

Committee:	Executive	Agenda Item No.:	10.
Date:	8th August 2011	Status	Open
Category	3. Part of the Budget and Policy Framework		
Subject:	Compliments, Comments, Complaints and Freedom of Information Requests - 1 st April 2011 to 30 th June 2011.		
Report by:	Customer Service and Access Officer		
Other Officers Involved	Support Officer		
Director	Chief Executive Officer		
Relevant Portfolio Holder	Councillor E. Watts, Portfolio Holder for Customer Services and Policy 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 1st April 2011 to 30th June 2011.

Compliments

Table A shows the number of written compliments received for the period. In total 45 written compliments were received (the same number as the previous quarter). A good cross section of compliments received from customers

appreciating excellent service, including 9 for the Halle Orchestra event which Leisure ran at the Heritage School, Clowne, 5 compliments concerning the burgundy bin service and 2 appreciating the Dog Fouling and Litter Initiative at South Normanton.

Comments

Table B shows the number of written comments received for the period. 26 out of the 28 received were responded to within standard (20 working days), with the remaining 2 open and within timescale.

5 comments concerned the proposal to sell the offices at Sherwood Lodge and redevelop the town centre.

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 April 2011 to 30th June 2011.

Service Area	01/04/11– 30/06/11	Total
Complaints regarding housing repairs e.g. out of time, quality	0	0
Missed clinical waste collection	16 (5)	16 (5)
Missed domestic or green bin collection	166 (155)	166 (155)
Missed blue box/ burgundy bin collection	205 (201)	205 (201)
Total	387 (361)	387 (361)

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 8,327 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. 31 complaints were received during this period, this is significantly up (35%) from last quarter in which we received 23 complaints.

24 of these were responded to within our customer service standard of 20 working days, with the remaining 7 open and within timescale.

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, 4 were responded to within standard, with the remaining 1 open and within timescale.

Ombudsman

Table G shows the status of Ombudsman complaints for 2011/12 as of 12th July 2011. During this period 1 formal complaint was investigated without the Council's input and the decision recorded by the Ombudsman was 'outside jurisdiction'.

Freedom of Information (FOI)

Table H shows the number of requests for 'freedom of information' for the period by date order. Of the 102 requests received (slightly down from 118 last quarter), 86 were responded to within the government standard of 20 working days and the remaining 17 are open and within timescale. Additionally we received 14 further requests which we forwarded to other organisations.

Table I shows the above information by department.

Personal Data requests (DP)

There were 5 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 100% has been set for responding to stage two complaints within 20 working days for 2011/12. This should be achieved providing the remaining 7 complaints are responded to within timescale. An update will be provided at the meeting.

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 01/04/11 – 30/06/11

Table B: Comments summary for the period 01/04/11 – 30/06/11

Table C: Comments summary by department 2011/12

Table D: Stage two complaints summary for the period 01/04/11 – 30/06/11

Table E: Stage two complaints summary by department 2011/12

Table F: Stage three complaints summary for the period 01/04/11 – 30/06/11

Table G: Ombudsman complaints summary for 2011/12

Table H: Freedom of information summary for the period 01/04/11 – 30/06/11

Table I: Freedom of information summary by department 2011/12

FILE REFERENCE: - N/A

SOURCE DOCUMENT: - N/A

Table A: COMPLIMENTS SUMMARY 01/04/11 – 30/06/11

Date Received	Area	Summary of Compliment	Departments Involved
04/04/11	Canada	Thanks for the 'Visit Britain Familiarisation Group' promoting tourism in Britain. Outstanding itinerary	Regeneration
05/04/11	Bolsover	Thanks to Customer Advisor who was very helpful and went the extra mile with advice when resident was moving house	CSPD (Contact Centres)
19/04/11	Langwith	Thanks to everyone who helped with noise pollution case against neighbours	Planning & Environmental Health
20/04/11	South Normanton	Thanks to everyone who he has dealt with, Benefits, Refuse Collectors and Customer Advisors. Cannot give enough praise – much better than those at the local authority area his daughter lives in	CSPD (Contact Centres) Finance & Revenues Community & Street Services
21/04/11	Bolsover	Thanks to Engineers for rapid response to request for help	Regeneration
21/04/11	Alfreton	Thanks for help and input after a routine compliance inspection test	Planning & Environmental Health
05/05/11	Bolsover	Thanks to Customer Advisor for help in repairs to mother's property	CSPD (Contact Centres)
09/05/11	Langwith	Thanks to Village Sports Development Officer for all support offered during recent inspection at Stubbin Wood School	Leisure
09/05/11	Bolsover	Very impressed with advice and help from Customer Advisor, polite and very efficient	CSPD (Contact Centres)
11/05/11	Creswell	Engineers offer a fantastic service	Regeneration
11/05/11	South Normanton	Thanks to 'enquiries@bolsover' and Senior Engineering Assistant for help with cleaning road sign. Dealt with quickly and efficiently	CSPD Regeneration
12/05/11	Clowne	Thanks for delivery of burgundy bin	Community & Street Services
17/05/11	Whitwell	Thanks to Engineers for quick and efficient service	Regeneration
20/05/11	Bolsover	Thanks to all staff involved in Older Peoples Forum	CEPT Community & Street Services Leisure CSPD
26/05/11	Creswell	Thanks to Housing repairs team for repairs to guttering - they did a good job and were very polite	Housing

Table A: COMPLIMENTS SUMMARY 01/04/11 – 30/06/11

Date Received	Area	Summary of Compliment	Departments Involved
26/05/11	Clowne	Thanks to Refuse Operatives who removed their dead cat	Community & Street Services
26/05/11	Matlock	Choir competition enjoyable	Leisure
26/05/11	Bolsover	Thank you for dealing with the dog which keeps straying	Planning & Environmental Health
27/05/11	Bolsover	Choir competition enjoyable	Leisure
27/05/11	Swanwick	Choir competition enjoyable	Leisure
01/06/11	Tibshelf	Thank you to Repairs Operative who attended - carried out the work impeccably and was very well mannered	Housing
03/06/11	Clowne	Thank you to the pest control service	Regeneration
07/06/11	Barlborough	Happy with the service provided by the Contact Centre and Street Services in relation to new burgundy bin	CSPD (Contact Centres) Community & Street Services
06/06/11	Shirebrook	Thanks to Planning for responding so quickly	Planning & Environmental Health
14/06/11	South Normanton	Big thank you for everyone connected with Dog Fouling and Litter Initiative	Community & Street Services
10/06/11	Shirebrook	Thanks to handy van service, helpful and polite	Planning & Environmental Health
20/06/11	Glapwell	Thanks to CAN Ranger for efficient speedy service, very impressed	Community & Street Services
17/06/11	Clowne	Thanks to Environmental Health and Customer Service Advisor for removal of bees	Planning & Environmental Health CSPD (Contact Centres)
19/06/11	Clowne	Praise for introduction of burgundy bin and all round good waste collection service	Community & Street Services
21/06/11	South Normanton	Congratulations for introduction of burgundy bin scheme and for keeping to weekly black bin collection. Excellent service	Community & Street Services
22/06/11	Clowne	Thanks for help from Environmental Health (Commercial) in relation to noise from kennels	Planning & Environmental Health
22/06/11	Shirebrook	Thanks for replacing vandalised seat in Shirebrook Town Park	Regeneration

Table A: COMPLIMENTS SUMMARY 01/04/11 – 30/06/11

Date Received	Area	Summary of Compliment	Departments Involved
23/06/11	New Houghton	Wanted to pass on praise for the burgundy bin scheme after reading negative article in the Chad	Community & Street Services
23/06/11	South Normanton	Thanks to everyone connected with Dog Fouling and Litter Initiative event, very well received locally	Community & Street Services Planning & Environmental Health
27/06/11	Fareham	Thanks to support and advice in getting website so well developed and working	CSPD
30/06/11	Shirebrook	Security light to Shirebrook Model Village Residents Association premises now up and working	Regeneration
01/07/11	Unknown	Thanks to all involved in Halle Concert in Clowne. Fantastic event	Leisure
30/06/11	Clowne	Thanks to all involved in Halle Concert in Clowne. Fantastic event	Leisure
30/06/11	Bolsover	Thanks to all involved in Halle Concert in Clowne. Fantastic event	Leisure
30/06/11	Leicester	Thanks to all involved in Halle Concert in Clowne. Fantastic event	Leisure
30/06/11	Tibshelf	Thanks to all involved in Halle Concert in Clowne. Fantastic event	Leisure
30/06/11	Tibshelf	Thanks to all involved in Halle Concert in Clowne. Fantastic event	Leisure
30/06/11	London	Thanks to all involved in Halle Concert in Clowne. Fantastic event	Leisure
30/06/11	London	Thanks to all involved in Halle Concert in Clowne. Fantastic event	Leisure
30/06/11	Derby	Thanks to all involved in Halle Concert in Clowne. Fantastic event	Leisure

Table B: SUMMARY OF COMMENTS 01/04/11 – 30/06/11

Date Received	Area	Summary of Comment	Departments Involved	Date Response Sent	No of work days	Summary of Response
04/04/11	Glapwell	Rent for garage plot has increased for last 2 years without a corresponding increase in maintenance	Housing	27/04/11	15	Confirmation that charge for plot is in proportion to overall cost of provision
14/04/11	Clowne	Correspondence sent from the Planning Department is not in large print	Planning & Environmental Health CSPD	11/05/11	16	Apology and letter re-sent along with plans and given option to see a planning officer. Advised that council has made reasonable adjustment
18/04/11	Shuttlewood	Why has council tax increased and money been spent on new signage for Bolsover	Finance & Revenues	10/05/11	13	Increase in council tax was parish precept. The Parish Council and Civic Society responsible for signage
19/04/11	Bolsover	Comments on future of Kitchen Croft and whether Sherwood Lodge offices are to be sold	Regeneration	17/05/11	17	Information given regarding the Kitchen Croft lease and advised regarding possible sale of Sherwood Lodge
20/04/11	Clowne	Unhappy with fact that land adjacent was sold without people being informed	Planning & Environmental Health	27/04/11	3	Land not owned by this Council
27/04/11	Tibshelf	Wants exterior door to bungalow and various adaptations	Housing	24/05/11	18	Responsibility lies with the tenant for fencing and gates. Given County Council contact numbers if requiring a welfare adaptation
27/04/11	Glapwell	Further comments regarding increase in garage rent	Housing	25/05/11	19	Reiterated previous advice with regard to rent charges
05/05/11	Clowne	Why does Council maintain land it does not own.	Planning & Environmental	31/05/11	15	Land is public amenity - but review of land maintained to be

Table B: SUMMARY OF COMMENTS 01/04/11 – 30/06/11

Date Received	Area	Summary of Comment	Departments Involved	Date Response Sent	No of work days	Summary of Response
		Planning notices not displayed for the time period required by Planning Law	Health Community & Street Services			carried out. Planning notices displayed in excess of the 21 day period required
10/05/11	Clowne	Ongoing Housing Benefit issues resulted in court summons	Finance & Revenues	06/06/11	18	Advised of benefit overpayment schedule
11/05/11	Pinxton	Duplicate burgundy bin leaflets a waste of taxpayes money	Community & Street Services	31/05/11	12	Advised external funding for leaflets. Important to communicate clearly about a new service and raise awareness
16/05/11	Bolsover	Comments on whether Council offices are being sold and the amount of changes taken place	Regeneration	06/06/11	14	Advised of rationale behind the proposed sale
16/05/11	Shirebrook	Wants to be involved in recycling process and comments about possible problems with burgundy bin scheme	Community & Street Services	24/05/11	6	Informed customer that the recycling scheme has been reviewed and advised of assisted bin collection service
16/05/11	Newton	No room for burgundy bin	Community & Street Services	14/06/11	20	Waste Services manager dealt with customer direct
18/05/11	Barlborough	Comments on trees in Barlborough Country Park	Planning & Environmental Health	19/05/11	1	No breach of planning control in re-positioning of trees. Matter should be taken up with Barlborough Parish Council
17/05/11	Langwith	Questions in relation to burgundy bin and how to present them as have no kerb	Community & Street Services	02/06/11	12	Bins to be picked up from rear of property

Table B: SUMMARY OF COMMENTS 01/04/11 – 30/06/11

Date Received	Area	Summary of Comment	Departments Involved	Date Response Sent	No of work days	Summary of Response
19/05/11	Clowne	Claims breach of legal rights, name spelt incorrectly in letter from Planning, unhappy with burgundy bin scheme	Planning Community & Street Services CSPD	17/06/11	20	Reiterated previous advice with regard to land, provided documents in large print and advised about burgundy bin
23/05/11	Tibshelf	Green bins have been missed due to the refuse lorry being unable to access the street because of obstructions	Community & Street Services	17/06/11	18	Cards printed to leave on vehicles and situation to be monitored
23/05/11	Shirebrook	Unhappy with rubbish on streets in Shirebrook possibly leading to a vermin problem	Community & Street Services	17/06/11	18	Rubbish cleared weekly, weed problem to be addressed
26/05/11	Shirebrook	Further comments regarding extended recycling service	Community & Street Services	06/06/11	6	Re-iterated advice about recycling service
27/05/11	South Normanton	Non-response to letter containing comments on a Planning matter	Planning & Environmental Health	20/06/11	15	Given advice and guidelines in relation to the trimming or removing of the hedge. Explained representation process
27/05/11	Pilsley	Put recycling out on day advised and still not collected	Community & Street Services	08/06/11	8	Apologised for incorrect information previously given
07/06/11	Shirebrook	Ball games being played and ball going in to garden	Community & Street Services	29/06/11	16	'No Ball Games' signs not enforceable. CAN Rangers to patrol area on regular basis
22/06/11	Clowne	Further letter in regard to alleged breaches of rights	CSPD	23/06/11	0	Informed we have kept comments on file, nothing to add to previous comments
13/06/11	Bolsover	Further comments about changes taking place at Bolsover and losing familiar	Regeneration	04/07/11	15	Thanked for continued interest. Advised all residents will be kept informed of any future

Table B: SUMMARY OF COMMENTS 01/04/11 – 30/06/11

Date Received	Area	Summary of Comment	Departments Involved	Date Response Sent	No of work days	Summary of Response
		landmarks				developments and advised that Council are committed to regeneration of Bolsover town
17/06/11	Shirebrook	Comments that housing applicant went to view potential property - garden overgrown	Housing	06/07/2011	13	Service usually provided when Grounds Maintenance are in the area. Housing Department to investigate
20/06/11	Creswell	Not received a black bin	Community & Street Services	06/07/2011	12	Bin delivered within target time and extra bags of waste collected
22/06/11	Bolsover	Worries over potential proposed developments in Bolsover (Sherwood Lodge)	Planning & Environmental Health			
30/06/11	Bolsover	Concerns over proposed decision to sell land in centre of Bolsover	Regeneration Planning & Environmental Health			

Table C: Comments Summary by Department 2011/12

Department/Section	01/04/11 – 30/06/11			01/07/11 – 30/09/11			01/10/11– 31/12/11			04/01/12 – 31/03/12			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															
Customer Service & Performance Department	3	3											3	3	
Community & Street Services	13	13											13	13	
Housing	4	4											4	4	
Legal															
Leisure															
Planning & Environmental Health	8	8											8	8	
Regeneration	4	4											4	4	
Finance & Revenues	2	2											2	2	
Totals	34	34											34	34	

Table D: Summary of Stage Two Complaints 01/04/11 – 30/06/11

Date Received	Area	Summary of Complaint	Departments Involved	Date Response Sent	No of work days	Remedy
04/04/11	Pinxton	Says that correspondence has not been answered	Finance & Revenues	27/04/2011	15	Further information required in relation to claim, apology for not responding sooner
11/04/11	Clowne	Queries on benefits and council tax owing	Finance & Revenues	09/05/11	17	Apology for error made in missing off Working Tax Credits however complainant did not advise at the time
11/04/11	Barlborough	Complaint in relation to Planning Application not uploaded onto planning portal	Planning & Environmental Health	20/04/11	7	Planning liaised direct with complainant - confirmation sent
12/04/11	Clowne	Unhappy with lack of correspondence/ organisation when submitting a nomination for Parish Councillor	Legal & Democratic Services	19/04/11	5	CEO liaised direct, confirmed this and gave option to escalate to Stage 3 if required
14/04/11	Whitwell	Not received replacement bin	Community & Street Services CSPD (Contact Centres)	10/05/11	15	Apology for inputting error, original bin found and refund given
14/04/11	Pilsley	Blue box not been emptied	Community & Street Services CSPD (Contact Centres)	17/05/11	20	Contractors to monitor and apology for any inconvenience
15/04/11	Creswell	Request for house but told Housing Department are not letting yet	Housing	17/05/11	19	Advised review carried out on all applicants prior to start of Choice Based Letting, apologised for delay in sending out advice letters
20/04/11	Shirebrook	Reported damp and mould on front door. Unhappy with	Housing	03/05/11	6	Inspection delayed due to adverse weather conditions, no

Table D: Summary of Stage Two Complaints 01/04/11 – 30/06/11

Date Received	Area	Summary of Complaint	Departments Involved	Date Response Sent	No of work days	Remedy
		inspectors calling without arranging first. Delays with completion date and wants compensation				sign of rot found but on further inspection new doors ordered and contractors will contact for fitting
20/04/11	South Normanton	Reminder notice received for council tax. Paid for on behalf of account holder but wants to know what this is for and why there is a credit amount	Finance & Revenues CSPD (Contact Centres)	20/05/11	19	Advised standard letter sent out as reminder, advised of data protection and how account holder can get this information
21/04/11	Clowne	Ballot papers when received were open and with a white paper missing	Legal & Democratic Services	11/05/11	11	Apology for inconvenience caused on receiving unsealed ballot papers. Asked for papers to be returned in order for new ones to be issued. Investigating company who handled packing and distribution
03/05/11	Bolsover	Paid council tax on a Saturday, but no information was available, now received reminder	Finance & Revenues CSPD (Contact Centres)	25/05/11	16	Apology for lack of information available at the time of payment
04/05/11	Clowne	Still unhappy with information supplied regarding Disabled facilities Grants and alleged breaches of rights	CSPD Planning & Environmental Health	31/05/11	18	Reiterated previous advice - no breach
04/05/11	Tibshelf	Unhappy that repairs to windows were delayed	Housing	25/05/11	15	Apology for lack of response, however repairs requests not usually acknowledged

Table D: Summary of Stage Two Complaints 01/04/11 – 30/06/11

Date Received	Area	Summary of Complaint	Departments Involved	Date Response Sent	No of work days	Remedy
16/05/11	Clowne	Unhappy with lack of response to complaint about barking dogs	Planning & Environmental Health	26/05/11	8	Apologies for delay in response due to high volume of complaints for noise and nuisance in last 2 months and given assurance that procedures put in place so this does not happen again. Complainant now happy with action taken
18/05/11	Bolsover	Unhappy that if permission is given for supermarket in Shirebrook it will ruin all small businesses	Planning & Environmental Health Regeneration	13/06/11	17	Information given about regenerating the area
19/05/11	Barlborough	Has poor housing conditions and would like re-housing	Housing	16/06/11	19	Confirmed eligible for 2 bed house but limited properties available. New front door to be fitted on this year's planned works
26/05/11	Clowne	Registered for Council Tax but not registered on electoral roll	Legal & Democratic Services Finance & Revenues CSPD (Contact Centres)	20/06/11	16	Confirmation details were passed to Democratic Services and form sent out but not returned by deadline. Explanation of process
01/06/11	Clowne	Appealing against suspension from Housing Application list	Housing	13/06/11	8	Advised need to clear housing related debt in order for suspension to be lifted

Table D: Summary of Stage Two Complaints 01/04/11 – 30/06/11

Date Received	Area	Summary of Complaint	Departments Involved	Date Response Sent	No of work days	Remedy
02/06/11	Clowne	Unhappy about benefits letters and delay in receiving them	Finance & Revenues	29/06/11	19	Dates and letters explained, copies enclosed
07/06/11	Creswell	Unhappy with behaviour of bailiffs	Finance & Revenues	05/07/11	20	Customer failed to keep to arrangements made to pay council tax, in order to stop bailiffs payments must be made in accordance with agreed arrangement
07/06/11	Clowne	Unhappy with the way a replacement shower was dealt with out of hours	Housing	04/07/11	19	Apologies given as communication between contractor and Council could have been better
09/06/11	Clowne	Unhappy with correspondence received from Benefits Section regarding father's claim	Finance & Revenues	07/07/11	20	Re-iteration of events that the Benefits Section had contacted complainant to arrange a joint visit to explain procedures but complainant declined
14/06/11	Pinxton	Unhappy with response received to letter concerning his mother's council tax account	Finance & Revenues CSPD (Contact Centres)	12/07/11	20	Apology for upset and delay. Explanation that express consent needed to act for a third party (now received)
20/06/11	Shuttlewood	Unhappy with development at rear of property	Planning & Environmental Health			
21/06/11	Bolsover	Unhappy that procedures were not followed at a planning meeting	Legal & Democratic Services	12/07/11	16	Apology given, explanation of process and assurance that it will not happen again

Table D: Summary of Stage Two Complaints 01/04/11 – 30/06/11

Date Received	Area	Summary of Complaint	Departments Involved	Date Response Sent	No of work days	Remedy
22/06/11	Whitwell	Unhappy with level of service when handing in housing application form	Housing CSPD (Contact Centres)			
23/06/11	Bolsover	Unhappy that procedures were not followed at a planning meeting	Legal & Democratic Services			
24/06/11	Clowne	Unhappy about the way a noise complaint is being dealt with	Planning & Environmental Health Legal & Democratic Services			
29/06/11	Pinxton	Unhappy with treatment from staff	Finance & Revenues			
29/06/11	South Normanton	Disability scooter fell down gully at side of property and resident was injured	Housing			
29/06/11	Creswell	Unhappy with attitude of CAN Ranger after visit to property	Community & Street Services			

Table E - Complaints (Stage 2) Summary by Department 2011/12

Department/Section	01/04/11 – 30/06/11			01/07/11 – 30/09/11			01/10/11- 31/12/11			04/01/12 – 31/03/12			Total 2011/12		
	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	6	6											6	6	
Customer Service and Performance	7	7											7	7	
Community & Street Services	3	3											3	3	
Housing	8	8											8	8	
HR & Payroll															
Legal & Democratic Services	6	6											6	6	
Leisure															
Planning & Environmental Health	8	8											8	8	
Regeneration	1	1											1	1	
Finance & Revenues	10	10											10	10	
Totals	49	49											49	49	

Table F: Summary of Stage Three Complaints 01/04/11 – 30/06/11

Date Received	Area	Summary of Complaint	Departments Involved	Date Response Sent	No of work days	Remedy
18/04/11	Hodthorpe	Not happy with response from legal regarding comments in Intouch	Legal & Democratic Services	18/05/2011	20	Reiterated 'Code of practice' in relation to newsletter contents and satisfied that the Council has adhered to it
10/05/11	Bolsover	Neighbour's trees causing damage and alleges they are dangerous	Community & Street Services	03/06/11	17	Reiterated advice given in Stage two response - the tree is not dangerous and as such no action by the Council can be taken
25/05/11	Glapwell	Still not happy regarding rent level for garage site at Glapwell	Legal & Democratic Services Housing	17/06/11	17	Reiterated advice in relation to garage plot contracts and liability for rent and garage removal
09/06/11	Clowne	Does not agree with response regarding Equality Act and Freedom of Information Act	CSPD	06/07/11	19	Confirmation that we have covered all points mentioned in previous correspondence of 13/04/11 and 31/05/11 and our position remains the same
23/06/11	Clowne	Unhappy that applicant has been suspended from the waiting list, claims rights have been breached	Housing			

Table G: Summary of Ombudsman Complaints 2011/12

Date Received	Area	LGO's Summary of Complaint	Departments Involved	Date Response sent	No. of Calendar Days	Date Decision Letter Received	Ombudsman's Decision
20/06/11	Shirebrook	Council's regeneration work carried out in 2007/08 was substandard resulting in continuing need for remedial work to correct faults	Regeneration			20/06/11	Outside jurisdiction as the complainant signed off the works at the time and did not raise any dissatisfaction at the time

Table H - Summary of FOI Requests 01/04/11 – 30/06/11

Date Received	Ref Number	Summary of FOI	Departments Involved	Date Response Sent	No of work days	Information released
01/04/11	01/1112	Various questions regarding Freedom of Information Requests process	CSPD	11/04/11	6	Partially - some information provided
01/04/11	02/1112	Details of members of public who have died without any known next of kin from 21st December 2010	Regeneration	11/04/11	6	Partially - some information provided
04/04/11	03/1112	How much was spent on Communication pictures of Councillors for the years 2006/07/08/09/10/11	CSPD	11/04/11	5	Partially - some information provided
04/04/11	04/1112	Number of claims following accidents in children's play areas from 2001 to 2010	Finance & Revenues	19/04/11	11	No information held
04/04/11	05/1112	Information regarding changes to local authority funding for the voluntary sector	Finance & Revenues	19/04/11	11	Partially - some information provided
04/04/11	06/1112	Salary information for Chief Executive	HR & Payroll	15/04/11	9	Partially - some information provided
05/04/11	07/1112	Information on budgets overall and Citizens Advice budget and Legal Services budget	Finance & Revenues	03/05/11	20	Yes
06/04/11	08/1112	Copy of fixed penalty notices issued for Section 87/88 of Environment Protection Act 1990 for depositing litter	Planning & Environmental Health	15/04/11	7	Yes
08/04/11	09/1112	How much has authority spent on evicting travellers and gypsies from illegal sites in past three years	Planning & Environmental Health	20/04/11	8	Partially - some information provided
08/04/11	10/1112	Information on the collection, transportation and disposal of Health Care Waste	Community & Street Services	15/04/2011	5	No information held

Table H - Summary of FOI Requests 01/04/11 – 30/06/11

Date Received	Ref Number	Summary of FOI	Departments Involved	Date Response Sent	No of work days	Information released
08/04/11	11/1112	Information for existing contracts for structured cabling, fibre optic cabling, wireless point to point installation	ICT	15/04/11	5	Partially - some information provided
11/04/11	12/1112	List of all non-domestic rate accounts that are currently overpaid or in credit	Finance & Revenues	20/04/11	7	Yes
11/04/11	13/1112	List of all non-domestic rate accounts that are currently in receipt of mandatory relief	Finance & Revenues	09/05/11	20	Partially - some information provided, some exempt (personal information)
11/04/11	14/1112	Information on Accounts Receivable processes	Finance & Revenues	21/04/11	8	Partially - some information provided
12/04/11	15/1112	Various questions relating to telephone calls and e-mails	CSPD	06/05/11	18	Partially - some information provided
12/04/11	16/1112	Addresses and brief description and rateable value of all vacant commercial premises with a rateable value over £40,000	Finance & Revenues	21/04/11	7	Yes
13/04/11	17/1112	Headcount of staff, projected headcount for years 2011/12, 12/13, 13/14, plus number of redundancies	HR & Payroll Finance & Revenues CEO	06/05/11	17	Partially - some information provided
13/04/11	18/1112	Details of the credits held on records for ratepayers in respect of payment of Business Rates	Finance & Revenues	06/05/11	17	Yes

Table H - Summary of FOI Requests 01/04/11 – 30/06/11

Date Received	Ref Number	Summary of FOI	Departments Involved	Date Response Sent	No of work days	Information released
15/04/11	19/1112	Details of all expenses paid to councillors over past 2 years detailing the item claimed, date, purpose and name	HR & Payroll	13/05/11	20	Partially - some information provided, some exempt (personal information)
15/04/11	20/1112	Details of all spending over £500 transacted by use of credit cards for all council officials and councillors for last 3 years	Finance & Revenues	12/05/11	19	Partially - some information provided, some exempt (personal information)
15/04/11	21/1112	Details of members of public who have died without any known next of kin from 1st June 2010	Regeneration	10/05/11	17	Partially - some information provided
18/04/11	22/1112	Do we provide subsidised accommodation for our employees	HR & Payroll	21/04/11	3	Yes
18/04/11	23/1112	Details of any expenditure made by BDC for the exact sum of £171.03 in financial year 2010/11	Finance & Revenues	10/05/11	16	No information held
19/04/11	24/1112	Various questions on consultants and consultancy and wage bill for permanent staff in 2010/11	All departments	13/05/11	18	Partially - some information provided some exempt (personal information)
19/04/11	25/1112	Contact details of all taxi, mini cab and private hire companies	Legal & Democratic	11/05/11	16	Partially - some information provided

Table H - Summary of FOI Requests 01/04/11 – 30/06/11

Date Received	Ref Number	Summary of FOI	Departments Involved	Date Response Sent	No of work days	Information released
21/04/11	26/1112	Information sought regarding a paper that was sent to all councils in March 2011	Legal & Democratic	23/05/11	14	No information held
21/04/11	27/1112	Information on attending award ceremonies and conferences during 2010/11	HR & Payroll	16/05/11	19	Partially - some information provided, some exempt (over the cost ceiling)
21/04/11	28/1112	Information on disabled people in our area, which services we fund, charges, closed or restricted access to services	Housing Leisure	17/05/11	20	Partially - some information provided
21/04/11	29/1112	Information relating to number of recorded home break-ins in last year	Housing	16/05/11	19	No information held – referred to Police Authority
26/04/11	30/1112	Information regarding use of normal dictionary definitions in the Council's Policy statements of the words Fraud, Corruption	Finance & Revenues	20/05/11	17	Partially - some information provided
26/04/11	31/1112	How many staff are based in Brussels	HR & Payroll	16/05/11	14	No information held
26/04/11	32/1112	Details of planning gain as part of supermarket planning applications	Planning & Environmental Health	16/05/11	14	Yes
27/04/11	33/1112	Information on Annual Revenue Budget Return for 2011/12	Finance & Revenues	23/05/11	18	No - Exempt (Information intended for future publication)

Table H - Summary of FOI Requests 01/04/11 – 30/06/11

Date Received	Ref Number	Summary of FOI	Departments Involved	Date Response Sent	No of work days	Information released
28/04/11	34/1112	How much spent/ paid out in compensation for accidents due to poor kerbs, pavements, public walkways	Finance & Revenues Regeneration Community & Street Services	18/05/11	14	Yes
29/04/11	35/1112	Name of the company which council is the sole owner plus joint owner with other public bodies plus name of Data Protection Officer and FOI Officer	Finance & Revenues	25/05/11	18	Yes
03/05/11	36/1112	Contact details of certain officers within our organisation	CSPD	05/05/11	2	Partially - some information provided
06/05/11	37/1112	Has council employed or paid for any work to be done by private companies, organisations, individuals or charities since 1st January 2009	Regeneration Finance & Revenues Housing	25/05/11	13	Yes
06/05/11	38/1112	Public Health funerals with no next of kin	Regeneration	20/05/11	10	No information held
06/05/11	39/1112	Questions in relation to court injunctions involving local councils	Legal & Democratic Housing	20/05/11	10	No information held and some exempt (cost ceiling)
06/05/11	40/1112	How many Civil Enforcement officers does we employ for on-street and CCTV enforcement	Community & Street Services Planning & Environmental Health	24/05/11	12	No information held

Table H - Summary of FOI Requests 01/04/11 – 30/06/11

Date Received	Ref Number	Summary of FOI	Departments Involved	Date Response Sent	No of work days	Information released
09/05/11	41/1112	Information in relation to court case regarding Land Charges	Legal & Democratic	25/05/11	12	No - Exempt (Legal Privilege)
09/05/11	42/1112	Public Health funerals carried out since January 1st 2011	Regeneration	24/05/11	11	No information held
10/05/11	43/1112	Full details of expense claims for a named councillor for period April 2010 to March 2011	HR & Payroll	26/05/11	12	Yes
11/05/11	44/1112	Details of vacant properties in our authority	Finance & Revenues	25/05/11	10	Yes
11/05/11	45/1112	Information regarding serving soliders, residing in our area, exemptions from council tax payments whilst in theatre	Finance & Revenues	25/05/11	10	No information held
11/05/11	46/1112	How many applications were received to designate an area with Town/Village Green status during 2009, 2010 and 2011 to date	Planning & Environmental Health Legal & Democratic	25/05/11	10	No information held
12/05/11	47/1112	Details of members of public who have died without any known next of kin since 16/02/11 to date	Regeneration	25/05/11	9	No information held
13/05/11	48/1112	Details of current building maintenance and highways maintenance	Regeneration	26/05/11	9	Yes
17/05/11	49/1112	For the period May 17th 2011 to present have we recruited any staff from outside the United kingdom	HR & Payroll	26/05/11	7	No information held

Table H - Summary of FOI Requests 01/04/11 – 30/06/11

Date Received	Ref Number	Summary of FOI	Departments Involved	Date Response Sent	No of work days	Information released
18/05/11	50/1112	Information request for dog bins in our area	Community & Street Services	26/05/11	6	Yes
19/05/11	51/1112	In each of last 3 years how many households have reported a bed bug infestation to the council	Regeneration	26/05/11	5	Yes
20/05/11	52/1112	Information on pest control service	Regeneration Community & Street Services	26/05/11	4	Yes
20/05/11	53/1112	Request the last three food hygiene inspection reports for a provider of catering services to schools	Planning & Environmental Health	26/05/11	4	Yes
24/05/11	54/1112	Vacant industrial properties	Finance & Revenues	26/05/11	2	Yes
23/05/11	55/1112	Credit balances on non-domestic rates accounts from 1st April 1990	Finance & Revenues	09/06/11	12	Yes
25/05/11	56/1112	Addresses and rateable value of empty commercial properties with rateable value in excess of £45,000	Finance & Revenues	14/06/11	14	Yes
26/05/11	57/1112	The minimum limit the council sets for its general reserve balances	Finance & Revenues	16/06/11	15	Partially - some information provided
26/05/11	58/1112	Transaction data held through Management Information systems showing basic/Level 1, Level 2 or Level 3 data for all cards over a period of six years	Finance & Revenues	13/06/11	12	No information held

Table H - Summary of FOI Requests 01/04/11 – 30/06/11

Date Received	Ref Number	Summary of FOI	Departments Involved	Date Response Sent	No of work days	Information released
26/05/11	59/1112	How many people are currently on Bolsover District Council's housing list	Housing Planning & Environmental Health	03/06/11	5	Yes
26/05/11	60/1112	Addresses and rateable value of non domestic rates assessments with rateable value in excess of £30,000	Finance & Revenues	14/06/11	13	Partially – some exempt (personal information)
27/05/11	61/1112	How many free parking spaces are provided to council staff and what is daily charge to members of public using nearest council-run car park	Regeneration	31/05/11	1	Yes
27/05/11	62/1112	Salary and job description for FOI Officers	CSPD	06/06/11	5	Yes
26/05/11	63/1112	The earnings of current tenants	Housing	01/06/11	3	No information held
28/05/11	64/1112	No. of part-time/ full-time staff employed/ off sick within last 2 years	HR & Payroll	07/06/11	6	Yes
30/05/11	65/1112	Staff numbers for named departments. Number of fee earning applications received by Building Control	HR & Payroll Joint Building Control	03/06/11	3	Yes
31/05/11	66/1112	Advice on what decoration and behaviour is acceptable in graveyards and what is not	Planning & Environmental Health	02/06/11	2	No information held
01/06/11	67/1112	Details of social media courses or training provided to Council staff in last 2 years	HR & Payroll CSPD	20/06/11	13	Partially - some information provided

Table H - Summary of FOI Requests 01/04/11 – 30/06/11

Date Received	Ref Number	Summary of FOI	Departments Involved	Date Response Sent	No of work days	Information released
03/06/11	68/1112	Information on members of public who have died without any known next of kin or those people who have died with a named next of kin that cannot be traced	Planning & Environmental Health	22/06/11	13	No information held
03/06/11	69/1112	Information on Council Tax	Finance & Revenues	22/06/11	13	No information held
07/06/11	70//1112	Wireless communications/ use of street furniture	Regeneration	20/06/11	9	Partially - some information provided
07/06/11	71/1112	Credit card statements for all government procurement cards/ list of procurement cards used by staff	Finance & Revenues	22/06/11	11	No information held
07/06/11	72/1112	How many tickets the Council has applied for and total amount spent on tickets for 2012 Olympics	Finance and Revenues	22/06/11	11	No information held
09/06/11	73/1112	Hard copy of all registered licensed Houses in Multiple Occupation on Public Register	Planning & Environmental Health	22/06/11	9	No – exempt (information available by other means)
08/06/11	74/1112	Transactions to creditors on the latest supplier payments over £500	Finance & Revenues	14/06/11	4	Yes
09/06/11	75/1112	How many incidents where refuse collectors were assaulted by members of public and how many days lost as a result of injuries	Community & Street Services	22/06/11	9	No information held
09/06/11	76/1112	A list of credit balances owing to incorporated companies in respect of national non-domestic rates.	Finance & Revenues	30/06/11	15	Yes

Table H - Summary of FOI Requests 01/04/11 – 30/06/11

Date Received	Ref Number	Summary of FOI	Departments Involved	Date Response Sent	No of work days	Information released
10/06/11	77/1112	Number of lap dancing/strip clubs in council's area and whether adopting the new licensing	Legal & Democratic	22/06/11	8	No information held
13/06/11	79/1112	Date of next tender for Collection and Disposal of WEEE and batteries for the council	Community & Street Services	22/06/11	7	No information held
14/06/11	80/1112	Persons dying with no known next of kin since 04/03/11 to present day	Environmental Health	22/06/11	6	No information held
13/06/11	81/1112	List of standards, number of bus shelters and billboard specification and test method	Regeneration	22/06/11	7	No information held
14/06/11	82/1112	Information concerning the effectiveness of enforcement activities in the private rented sector	Planning & Environmental Health	12/07/11	20	Partially - some information provided
15/06/11	83/1112	Names, job title, address, telephone number, email for director or head of service or manager for various departments	CSPD	20/06/11	3	No – exempt (information available by other means)
20/06/11	84/1112	Copy of Bolsover Travel policy	HR & Payroll Legal & Democratic	13/07/11	17	Partially - some exempt (information available by other means)
20/06/11	85/1112	Information relating to hackney carriage and private hire vehicle numbers as at 1st April 2011	Legal & Democratic	11/07/11	15	Yes
20/06/11	86/1112	Dates of all correspondence with solicitors on subject of fees for personal searches of local land charges register	Legal & Democratic			
21/06/11	87/1112	How many empty dwellings were there within the district as at 31st March 2011	Finance & Revenues			

Table H - Summary of FOI Requests 01/04/11 – 30/06/11

Date Received	Ref Number	Summary of FOI	Departments Involved	Date Response Sent	No of work days	Information released
			Regeneration Housing			
21/06/11	88/1112	Spending by Chief Executive on Council procurement card or credit card in 08/09, 09/10 and 10/11. Plus relocation allowances paid to CEOs in all financial years from 2004/05	Finance & Revenues			
22/06/11	89/1112	Information relating to air travel paid for by the Council during 2009/10, 2010/11, 2011/12 to date	HR & Payroll			
23/06/11	90/1112	Cost of councillors photographs on web site and rationale for updated photos	CSPD			
23/06/11	91/1112	Sum of expenses paid to Chief Executive for each of the financial years 08/09, 09/10 and 10/11	HR & Payroll			
23/06/11	92/1112	Number of council meetings attended by every councillor since 6th May 2010 to present	Legal & Democratic			
07/06/11	65a/1112	Request to re-use information provided in an earlier request 65/1112	CSPD	28/06/11	15	Yes – with conditions for re-use of information
23/06/11	93/1112	Details of all conferences, training, away days and leisure activities attended by CEO in 2008/09, 2009/10, 2010/11	HR & Payroll			
24/06/11	94/1112	Persons dying with no known next of kin since March 2011 to present day	Regeneration			

Table H - Summary of FOI Requests 01/04/11 – 30/06/11

Date Received	Ref Number	Summary of FOI	Departments Involved	Date Response Sent	No of work days	Information released
24/06/11	95/1112	Publicity paid for by Council during 09/10, 10/11, 11/12 to date	CSPD HR & Payroll Legal & Democratic Planning & Environmental Health			
24/06/11	96/1112	Information on council staff who were suspended from their position while still being paid during 09/10, 10/11, 11/12 to date	HR & Payroll			
27/06/11	97/1112	What is funniest moment whilst working for council of the person whose surname is last alphabetically on council's payroll	CSPD	29/06/11	2	No information held
27/06/11	98/1112	Breakdown of basic salary of council staff broken down to salary bands for 08/09 and 09/10	HR & Payroll	30/06/11	3	Requester cancelled request
29/06/11	99/1112	Cost per annum of the Post Office delivering the Bolsover Intouch paper to every household	CSPD			
29/06/11	100/1112	How many cheques were issued in total to individuals and organisations between 1st April 2010 and 31st March 2011	Finance & Revenues			
29/06/11	101/1112	Number of animal licences issued by council during financial year 2010/11	Regeneration			
29/06/11	102/1112	Confirmation on who was liable for a property in Bolsover from 2000 to 2004	Finance & Revenues			

Table I: Freedom of Information Requests by Department 2011/12

Department/Section	1/4/11- 30/6/11			1/07/11 – 30/9/11			1/10/11 – 31/12/11			4/1/12 – 31/3/12			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											1	1	
CEPT															
Customer Service & Performance	13	13											13	13	
Community & Street Services	8	8											8	8	
Legal & Democratic	11	11											11	11	
Finance & Revenues	33	33											33	33	
Housing	7	7											7	7	
HR & Payroll	19	19											19	19	
ICT	1	1											1	1	
Leisure	2	2											2	2	
Planning & Environmental Health	14	14											14	14	
Procurement															
Regeneration	16	16											16	16	
Totals	125	125											125	125	