

Committee:	Executive	Agenda Item No.:	9.
Date:	8 th August 2011	Status	Open
Category	3. Part of the Budget and Policy Framework		
Subject:	Compliments, Comments, Complaints and Freedom of Information Requests – 4 th January to 31 st March 2011 and summary for 2010/11.		
Report by:	Customer Service and Access Officer		
Other Officers Involved	Support Officer		
Director	Chief Executive Officer		
Relevant Portfolio Holder	Councillor E. Watts, Leader of the Council and Portfolio Holder for Customer Services and for People and Performance		

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 4th January 2011 to 31st March 2011 together with a summary for 2010/11.

Compliments

Table A shows the number of written compliments received for the period. In total 45 written compliments were received (slightly down from 52 in the

previous quarter). A good cross section of compliments received from customers appreciating excellent service e.g. repairs, streetscene services to appreciating excellent facilities i.e. leisure and contact centres.

Comments

Table B shows the number of written comments received for the period. All 26, an increase of 8 (44%) on last quarter, 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 4th January 2011 to 31st March 2011:

Stage One Complaints					
Service Area	01/04/10 – 30/06/10	01/07/10 – 30/09/10	01/10/10 – 31/12/10	04/01/11 – 31/03/11	Total
Complaints regarding housing repairs e.g. out of time, quality	6	4	3	0	13
Missed clinical waste collection	17 (9)	14 (6)	21 (10)	20 (8)	72 (33)
Missed domestic or green bin collection	182 (132)	166 (135)	162 (150)	150 (146)	660 (563)
Missed blue box collection	94 (85)	83 (72)	70 (69)	67 (67)	314 (293)
Total	299 (226)	267 (213)	256 (229)	237 (221)	1059 (889)

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 7,784 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. 23 complaints were received during this period, this was slightly up from last quarter in which we received 20 complaints. All of these

(100%) were responded to within our customer service standard of 20 working days.

Regarding trends for this period, 3 complaints relate to information provided in relation to three separate Freedom of Information requests, 4 complaints relate to issues caused by the snow. Generally, 5 complaints relate to not being kept informed and/or not receiving a written response/confirmation.

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, all of which were responded to within standard.

Ombudsman

Table G shows the status of Ombudsman complaints for 2010/11 as of 9th June 2011. During this period we have received one informal and one formal complaint both of which were responded to within the Ombudsman's standard of 28 calendar days. We have received two decisions of 'no or insufficient evidence of maladministration' for complaints received during this period. We have one complaint awaiting a decision from the Ombudsman for 2010/11.

Freedom of Information (FOI)

Table H shows the number of requests for 'freedom of information' for the period by date order. Of the 118 requests received (an increase of 28 or 31% on last quarter), 117 (100%) were responded to within the government standard of 20 working days and the remaining 1 was awaiting clarification. Additionally we received 22 further requests which we forwarded to other organisations.

Table I shows the above information by department.

Personal Data requests (DP)

There were 13 requests made within this quarter, more than double the requests of the previous quarter (6), 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.

Summary for 2010/11

The following tables provide a summary of performance for compliments, comments, complaints and freedom of information requests for 2010/11.

Volume and Performance

Volume by type	Q1	Q2	Q3	Q4	2010/ 11 Total	2009/ 10 Total	2008/ 09 Total	2007/ 08 Total
Compliments	42	34	52	45	173	129	105	167
Comments	16	17	18	26	78	64	40	65
Stage 2 Complaints	18	18	20	23	79	115	125	122
Stage 3 Complaints	8	6	5	6	25	22	18	21
Total	84	75	95	100	355	330	288	375
Stage 1 Complaints	299	267	256	237	1059	1644	2407	2766
% Comments responded to within standard	100%	100%	100%	100%	100%	100%	96	93
Average response in days	13	10	10	16	12	12	15	14
% Stage 2 responded to within standard	100%	100%	95%	100%	99%	98%	91	89
Average response in days	13	12	16	13	14	15	17	15
% Stage 3 responded to within standard	63%	83%	100%	100%	87%	92%	90	78
Average response in days	17	17	15	15	16	15	17	16
FOI – no. of requests	90	104	96	118	408	312	230	147
% Requests responded to within standard	100%	99%	100%	100%	100%	99%	98	92
Average response in days	11	10	11	13	11	9	15	12

When comparing 2010/11 to the previous year of 2009/10, the following is noted:

- Received fewer stage two complaints, a reduction of 36 (31%).
- Received similar volumes of stage three complaints.
- Received more written comments (+22%), written compliments (+34%) and fewer stage one complaints (-36%).
- Responses to customer requests within standard - written comments (remained at 100%) stage two complaints (99%, up 1%), stage three complaints (87%, down 5%) and FOI requests (100%, up 1%).

- Received more FOI requests, an increase of 96 (31%), to continue the year on year increase since the Freedom of Information Act came into force.

Customer Feedback

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

- New procedure put in place to monitor tickets handed back by refuse collection crews to ensure missed collections are recorded and monitored.
- Customer Advisors re-briefed about the procedure when the computer in the planning kiosk is not working correctly.
- Standard letters being reviewed (Housing and Finance & Revenues) for when tenancies are terminated.

ISSUES/OPTIONS FOR CONSIDERATION

The contents of the report

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 04/01/11 – 31/03/11

Table B: Comments summary for the period 04/01/11 – 31/03/11

Table C: Comments summary by department 2010/11

Table D: Stage two complaints summary for the period 04/01/11 – 31/03/11

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

Table F: Stage three complaints summary for the period 04/01/11 – 31/03/11

Table G: Ombudsman complaints summary for 2010/11

Table H: Freedom of information summary for the period 04/01/11 – 31/03/11

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

FILE REFERENCE: - N/A

SOURCE DOCUMENT: - N/A

Table A: COMPLIMENTS SUMMARY 04/01/11 – 31/03/11

Date Received	Area	Summary of Compliment	Departments Involved
05/01/11	Tibshelf	Thanks to plumber for excellent service	Housing
07/01/11	Tibshelf	Thanks for clear information supplied by Customer Advisor and to Street Services Department for adding cardboard to recycling	CSPD (Contact Centres) Community & Street Services
11/01/11	Blackwell	Thanks to Customer Advisor for calm and efficient manner with which queries were handled	CSPD (Contact Centres)
11/01/11	South Normanton	Thanks to Customer Advisor and refuse team for service provided	CSPD (Contact Centres) Street Services
13/01/11	Nether Langwith	Thanks to Creswell Leisure Centre for excellent spinning lesson	Leisure
13/01/11	Nether Langwith	Thanks to Creswell Leisure Centre for excellent spinning lesson	Leisure
14/01/11	Clowne	Thanks to Customer Advisor for friendly and efficient manner	CSPD (Contact Centres)
18/01/11	Bolsover	Thanks to employees who collected blue recycling box	Community & Street Services
18/01/11	Palterton	Praise to Kissinggate Leisure Centre staff, always smart, polite and pleasant, centre always clean	Leisure
19/01/11	Stainsby	Thanks to employees who collected blue box which had been missed	Community & Street Services
19/01/11	Unknown	Thanks for positive reply Communications Officer gave in supporting 'Earth Hour'	Customer Service & Performance
19/01/11	Creswell	Thanks to team who cut down conifer and did a fantastic job	Community & Street Services
20/01/11	Barlborough	Thanks for collection of missed rural bin	Community & Street Services
20/01/11	Whitwell	Thanks to 'enquiries@bolsover' and Customer Advisor for arranging a new blue box so efficiently	Customer Service & Performance
25/01/11	Bolsover	Thanks to all staff in Contact Centre for service provided	Customer Service & Performance
25/01/11	Upper Langwith	Thanks to Engineers for their prompt response to a tree on road	Regeneration
27/01/11	Shirebrook	New facilities at Kissinggate Leisure - excellent, training improved in particular new boxing bags	Leisure
27/01/11	Langwith Junction	Thanks to all involved in getting the heating working properly	Housing
28/01/11	Bolsover	Thanks to litter picking team for work done on Castle Lane Bolsover	Community &

Table A: COMPLIMENTS SUMMARY 04/01/11 – 31/03/11

Date Received	Area	Summary of Compliment	Departments Involved
			Street Services
28/01/11	Tibshelf	Very happy with Contact Centre advice and repairs operatives attending, very quick and polite service	Contact Centre Housing
31/01/11	Shirebrook	Very pleased with service at Kissingate, in particular new boxing bags	Leisure
31/01/11	Langwith	Boxing classes are high impact and really enjoyable, prices are excellent and leisure staff are motivational	Leisure
31/01/11	Clowne	Thanks to repairs operative who repaired heating system	Housing
01/02/11	Bolsover	Compliment to repairs operative who fixed tiles in bathroom, polite and left everything tidy	Housing
03/02/11	Palterton	Thank you to CAN Rangers for help with litter pick competition	Community & Street Services
04/02/11	Shirebrook	Thanks to Regeneration Team working in partnership with enterprise centre	Regeneration
15/02/11	Pinxton	Very impressed with team who removed fly tipping	Community & Street Services
15/02/11	South Normanton	Thanks to Support Officer for hard work with Youth Council	Customer Service & Performance
16/02/11	Broadmeadows	The litter picker at South Normanton does a fantastic job	Community & Street Services
17/02/11	Bolsover	Thanks to Voids & Welfare Manager for forwarding details of electric heating systems	Housing
23/02/11	Clowne	Thanks to two heating engineers who replaced boiler, excellent job, cleaned up	Housing
24/02/11	Barlborough	Thanks to Contact Centre for advice and repairs operatives for repairing heating	CSPD (Contact Centres) Housing
28/02/11	Doe Lea	Thanks for hard work in creating Neighbourhood Watch website	Customer Service & Performance
08/03/11	Shirebrook	Thanks to Housing Officer for all her help with Shirebrook tenant	Housing
10/03/11	Ripley	Thanks to Benefits Officer for their time and patience	Finance & Revenues
14/03/11	Tibshelf	Thanks to Officer for helping at recent Playground Development Training at Pilsley Primary School and Kissingate Leisure Centre, very positive	Leisure

Table A: COMPLIMENTS SUMMARY 04/01/11 – 31/03/11

Date Received	Area	Summary of Compliment	Departments Involved
		experience	
14/03/11	Barlborough	Thanks to Planning Principal Enforcement Officer for enforcing removal of fly posting around Barlborough	Planning
22/03/11	Grindleford	Thanks to the Sports Development Officer for the cricket project, very enjoyable	Leisure
22/03/11	Unknown	Thanks to the Projects Officer (Tourism) for all efforts put into Canadian Farm trip	Regeneration
22/03/11	South Normanton	Thanks to Customer Advisor for all her help	CSPD (Contact Centres)
29/03/11	Creswell	Thanks for letter for direct debit and advice, appreciates all that has been done for her	Housing
29/03/11	Sheffield	Thanks to the Projects Officer (Tourism) for her help with marketing opportunities	Regeneration
30/03/11	Stonebroom	Expressing thanks for 'no increase' in council tax	Finance & Revenues
23/03/11	Chesterfield	Thanks to Specialist Housing Administrator for help in getting a toilet for a resident who suffers from autism	Housing
31/03/11	Scarcliffe	Spoke to an Officer in the Council Tax section who was very pleasant, efficient and helpful	Finance & Revenues

Table B: SUMMARY OF COMMENTS 04/01/11 – 31/03/11

Date Received	Area	Summary of Comment	Departments Involved	Date Response Sent	No of work days	Summary of Response
05/01/11	Creswell	Elderly resident had blocked drains and could not use the toilet	Regeneration Housing	27/01/11	16	Drainage team visited property to clear blockage, drains on private property is owner's responsibility to inform Severn Trent Water
05/01/11	Clowne	Comments on central heating system	Housing	31/01/11	18	Fault not a long term one - valve failed and replaced
14/01/11	Tibshelf	Requested a lid for blue box in September 2009 told none in stock and would be advised if they were no longer available. Further requested April 2010 and January 2011 – no longer available, not informed	CSPD Community & Street Services	04/02/11	15	Apology (advised by contractor bin lid had been delivered)
18/01/11	Creswell	No warden for Queen's Court for last 3 years and cleaner retired last March, want to know what is happening	Housing	15/02/11	20	Cleaner has been appointed
18/01/11	Huddersfield	On behalf of father-in-law, applied for bungalow, given differing information	Housing	15/02/11	20	Housing application process explained
26/01/11	Clowne	Comments about kerb-side collections and what to put out	Community & Street Services	18/02/11	17	Given advice about the availability of information to be published in Intouch in March

Table B: SUMMARY OF COMMENTS 04/01/11 – 31/03/11

Date Received	Area	Summary of Comment	Departments Involved	Date Response Sent	No of work days	Summary of Response
26/01/11	Tibshelf	Comments about problems with neighbours	Housing	21/02/11	18	Notice served on neighbour for refuse on roadside, however there are no regulations about the siting of a bin
27/01/11	New Houghton	Blue box is presented at front door/kerbside but kept at back so it would be difficult to bring bin through house to get to front, however, given compliment for this new service	Community & Street Services	15/02/11	13	Thanks for positive comments regarding introduction of burgundy bin. Confirmation that there will be no requirement for people to bring bins through their properties
01/02/11	Whaley Thorns	Comment regarding Stage 2 response letter received about refuse collection	Community & Street Services	01/03/11	20	Apology for giving out wrong information but waiting for the contractors working on the Council's behalf to get back to Street Services who will then contact the resident
04/02/11	Renishaw	Not happy his planning application has been refused	Planning & Environmental Health	25/02/11	15	Explanation of why planning was not granted and advice on what further steps can be taken
11/02/11	Hodthorpe	Wants to know when damaged bus shelter at Queens Road Hodthorpe will be replaced	Regeneration	02/03/11	13	Confirmation that shelter is our responsibility and apology for length of time it has taken to find out. No budget as yet to replace it.
24/02/11	Tibshelf	Rubbish been left in resident's garden and also mud outside flats on High Street	Community & Street Services Housing Environmental Health	15/03/11	13	30 hours of litter picking are already in place. Advised that wardens who can impose fixed penalty notices. Parking at flats raised at Executive 7/3/11 and is being looked at by an internal group of officers and members

Table B: SUMMARY OF COMMENTS 04/01/11 – 31/03/11

Date Received	Area	Summary of Comment	Departments Involved	Date Response Sent	No of work days	Summary of Response
02/03/11	Glapwell	Asking for dog waste bin to be placed on The Hill Glapwell	Community & Street Services	21/03/11	13	Apology for letter not sent out informing him of decision, however there is no current need for additional provision
02/03/11	Palton	Concerned over state of Thirteen Row and wants a reduction in council tax	Planning & Environmental Health Finance & Revenues	24/03/11	15	Environmental Health department aware, however the properties are only boarded up (not untidy or have waste accumulations) and not owned by the Council. No refund in council tax possible as payments cover many services
07/03/11	Renishaw	Comment regarding response on refusal of planning application	Planning & Environmental Health	28/03/11	15	Advised to allow appeal against planning decision to run its course - also advised to proceed with culvert grid
07/03/11	Clowne	Unhappy with earlier Freedom of Information response in relation to Disabled Facilities Grant	Planning & Environmental Health	17/03/11	7	Application form for Disabled Facilities Grant is only sent out on receipt of referral from Derbyshire County Council - not yet received. Occupational Therapist at Derbyshire County Council is dealing with the case
08/03/11	Shirebrook	Article in Bolsover Winter Spring update in relation to Shirebrook Model Village - Residents/ Shirebrook Cricket Club trying to build a cricket pavilion	Leisure	16/03/11	4	Explanation of process to be followed. The project has support but the procedure needs to be followed

Table B: SUMMARY OF COMMENTS 04/01/11 – 31/03/11

Date Received	Area	Summary of Comment	Departments Involved	Date Response Sent	No of work days	Summary of Response
09/03/11	Clowne	Believes the Council has passed on information to a third party in relation to neighbour dispute	Community & Street Services	28/03/11	13	Confirmation we are mindful of requirements of data protection legislation and no comments have been passed on to a third party
11/03/11	Clowne	Further letter regarding central heating and thermostat	Housing	31/03/11	14	Sent Stage 2 and 3 and Ombudsman documentation to Dennis Skinner, M.P. Re-iterated options open to tenant
11/03/11	South Normanton	Wants update regarding purchase of a vacant Council property for last 3 years	Housing	04/04/11	16	Provided a price to decide on purchasing this property. Apology for length of time taken
15/03/11	Creswell	Building work started in 1989 has affected his bungalow's foundations	Planning & Environmental Health Regeneration	12/04/11	20	Checked records. No responsibility with regard to planning enforcement. Referred to joint Building Control service
17/03/11	Barlborough	Wants to be re-housed due to damp and slug problems. Granddaughter has been through Stage 2 and 3 on tenant's behalf	Housing	08/04/11	16	Sent Stage 2 and 3 documentation to Dennis Skinner, M.P. Visits from inspector detected leaking valve which has been replaced. Contractors to inspect lounge floor
22/03/11	Shirebrook	State of grass verges on Alderway and car parking	Housing Community & Street Services	19/04/11	20	Advised that parking and highway issues fall under the remit of Derbyshire County Council – forwarded to them
23/03/11	Bramley Vale	Further comments in relation to Stage 2 response letter regarding installation of new central heating system on Stanhope Street on behalf of mother-in-law	Housing	19/04/11	19	Housing do not give advice on provision of utilities as companies change tariffs frequently. Operational issue with fire being dealt with by Housing

Table B: SUMMARY OF COMMENTS 04/01/11 – 31/03/11

Date Received	Area	Summary of Comment	Departments Involved	Date Response Sent	No of work days	Summary of Response
25/03/11	South Normanton	Querying increase in council tax and has been refused Gold Card	Finance & Revenues	07/04/11	9	Parish precept increase on council tax bill over which Bolsover District Council has no influence. Re-iterated advice previously given regarding Gold Card
31/03/11	Bolsover	Comments on recent consultation display regarding planned housing development on land in Bolsover	Planning & Environmental Health	05/04/11	3	Explanation of display and consultation arrangements

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			04/01/11 – 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		1	1		6	6	
Community & Street Services	5	5		5	5		3	3		8	8		21	21	
Housing	5	5		8	8		7	7		11	11		31	31	
Legal							1	1					1	1	
Leisure	2	2		1	1		1	1		1	1		5	5	
Planning & Environmental Health	4	4					1	1		5	5		10	10	
Regeneration	3	3		2	2		2	2		3	3		10	10	
Finance & Revenues	2	2		2	2		2	2		2	2		8	8	
Totals	24	24		20	20		21	21		31	31		96	96	

Table D: Summary of Stage Two Complaints 04/01/11 – 31/03/11

Date Received	Area	Summary of Complaint	Departments Involved	Date Response Sent	No of work days	Remedy
04/01/11	Shirebrook	Damage to guttering and fascias in recent snow, council workers did not attend until 4 days later and was told weight of snow caused breakage	Regeneration	11/01/11	5	Regeneration work completed over 2 years ago, had a 12 month defect liability period which had passed. Report attached confirmed work done within regulations
05/01/11	Clowne	Wanted snow moved by council to gain access to rented garage	Housing CSPD(Contact Centres)	11/01/11	4	Confirmation that no refund will be given and that correct information had been given by Contact Centres
07/01/11	Shirebrook	During heavy snowfall houses on Station and Langwith Road, Shirebrook had guttering and fascia damage, unhappy with initial workmanship	Regeneration	19/01/11	8	Sent out report that confirmed regeneration work done to manufacturer's specifications, confirmed work done on another property was not carried out or paid for by this Council
10/01/11	Shirebrook	Reported damp on three occasions	Housing	03/02/11	18	Reiterated advice given at the time of inspection visits - that problem was condensation and what could be done to alleviate it. Guttering to be aligned
18/01/11	Barlborough	Believes BDC are trying to conceal information which should be available to the public	Customer Service & Performance	04/02/11	13	Reiterated that the FOI request had been dealt with in accordance with the guidance and the exemption applied correctly
20/01/11	Langwith	Unhappy that he has reported non collection of refuse which has still not been collected	Community & Street Services CSPD (Contact	27/01/11	5	Apology for missed collections, explanation to why they were missed, an assurance that this

Table D: Summary of Stage Two Complaints 04/01/11 – 31/03/11

Date Received	Area	Summary of Complaint	Departments Involved	Date Response Sent	No of work days	Remedy
			Centres)			will be monitored
24/01/11	Stoney Houghton	Contacted us twice a year ago re roadside litter around village, received assurance to keep the area clean	Community & Street Services	11/02/11	14	Re-iterated council commitment to keeping district clean. Asked for further information regarding person dropping litter so that we can impose a fine
25/01/11	Upper Langwith	Lack of information in relation to bin collection during adverse weather, concerned that not everyone has access to website, unhappy that we cannot refund council tax	Community & Street Services Revenues	16/02/11	16	Confirmed collection days and where information could be found. Explanation as to why we cannot refund council tax
31/01/11	South Normanton	Unhappy with visits from repair team regarding front door and then no further contact	Housing CSPD(Contact Centres)	14/02/11	10	Apology for delay but inspection found no decay, job raised as the door was twisted. Tenant refused work - however advised that we could arrange for work to be done if they wished the Council to carry it out
31/01/11	Derby	Unhappy with response to Freedom of Information request regarding the Licensing Act 2003 and appeals received	Legal	21/02/11	15	Apology for incorrect information being given. Given exemption over time limit but sent relevant documentation for refined request
01/02/11	Bolsover	Unhappy with repairs not carried out at property, some repairs started and not finished	Housing	17/02/11	12	Apology for delay caused in carrying out the inspection (due to non-urgent nature) repairs carried out in line with policy

Table D: Summary of Stage Two Complaints 04/01/11 – 31/03/11

Date Received	Area	Summary of Complaint	Departments Involved	Date Response Sent	No of work days	Remedy
07/02/11	Shirebrook	Requesting an internal review of handling of a Freedom of Information request about Shirebrook Model Village Sports Grounds	Leisure	22/02/11	11	Confirmation of discussions with Shirebrook Town Council with regard to possible relocation of play area but not recreation facility - included report to Executive and subsequent minutes. 'No information held' was correct response in relation to relocating the recreation ground
10/02/11	Creswell	Claims had housing application in for over a year with no acknowledgement, also thinks breaches Article 14 of Human Rights Act	Housing CSPD	25/02/11	11	Confirmed that there is no decision to halt letting of properties and asked for further clarification to why tenant feels discriminated against
16/02/11	Bolsover	Complainant lives in council house, neighbour is privately owned. Been having problems with tenants and landlord due to state of property	Planning & Environmental Health	11/03/11	17	2 complaints received by department, Jan 2008 and May 2009. Rubbish cleared by owner on both occasions. Site has been regularly monitored and fence erected, site to be developed and waste removed
21/02/11	Boston	Fuel provider unable to install meter due to inadequate space caused by location of cut off switch, want to know if written instructions provided to tenants regarding meter tariffs	Housing	18/03/11	19	Confirmation that we are unable to make recommendations about fuel suppliers. Brochure sent for heating system. Will make enquiries on their behalf to contractor and other residents are happy with this system

Table D: Summary of Stage Two Complaints 04/01/11 – 31/03/11

Date Received	Area	Summary of Complaint	Departments Involved	Date Response Sent	No of work days	Remedy
22/02/11	Shirebrook	Wants council to clean mould	Housing	17/03/11	17	Issued resolved as they have now taken a new tenancy
23/02/11	Barlborough	Repairs to external door not completed, still letting in water, been waiting 7-8 months	Housing	08/03/11	9	Confirmation that new door has been ordered and will be fitted by April 2011. Asked tenant to contact us to arrange inspection for possible damp
15/03/11	Rainworth	Complaint regarding refuse collectors not applying brakes on trade bins	Community & Street Services	05/04/11	15	Waste Services Manager had sent apology e-mail for not responding sooner and confirmation that collections will be monitored to check brakes are correctly applied
21/03/11	Barlborough	Unhappy that a response had not been received in relation to Planning Application 10/00451/FUL	Planning & Environmental Health	13/04/11	17	Apologies given for delay, confirmed that two councillors for the ward have been kept aware of all developments and have been in regular contact with residents and their nominated representative
21/03/11	Clowne	Various complaints regarding the Council allegedly breaching legal rights under Equality Act	Regeneration	13/04/11	17	Sent a copy of Disabled Facilities Grant application under FOI Act but re-iterated we can not process until we have referral from occupational therapist. Apologies for any upset
22/03/11	Clowne	Complaint regarding an unanswered letter and request for another inspection of his	Planning & Environmental Health	13/04/11	17	Apologies for not replying and an explanation provided. Mould assessed as Category 2 Hazard

Table D: Summary of Stage Two Complaints 04/01/11 – 31/03/11

Date Received	Area	Summary of Complaint	Departments Involved	Date Response Sent	No of work days	Remedy
		bathroom as work not been carried out as agreed				and no action justified
25/03/11	Bolsover	Has asked for copies of rent agreement which was refused, also asked for a copy of complaints procedure	Finance & Revenues	15/04/11	15	Initial request by phone and confirmed that request needs to be in writing. Tenancy agreement sent, fee waived, released under Data Protection Act
31/03/11	Bolsover	Complaint against neighbour concerning a dangerous tree, reported this and nothing been done	Planning & Environmental Health	26/04/11	16	Re-iterated visit by Grounds Maintenance Co-ordinator that confirmed the trees not classed as a danger but must be monitored on their condition. Apology that this was not made clear

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			04/01/11 – 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		6	6	
Customer Service and Performance				1	1		2	2		2	2		5	5	
Community & Street Services	6	6		6	6		2	2		5	5		19	19	
Housing	5	5		8	8		9	8	1	8	8		30	29	1
HR & Payroll															
ICT															
Legal							1	1		2	2		3	3	
Leisure				1	1		1	1					2	2	
Planning & Environmental				1	1		2	2		4	4		7	7	
Health															
Regeneration							1	1		3	3		4	4	
Finance & Revenues	9	9		3	3		6	6		2	2		20	20	
Totals	21	21		21	21		25	24	1	29	29		96	95	1

Table F: Summary of Stage Three Complaints 04/01/11 – 31/03/11

Date Received	Area	Summary of Complaint	Departments Involved	Date Response Sent	No of work days	Remedy
24/01/2011	Clowne	Remains dissatisfied with Stage 2 response regarding BDC not clearing snow to garages	Housing CSPD (Contact Centres)	03/02/11	8	Reiterated advice given in Stage 2 response - services provided in line with policy
04/02/2011	Shirebrook	Not happy with outcome of Stage 2 response regarding repairs to property	Housing	17/02/11	9	Reiterated advice given in Stage 2 response - repairs procedure followed correctly
14/02/2011	Shirebrook	Not happy with Stage 2 response in relation to fascias and guttering and other repairs	Regeneration	09/03/11	17	Confirmed work carried out was inspected at regular intervals and any issues dealt with at time. Remedial work carried out over 3 years ago. Sent copy of letter that was sent out in Oct 2007 in relation of roof.
03/03/2011	Clowne	Proximity of football pitch to rear garden and problems being experienced (noise, swearing, ball coming over). (Letter sent to us by Ombudsman, not been through our full complaints procedure)	Leisure	28/03/11	17	Re-iteration of Stage 2 response strongly advised to keep in touch with football team to try and work out issues
09/03/2011	Creswell	Unhappy with Stage 2 response and claims that BDC have let a property across the road from him	Housing	06/04/11	20	Re-iteration of Stage 2 response- we are not making allocations using the new points or under the new Choice Based Lettings scheme yet
22/03/2011	Barlborough	Unhappy with Stage 2 response with regard to front door not being replaced until April 2011	Housing	15/04/11	18	Re-iteration of advise that damp is caused by lifestyle conditions and that housing repair guidelines were followed

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	03/11/10	Decision recorded as ' Ombudsman not investigating any further '.
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		Open, awaiting decision
18/02/11	Clowne	Informal complaint - that the Council did not clear garages during heavy snowfall to enable resident to take to daughter to a hospital appointment	Housing	28/02/11	6	25/03/11	No or insufficient evidence of maladministration Council followed its winter maintenance policy
28/02/11	Glapwell	Formal complaint - Alleged miscalculation of housing and council tax benefit	Revenues	28/03/11	28	08/06/11	No or insufficient evidence of maladministration Council has followed its procedures and more importantly housing benefit regulations

Table H - Summary of FOI Requests 04/01/11 – 31/03/11

Date Received	Ref Number	Summary of FOI	Departments Involved	Date Response Sent	No of work days	Information released
03/01/11	288/1011	As of January 2011 how many allotments sites are there in which BDC has access to waiting list data	Planning & Environmental Health	06/01/11	2	Partially (some information not held)
03/01/11	289/1011	All records of annual figures for total number of current employees or ex-employees who have signed compromise agreements directly related to the resolving of disputes/ grievances/ internal/ external investigations/ whistleblowing incidents	Legal	27/01/11	18	No - exemption (exceeds cost ceiling)
03/01/11	290/1011	Copies of letters/emails from the Chief Executive and/or Finance Director addressed to the Communities Secretary regarding the councils budgets in last 6 months				Awaiting clarification of request
05/01/11	291/1011	How many households in total receive the waste collection service	Community & Street Services	07/01/11	2	Yes
05/01/11	292/1011	Response to Local Government Association e-mail of 21/6/10	Legal	27/01/11	16	No information held
05/01/11	268a/1011	Further information re: form LLC1	Legal	14/01/11	7	No information held
06/01/11	293/1011	How much council tax remains uncollected for last financial year and what are the Council's total arrears going back to 1993	Finance & Revenues	27/01/11	15	Yes
07/01/11	294/1011	Name/ address/ type commercial/ residential of each council owned abandoned/ empty/vacant building that has been empty for more than 6 months as end of November 2010	Housing Regeneration	07/02/11	20	Yes
07/01/11	295/1011	Number of computers, desktop, laptops and net books, amount spent on Microsoft products for	ICT	14/01/11	5	Partially - some information

Table H - Summary of FOI Requests 04/01/11 – 31/03/11

Date Received	Ref Number	Summary of FOI	Departments Involved	Date Response Sent	No of work days	Information released
		2005 - 2010				provided, also exemption (information available by other means)
10/01/11	296/1011	Value of top 25 past service reserves for current staff in council pension fund, how much does each individual accrue annually	HR & Payroll	11/01/11	1	No information held
11/01/11	297/1011	Full details of committee meeting report in respect of decision to serve winding up petitions	Finance & Revenues Democratic Services	25/01/11	10	No information held
11/01/11	298/1011	Whether council provides staff with guidance on use of language when dealing with one another or the public	Customer Service & Performance	27/01/11	12	Yes
14/01/11	268b/1011	Further request for total number of form LLC1 processed/ certified/ officially stamped in the local Land Charge Section for April 2000 – Dec 2010 with totals for each year	Legal	04/02/11	15	Yes
14/01/11	299/1011	Policy on fly posting with various groups, date introduced, how many fixed penalty notices have been issued	Planning & Environmental Health	04/02/11	15	Partially (some information not held)
11/01/11	286a/1011	Further information regarding staff sickness in each of last 24 months	HR & Payroll	17/01/11	4	No – information not held in format requested
17/01/11	286b/1011	Requires data regarding staff sickness for the last eight quarters in the format we hold	HR & Payroll	11/02/11	19	Partially (some information not

Table H - Summary of FOI Requests 04/01/11 – 31/03/11

Date Received	Ref Number	Summary of FOI	Departments Involved	Date Response Sent	No of work days	Information released
						held)
17/01/11	300/1011	How many planning applications received for installation of rooftop solar panels	Planning & Environmental Health	04/02/11	14	Partially (some information not held)
17/01/11	301/1011	Budget for leafleting and posters if data is not held separately from advertising budget please provide that	All departments	14/02/11	20	No - exemption (exceeds cost ceiling) however some information provided
17/01/11	302/1011	Request relating to workplace conflict resolution, how is it dealt with, is it outsourced	HR & Payroll	04/02/11	14	Partially (some information not held)
18/01/11	303/1011	Does council impose a Workplace Parking Levy on local employers	HR & Payroll	04/02/11	13	No information held
18/01/11	304/1011	Questions regarding persons dying intestate with no living blood relatives from 1st June to present	Regeneration	04/02/11	13	Yes
18/01/11	305/1011	Remuneration package for Chief Executive Officer for 2008/9, 2009/10, 2010/11 and 2011/12	HR & Payroll	04/02/11	13	Yes
18/01/11	306/1011	Detailed staff structure charts for Finance, H/R, IT and Policy for authority	HR & Payroll	04/02/11	13	Yes - partially (some NEDDC)
20/01/11	307/1011	Copies of the recent food standards and food hygiene reports carried out for all hospitals within area	Planning & Environmental Health	11/02/11	16	Yes

Table H - Summary of FOI Requests 04/01/11 – 31/03/11

Date Received	Ref Number	Summary of FOI	Departments Involved	Date Response Sent	No of work days	Information released
20/01/11	308/1011	Provide complete details of all council houses sold under the Right to Buy Scheme since 1st Jan 2002 to date	Housing	17/02/11	20	No - exemption (exceeds cost ceiling)
20/01/11	309/1011	How much money was allocated to charities and voluntary organisations for 2010/11	Finance & Revenues	11/02/11	16	Partially (some information not held)
17/01/11	310/1011	Identify which services local authority currently makes available to consumers through post office network	CSPD Leisure Community & Street Services Housing Planning & Environmental Health Regeneration Finance & Revenues	04/02/11	14	No information held
24/01/11	311/1011	List of all grants that were made by council for social enterprise/mobility/improvement	Finance & Revenues	16/02/11	17	No - exemption (exceeds cost ceiling)
26/01/11	312/1011	Non domestic Rates and Rates relief for Valuation period 2010 to 2015	Finance & Revenues	18/02/11	17	No - exemption (exceeds cost ceiling)
26/01/11	313/1011	Does council employ an individual/s to ensure authority is meeting its responsibilities under the Equality Act 2010	Customer Service & Performance	14/02/11	13	Partially (some information not held)
26/01/11	314/1011	Business rates related information for Filigree Textiles Carter Lane East South Normanton	Finance & Revenues	15/02/11	14	Yes

Table H - Summary of FOI Requests 04/01/11 – 31/03/11

Date Received	Ref Number	Summary of FOI	Departments Involved	Date Response Sent	No of work days	Information released
26/01/11	315/1011	In financial year to date how many employees received redundancy payments	HR & Payroll	15/02/11	14	Partially (some information not held)
27/01/11	316/1011	Information about an issue between Bolsover District Council and CISWO, land owners of Shirebrook Model Village Sports Ground	Leisure	03/02/11	5	Yes
27/01/11	317/1011	Are there any negotiations with Shirebrook Town Council or any other institute to move the Recreation Ground, currently attached to Model Village Sports Ground, to another location	Leisure	03/02/11	5	No information held
28/01/11	318/1011	How many people have been buried in a communal grave since 1st January 2011	Regeneration	15/02/11	13	No information held
28/01/11	319/1011	Copies of instructions given together with confirmation that this person/persons had full authority with BDC to do so	Finance & Revenues Legal	25/02/11	20	Partially - some information provided, also exemption (Legal professional privilege)
27/01/11	320/1011	Information relating to Total Annual Figures for Compromise Agreements etc	Legal	15/02/11	13	Partially (some information not held)
28/01/11	321/1011	Do you have an In House Graphic Design facility, an in house printing facility, does this manage photocopy contracts	Customer Service & Performance	15/02/11	13	Yes
28/01/11	322/1011	Copy of employee code of conduct which outlines the standards expected of Council Officers	HR & Payroll	15/02/11	13	Yes

Table H - Summary of FOI Requests 04/01/11 – 31/03/11

Date Received	Ref Number	Summary of FOI	Departments Involved	Date Response Sent	No of work days	Information released
28/01/11	323/1011	Information on Outreach Programme specifically within the Muslim Community	Customer Service & Performance	16/02/11	13	No information held
31/01/11	324/1011	How many properties are there in council tax banding f, g and h	Finance & Revenues	16/02/11	12	Yes
31/01/11	325/1011	Charges to be set or set for searches of the Local Land Charges Register 1.4.11 to 31.3.12	Legal	25/02/11	19	Partially (some information not held)
31/01/11	326/1011	Amount of times the Council has used third party debt recovery agencies in past three years	Finance & Revenues Regeneration	22/02/11	16	Partially (some information not held)
26/01/11	283a/1011	Further request for list of addresses of non-council properties with postcodes	Finance & Revenues	03/02/11	6	No - exemption (information available by other means)
01/02/11	327/1011	Information on how much council employees can claim per mile for using their car, motorbike or bicycle and how much is paid out in mileage allowance per year	HR & Payroll	24/02/11	17	Yes
02/02/11	328/1011	Questions regarding ICT software and storage	ICT	22/02/11	14	Partially (some information not held)
01/02/11	329/1011	What is fee for a temporary road closure, what act does this come under	Democratic Services	16/02/11	11	Yes
02/02/11	330/1011	Request copy of Legal Section staff structure. Looked on website but full structure not available	HR & Payroll	18/02/11	12	Yes

Table H - Summary of FOI Requests 04/01/11 – 31/03/11

Date Received	Ref Number	Summary of FOI	Departments Involved	Date Response Sent	No of work days	Information released
02/02/11	331/1011	Information for waste management in relation to NI 191, 192, 193	Community & Street Services	16/02/11	10	Yes
02/02/11	332/1011	Provide details of any cars leased or bought for use by council members or employees in last five years	Finance & Revenues HR & Payroll	01/03/11	19	Partially - still awaiting clarification of part of request
03/02/11	333/1011	How many public health funerals have been carried out since June 2010	Regeneration	16/02/11	9	Yes
04/02/11	334/1011	Number of incidents camera footage has been used by Police as evidence in court since camera installations	Community & Street Services	25/02/11	15	No information held
04/02/11	335/1011	Information about household waste	Community & Street Services	18/02/11	10	Yes
07/02/11	336/1011	How many ICT staff employed, budget spent on ICT, names of director, any special processes the Council goes through with suppliers	ICT	16/02/11	7	Yes
03/02/11	337/1011	Provide details of all contracts held for Grounds Maintenance, Street Cleansing, Residual Household Waste collection and residual household recycle waste collection	Community & Street Services Regeneration	02/03/11	19	Partially - some information provided
03/02/11	338/1011	How much has council spent on hiring celebrities for events etc since January 2008 to date	Customer Service & Performance	16/02/11	9	Partially - some information provided
03/02/11	339/1011	Structure chart for names, numbers of housing, homeless support and maintenance departments	HR & Payroll	18/02/11	11	Yes

Table H - Summary of FOI Requests 04/01/11 – 31/03/11

Date Received	Ref Number	Summary of FOI	Departments Involved	Date Response Sent	No of work days	Information released
04/02/11	340/1011	Salary bonuses and overtime to refuse collectors, the 10 highest annual amounts for the years 2008/09 year and the 2009/10 year. For the three biggest amounts in each year please state what proportion of the total pay was salary, bonus and overtime	HR & Payroll	23/02/11	13	No - exemption (exceeds cost ceiling)
04/02/11	341/1011	How many warning letters, statutory notices, fines, fixed penalties in relation to household waste since May 1 2010 and 2009/10	Community & Street Services	23/02/11	13	No information held
04/02/11	342/1011	How much income has the council received from selling personal details so far during the current financial year (2010/11)	Democratic Services	28/02/11	16	Yes
04/02/11	268c/1011	Are figures in response letter included or additional to the forms LLC1 processed as part of a full official search	Legal	18/02/11	10	Yes
08/02/11	343/1011	Naturewatch Local Authority Survey for Stray Dogs and Dog Breeding Establishments	Planning & Environmental Health	24/02/11	12	Yes
09/02/11	344/1011	Confirm what provision is being made in budget to deal with the repayment of fees unlawfully charged over the last six years	Legal	25/02/11	12	No information held
09/02/11	345/1011	For each calendar year beginning Jan1st 2004 number of personal searches of Local Land Charges Register, Official Certificates of Search under Form LLC1	Legal	07/03/11	18	Partially - some information provided
10/02/11	346/1011	How many Private Finance Initiatives (PFI) schemes does authority have and what are they plus further questions	Finance & Revenues	24/02/11	10	No information held

Table H - Summary of FOI Requests 04/01/11 – 31/03/11

Date Received	Ref Number	Summary of FOI	Departments Involved	Date Response Sent	No of work days	Information released
14/02/11	347/1011	The number of job losses expected over the next 12 months and the sum expected to be spent on redundancy packages	HR & Payroll	28/02/11	10	No information held
14/02/11	348/1011	Give all firms and organisations with whom BDC have enjoyed a solicitor/client relationship since 2004 or received documents subject to legal professional privilege	Legal	14/03/11	20	Partially -some information provided
14/02/11	349/1011	Business rates related information for Filigree Textiles Carter Lane East South Normanton for period 1/4/11 to 31/3/05	Finance & Revenues	04/03/11	14	Yes
15/02/11	350/1011	What are charges to host a street party, will it be relaxed for Royal Wedding how far in advance do you have to submit request to host one	Democratic Services	28/02/11	9	Partially -some information provided
16/02/11	351/1011	Various questions relating to an investigation undertaken	Legal	11/03/11	17	Partially -some information provided
17/02/11	352/1011	All celebrity speakers paid to attend council functions for years 2005/06, 2006/07, 2007/08, 2009/2010, 2010/11	Customer Service & Performance	01/03/11	8	No information held
17/02/11	353/1011	Questions regarding persons dying with no known next of kin from 14/10/10 to present	Regeneration	01/03/11	8	Partially -some information provided
17/02/11	354/1011	List of council tax and bid accounts that have current overpayment/credit shown for 2008/09 or any other year	Finance & Revenues	10/03/11	15	Partially -some information provided
21/02/11	355/1011	A copy of our hearing procedures for hearings held under the Provisions of the Licensing Act 2003	Legal	08/03/11	11	Yes

Table H - Summary of FOI Requests 04/01/11 – 31/03/11

Date Received	Ref Number	Summary of FOI	Departments Involved	Date Response Sent	No of work days	Information released
18/02/11	356/1011	How many new staff posts have been created since 1st May 2010, title, salary	HR & Payroll	04/03/11	10	Yes
18/02/11	357/1011	How many public health funerals have been carried out since November 2010 with no next of kin	Regeneration	02/03/11	8	Partially -some information provided
21/02/11	358/1011	Amount of expenditure through grants to voluntary and community sector organisations for 2010/11 and anticipated amount for 2011/12	Director of Resources	21/03/11	20	Yes
21/02/11	359/1011	Seeking up to date information about primates licensed under the Dangerous Wild Animals Act	Planning & Environmental Health	08/03/11	11	Partially - some information provided
22/02/11	360/1011	Information on Twinning Arrangements, how much spent over last 3 years	Customer Service & Performance	08/03/11	10	No information held
21/02/11	361/1011	Details of council's constitution, policies, rules and or procedures which specifically guides/ recommends or mandates council to limit or exclude electrical work being undertaken under British Standard 7671	Housing Regeneration Legal Democratic Services Procurement	18/03/11	19	No information held
23/02/11	362/1011	Average amount of notice given to changes of funding to voluntary and community sector organisations either to grants or contracts so far during 2010/11	Director of Resources	23/03/11	20	Partially - some information provided
23/02/11	363/1011	Questions on recycling and rubbish plus fixed penalty notices	Community & Street Services Planning & Environmental	17/03/11	16	Partially -some information provided

Table H - Summary of FOI Requests 04/01/11 – 31/03/11

Date Received	Ref Number	Summary of FOI	Departments Involved	Date Response Sent	No of work days	Information released
24/02/11	364/1011	Vacant 2010 list Assessment with a Rateable value greater than or equal to £20,000	Finance & Revenues	16/03/11	14	No - exemption (exceeds cost ceiling)
24/02/11	365/1011	For years 2008/9, 2009/10, 2010/11 confirm amount paid under any grants, consultancies or contracts by the public sector	Finance & Revenues Democratic Services Legal	24/03/11	20	Partially - some information provided
25/02/11	366/1011	Questions relating to introduce the Universal Credit and plans to incorporate Housing Benefit within that structure	Finance & Revenues	17/03/11	14	Partially - some information provided
02/03/11	367/1011	Statement of persons nominated/notice of poll for the constituency of Bolsover for Parliamentary Elections on 1st May 1997, 7th June, 2001 and 5th May 2005	Democratic Services	21/03/11	13	No information held
02/03/11	368/1011	Questions on Trade union posts, how much spent on alcohol, how much spent on twinning, five highest redundancy payments	All departments	30/03/11	20	Partially - some information provided – some exemption applied section 40 personal information
03/03/11	369/1011	Cemeteries and burial sites for which Bolsover District Council have responsibility	Regeneration	17/03/11	10	No information held
03/03/11	370/1011	Environmental information relating to Local Land Charges all restrictions imposed on personal searches since September 2005	Legal	30/03/11	19	Partially - some information provided

Table H - Summary of FOI Requests 04/01/11 – 31/03/11

Date Received	Ref Number	Summary of FOI	Departments Involved	Date Response Sent	No of work days	Information released
04/03/11	371/1011	Data concerning residential bulky/special waste collections in our area	Community & Street Services	31/03/11	19	Partially - some information provided
04/03/11	372/1011	Information on the level of parish precepts within our authority	Finance & Revenues	09/03/11	3	Yes
04/03/11	319a/1011	Follow up to previous FOI 319 as to name of officer who gave instuction	Finance & Revenues	07/03/11	1	Partially - some information provided
04/03/11	373/1011	List of private hire licence operators listed under BDC	Legal	11/03/11	5	Yes
04/03/11	374/1011	How much has council spent on bottled water, mobile phone costs and taxis over last three years	HR & Payroll Finance & Revenues CEO	01/04/11	20	Partially - some information provided
07/03/11	375/1011	Anyone who has died intestate with no known next of kin since 2nd November 2010 to date	Regeneration	08/03/11	9	Partially - some information provided
07/03/11	376/1011	Provide the council's annual spend on insurance and insurance products	Revenues & Finance	22/03/11	11	Yes
07/03/11	377/1011	Provide an up to date listing of boarding kennels and catteries licensed by the council	Planning & Environmental Health	24/03/11	13	Partially - some information provided

Table H - Summary of FOI Requests 04/01/11 – 31/03/11

Date Received	Ref Number	Summary of FOI	Departments Involved	Date Response Sent	No of work days	Information released
07/03/11	378/1011	Environmental Information Regulations 2004, various questions	Legal	23/03/11	12	Partially - some information provided plus exemption available by other means
09/03/11	379/1011	Number of council employees allowed to act full time on trade union business and the amount of tax payers money spent by the council funding full time union officials since 2008	HR & Payroll	23/03/11	10	Partially - some information provided
10/03/11	380/1011	List of all public services that are currently contracted out to the Private Sector	Procurement	31/03/11	15	Yes
11/03/11	381/1011	Record of expenses for Councillor Dooley and Councillor Kelly for year ending 2011	HR & Payroll	24/03/11	9	No exemption available by other means and future publication
11/03/11	382/1011	Further information required from FOI 319 and 319a, names and job descriptions of other people involved in unminuted meeting	Finance & Revenues	08/04/11	20	Yes
11/03/11	383/1011	Details of members of public who have died without any known next of kin etc	Regeneration	23/03/11	8	Partially - some information provided

Table H - Summary of FOI Requests 04/01/11 – 31/03/11

Date Received	Ref Number	Summary of FOI	Departments Involved	Date Response Sent	No of work days	Information released
14/03/11	384/1011	Number of royal wedding street party applications received and details of any wedding presents sent	Democratic Services CEPT	23/03/11	7	Partially - some information provided
15/03/11	385/1011	List of all credits held on business rates system as well as credits written away to suspense/control accounts and amounts written off during last 12 months which are due to non individuals	Finance & Revenues	08/04/11	18	Yes
16/03/11	386/1011	Acting on behalf of next of kin for deceased and want to know where to make enquiries	Planning & Environmental Health	23/03/11	5	Yes
16/03/11	387/1011	Disclosure on impact the funding decisions will have on Third Sector Organisations in our area	Director of Resources	25/03/11	7	Partially - some information provided
21/03/11	388/1011	Information on safety issues, accidents and risk assessments for trampolining	Leisure	15/04/11	19	Partially - some information provided
21/03/11	389/1011	Information on CCTV cameras and microchips in rubbish bins	Community & Street Services Regeneration Leisure	13/04/11	17	Partially - some information provided
22/03/11	390/1011	Details of members of public who have died without any known next of kin etc from 23/11/10 to present	Regeneration	25/03/11	3	Partially - some information provided

Table H - Summary of FOI Requests 04/01/11 – 31/03/11

Date Received	Ref Number	Summary of FOI	Departments Involved	Date Response Sent	No of work days	Information released
22/03/11	391/1011	Various questions relating to Official Search LLC1 and CON 29	Legal	31/03/11	7	No exemption (available by other means)
24/03/11	392/1011	Make and model of vehicle used for Mayors and/or Chairmans and/or Leader of the council's official engagements	CEPT	01/04/11	6	Partially - some information provided
22/03/11	363a/1011	Further request to FOI 363/1011 clarification on responses given in previous FOI	Finance & Revenues	11/04/11	14	Yes
29/03/11	393/1011	Details of all businesses held on our Food Premises Register	Planning & Environmental Health	20/04/11	16	No exemption (available by other means)
29/03/11	394/1011	Details of members of public who have died without any known next of kin from October 2010	Regeneration	15/04/11	13	Partially - some information provided
29/03/11	395/1011	Various questions on Local Government Association (LGA) funding	Finance & Revenues	19/04/11	15	Partially - some information provided
31/03/11	396/1011	Provide all details of total number of hot/takeaway food retails within area	Planning & Environmental Health	19/04/11	13	Yes
31/03//11	397/1011	How many people did the council house in properties owned by council	Housing	27/04/11	19	Partially - some information provided

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			4/1/11 – 31/3/11			Total		
	No. of Requests	No. Responded to in time	No. out of time	No. of Requests	No. Responded to in time	No. out of time	No. of Requests	No. Responded to in time	No. out of time	No. of Requests	No. Responded to in time	No. Out of time	No. of Requests	No. Responded to in time	No. out of time
CEO	1	1		4	4					3	3		8	8	
CEPT	2	2		4	4		1	1		4	4		11	11	
Customer Service & Performance	15	15		20	20		3	3		10	10		48	48	
Community & Street Services	6	6		9	9		2	2		12	12		29	29	
Democratic Services	4	4		6	6		4	4		11	11		25	25	
Housing	3	3		11	11		6	6		6	6		26	26	
HR & Payroll	11	11		14	14		11	11		22	22		58	58	
ICT	8	8		9	9		16	16		5	5		38	38	
Legal	11	11		15	15		13	13		21	21		60	60	
Leisure	3	3		6	6		7	7		7	7		23	23	
Planning & Environmental Health	16	16		27	27		22	22		14	14		79	79	
Procurement	4	4		5	5		5	5		4	4		18	18	
Regeneration	9	9		13	12	1*	16	16		18	18		56	55	1
Finance & Revenues	16	16		23	23		13	13		32	32		84	84	
Totals	109	109		166	165	1*	119	119		169	169		563	562	1

*Extension applied as permitted