

Committee:	Executive	Agenda Item No.:	6.
Date:	7 th February 2011	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 October 2010 to 31st December 2010.

Compliments

Table A shows the number of written compliments received for the period. In total 52 written compliments were received (up from 34 in the previous quarter, representing a 53% increase), and most were thanking more than one department. 18 of these compliments were for the Contact Centres and

19 for the Housing Department, for help with service requests, repairs and benefit and housing applications. The Community and Street Services Department received several compliments, some through the social networking site Facebook, for their continued efforts to empty bins during the bad weather, and Leisure received 6 compliments for their work and support in the community.

Comments

Table B shows the number of written comments received for the period. All 18 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 October 2010 to 31st December 2010:

Stage One Complaints			
Service Area	01/04/10 – 30/06/10	01/07/10 – 30/09/10	01/10/10 – 31/12/10
Complaints regarding housing repairs e.g. out of time, quality	6	4	3
Missed clinical waste collection	17 (9)	14 (6)	21 (10)
Missed domestic or green bin collection	182 (132)	166 (135)	162 (150)
Missed blue box collection	94 (85)	83 (72)	70 (69)
Total	299 (226)	267 (213)	256 (229)

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 6,176 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. 20 complaints were received during this period. 18 of these were responded to within our customer service standard of 20 working days, one was responded to at 21 days, with the remaining one open and within timescale as of 20/01/11.

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 5 stage three complaints were received, all of which were responded to within standard.

Ombudsman

Table G shows the status of Ombudsman complaints for 2010/11 as of 20th January 2011. During this period we have received one formal complaint which was responded to within the Ombudsman's standard of 28 calendar days. Including the above complaint, we have two complaints awaiting a decision from the Ombudsman.

Freedom of Information (FOI)

Table H shows the number of requests for 'freedom of information' for the period by date order. Of the 96 requests received, 90 were responded to within the government standard of 20 working days, 2 were awaiting clarification, 1 was cancelled by the requester. The remaining 3 are open but within timescale as of 20/01/11.

Table I shows the above information by department.

Personal Data requests (DP)

There were 6 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 95% 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 01/10/10 – 31/12/10
Table B: Comments summary for the period 01/10/10 – 31/12/10
Table C: Comments summary by department 2010/11
Table D: Stage two complaints summary for the period 01/10/10 – 31/12/10
Table E: Stage two complaints summary by department 2010/11
Table F: Stage three complaints summary for the period 01/10/10 – 31/12/10
Table G: Ombudsman complaints summary for 2010/11
Table H: Freedom of information summary for the period 01/10/10 – 31/12/10
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
05/10/10	Whitwell	Beyond the Label Event at South Normanton, informative - outlining support to vulnerable groups by the council	Customer Service and Performance
07/10/10	Creswell	Contact Centre staff always have a smile and cheery attitude even when busy, helped through a very traumatic period	Contact Centres
11/10/10	Langwith	Thanks to Community Safety Team for their visit to Langwith Dance Club	Community & Street Services
11/10/10	Creswell	Thanks to electrician who was nice and polite and to Contact Centre staff for being helpful	Housing Contact Centres
13/10/10	South Normanton	Thanks to team who cleaned up dog mess and also to the Dog Warden	Community & Street Services Planning & Environmental Health
12/10/10	Shirebrook	Thanks to Contact Centre staff and gas engineer for being so helpful	Contact Centres Housing
14/10/10	Bolsover	Thanks for arranging a street name plate	Regeneration
14/10/10	Whitwell	Thanks to Housing Officer and colleagues for help when made homeless	Housing
19/10/10	South Normanton	Very pleased with work by CAN Rangers carrying out security work	Community & Street Services
20/10/10	Shirebrook	Very impressed with Housing Officer, who was kind and helpful	Housing
21/10/10	Bolsover	Thanks to all involved in work carried out on property, operatives were efficient	Housing Contact Centres
25/10/10	Clowne	Thanks to Manager and Creswell Leisure Centre staff for help and care when member of public collapsed	Leisure
25/10/10	Bolsover	Thanks to electrician and Contact Centre staff for helpfulness and promptness	Housing Contact Centres
26/10/10	Bolsover	Thanks to Contact Centre staff for being very helpful	Contact Centres
26/10/10	Whitwell	Thanks to Five60 Team for activities which were enjoyed by all the children	Leisure
27/10/10	South Normanton	Thanks to Street Services and Contact Centre staff regarding bin being missed on neighbour's assisted collection	Community & Street Services Contact Centres
28/10/10	Bolsover	Excellent service from drains team, prompt response and did a good job	Regeneration
29/10/10	Shirebrook	Thanks for opportunity to attend Sports Award, great event, very well	Leisure

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

Date Received	Area	Summary of Compliment	Departments Involved
		organised and professional	
06/10/10	Unknown	Thanks for opportunity to attend Sports Award, great event, very well organised and professional	Leisure
11/10/10	Unknown	Thanks for evening at Sports Award, very impressed with event, well organised	Leisure
01/11/10	Derbyshire	Thanks to Leisure staff for supporting the two Football Association Skills days at Frederick Gent School	Leisure
03/11/10	Barlborough	Thanks for cutting back bushes in Barlborough	Community & Street Services
04/11/10	Shirebrook	Thanks to 2 operatives who fitted combi-boiler, did a very good job, very polite and tidy	Housing
08/11/10	Barlborough	Thanks for green bin	Community & Street Services
05/11/10	Tibshelf	Thanks to electrician for doing such a good job to stair lift	Housing
12/11/10	Shirebrook	Thanks to Housing Officer for all her help in finding them a home	Housing
16/11/10	Shirebrook	Thanks to Contact Centre staff for help in filling out Benefit and Council Tax forms	Contact Centres
17/11/10	Wakefield	Contact Centre staff for excellent attitude and attempts to solve problem	Contact Centres
18/11/10	South Normanton	Thanks for fantastic service regarding request for a repair to a broken street light being forwarded to DCC and being mended within the week	Contact Centres
18/11/10	Bolsover	Thanks to Contact Centre and Benefits staff who were very helpful	Contact Centres Finance & Revenues
22/11/10	Creswell	Thanks to Contact Centre staff and repairs operatives who repaired the outside light	Contact Centres Housing
22/11/10	Shirebrook	Thanks regarding quick response to replacing dog litter bin	Community & Street Services Contact Centres
23/11/10	Pinxton	Thanks to Warden Service for the weekly visits	Housing
22/11/10	Bolsover	Thanks to Customer Services for their help and operatives for emptying bin and collecting extra waste	Customer Service and Performance

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

Date Received	Area	Summary of Compliment	Departments Involved
			Community & Street Services
26/11/10	Tibshelf	Thanks to Repairs operatives for quick response in boarding up window after a break in	Housing Contact Centres
26/11/10	Clowne	Contact Centre staff are always helpful and pleasant	Contact Centres
02/12/10	Unknown	Thanks for being open during bad weather	Contact Centres
03/12/10	Shirebrook	Thanks to repairs operatives who attended leak from flat above during bad weather	Housing
07/12/10	Blackwell	Thanks to repairs operatives who sorted out heating during bad weather	Housing
09/12/10	Unknown	Congratulations on work from Regeneration Department	Regeneration
10/12/10	Unknown	Thanks to operatives for emptying bins in bad weather	Community & Street Services
10/12/10	Facebook	Thanks to operatives for emptying bins in bad weather	Community & Street Services
10/12/10	Facebook	Thanks to operatives for emptying bins in bad weather	Community & Street Services
10/12/10	Facebook	Thanks to operatives for emptying bins in bad weather	Community & Street Services
10/12/10	Facebook	Thanks to operatives for emptying bins in bad weather	Community & Street Services
13/12/10	Langwith Junction	Thanks to Contact Centres and repairs operatives for the quick mending of their boiler	Contact Centres Housing
14/12/10	Langwith Junction	Thanks to Environmental Health Commercial Section for noise control service	Planning & Environmental Health
16/12/10	Hodthorpe	Thanks for quick repair	Housing
20/12/10	Shirebrook	Thanks to Repairs operatives who installed alarm system, very courteous and efficient	Housing
20/12/10	Bolsover	Thanks to Contact Centre staff and gas engineer, very helpful and gave useful tips	Contact Centres Housing
22/12/10	Bolsover	Thanks to Contact Centre staff and gas engineer	Contact Centres

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

Date Received	Area	Summary of Compliment	Departments Involved
			Housing
24/12/10	Shirebrook	Thanks to Environmental Health Commercial Section for noise control service and Legal for licensing service	Planning & Environmental Health Legal

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

Date Received	Area	Summary of Comment	Departments Involved	Date Response Sent	No of work days	Summary of Response
01/10/10	Scarcliffe	There is no spot to lock a bike at Sherwood Lodge and Christmas lights left on in February	CSPD Regeneration	07/10/10	4	Used to be cycle rails in car park but rarely used so removed, situation now being reviewed. Christmas lights - referred to Old Bolsover Town Council
04/10/10	South Normanton	Wants more parking for cars on Princess Avenue	Regeneration	21/10/10	13	Re-iterated previous advice property is not council owned and so the Council is not in a position to undertake work
11/10/10	Tibshelf	Comments regarding heating in bungalow, why they can't have thermostat controls on radiators or new combi boiler	Housing	02/11/10	15	Heating system is fit for purpose, upgrades only done when the boiler/radiators need replacing
14/10/10	Unknown	Received a letter regarding overdue council tax for one month only, feels the letter is bullying	Finance & Revenues	01/11/10	12	Apology for any upset caused but letter has to include factual advice
18/10/10	Barlborough	Questions asked regarding Barlborough Country Park car park planning application	Planning & Environmental Health	22/10/10	4	Advised that a Local Planning Authority must register any application that contains all

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

Date Received	Area	Summary of Comment	Departments Involved	Date Response Sent	No of work days	Summary of Response
			Legal			necessary forms, plans, information and fee. BDC is not responsible for ensuring applicant had authority to make application.
29/10/10	Bolsover	Comments regarding litter and dog mess in Bolsover	Community & Street Services	12/11/10	10	Thanked for diligence in litter pick and observations of district. Re-iterated that offenders are prosecuted and gave figures for how much is spent on keeping district clean
03/11/10	Clowne	Vehicular access work undertaken 15 years ago is not to required standard – seeking financial assistance to redo	Housing	18/11/10	11	No record of this work being carried out by BDC
03/11/10	Clowne	Issues regarding football pitch the boundary has been moved closer to property and football games are causing damage to fencing, offensive language etc.	Leisure	24/11/10	15	Advised that pitch has been there for 30 years, pitch cannot be moved due to ridge running through ground, given permission to release contact details of team's secretary to try and resolve
03/11/10	Ripley	Unhappy no dog waste bin in recreation ground at South Normanton	Community & Street Services	16/11/10	9	Bin in question falls under remit of South Normanton Parish Council, given contact details
11/11/10	Tibshelf	Raised further points in relation to thermostat	Housing	30/11/10	13	Reiterated council's policy given both verbally and in writing - contact details given for further inspection of radiator

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

Date Received	Area	Summary of Comment	Departments Involved	Date Response Sent	No of work days	Summary of Response
12/11/10	Clowne	Still unhappy with heating system	Housing	07/12/10	17	Re-iterated advice given previously - the central heating system is working correctly, advised may wish to contact gas provider for a better deal or transfer to a smaller property.
17/11/10	Creswell	Alleged harassment from Council's agents to purchase his property	Housing	09/12/10	16	No plans to sell the property to anyone, have no knowledge who alleged agents are
26/11/10	Langwith Junction	Bungalows built at Long Lane Shirebrook, wanting to acquire one, were led to believe they could then told not able to	Housing	22/12/10	18	Outlined background to development and funding situation.
29/11/10	Shirebrook	Litter bins full to overflowing at Shirebrook Town Park, as reported to Contact Centre 23.11.10	Community & Street Services Contact Centre	22/12/10	18	Apologies for missing collections - procedure put in place with assurance will not happen again
09/12/10	Wisbech (Cambridgeshire)	Comments on road and pavement conditions in Bolsover, council car park been gritted why were litter pickers out	CSPD	10/12/10	1	Gave DCC details and reiterated that car park was cleared by our staff not DCC to enable vans to get out to emergency calls and that the litter pickers were a scheduled service
09/12/10	Palterton	Comments on road and pavement conditions in Bolsover, council car park been gritted	CSPD	10/12/10	1	Gave DCC details and reiterated that car park was cleared by our staff not DCC to enable vans to get out to emergency calls
10/12/10	Clowne	Further comments on central heating system	Housing	23/12/10	9	Re-iterated advice given previously - the central heating system is working correctly,

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

Date Received	Area	Summary of Comment	Departments Involved	Date Response Sent	No of work days	Summary of Response
						details of action taken
17/12/10	Clowne	Received letter from Capita regarding single occupier discount on behalf of local authorities not happy with reply date and why we have outsourced this work	Finance & Revenues	18/01/11	16	Explanation that work been outsourced county wide

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		1	1					4	4	
Customer Service & Performance Department	1	1		1	1		3	3					5	5	
Community & Street Services	5	5		5	5		3	3					13	13	
Housing	5	5		8	8		7	7					20	20	
Legal							1	1					1	1	
Leisure	2	2		1	1		1	1					4	4	
Planning & Environmental Health	4	4					1	1					5	5	
Regeneration	3	3		2	2		2	2					7	7	
Finance & Revenues	2	2		2	2		2	2					6	6	
Totals	24	24		20	20		21	21					65	65	

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

Date Received	Area	Summary of Complaint	Departments Involved	Date Response Sent	No of work days	Remedy
05/10/10	Newton	Complaint regarding repairs not done by landlord - taken 3 years to get some repairs done through the court	Regeneration	28/10/10	17	Explanation of action taken by the council – difficult case as landlord and tenant in dispute
07/10/10	Underwood	Complaint against decision to pay tenants housing benefit direct - tenants abandoned and damaged property. Want compensation	Finance & Revenues	01/11/10	17	Explanation of council procedure in relation to benefit applications and safeguarding requests
12/10/10	Barlborough	Written in on behalf of grandmother in relation to unsatisfactory housing conditions – damp/slugs	Housing	10/11/10	21	Remedial work to be carried out, application to rehouse will be carried out in line with Housing policy
14/10/10	South Normanton	Unhappy about not qualifying for rent and council tax rebate, facing possible eviction	Finance & Revenues	10/11/10	19	Given details of action taken by the Council so far and given details of Housing Needs Officer if facing eviction
18/10/10	Bolsover	Complaint about the delay in making a decision for Housing Benefit	Finance & Revenues	15/11/10	20	Reiterated advice given in benefit advice letter regarding information required to process benefit claim
18/10/10	Creswell	Complaint regarding repairs timescales and sticking to appointments	Housing	10/11/10	17	Apologies for not fixing broken window sooner and for contractors overlooking order for extractor fan
22/10/10	Tibshelf	Long running situation with neighbours – wanting the council to do more	Housing	08/11/10	11	Long running dispute between neighbours, mediation arranged but neighbour missed two

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

Date Received	Area	Summary of Complaint	Departments Involved	Date Response Sent	No of work days	Remedy
						sessions. Enforcement action now being considered
26/10/10	South Normanton	Wants repairs doing to property that she has been in for 10 years	Housing	19/11/10	18	Re-iterated the advice that, after inspections, that kitchen would not be replaced as it was found to be in good working order and fit for purpose
28/10/10	Bolsover	Landlord unhappy that housing benefit has not been paid directly to them	Finance & Revenues	17/11/10	14	Council's safeguarding procedure explained and guidance issued by Government. Landlord could pursue legal action against tenant for arrears
08/11/10	Bolsover	Neighbours barking dogs and action being taken by the council	Planning & Environmental Health	06/12/10	20	Advised of action to date - investigation still on going - awaiting resident contact to install noise monitoring equipment
17/11/10	Wakefield	Came in to do a personal search, computer not working, passed between departments – no-one took responsibility	Planning & Environmental Health Contact Centre Legal	07/12/10	14	Apology for confusion – Customer Advisors reminded who to contact
19/11/10	Glapwell	Complaint regarding the attitude of a CAN Ranger	Community & Street Services	10/12/10	15	Confirmation that CAN Ranger did show identification and was not rude at any time
19/11/10	Shirebrook	Deal with ongoing problems of anti social behaviour and state of building (Market Close flats)	Housing	10/12/10	15	A Premise Closure Order has been applied for, in court by end of next week. If successful will be boarded up and repairs to building will be carried out after

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

Date Received	Area	Summary of Complaint	Departments Involved	Date Response Sent	No of work days	Remedy
						repossession is achieved
22/11/10	Blackwell	Unhappy with the repair diagnosis	Housing CSPD	14/12/10	16	All problems treated in a fair and timely manner, problems caused by condensation not a leak
25/11/10	Bolsover	Leisure Centre staff gave incorrect information, went for gym membership/induction and there was no-one there to assist	Leisure	07/12/10	8	Apology for incorrect information given and offer of a two month free leisure pass by way of compensation
30/11/10	Holmewood	Complaint over correspondence and treatment in relation to termination of mothers tenancy	Finance & Revenues Housing	23/12/10	17	Explanation of regulations and standard template letters, apology for length of time taken
03/12/10	Bolsover	Contacted council in Jan 2010 regarding repair job to windows - contractors not been out, advised in Nov 2010 hinges would be 2 weeks - still not got them, wants compensation for loss of heat	Housing	13/12/10	6	Apology for length of time taken and for not passing the order to the contractor - £25 compensation offered
15/12/10	Bramley Vale	Does not accept amounts owing for council tax, wants someone to visit to explain how benefit is calculated	Finance & Revenues	19/01/11	19	Explained that the calculations have been checked and are correct, a home visit can be arranged

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

Date Received	Area	Summary of Complaint	Departments Involved	Date Response Sent	No of work days	Remedy
17/12/10	Bolsover	Complaint regarding attitude of refuse operative	Community & Street Services	17/01/11	15	Contacted direct by Street Services Manager to resolve
20/12/10	Shirebrook	Not satisfied with the information provided in subject access request	Housing CSPD			Open – within timescale as of 20/01/11

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		1	1					3	3	
Customer Service and Performance				1	1		2	2					3	3	
Community & Street Services	6	6		6	6		2	2					14	14	
Housing	5	5		8	8		9	8	1				22	21	1
HR & Payroll															
ICT															
Legal							1	1					1	1	
Leisure				1	1		1	1					2	2	
Planning & Environmental				1	1		2	2					3	3	
Health															
Regeneration							1	1					1	1	
Finance & Revenues	9	9		3	3		6	6					18	18	
Totals	21	21		21	21		25	24	1				67	66	1

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

Date Received	Area	Summary of Complaint	Departments Involved	Date Response Sent	No of work days	Remedy
08/11/2010	Newton	Not happy with stage 2 response in that it was about the repairs done and not about the officers attitude	Housing	25/11/10	13	Review of Housing Department's procedures resulting in operatives giving better advice and apology for service not meeting usual high standard
12/11/2010	Barlborough	Questioning accuracy regarding promise to be re-housed and also findings of damp report	Housing	10/12/10	20	Reiterated not promised a property, reiterated will act on findings of damp report
17/11/2010	Newton	Still not happy with timescale for repairs	Regeneration	26/11/10	7	Reiterated detailed stage 2 response, nothing further to add with regard to enforcement of repairs – cannot overrule court decision. Officer acted professionally
30/11/2010	Bolsover	Unhappy with Stage 2 response in relation to benefits payable to tenant	Finance & Revenues	05/01/11	20	Reiterated advice given in Stage 2 response - the benefit claim was processed in line with legislation
20/12/2010	Bolsover	Not happy with offer of £25 in Stage 2 response letter – has suffered delay, inconvenience and increased heating costs	Housing	20/01/11	17	Advised repair had a one year timescale, increased offer to £35.00 to reflect the two weeks out of time

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 & Environmental Health	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	Finance & 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		Progressed to a formal complaint on 22/10/10

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
22/10/10	Scarcliffe	Formal complaint Council has failed to carry out adaptations to the home in accordance with a scheme agreed four years ago by DCC occupational therapists	Housing	19/11/10	20		

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

Date Received	Ref Number	Summary of FOI	Departments Involved	Date Response Sent	No of work days	Information released
01/10/10	192/1011	Information relating to unclaimed credit balances from our earliest records for amounts owing to all incorporated companies	Finance & Revenues	20/10/2010	13	Yes
05/10/10	193/1011	Does Authority own or have operated on its behalf any renewable energy generation facilities	Regeneration	12/10/2010	5	Partially -some information provided
06/10/10	194/1011	Information relating to records of planning applications for telecommunications equipment/masts made since 1985 in the area administered by Authority	Planning & Environmental Health	12/10/2010	4	No - exempt information available by other means (website)
06/10/10	195/1011	Precepts for each parish for 2010/11, i.e the amount of each parish's charge within Band D	Finance & Revenues	21/10/2010	11	Yes
07/10/10	196/1011	How many applications for wind turbines of any size have been submitted in past 5 years, how many approved and rejected, provide copies of all relevant planning decision notices	Planning & Environmental Health	12/10/2010	3	No - exempt information available by other means (website)
07/10/10	197/1011	Questions to establish what use local authorities have made of the powers under the Housing Health and Safety Ratings system	Regeneration	21/10/2010	10	Partially -some information provided
28/09/10	198/1011	Questions relating to press release entitled Government axes free swimming	Leisure	26/10/10	20	Yes
08/10/10	199/1011	Companies that bought electoral register data from the Council	Democratic Services	04/11/2010	19	Partially -some information provided

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

Date Received	Ref Number	Summary of FOI	Departments Involved	Date Response Sent	No of work days	Information released
11/10/10	200/1011	Information on how Local Authorities are addressing the issue of reducing carbon emissions associated with the provision of internal ICT Services	ICT	05/11/2010	19	Partially -some information provided, some exempt available by other means
08/10/10	201/1011	A list of regeneration services contracts signed by BDC in 2009/10 financial year with both private and voluntary organisations.	Regeneration Procurement	21/10/2010	9	Yes
11/10/10	202/1011	In relation to Public Register Licensing Act 2003 Section 8 with regard to Public Houses	Legal	18/11/2010	20	No - exempt available by other means (website)
11/10/10	203/1011	Name of current provider for asbestos survey services, also monitoring/analysis and expiry date	Planning & Environmental Health Regeneration Housing	28/10/2010	13	Partially -some information provided
13/10/10	204/1011	Request a full copy of report presented to Executive Meeting held on 5th July 2010 for sale of old Council Depot to City Scaffolding	Regeneration	26/10/2010	9	No - exempt Commercial Interests
13/10/10	205/1011	How many planning applications for Tesco Stores of any size has authority considered in last three years	Planning & Environmental Health	15/10/2010	2	No - exempt information available by other means (website)
14/10/10	206/1011	Information relating to persons who have died with no known next of kin since 1st January	Planning & Environmental	21/10/2010	5	Partially -some information

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

Date Received	Ref Number	Summary of FOI	Departments Involved	Date Response Sent	No of work days	Information released
		2010 to present day	Health			provided
14/10/10	207/1011	Information for each establishment, Dog Breeding and Dog Boarding and Pet Shops	Planning & Environmental Health	21/10/2010	5	Partially -some information provided
15/10/10	208/1011	Is your ICT network and security managed in-house staff or outsourced	ICT	10/11/2010	18	Partially
15/10/10	209/1011	From March 2010 how many public health funerals has council performed, details of estate passed to treasury solicitor, value of estate	Planning & Environmental Health	25/10/2010	6	Partially -some information provided
18/10/10	210/1011	Information on the council's bin policy and the amount collected from fines for bin offences	Community & Street Services	25/10/2010	5	Partially -some information provided
21/10/10	211/1011	What form of local governance do we have, pattern of election for council, basic allowances of councillors, how much does leader receive, how much does Chief Exec receive	HR & Payroll Legal	16/11/2010	18	Yes
25/10/10	212/1011	Outsourcing of council services, what proportion did we or are we putting out to tender or outsource in 2010 to 2011	Procurement	16/11/2010	16	Partially -some information provided
25/10/10	213/1011	Information relating to the misfuelling of motor vehicles within the council	Finance & Revenues Community & Street Services	10/11/2010	12	Yes
25/10/10	214/1011	Information on Environmental Information Refunds, personal searches of Land Charges Register	Planning & Environmental Health	19/11/2010	19	Partially -some information provided

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

Date Received	Ref Number	Summary of FOI	Departments Involved	Date Response Sent	No of work days	Information released
			Legal			
26/10/10	215/1011	How many people are currently registered with authority requiring decent and affordable accommodation and how many social/council houses are currently under construction in our area	Regeneration Housing	11/11/2010	12	Yes
28/10/10	216/1011	Information regarding changes to local authority funding for the voluntary sector	Finance & Revenues	22/11/2010	17	Partially -some information provided
29/10/10	217/1011	Motions that have been passed/rejected by Council re banning shops in council area from selling particular foodstuff or drink.	Planning & Environmental Health Democratic Services Legal	10/11/2010	8	No information held
29/10/10	218/1011	Information on Councillor's Allowances for the period April 1 2009 to 31st March 2010	HR & Payroll	23/11/2010	17	Partially -some information provided -some available by other means (website)
03/11/10	219/1011	Information on anyone who has died intestate with no known next of kin since 1st February 2010 to date	Planning & Environmental Health	18/11/2010	11	Partially -some information provided
02/11/10	220/1011	Council's use of Investigatory Powers covered by the IP Act since May 12th 2010	Legal	10/11/2010	6	No information held

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

Date Received	Ref Number	Summary of FOI	Departments Involved	Date Response Sent	No of work days	Information released
04/11/10	221/1011	Questions related to Hydro Electric scheme at Pleasley at planning meeting	Leisure	24/11/2010	14	Yes
04/11/10	222/1011	Nature of interest declared by Leader re minutes of Executive Meeting on 5th July with regard to Oxcroft Lane Depot site	Legal	18/11/2010	10	No – exempt, available by other means (website)
04/11/10	223/1011	Did BDC permit any spending on First Class rail fares for staff as of November 3rd 2010	HR & Payroll	17/11/2010	9	Partially - some information provided
05/11/10	224/1011	List of the addresses of all residential leasehold properties (originally purchased through Right to Buy) we own or manage or if we have transferred management to a Registered Social Landlord or an Arms Length Management Organisation, a list and the year properties transferred	Housing	17/11/2010	8	Yes
05/11/10	225/1011	Credit balances on Non-Domestic Rates Accounts from 1st April 1990	Finance & Revenues	24/11/2010	13	Yes
05/11/10	226/1011	Information on the use of the Construction Skills Certificate Scheme	Housing Regeneration Procurement	18/11/2010	9	Yes
08/11/10	227/1011	Information that is contained in the public registers that you maintain in accordance with section 8(1) of the Licensing Act 2003	Legal	22/11/2010	10	No – exempt, available by other means (website)
08/11/10	228/1011	Some correspondence between the Leader and the District Auditor	CEPT	18/11/2010	8	No information held

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

Date Received	Ref Number	Summary of FOI	Departments Involved	Date Response Sent	No of work days	Information released
09/11/10	229/1011	Identify 10 landlords who received highest total payments of housing benefit 2008/09, 2009/10 and 2010 to date how much received and for how many properties, also biggest payment made for a single property in all years	Finance & Revenues	06/12/2010	19	Partially -some information provided
09/11/10	230/1011	Total number of leased (communication) lines linking buildings within the councils remit, including educational establishments, total cost in last financial year of communication links	ICT	19/11/2010	8	Yes
10/11/10	231/1011	Number of out of court settlements agreed by organisation in each of last five years.	HR & Payroll	15/12/2010	19	Partially -some information provided, some exempt (confidential information)
11/11/10	232/1011	Information on evaluation of Arts Projects that council has funded since 2007	Leisure	30/11/2010	13	No information held
11/11/10	233/1011	Information relating to authority's expenditure on advertising and notices	CSPD Democratic Services Planning & Environmental Health	19/11/2010	6	Partially -some information provided
11/11/10	234/1011	Information on how many FOI requests and responses relating to ICT over last 2 years	CSPD	09/12/2010	20	Yes

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

Date Received	Ref Number	Summary of FOI	Departments Involved	Date Response Sent	No of work days	Information released
11/11/10	235/1011	Number of sites where servers are kept, list number of servers by operating system	ICT	24/11/2010	9	Yes
11/11/10	236/1011	How much spent on computing technology hardware for each of last 3 financial years plus various other IT questions	ICT	24/11/2010	9	Partially -some information provided
11/11/10	237/1011	Do we have a computer data centre and various other questions relating to IT	ICT	23/11/2010	8	Partially -some information provided
11/11/10	238/1011	How many desktop computers do we have plus various other ICT questions	ICT	23/11/2010	8	Partially -some information provided
11/11/10	239/1011	How many printers do we have and various other questions relating to ICT	ICT	23/11/2010	8	Partially -some information provided
11/11/10	240/1011	38 various questions relating to ICT Department	ICT	23/11/2010	8	No -refusal notice as over the time limit
10/11/10	241/1011	Copy of all exchanges with Local Government Association re personal searches and Environmental Information refunds	Legal	08/12/2010	20	No - exemptions applied (Confidential Information, Commercial Interests, Effective conduct of public affairs)

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

Date Received	Ref Number	Summary of FOI	Departments Involved	Date Response Sent	No of work days	Information released
11/11/10	242/1011	Details of any persons who have died since April 2010 in local authority area whose details have been passed to Treasury Solicitor	Regeneration	24/11/2010	9	No information held
15/11/10	243/1011	FOI and Environmental Information relating to property searches	Legal	10/12/2010	19	Some not held, some exempt (Confidential information, Commercial interests)
15/11/10	244/1011	How many people in area pay the highest rate of Council Tax	Finance & Revenues			Request cancelled 18/11/10
16/11/10	245/1011	How many public space projects did Council fund or part fund in 2008, 2009 and 2010 plus costs	Planning & Environmental Health Leisure	10/12/2010	18	Partially -some information provided
17/11/10	246/1011	How much money authority has spent each year from 2004 onwards on Nintendo DS or Nintendo DS Lites	Procurement Leisure	25/11/2010	6	Partially -some information provided
12/11/10	247/1011	Request for Mobile Operators Association roll out lists for this area	Planning & Environmental Health	19/11/2010	5	Yes
17/11/10	248/1011	How much was spent last year on IT, how and where Council stores its data, whether in-house or off site	ICT	29/11/2010	8	Yes
18/11/10	249/1011	Provide details of the proposed contingent liability in Council's statement of accounts to cover refunds to those persons/organisations	Legal	25/11/2010	5	No information held

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

Date Received	Ref Number	Summary of FOI	Departments Involved	Date Response Sent	No of work days	Information released
		charged by us				
19/11/10	250/1011	Number of Planning Officers employed in May 2007, 2008, 2009, 2010, currently employed and planning to employ in May 2011	HR & Payroll	13/12/2010	16	Partially -some information provided
22/11/10	251/1011	Provide name and most recently published salary of Chief Executive plus spreadsheet for claims for mileage allowance, taxis, chauffeurs, train and plane travel, hotel stays	HR & Payroll	17/12/2010	19	Yes
22/11/10	252/1011	Provide all correspondence regarding Barlborough Country Park proposed planning application (new and withdrawn)	Planning & Environmental Health	15/12/2010	17	No - refusal notice as above time limit
23/11/10	253/1011	Employee headcount for 1st April 2009, 2010, an expected headcount for 1st April 2011 and 2015	HR & Payroll	14/12/2010	15	Partially -some information provided
24/11/10	254/1011	Details of number of home adaptations carried out in housing stock and through DFGs (Disabled Facilities Grant)	Housing Regeneration	14/12/2010	14	Partially -some information provided
25/11/10	255/1011	Various ICT related questions	ICT	14/12/2010	13	Yes
26/11/10	256/1011	Supply a copy of complaint for work being carried out at their property	Planning & Environmental Health	15/12/2010	13	Yes (personal information redacted)
30/11/10	257/1011	The value and number of cases of fraudulent housing benefit overpayment raised in last 12 months	Finance & Revenues	15/12/2010	11	Yes
30/11/10	258/1011	Confirm names, email addresses and where possible telephone numbers including person	ICT	15/12/2010	11	Yes

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

Date Received	Ref Number	Summary of FOI	Departments Involved	Date Response Sent	No of work days	Information released
		who deals with council's IT security				
02/12/10	259/1011	Any documents written or electronic relating to implementation acquisition or usage of your current website analytics systems	ICT	16/12/2010	10	Partially -some information provided
02/12/10	260/1011	How much money did authority make from buying and selling personal details of its residents to third party organisations for 2008/09, 2009/10	Democratic Services	21/12/2010	13	Partially -some information provided
03/12/10	261/1011	What annual affordable, market housing was being used to inform planning decisions in area on 1st May 2010, 1st November 2010, 1st December 2010 and what was source of each of these targets	Planning & Environmental Health Regeneration	21/12/2010	12	Partially -some information provided
06/12/10	262/1011	Any communication with any theatre producer and or production company for the staging of a pantomime in our area from Jan 1st 2010 to present	Leisure	17/12/2010	15	Partially – some information provided
06/12/10	263/1011	Full list of all buildings that meet the criteria specified in the Regulations as requiring them to have a DEC, full address, report ref number, date of issue and rating	Regeneration	21/12/2010	11	Yes
06/12/10	264/1011	Further questions regarding ICT Services	ICT	21/12/2010	11	Yes
07/12/10	265/1011	How much council's overall employee and Councillors expenses were in your most recent full accounting year	HR & Payroll	21/12/2010	10	Yes
07/12/10	266/1011	Details of all owners of properties which have a	Finance &	21/12/2010	10	Yes

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

Date Received	Ref Number	Summary of FOI	Departments Involved	Date Response Sent	No of work days	Information released
		rateable value in excess of £100,000 on a qualifying industrial hereditament who are currently liable to pay Empty Rates	Revenues			
06/12/10	267/1011	Details of landowner at Old Pig Farm between Pleasley and Glapwell	Legal	10/12/2010	4	No, exempt available by other means
09/12/10	268/1011	Details of the changes in the property search market since the introduction of the new form CON29 in mid 2002	Legal	22/12/2010	9	Partially
08/12/10	269/1011	Information relating to Planning Application 10/00427/RETRO	Planning & Environmental Health	14/12/2010	4	Yes
13/12/10	270/1011	Information on food hygiene inspections carried out by the council	Planning & Environmental Health	21/12/2010	6	No information held
13/12/10	271/1011	Information on deceased person/persons from August 2009 to present date	Regeneration	21/12/2010	6	Yes
13/12/10	272/1011	Contact details of person responsible for Facility Management within local authority	Regeneration	21/12/2010	6	Yes
14/12/10	273/1011	Details of all caravan parks owned or operated by Bolsover District Council	Regeneration	20/12/2010	4	No information held
14/12/10	274/1011	Details of empty commercial properties with a rates payable of £18,000 and above	Finance & Revenues	04/01/2011	12	Yes
15/12/10	275/1011	A copy of correspondence and enclosures from the Local Government Association regarding repayment/ or Environmental fees charged for conducting property searches	Legal	05/01/2011	13	No – exempt (Confidential information, commercial

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

Date Received	Ref Number	Summary of FOI	Departments Involved	Date Response Sent	No of work days	Information released
						interests)
15/12/10	276/1011	Disclosure on impact the funding decisions will have on Third Sector Organisations in our area	Finance & Revenues	11/01/2011	19	Partially -some information provided
17/12/10	277/1011	List of every food business within council, currently in operation	Planning & Environmental Health			Further clarification sought
20/12/10	278/1011	Questions on branding /logo and domains/ website	CSPD ICT	05/01/2011	10	Yes
20/12/10	279/1011	Information on people dying with no next of kin being known at the time of death for the period 1/1/10 to present	Regeneration	05/01/2011	12	Yes
21/12/10	280/1011	Employee absenteeism/sickness for the past 2 years as well as the head count of employees for the same years	HR & Payroll	05/01/2011	11	Yes
22/12/10	281/1011	Information regarding business rates and council tax accounts	Finance & Revenues	05/01/2011	10	No information held
24/12/10	282/1011	Information on current contracts for asbestos related services	Planning & Environmental Health Regeneration Housing Procurement	05/01/2011	7	Yes
28/12/10	283/1011	A list of addresses on non-council properties that have been empty for 12 months or more	ICT Finance & Revenues			Open – within timescale

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

Date Received	Ref Number	Summary of FOI	Departments Involved	Date Response Sent	No of work days	Information released
29/12/10	284/1011	Fair Play for Children Questionnaire on public play areas for children	Leisure			Open – within timescale
30/12/10	285/1011	Questions relating to MBA courses and full-time education of employees	HR & Payroll	05/01/2011	4	No information held
30/12/10	286/1011	Information relating to staff sickness in each of the last 24 months	HR & Payroll	11/01/2011	8	Yes
30/12/10	287/1011	Total number of fixed penalty notices for environmental crimes for 2008-09, 2009-10 for dog fouling, littering, fly posting and graffiti, value and number not paid plus policy for further action. Also how many dog wardens employed	Planning & Environmental Health			Open – within timescale

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		1	1					7	7	
Customer Service & Performance	15	15		20	20		3	3					38	38	
Community & Street Services	6	6		9	9		2	2					17	17	
Democratic Services	4	4		6	6		4	4					14	14	
Housing	3	3		11	11		6	6					20	20	
HR & Payroll	11	11		14	14		11	11					36	36	
ICT	8	8		9	9		16	16					33	33	
Legal	11	11		15	15		13	13					39	39	
Leisure	3	3		6	6		7	7					16	16	
Planning & Environmental Health	16	16		27	27		22	22					65	65	
Procurement	4	4		5	5		5	5					14	14	
Regeneration	9	9		13	13		16	16					38	38	
Revenues & Finance	16	16		23	23		13	13					52	52	
Totals	109	109		166	166		119	119					394	394	