of Complaint	Departments Involved	Date Response Sent	No of work days	Remedy
05/08/10	Clowne	Refuse bins being left on pavement and causing an obstruction	Community & Street Services	19/08/10	10	Apology for any distress, spoken to crew about leaving bins in middle of pavement and additional monitoring being implemented
05/08/10	Unknown	Football nets at Frederick Gents School not been repaired or replaced and yearly charge for club card	Leisure	23/08/10	12	Apology for length of time taking to resolve situation however the school are responsible for repair and maintenance of equipment
13/08/10	South Normanton	Unhappy with cutting of hedge and had to pay someone to tidy it up	Community & Street Services	01/09/10	12	Explanation that assisted garden scheme is only to ensure hedges and grass do not become overgrown and is not a bespoke gardening service
17/08/10	Bolsover	Being evicted from private property and wants to move into a council property, unhappy with decision regarding points allocated	Housing	31/08/10	9	Explanation of how points system works and that requested property is to be used as temporary decant accommodation
18/08/10	Creswell	Standard and frequency of cleaning at Victoria House Creswell	Housing	27/08/10	7	Cleaning duties being done by warden whilst awaiting appointment of new cleaner, apology for no arrangements being in place when warden was on leave, situation now being monitored
19/08/10	Langwith	Landlord disputing the decision to pay housing benefit direct to tenant	Revenues & Finance	14/09/10	17	Explanation of procedure by Council in relation to safeguard requests

Table D: Summary of Stage Two Complaints 01/07/10 – 30/09/10

Date Received	Area	Summary of Complaint	Departments Involved	Date Response Sent	No of work days	Remedy
26/08/10	Shirebrook	Feels tenancy issues not being dealt with sympathetically	Housing	17/09/10	17	Explanation of procedure by the Housing Department in relation to housing issues and assured that this is applied in every case
31/08/10	Clowne	Elderly resident received a letter from a contractor in relation to electrical works and was worried it was a scam as received no notification from the Council	Housing	06/09/10	4	Apology for distress caused, however the letter from contractor (of which we had no prior knowledge) caused initial confusion
09/09/10	Shirebrook	Made numerous calls to complain about damp patches, leak found but not rectified yet	Housing	17/09/10	6	Apology and explained operative been out to rectify, however repair not successful, assured another repair to be done within 2 weeks
29/09/10	Newton	Unhappy with service for new shower tray and with a Housing Officer's comments	Housing			Open – as of 13/10/10
29/09/10	Upper Langwith	Complaint regarding planning application approval of wind turbine	Planning	08/10/10	7	Explained redirected to Derbyshire County Council as the determining authority

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								2	2	
Customer Service and Performance				1	1								1	1	
Community & Street Services	6	6		6	6								12	12	
Housing	5	5		8	8								13	13	
HR & Payroll															
ICT															
Legal															
Leisure				1	1								1	1	
Planning & Environmental Health				1	1								1	1	
Regeneration															
Revenues & Finance	9	9		3	3								12	12	
Totals	21	21		21	21								42	42	

Table F: Summary of Stage Three Complaints 01/07/10 – 30/09/10

Date Received	Area	Summary of Complaint	Departments Involved	Date Response Sent	No of work days	Remedy
12/07/2010	Creswell	Landlord claiming financial loss due to housing benefit being paid direct to tenant	Revenues & Finance	11/08/10	22	Re-iterated advice given in response to Stage 2 complaint, housing benefit processed in line with regulations - compensation not appropriate in this case
13/07/2010	Clowne	Not happy with response about Emergency Care Line, questioned whether data protection had been breached	Housing	10/08/10	20	Apology for any upset caused and explained that tenant should contact landlord with regard to alarm, explained no personal information other than that contained in his letter of complaint shared with landlord
31/08/2010	Glapwell	Not happy with Stage 2 response about action taken by Council so far in relation to neighbour problem and advice given (but not taken) regarding housing situation	Housing	14/09/10	10	Re-iterated advice given in Stage 2 response that to terminate the tenancy would change her position on the housing list
01/09/2010	Glapwell	Not happy at amount she has been told she owes due to a housing benefit overpayment	Revenues & Finance	23/09/10	16	Re-iterated advice given in Stage 2 response that benefit has been calculated correctly
02/09/2010	Swanwick	Not happy with timescale for replacement nets at Frederick Gents School	Leisure	30/09/10	20	Re-iterated that repairs were the responsibility of school, however the Facilities Planning & Development Manager will raise at next partnership management meeting
30/09/10	Langwith	Landlord claiming financial loss due to housing benefit being paid direct to tenant	Revenues & Finance			Open – as of 13/10/10

Table G: Summary of Ombudsman Complaints 2010/11

Date Received	Area	LGO's Summary of Complaint	Departments Involved	Date Response sent	No. of Calendar Days	Date Decision Letter Received	Ombudsman's Decision
19/04/10	Bolsover	Informal – 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	Decision recorded as 'local settlement' . Hedge to be cut in the autumn. High Hedges Policy to be considered regarding concessions
24/05/10	Shirebrook	Informal - 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	Community & Street Services	01/06/10	8	14/06/10	Decision recorded as 'no maladministration' . Council has complied with its policy
19/07/10	Bolsover	Formal – Council has wrongly demanded unpaid Council Tax payments for a former address and bailiffs behaviour when they have visited has caused stress and anxiety	Revenues	09/08/10	15		
07/09/10	Scarcliffe	Informal – Council has failed to carry out adaptations to the home in accordance with a scheme agreed four years ago by DCC occupational therapists	Housing	22/09/10	11		

Table H - Summary of FOI Requests 01/07/10 – 30/09/10

Date Received	Ref Number	Summary of FOI	Departments Involved	Date Response Sent	No of work days	Information released
01/07/10	91/1011	Number of employees eligible to join UNISON and employees in a union other than UNISON	HR & Payroll	08/07/10	5	Partially
02/07/10	92/1011	Persons who have died since November 2009 in area and whose details we have passed onto either the Treasury Solicitor, Duchy of Lancaster/Cornwall and the Office of Queen's and Lord Treasurer's Remembrancer	Regeneration	19/07/10	11	Yes
05/07/10	93/1011	Numbers of discrimination cases taken against council by staff or ex-staff between June 1st 2008 and June 1st 2010	HR & Payroll	22/07/10	13	No information held
05/07/10	94/1011	Information on Bolsover District Guide	Customer Service & Performance	08/07/10	3	Partially
07/07/10	95/1011	How many fixed penalty notices or fines has authority issued in each of last three years 2007/08, 2008/09, 2009/10	Environmental Health & Planning	21/07/10	10	Partially
06/07/10	96/1011	Which organisations contracted to run services on behalf of the council are religious in nature	Customer Service & Performance	09/07/10	3	No information held
06/07/10	10/02936/EHINFO EIR ¹	Holmes Yard, Brookhill Lane, Pinxton	Environmental Health & Planning	08/07/10	2	Yes
07/07/10	97/1011	How many incidents in primary and secondary schools over last 3 years where pupils have allegedly sexually assaulted and/or sexually harassed and/or sexually attacked and/or sexually abused their teachers	DCC	09/07/10	2	Forwarded to DCC

Table H - Summary of FOI Requests 01/07/10 – 30/09/10

Date Received	Ref Number	Summary of FOI	Departments Involved	Date Response Sent	No of work days	Information released
07/07/10	98/1011	How many cheques were issued in total to both individuals and organisations between 1st April 2009 and 31st March 2010	Revenues & Finance Housing Customer Service & Performance Leisure	03/08/10	19	Yes
08/07/10	99/1011	Allotments or growing spaces both private and public in last 5 years	Environmental Health & Planning	22/07/10	10	No information held
08/07/10	100/1011	Addresses and rateable values of empty Commercial properties with a current rateable value greater than £50,000	Revenues & Finance	04/08/10	19	Yes
12/07/10	101/1011	Information request for Greenfield Data Thesis	Environmental Health & Planning	27/07/10	11	Partially
09/07/10	102/1011	Information relating to IT Department	ICT	21/07/10	8	Yes
09/07/10	103/1011	Information on addresses and rateable values of all properties that have historic credit on their account	Revenues & Finance	04/08/10	18	No information held
12/07/10	104/1011	How many staff are employed by council full time and part time and how many buildings are owned by council in which staff are permanently based	HR & Payroll Regeneration	05/08/10	18	Yes
12/07/10	105/1011	Information on the amount the Council has spent on its CCTV network in the past three years	Community & Street Services Leisure Regeneration	05/08/10	18	Yes

Table H - Summary of FOI Requests 01/07/10 – 30/09/10

Date Received	Ref Number	Summary of FOI	Departments Involved	Date Response Sent	No of work days	Information released
14/07/10	106/1011	Have we paid for any celebrities since 1st Jan 2007 to carry out any Public Relations work	Customer Service & Performance	28/07/10	10	No information held
14/07/10	107/1011	Information regarding the number of families and individuals with whom authority working with because of gang related activity and violence	(Questions 1 and 3 forwarded to DCC) Question 2 Community & Street Services	23/07/10	7	No information held
14/07/10	108/1011	Information on recyclable items and how they get disposed of	Community & Street Services	28/07/10	10	Yes
14/07/10	109/1011	Details of current or most recent supplier/service provider used for our payment process	Revenues & Finance	10/08/10	19	Partially
14/07/10	110/1011	Information relating to persons who have died with no known next of kin since 1st January 2010 to present day	Environmental Health & Planning	05/08/10	16	Yes
15/07/10	111/1011	Provide cost of Purchase Ledger, Sales Ledger, Legal, IT, HR, Payroll and Estates Management	Revenues & Finance	11/08/10	19	Partially
15/07/10	112/1011	How many instances have been recorded of adults over age 18 enrolling in primary and secondary schools in area	DCC	19/07/10	2	Forwarded to DCC
16/07/10	113/1011	What was sum total that council paid out in claims for compensation following personal injury over last three years	Revenues & Finance	13/08/10	20	No – exempt (would exceed the 'appropriate limit')
19/07/10	114/1011	Details of empty commercial properties with a rates payable of £18,000 and above	Revenues & Finance	12/08/10	18	Yes

Table H - Summary of FOI Requests 01/07/10 – 30/09/10

Date Received	Ref Number	Summary of FOI	Departments Involved	Date Response Sent	No of work days	Information released
20/07/10	115/1011	How many external support resource - people have we currently engaged either on interim, fixed term or projects cost (tender) basis	All FOI contacts			Clarification sought 05/08/10 and not received
20/07/10	116/1011	How many households has the council accepted as homeless in the last 5 years	Housing	09/08/10	14	Yes
20/07/10	117/1011	Provide register of interests for the Leader for the period January 2003 to January 2005	Legal	09/08/10	14	Yes
20/07/10	118/1011	Number of hackney carriage and private hire vehicles licensed by us up to date 2010	Legal	10/08/10	15	Yes
23/07/10	119/1011	Confirmation of fees authority paid to independent or voluntary sector providers of residential care for older people and young adults	DCC	27/07/10	2	Forwarded to DCC
23/07/10	10/03290/EHINFO EIR ¹	Land at Fordbridge Lane	Environmental Health & Planning	13/08/10	15	Yes
26/07/10	120/1011	Information regarding Zoo Licensing Act	Environmental Health & Planning	10/08/10	11	No information held
26/07/10	121/1011	Request for copies of complaint log/letter re height of new roof not in accordance with approved plan	Environmental Health & Planning	11/08/10	12	Yes
30/07/10	122/1011	Complaints and prosecutions about private landlords	Environmental Health & Planning	18/08/10	13	Partially

Table H - Summary of FOI Requests 01/07/10 – 30/09/10

Date Received	Ref Number	Summary of FOI	Departments Involved	Date Response Sent	No of work days	Information released
02/08/10	123/1011	Information regarding the Council using a company called 'Reputation'	Customer Service & Performance Revenues & Finance	18/08/10	12	No information held
02/08/10	124/1011	Contact details of senior Officers of the Council	Customer Service & Performance	18/08/10	12	Yes
02/08/10	125/1011	Meeting dates and expenses paid to Solicitor to the Council for out of hours meeting	Legal	23/08/10	15	Partially – information released regarding meeting dates and no information held in relation to expenses
02/08/10	126/1011	Information relating to persons who have died with no known next of kin since 1st February 2010 to present day	Environmental Health & Planning	19/08/10	13	Partially
02/08/10	127/1011	Number of Political Advisors/ Diversity Officers employed by Council	HR & Payroll	19/08/10	13	Partially
03/08/10	10/03424/ EHINFO EIR ¹	Creswell Road, Clowne	Environmental Health & Planning	16/08/10	11	Yes
04/08/10	128/1011	Information on Council tenanted households with income over £50,000	Housing	19/08/10	11	No information held

Table H - Summary of FOI Requests 01/07/10 – 30/09/10

Date Received	Ref Number	Summary of FOI	Departments Involved	Date Response Sent	No of work days	Information released
04/08/10	129/1011	Residential freehold properties owned by Council	Housing	26/08/10	16	Yes
04/08/10	130/1011	Primary contacts for NHS/PCT partnerships	DCC	06/08/10	2	Forwarded to DCC
04/08/10	131/1011	Street cleansing costs 2007- 2009	Community & Street Services, Environmental Health & Planning	19/08/10	11	Yes
05/08/10	132/1011	Contact details of transport/ company vehicles manager	Customer Service & Performance	06/08/10	1	Yes
06/08/10	133/1011	General Fund Revenue Account Annual Revenue Outturn Returns (AROR) submitted to DCLG 2009/10	Revenues & Finance	24/08/10	12	Exempt (Section 22 - Information intended for future publication by Communities and Local Government)
06/08/10	134/1011	Information about contracted/ agency and other staff costs	All FOI contacts	27/08/10	15	Yes
06/08/10	135/1011	Land Charges information	Legal	19/08/10	9	No information held
09/08/10	136/1011	Details of all the not for profit organisations within authority who have been granted a Local Lottery Licence	Legal	19/08/10	8	Partially

Table H - Summary of FOI Requests 01/07/10 – 30/09/10

Date Received	Ref Number	Summary of FOI	Departments Involved	Date Response Sent	No of work days	Information released
10/08/10	137/1011	Schools in area serving Halal prepared meat	DCC	11/08/10	1	Forwarded to DCC
10/08/10	138/1011	Council's expenditure on contracting celebrities to make personal appearances, or to participate in any events or campaigns	Customer Service & Performance	11/08/10	1	No information held
11/08/10	139/1011	Information regarding parking fines and speed cameras in our area	DCC	11/08/10	0	Forwarded to DCC
13/08/10	140/1011	Provide a copy of all Equality Impact Assessments produced when 2010/11 budget was developed and explain how Equality Impact Assessments informed the decision making around the budget setting process	Revenues & Finance	31/08/10	11	No information held
13/08/10	141/1011	Information regarding councils contract with private companies involved in provision for excluded pupils over last five years	DCC	16/08/10	1	Forwarded to DCC
16/08/10	142/1011	Information relating to persons who have died with no known next of kin and estimated estate if any	Environmental Health & Planning	23/08/10	5	Yes
17/08/10	143/1011	List of incorporated companies who have been liable for non-domestic rates between April 1995 and March 1998	Revenues & Finance	23/08/10	3	No information held
17/08/10	144/1011	Contact details of various officers, information on Payment Card Industry Data Security Standard, Government Connect, Criminal Justice network and NHS N3 Network	Revenues & Finance ICT Legal	14/09/10	19	Partially – some exempt (Section 23 – Security matters)
17/08/10	145/1011	Information relating to guidance issued and or advice and or instructions to staff which relates to the use of verbal and or written language	Customer Service & Performance	02/09/10	11	Partially

Table H - Summary of FOI Requests 01/07/10 – 30/09/10

Date Received	Ref Number	Summary of FOI	Departments Involved	Date Response Sent	No of work days	Information released
		when they communicate with colleagues/ members of the public August 1 2009 to present				
17/08/10	146/1011	Extent to which voluntary and community organisations are to be affected by public spending cuts	Regeneration (Directorate of Resources)	10/09/10	17	Partially -some info provided
18/08/10	147/1011	Information for use of land/ right of access	Legal	27/08/10	7	No information held
18/08/10	148/1011	Number of official CON29 searches conducted in July 2010, July 2009 and July 2006. Number of personal searches of the registers conducted in July 2010.	Legal	27/08/10	7	Yes
18/08/10	149/1011	Has council undergone a re-branding exercise since 1st January	Customer Service & Performance	23/08/2010	3	No information held
19/08/10	150/1011	List of expenses claimed by each councillor during 2009/2010 and confirm whether district councillors get paid by the district for anything that concerns parish council. Also list of bus shelters in Blackwell	HR & Payroll Legal Regeneration	14/09/2010	17	Yes
23/08/10	151/1011	Various questions pertaining to the Clean Neighbourhoods and Environment Act 2005 in relation to dog control orders	Environmental Health & Planning	24/08/10	1	No information held
23/08/10	152/1011	Details of funding to Environmental Groups	Revenues & Finance	10/09/10	13	Yes
24/08/10	153/1011	Information relating to persons who have died and passed to Treasury Solicitor, Duchy of Lancaster or Cornwall	Environmental Health & Planning	24/0810	0	Partially

Table H - Summary of FOI Requests 01/07/10 – 30/09/10

Date Received	Ref Number	Summary of FOI	Departments Involved	Date Response Sent	No of work days	Information released
24/08/10	154/1011	Information in relation to any and all applications made under the provisions of the Licensing Act 2003 since its introduction in 2005	Environmental Health & Planning Legal	01/09/10	5	Exempt (exceeds appropriate limit)
24/08/10	155/1011	Confirmation whether claim has been suspended due to tenant vacating	Revenues & Finance	31/08/10	4	No - exempt (personal information concerning third party)
25/08/10	156/1011	Diabetes care in care homes	DCC	26/08/10	1	Forwarded to DCC
31/08/10	157/1011	Details of all Council houses that have been bought within the Borough since 2000	Housing	28/09/10	20	Exempt (exceeds appropriate limit)
31/08/10	158/1011	Fifteen questions relating to employee discount scheme	HR & Payroll	10/09/2010	8	Partially
31/08/10	159/1011	Information relating to the Council's Treasury Management functions	Democratic Services Revenues & Finance	14/09/10	10	Yes
02/09/10	160/1011	Information regarding removal of cobblestones from any roads or pavements as part of improvement or resurfacing schemes and any compensation claims resulting from slipping or falling on cobblestones since 1st January 2005	Regeneration Revenues & Finance	10/09/10	6	No information held

Table H - Summary of FOI Requests 01/07/10 – 30/09/10

Date Received	Ref Number	Summary of FOI	Departments Involved	Date Response Sent	No of work days	Information released
03/09/10	161/1011	Contact details of various officers plus ICT Structure with contact names	ICT	14/09/2010	7	Partially - some exempt (available by other means)
06/09/10	162/1011	How many companies within our jurisdiction are liable for more than one rating assessment/ account	Revenues & Finance	28/09/2010	16	Yes
06/09/10	163/1011	Details of money spent on refreshment				Clarification sought and not received
06/09/10	164/1011	Request for information on suppliers i.e. names and company contact details of any third party suppliers	All FOI contacts	01/10/2010	19	Partially - some exempt (exceeds appropriate limit)
07/09/10	165/1011	How many complaints regarding FOI requests relating to your council were made to the ICO IN 2008	Customer Service & Performance	13/09/2010	4	No information held
07/09/10	166/1011	Staff headcount in 2007/8, 2008/9 and 2009/10, plus salary and amount of bonuses	ICT HR & Payroll	14/09/2010	5	Yes
07/09/10	167/1011	Information pertaining to your IT network services provision	ICT	10/09/2010	3	Partially
07/09/10	168/1011	Survey of Local Authorities to understand trends and expenditure on adult social care	DCC	09/09/2010	2	Forwarded to DCC
07/09/10	10/04051/ EHINFO EIR ¹	Maisie's Way South Normanton	Environmental Health & Planning	08/09/10	1	Yes

Table H - Summary of FOI Requests 01/07/10 – 30/09/10

Date Received	Ref Number	Summary of FOI	Departments Involved	Date Response Sent	No of work days	Information released
08/09/10	169/1011	Penalty charge notices issued to drivers and vehicles for 2008, 2009 and 2010 to date	DCC	09/09/2010	1	Forwarded to DCC
08/09/10	170/1011	Information on outsourcing any debt collection processes to the types of providers listed and names of suppliers that support debt collection process	Revenues & Finance	29/09/2010	15	Partially
09/09/10	171/1011	Request a full copy of report presented to Executive held on 5th July 2010 for sale of old Council Depot to City Scaffolding	Regeneration	(Extended deadline 21/10/10)		Extension applied for to consider the public interest test
13/09/10	172/1011	Information on the new in year co-ordinated admissions scheme	DCC	13/09/2010	0	Forwarded to DCC
14/09/10	173/1011	How much has DCC spent on away days & team building in the past 3 years.	DCC	14/09/10	0	Forwarded to DCC
14/09/10	174/1011	Contact details for Council Officers responsible for Repairs & Maintenance. Information on contractors	Regeneration Housing Community & Street Services	06/10/2010	16	Partially -some exempt (available by other means)
14/09/10	175/1011	The amount of money spent by public bodies on translation and interpretation services.	Revenues & Finance Customer Service & Performance Environmental Health & Planning	07/10/10	17	Partially

Table H - Summary of FOI Requests 01/07/10 – 30/09/10

Date Received	Ref Number	Summary of FOI	Departments Involved	Date Response Sent	No of work days	Information released
14/09/10	176/1011	Details of the employment of contractors, freelancers and interim managers	All FOI contacts	08/10/2010	18	Yes
14/09/10	177/1011	Name of owner of a property in Tibshelf	Customer Service & Performance	15/09/2010	1	No - exempt (personal information concerning third party)
15/09/10	178/1011	Information on people dying with no next of kin being known at the time of death	Environmental Health & Planning	07/10/10	16	Partially
15/09/10	179/1011	Rules governing the flying of flags	Customer Service & Performance	29/09/2010	10	Yes
15/09/10	180/1011	Information regarding the marketing of the old Council Depot	Regeneration	29/09/2010	10	No information held
17/09/10	181/1011	Number of staff employed by Local Authority in specified roles	HR & Payroll	07/10/2010	14	Partially
20/09/10	182/1011	Council owned cars with personalised plates	Customer Service & Performance	22/09/2010	2	No information held
21/09/10	183/1011	The use of the Regulation of Investigatory Powers Act 2000 by the council	Legal	27/09/10	4	Partially - part exempt (exceed the 'appropriate limit')

Table H - Summary of FOI Requests 01/07/10 – 30/09/10

Date Received	Ref Number	Summary of FOI	Departments Involved	Date Response Sent	No of work days	Information released
23/09/10	184/1011	Number of foreign trips taken by councillors and council staff on official council business since 1st January 2007	HR & Payroll Customer Service & Performance	29/09/10	4	No information held
24/09/10	185/1011	Copies of information relating to pre-planning advice regarding a residential development in South Normanton	Environmental Health & Planning	30/09/2010	4	Yes
27/09/10	186/1011	How many planning applications have been received since April 1st 2010 for freestanding solar renewable energy facilities with a capacity greater than 0.5MW	Environmental Health & Planning	29/09/2010	2	No information held
27/09/10	187/1011	Name of all companies and individuals that have purchased the full unedited electoral register from BDC in last three years	Democratic Services			Open – as of 13/10/10
27/09/10	188/1011	Information on the wood purchases made by BDC during the last calendar year October 2009 to September 2010	Housing Procurement	12/10/2010	11	No information held
29/09/10	189/1011	Cost and maintenance of stray dogs in the council area for the last three years	Environmental Health & Planning			Open – as of 13/10/10
29/09/10	190/1011	Current accounts payable processes and is optical character recognition scanning technology used	Revenues & Finance	12/10/2010	9	Partially
30/09/10	191/1011	Chief Executives pay for last 10 years (scale band) and councillors basic allowances	HR & Payroll			Open – as of 13/10/10

¹ 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		4	4								5	5	
CEPT	2	2		4	4								6	6	
Customer Service & Performance	15	15		20	20								35	35	
Community & Street Services	6	6		9	9								15	15	
Democratic Services	4	4		6	6								10	10	
Housing	3	3		11	11								14	14	
HR & Payroll	11	11		14	14								25	25	
ICT	8	8		9	9								17	17	
Legal	11	11		15	15								26	26	
Leisure	3	3		6	6								9	9	
Planning & Environmental Health	16	16		27	27								43	43	
Procurement	4	4		5	5								9	9	
Regeneration	9	9		13	13								22	22	
Revenues & Finance	16	16		23	23								39	39	
Totals	109	109		166	166								275	275	