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|---------------------------|---|---------------------|------|
| Committee: | Executive | Agenda Item No.: | |
| Date: | 7 th November 2011 | Status | Open |
| Category | 3. Part of the Budget and Policy Framework | | |
| Subject: | Compliments, Comments, Complaints and Freedom of Information Requests | | |
| Report by: | Customer Service and Access Officer | | |
| Other Officers Involved | Support Officer | | |
| Director | CEO | | |
| 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 excellent customer service. It also provides a good source of information which the Council can use to improve services.

TARGETS

Local performance indicators for handling written complaints and Ombudsman complaints.

VALUE FOR MONEY

A centralised complaints and freedom of information requests service maximises the use of staffing resources as well as the provision of management information.

THE REPORT

To provide information on the number of compliments, comments, complaints, freedom of information and personal data requests for the period 1st July 2011 to 30th September 2011.

Compliments

Table A shows the number of written compliments received for the period. In total 49 written compliments were received (slightly up from the previous quarter when we received 45). A good cross section of compliments received from customers appreciating excellent service, including 18 for the Leisure

Department for events such as the Halle Orchestra, the Sports Awards and the Breast Cancer event at Kissingate.

Comments

Table B shows the number of written comments received for the period. 14 out of the 17 received were responded to within standard (20 working days), with the remaining 3 open and within timescale.

Table C shows the above information by department.

Complaints

Stage one

Stage one complaints refer to expressions of dissatisfaction made verbally by customers. The table below provides a breakdown of stage one complaints handled by the Contact Centres by service area and volume for the period 1st July 2011 to 30th September 2011.

| Service Area | 01/04/11– 30/06/11 | 01/07/11– 30/09/11 | Total |
|--|-------------------------------------|-------------------------------|--------------------|
| Complaints regarding housing repairs e.g. out of time, quality | Information not currently available | | |
| Missed clinical waste collection | 16 (5) | 19 (11) | 35 (16) |
| Missed domestic or green bin collection | 166 (155) | 192 (175) | 358 (330) |
| Missed blue box/ burgundy bin collection | 205 (201) | 518 (492) | 723 (693) |
| Total | 387 (361) | 729 (678) | 1116 (1039) |

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 7,935 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. 26 complaints were received during this period, down from last quarter in which we received 31 complaints. 24 of these were responded to within our customer service standard of 20 working days, with the remaining 2 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 9, up from 5 for the previous quarter, stage three complaints were received, all 9 were responded to within standard.

Ombudsman

Table G shows the status of Ombudsman complaints for 2011/12 as of 13th October 2011. One preliminary investigation was received from the Ombudsman during this period which was responded to within 3 working days. Additionally, the Ombudsman looked into four further complaints and decided two were outside of their jurisdiction and discontinued their investigations into the remaining two.

Freedom of Information (FOI)

Table H shows the number of requests for 'freedom of information' for the period by date order. Of the 107 requests received (up from 102 last quarter), 96 were responded to within the government standard of 20 working days and the remaining 11 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 2 complaints are responded to within timescale. An update will be provided at the meeting.

ISSUES/OPTIONS FOR CONSIDERATION

None

IMPLICATIONS

Financial: - None
Legal: - None
HR & Payroll: - None

RECOMMENDATION(S)

1. That the report be received

REASON FOR DECISION TO BE GIVEN IN ACCORDANCE WITH THE CONSTITUTION

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

ATTACHMENTS: **Y**

Table A: Compliments summary for the period 01/07/11 – 30/09/11

Table B: Comments summary for the period 01/07/11 – 30/09/11

Table C: Comments summary by department 2011/12

Table D: Stage two complaints summary for the period 01/07/11 – 30/09/11

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

Table F: Stage three complaints summary for the period 01/07/11 – 30/09/11

Table G: Ombudsman complaints summary for 2011/12

Table H: Freedom of information summary for the period 01/07/11 – 30/09/11

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

FILE REFERENCE: - N/A

SOURCE DOCUMENT: - N/A

Table A: COMPLIMENTS SUMMARY 01/07/11 – 30/09/11

| Date Received | Area | Summary of Compliment | Departments Involved |
|---------------|-------------------|---|--|
| 01/07/11 | Bolsover | Thanks to all involved in Halle Concert in Clowne. Fantastic event | Leisure |
| 04/07/11 | Dronfield | Thanks to Planning for their assistance | Planning |
| 04/07/11 | Nottingham | Thanks to all involved in Halle Concert in Clowne. Fantastic event | Leisure |
| 11/07/11 | Bolsover | Thanks for quick response to burst pipe in kitchen | Housing |
| 15/07/11 | Not known | Thanks for granting planning application | Planning |
| 15/07/11 | South Normanton | Thank you to Contact Centre staff, very helpful | Contact Centres |
| 22/07/11 | Stainsby Common | Thanks to staff involved in burgundy bin complaint which has now been resolved | Contact Centres Community & Street Services |
| 28/07/11 | Chesterfield | Thanks to Housing staff for rectifying issues raised in Stage 2 Complaint | Housing |
| 28/07/11 | Harthill | Thanks to staff at Creswell Leisure Centre. The baths are always clean and staff are cheerful, friendly and helpful | Leisure |
| 28/07/11 | Langwith Junction | Venue for soft play facilities is fantastic, food varied, will recommend | Leisure |
| 28/07/11 | Bolsover | Thanks for support provided in relation to press issue involving Bolsover School | Customer Service & Performance |
| 01/08/11 | Barlborough | Thanks to Planning in relation to fly posting enforcement | Planning |
| 04/08/11 | Creswell | Thanks for help with grant for private housing | Regeneration |
| 04/08/11 | Whitwell | Thanks to the CAN Rangers in attendance at the Whitwell gala | Community & Street Services |
| 04/08/11 | Shirebrook | Thanks to CAN Rangers - now able to have undisturbed sleep | Community & Street Services |
| 05/08/11 | Hardstoft | Thanks to Customer Advisor who arranged for bin to be collected after repeated requests | Contact Centres |
| 10/08/11 | Pleasley | Pleased with burgundy bin scheme | Community & Street Services |
| 10/08/11 | Bolsover | Thanking Environmental Health department for their help and finding the relevant information | Environmental Health |
| 10/08/11 | Welbeck | Thanks to Contact Centre staff for arranging refuse bins at apartments | Contact Centres Community & Street Services |
| 11/08/11 | Shirebrook | Thanks to Contact Centre and refuse staff for delivery of refuse bins | Contact Centres Community & Street Services |

Table A: COMPLIMENTS SUMMARY 01/07/11 – 30/09/11

| Date Received | Area | Summary of Compliment | Departments Involved |
|----------------------|---------------|--|--|
| 11/08/11 | Wakefield | Thanks to Legal for quick response to Local Search request | Legal |
| 12/08/11 | Chesterfield | Thanks to Legal for a 5 star service in relation to Land Charges | Legal |
| 16/08/11 | Shirebrook | Thanks to electrician who has done excellent work | Housing (Repairs) |
| 17/08/11 | Ripley | Thanks to Leisure team involved with Jog Derbyshire project | Leisure |
| 23/08/11 | Elmton | Thanks for receiving bins | Community & Street Services Contact Centres |
| 07/09/11 | Bolsover | Thanks to Housing staff who helped her with housing application after death of husband | Housing |
| 09/09/11 | Creswell | Thanks to Customer Advisor for chasing delivery of burgundy bin | Contact Centres |
| 13/09/11 | Pinxton | Compliment for Waste Services Officer on her efficiency, professionalism and courtesy | Community & Street Services |
| 13/09/11 | Not known | Thanks to all staff at Kissinggate Leisure for Breast Cancer event | Leisure |
| 13/09/11 | Shirebrook | Thanks to Meet the Buyer event at Kissinggate | Regeneration |
| 13/09/11 | Not known | Thanks to all hard work at charity event at Kissinggate | Leisure |
| 13/09/11 | Not known | Thanks for marvellous work in organising Bolsover Festival | Leisure |
| 12/09/11 | Not known | Thanks for marvellous work in organising Bolsover Festival | Leisure |
| 14/09/11 | Not known | Thanks for marvellous work in organising Bolsover Festival | Leisure |
| 14/09/11 | Sheepbridge | Thanks for work put into Brass Band Contest | Leisure |
| 16/09/11 | Staffordshire | Thanks for staging reunion Brass Band Contest | Leisure |
| 19/09/11 | Not known | Amazing day at Brass Band Contest | Leisure |
| 19/09/11 | Not known | Thanks for Brass Band contest and for chance to be a part of it | Leisure |
| 19/09/11 | Not known | Thanks for time and assistance regarding enquiry about footpaths | Planning |
| 19/09/11 | Tibshelf | Compliments to shower fitter, very courteous, very tidy | Housing |
| 20/09/11 | Whitwell | Thanks for sorting out tenant's garden | Housing |

Table A: COMPLIMENTS SUMMARY 01/07/11 – 30/09/11

| Date Received | Area | Summary of Compliment | Departments Involved |
|----------------------|-------------|--|-----------------------------|
| 20/09/11 | Leicester | Thanks for speedy and thorough approach in determining application | Planning |
| 20/09/11 | Not known | Thank you for taking time to explain details of planning application | Planning |
| 21/09/11 | Shirebrook | Thanks for the litter pick | Community & Street Services |
| 21/09/11 | Whitwell | Thanks to Contact Centre staff and repairs team who are helpful and pleasant | Contact Centres Housing |
| 26/09/11 | Bolsover | Enjoyed Sports Awards, great experience | Leisure |
| 26/09/11 | Bolsover | Enjoyed Sports Awards, great experience | Leisure |
| 28/09/11 | Derbyshire | Congratulations on Sports Award evening, really good content | Leisure |
| 30/09/11 | Whitwell | Sports Award was a fantastic night | Leisure |

Table B: SUMMARY OF COMMENTS 01/07/11 – 30/09/11

| Date Received | Area | Summary of Comment | Departments Involved | Date Response Sent | No of work days | Summary of Response |
|----------------------|-------------|---|-----------------------------|---------------------------|------------------------|---|
| 01/07/11 | Creswell | Siting of a portacabin at Bluebell Walk Creswell | Planning | 22/07/11 | 15 | No planning permission required if under a certain size |
| 05/07/11 | Creswell | Concerns over recent and future developments of the Markland Campus | Planning Leisure | 28/07/11 | 17 | Parish councils have right to erect buildings on land they own or manage where it is for improvement or maintenance of that land as long as it does not exceed height/ volume restrictions, site transferred to Elmton with Creswell Parish Council |
| 05/07/11 | Dronfield | Alleged planning violation Blossom Walk Estate, Bluebell Walk sports facilities | Planning | 28/07/11 | 17 | Parish councils have right to erect buildings on land they own or manage where it is for improvement or maintenance of that land as long as it does not exceed height/ volume restrictions |
| 07/07/11 | Shirebrook | Footpaths in Shirebrook overgrown with weeds, dog fouling and litter | Environmental Health | 28/07/11 | 15 | Environmental Health to gain more information regarding areas in Shirebrook which are affected and will arrange patrols. Advised that we rely on residents to report problems |
| 13/07/11 | Glapwell | Late delivery of burgundy bin, missing inner box and no explanatory leaflet | Community & Street Services | 02/08/11 | 14 | Apology for mix up and inconvenience. Situation rectified by contractors - caddy, information envelope and calendar sent |

Table B: SUMMARY OF COMMENTS 01/07/11 – 30/09/11

| Date Received | Area | Summary of Comment | Departments Involved | Date Response Sent | No of work days | Summary of Response |
|----------------------|-------------|---|--------------------------------------|---------------------------|------------------------|---|
| 12/07/11 | Palterton | Enquiry about future of 13 Row at Palterton | Regeneration Environmental Health | 29/07/11 | 13 | Confirmed letter sent on 18/7/11 to resident informing that Guinness Northern Counties are currently carrying out inspection at site. Given a contact number if any concerns about security on site |
| 03/08/11 | Langwith | Sports Hall at Kissingate Leisure Centre needs better ventilation | Leisure | 08/08/11 | 3 | Checking air conditioning unit |
| 10/08/11 | Bolsover | Why are the Council not recruiting staff | Finance & Revenues | 19/08/11 | 7 | Confirmation no vacancy for Revenues Inspector, agency worker recruited for 3 months to clear backlog of work - contracted bailiffs now carry out this work |
| 10/08/11 | Shirebrook | Wants 'no-ball games' sign enforcing | Community & Street Services | 25/08/11 | 11 | CAN Rangers to keep patrolling |
| 11/08/11 | Creswell | Unhappy that a camera was being used by a member of the public in leisure centre pool | Leisure | 01/09/11 | 14 | Apology for notices not displayed in centre giving information on policy for use of photographic equipment. Notices back in place |
| 30/08/11 | Palterton | Reports 13 Row Palterton falling into disrepair | Regeneration Environmental Health | 21/09/11 | 16 | Guinness Northern Counties meeting on 12th October 2011 to decide the future of the site |
| 02/09/11 | Nottingham | No information about dog neutering on website | Environmental Health | 08/09/11 | 4 | Wording provided for website |

Table B: SUMMARY OF COMMENTS 01/07/11 – 30/09/11

| Date Received | Area | Summary of Comment | Departments Involved | Date Response Sent | No of work days | Summary of Response |
|---------------|--------------|---|-----------------------------|--------------------|-----------------|---|
| 05/09/11 | Bolsover | Unhappy with litter round New Hillcrest Close, wants a litter bin | Community & Street Services | 23/09/11 | 14 | Assessment arranged for bin. Enforcement Officer tried to contact resident to update. Contact Centres arranging clean up |
| 15/09/11 | Doe Lea | Area around Riverside Depot overgrown, who is responsible | Community & Street Services | 30/09/11 | 11 | Signage and fencing to be erected around pond. Regular maintenance arranged for landscaped area of which one job has already been completed |
| 20/09/11 | Clowne | Mother-in-law's green bin is missing. She is a pensioner and told she would have to pay | Community & Street Services | | | |
| 22/09/11 | Clowne | Suggestion that burgundy bin be collected weekly and black bins fortnightly | Community & Street Services | | | |
| 28/09/11 | New Houghton | Upset that public toilets on Cavendish Walk have been closed | Regeneration | | | |

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 | | 6 | 6 | | | | | | | | 19 | 19 | |
| Housing | 4 | 4 | | | | | | | | | | | 4 | 4 | |
| Legal | | | | | | | | | | | | | | | |
| Leisure | | | | 3 | 3 | | | | | | | | 3 | 3 | |
| Planning | 8 | 8 | | 3 | 3 | | | | | | | | 11 | 11 | |
| Environmental Health | | | | 4 | 4 | | | | | | | | 4 | 4 | |
| Regeneration | 4 | 4 | | 3 | 3 | | | | | | | | 7 | 7 | |
| Finance & Revenues | 2 | 2 | | 1 | 1 | | | | | | | | 3 | 3 | |
| Totals | 34 | 34 | | 20 | 20 | | | | | | | | 54 | 54 | |

Table D: Summary of Stage Two Complaints 01/07/11 – 30/09/11

| Date Received | Area | Summary of Complaint | Departments Involved | Date Response Sent | No of work days | Remedy |
|----------------------|--------------|--|-------------------------------------|---------------------------|------------------------|--|
| 04/07/11 | Chesterfield | Unhappy with non response from Housing in relation to housing application | Housing | 22/07/11 | 14 | Housing Needs Manager contacted complainant direct and fully discussed housing situation and options. Apology for inaccurate acknowledgement letter, reviewed and amended points |
| 07/07/11 | Bolsover | Unhappy with the way Housing Benefit claim dealt with | Finance & Revenues | 02/08/11 | 18 | Re-iterated breakdown of information sent out on 18th July 2011 - revised council tax bill sent out and housing benefit adjusted |
| 15/07/11 | Blackwell | Unhappy with a family that had been allowed a 3 bedroomed instead of a 2 bedroom property | Housing | 25/07/11 | 6 | No third party information provided - however advised all housing been allocated in line with Housing Policy |
| 02/08/11 | Whitwell | Unhappy that advised fencing would be erected for privacy against public footpath that runs at side of property and then advised tenant responsibility | Housing Community & Street Services | 24/08/11 | 16 | Apology for misunderstanding – fencing not usually provided but would make an exception in this case, CAN Rangers to patrol area in relation to litter problems |
| 03/08/11 | Whitwell | Present property not suitable for needs, would like a bungalow | Housing | 25/08/11 | 16 | Informed of action taken so far and what tenant needs to do in support of housing application |
| 04/08/11 | Mansfield | Shared court bookings at Kissingate | Leisure | 24/08/11 | 14 | Apology for length of time taken to resolve, however, no health and safety implications. Advised will not take shared bookings for other activities |

Table D: Summary of Stage Two Complaints 01/07/11 – 30/09/11

| Date Received | Area | Summary of Complaint | Departments Involved | Date Response Sent | No of work days | Remedy |
|---------------|-------------|---|---|--------------------|-----------------|--|
| 11/08/11 | Barlborough | Unhappy with Bolsover Council's handling of a Freedom of Information request to Barlborough Parish Council in relation to 'Brass on the Grass' event | CSPD Legal | 17/08/11 | 4 | Confirmation of the Customer Service & Performance Department's role in assessing and processing all FOI requests passed to them by Officers/ Elected Members of the Council and forwarding any non BDC requests to the relevant organisations |
| 10/08/11 | Skegby | Not happy with the outcome of an internal investigation | Housing HR & Payroll | 31/08/11 | 15 | Head of Human Resources satisfied that the findings of the investigation and report produced by the Investigating Officer were thorough |
| 15/08/11 | Bolsover | Access blocked to open plan area to rear of property | Housing Community & Street Services | 13/09/11 | 20 | A further visit to the neighbour in question will be carried out to assess the situation |
| 18/08/11 | Pinxton | Road sweeper does not come often enough and does not sweep where litter is worst | Community & Street Services | 02/09/11 | 10 | Apologies that sweeping schedule had not been adhered to. Confirmation that tracking devices will be fitted by end of 2011 to ensure accurate record of where vehicles have been |
| 24/08/11 | Tibshelf | Has previously had a rat problem. Pest Control Technician advised no obvious point of access and recommended a drains inspection. Not happy that there would be a cost for this | Environmental Health | 19/09/11 | 17 | Advised that the Council will carry out 2 treatments for rats inside but homeowners must carry out remedial work or follow advice to prevent further infestation |

Table D: Summary of Stage Two Complaints 01/07/11 – 30/09/11

| Date Received | Area | Summary of Complaint | Departments Involved | Date Response Sent | No of work days | Remedy |
|----------------------|-----------------|---|-----------------------------|---------------------------|------------------------|--|
| 26/08/11 | Shirebrook | Unhappy with outcome of visit from pest control technician in relation to rat problem | Environmental Health | 21/09/11 | 17 | Explanation of all points raised and re-iterated advice given by Pest Control Technician correct |
| 01/09/11 | Newton | Parents who moved into bungalow would like adaptation work reversed and report other repairs | Housing | 29/09/11 | 20 | Tenants, who were shown around property twice, advised of shower adaptation and cost to reverse would be at own expense subject to permissions, accepted tenancy. One-off cut to garden arranged. Fault on boiler was not a result of gas commissioning. Other repairs completed |
| 02/09/11 | Bolsover | Unhappy with Acceptable Behaviour Contract (ABC) which they were asked to sign in relation to their son | Housing | 21/09/11 | 13 | Confirmation that correct procedures were followed and that ABC was agreed by all parties. Complainant and son now attending Acceptable Behaviour Contract meetings and happy with outcome so far |
| 06/09/11 | South Normanton | Chesterfield Law Centre on behalf of client - concerned about place on housing register, would like a bungalow, unhappy with lack of response | Housing | 21/09/11 | 12 | Confirmation of housing needs, bungalow not applicable due to age, going through homelessness process. Independent medical advisors confirm vulnerable adult but makes no recommendation with regards to type of accommodation |
| 06/09/11 | Glapwell | Unhappy that repair operative did not carry out job as requested. | Housing | 29/09/11 | 17 | Apology for wrong repair carried out with re-iteration that all |

Table D: Summary of Stage Two Complaints 01/07/11 – 30/09/11

| Date Received | Area | Summary of Complaint | Departments Involved | Date Response Sent | No of work days | Remedy |
|----------------------|-----------------|--|-------------------------------------|---------------------------|------------------------|---|
| | | Seeking compensation for delays | | | | appointments were made by prior arrangement with customer, some appointments not kept by tenant, therefore no compensation justified. Work completed 1/9/11 |
| 06/09/11 | Shirebrook | Unhappy with lack of response from Leisure Centre staff and Council in general in relation to antisocial behaviour adjacent to Kissingate Leisure Centre | Leisure Community & Street Services | 22/09/11 | 12 | Apology if customer felt that Kissingate staff were not interested in reporting problems raised. Council works closely with police on antisocial behaviour |
| 08/09/11 | Pinxton | Damp problem reported in February 2011 but not resolved | Housing | 05/10/11 | 19 | Two extractor fans been ordered and are due to be fitted. Advice on life style changes and how to reduce condensation |
| 13/09/11 | Bolsover | Tenant's housing benefit application refused and want reasons why | Finance & Revenues | 10/10/11 | 19 | Not able to release personal information in relation to ex-tenant to a former landlord |
| 14/09/11 | South Normanton | Concerns over manner in which planning application is being conducted | Planning | 12/10/11 | 20 | Explanation that the Planning department has followed their procedures in relation to application and amendments |
| 14/09/11 | Creswell | Unhappy with invoice for work on chimney breast, does not want to pay full cost, also no response from department to last correspondence | Planning | 05/10/11 | 15 | Breakdown of costs in relation to work done, which was agreed by residents before work commenced. Costs are reasonable and due. Advised to pay before 13/10/11 when recovery action will commence |

Table D: Summary of Stage Two Complaints 01/07/11 – 30/09/11

| Date Received | Area | Summary of Complaint | Departments Involved | Date Response Sent | No of work days | Remedy |
|----------------------|-------------|--|--|---------------------------|------------------------|--|
| 19/09/11 | Barlborough | Unhappy with response to Freedom of Information request in relation to report taken to Standards Committee | CSPD | 05/10/11 | 11 | No reason to change original decision made by the Legal Section. Confirmation that report was circulated to those in attendance at Standards Board Committee, copy of minutes of meeting (publicly available) sent |
| 20/09/11 | Ravenshead | No response to letter sent to 'Environment & Planning' relating to street cleaning in Whitwell | Environmental Health Planning Community & Street Services | 12/10/11 | 16 | Postal logs checked - no record found of previous letter. Review showed no daily litter pick warranted but advised many parish/town councils deploy their own workforce with regard to enhanced street cleansing |
| 20/09/11 | Not known | Waited 40 minutes for the Planning computer to work | ICT CSPD (Contact Centres) | 13/10/11 | 17 | Apologies and assurances that this will not happen again |
| 22/09/11 | Bolsover | Unhappy with lack of repairs to property | Housing | | | |
| 27/09/11 | Bolsover | Would like compensation for repairs jobs not completed on time | Housing | | | |

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 | | 1 | 1 | | | | | | | | 7 | 7 | |
| Customer Service and Performance | 7 | 7 | | 2 | 2 | | | | | | | | 9 | 9 | |
| Community & Street Services | 3 | 3 | | 6 | 6 | | | | | | | | 9 | 9 | |
| Housing | 8 | 8 | | 12 | 12 | | | | | | | | 20 | 20 | |
| HR & Payroll | | | | 1 | 1 | | | | | | | | 1 | 1 | |
| ICT | | | | 1 | 1 | | | | | | | | 1 | 1 | |
| Legal & Democratic Services | 6 | 6 | | 2 | 2 | | | | | | | | 8 | 8 | |
| Leisure | | | | 2 | 2 | | | | | | | | 2 | 2 | |
| Planning | 3 | 3 | | 3 | 3 | | | | | | | | 6 | 6 | |
| Environmental Health | 3 | 3 | | 2 | 2 | | | | | | | | 5 | 5 | |
| Regeneration | 1 | 1 | | | | | | | | | | | 1 | 1 | |
| Finance & Revenues | 10 | 10 | | 2 | 2 | | | | | | | | 12 | 12 | |
| Totals | 47 | 47 | | 34 | 34 | | | | | | | | 81 | 81 | |

Table F: Summary of Stage Three Complaints 01/07/11 – 30/09/11

| Date Received | Area | Summary of Complaint | Departments Involved | Date Response Sent | No of work days | Remedy |
|----------------------|-----------------|---|-------------------------------|---------------------------|------------------------|--|
| 11/07/11 | South Normanton | Unhappy with response from Planning regarding the hedge and Planning Application 11/00127/REMAJ | Planning | 27/07/11 | 12 | Ownership of the hedge will be clarified with planning applicant |
| 12/07/11 | Clowne | Unhappy with Stage 2 response with regard to father's benefit claim | Finance & Revenues | 04/08/11 | 17 | Confirmation that complainant unable to attend meeting with father, information not requested twice, standard letters sent out. Information re nursing home not held by Council |
| 12/07/11 | Pinxton | Unhappy with benefit claim being refused and length of time to take this matter to a tribunal | Finance & Revenues | 04/08/11 | 17 | The standard of 5 working days cannot be met when a claim is not straightforward. Evidence being submitted to Tribunal Service |
| 25/07/11 | Clowne | Unhappy with Stage 2 response feels we have not addressed noise complaint | Environmental Health Legal | 22/08/11 | 20 | Environmental Health will continue to investigate any complaints regarding noise nuisance, all previous work done has followed procedures. Advised of acceptable behaviour when contacting the Council |
| 07/07/2011 | South Normanton | Not happy with Stage 2 response Wants a grid over top of gulley, not stones | Housing | 24/08/11 | 20 | Council does not have resources to put a grid in place. If resident wants to carry out work at own expense they need permission in writing |

Table F: Summary of Stage Three Complaints 01/07/11 – 30/09/11

| Date Received | Area | Summary of Complaint | Departments Involved | Date Response Sent | No of work days | Remedy |
|----------------------|--------------|---|--------------------------------|---------------------------|------------------------|--|
| 10/08/2011 | Shuttlewood | Not happy with Planning decision in relation to development adjacent to property | Planning | 30/08/11 | 13 | Guidelines were met and Council could not have insisted on building being removed |
| 11/08/2011 | Chesterfield | Not happy with Stage 2 response in relation to our Housing Policy and housing application | Housing | 08/09/11 | 19 | Points recalculated due to an error. Apology given. Housing Allocations Policy re-iterated |
| 25/08/2011 | Whitwell | Unhappy with response to Stage 2 wants to be rehoused to a bungalow due to disability | Housing | 23/09/11 | 20 | Awaiting independent medical advisors feedback to determine whether to waive the age restriction for bungalows |
| 19/09/2011 | Barlborough | Not happy with Stage 2 response regarding a Standards Board investigation | Customer Service & Performance | 7/10/11 | 14 | Additional information can be supplied at any time during a complaints investigation (Standards Board) |

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 |
| 15/07/11 | Creswell | Cracks on driveway are as a result of planning permission given to developers in 1989 | Planning | | | 15/07/11 | Outside jurisdiction as complainant did not raise the issue with the Ombudsman within 12 months of knowing about it |
| 11/08/11 | Clowne | Contesting suspension (due to rent arrears) from the Housing waiting list | Housing | 16/08/11 | 3 | | Open awaiting a decision from the Ombudsman |
| 11/08/11 | Barlborough | Unhappy with Planning Enforcement action in relation to development at Barlborough - Informal investigation | Planning | | | 11/08/11 | To discontinue investigation as it is the developer's behaviour which has caused distress, not any maladministration by the Council (note - the LGO has cited good practice in respect of the Council) |

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 |
|---------------|-------------|--|----------------------|--------------------|----------------------|-------------------------------|---|
| 05/09/11 | Barlborough | Complaint that Bolsover District Council wrongly advised complainant's employer, a parish council, over matters concerning employment | | | | 05/09/11 | Not in jurisdiction and no discretion – the complaint is against the parish council who do not fall within the jurisdiction of the Ombudsman |
| 06/09/11 | Hodthorpe | An article in Intouch breached the code of practice on local authority publicity and that the article had an adverse and unfair impact on public opinion | | | | 06/09/11 | Not to initiate an investigation – no personal injustice caused to the complainant |

Table H - Summary of FOI Requests 01/07/11 – 30/09/11

| Date Received | Ref Number | Summary of FOI | Departments Involved | Date Response Sent | No of work days | Information released |
|----------------------|-------------------|---|-----------------------------------|---------------------------|------------------------|--|
| 04/07/11 | 103/1112 | Any complaints since 1st January 2009 from allotment holders about the behaviour/conduct of other allotment holders | Regeneration | 26/07/11 | 16 | No information held |
| 05/07/11 | 104/1112 | New business rates accounts opened from 1/4/2007 to 31/3/2009 and a current list of live business accounts | Finance & Revenues | 28/07/11 | 17 | Yes |
| 06/07/11 | 105/1112 | Copy of report into the account of the death of a German Shepherd puppy that was in a pet hotel | Environmental Health | 07/07/11 | 1 | Yes |
| 06/07/11 | 106/1112 | Information in relation to Bailiff services in connection with recovery of revenue | Finance & Revenues | 28/07/11 | 16 | Yes |
| 06/07/11 | 107/1112 | List of business rates for current overpayment/credit | Finance & Revenues | 28/07/11 | 16 | Partially - some information not held for period specified |
| 06/07/11 | 108/1112 | Information relating to unclaimed credit balances | Finance & Revenues | 28/07/11 | 16 | Yes |
| 06/07/11 | 109/1112 | Information relating to the CAPITA group of companies | Finance & Revenues | 28/07/11 | 16 | Yes |
| 12/07/11 | 110/1112 | Information relating to mobile telephones and computers | Finance & Revenues Procurement | 22/07/11 | 20 | Partially – given other authority details |
| 11/07/11 | 111/1112 | Last 6 months of public health funerals with surnames, first names, dates of death and values of estates | Environmental Health | 28/07/11 | 13 | No information held |
| 11/07/11 | 112/1112 | Use of third party bailiff services, companies contracted and contract end | Finance & Revenues | 02/08/11 | 16 | Partially - some information provided, some not held |
| 12/07/11 | 113/1112 | Details of people who have died with no next of kin from 21/03/2011 to the present | Regeneration | 02/08/11 | 15 | No information held |

Table H - Summary of FOI Requests 01/07/11 – 30/09/11

| Date Received | Ref Number | Summary of FOI | Departments Involved | Date Response Sent | No of work days | Information released |
|----------------------|-------------------|--|---|---------------------------|------------------------|--|
| 13/07/11 | 114/1112 | How many official complaints received in last 3 years in relation to apparent noise pollution caused by wind turbines | Planning Environmental Health Customer Service & Performance | 02/08/11 | 14 | No information held |
| 14/07/11 | 115/1112 | Information relating to household waste and recycling | Community & Street Services | 02/08/11 | 13 | Partially - some information provided, some not held |
| 14/07/11 | 116/1112 | Details of people who have died with no next of kin since March 2011 to the present | Regeneration | 02/08/11 | 13 | No information held |
| 18/07/11 | 117/1112 | Further to previous requests 276/1011 and 387/1011 what are budget decisions for 2011/12 | Finance & Revenues | 02/08/11 | 11 | No information held |
| 18/07/11 | 118/1112 | Information on rateable values and liabilities for schools in area | Finance & Revenues | 10/08/11 | 17 | Yes |
| 18/07/11 | 119/1112 | Report from Standards Committee Hearing | Legal & Democratic | 11/08/11 | 18 | No – exempt Section 36 (effective conduct of public affairs) and Section 42 (legal professional privilege) |
| 18/07/11 | 120/1112 | Number of instances of fly tipping and other information relating to fly tipping in period 1st April 2010 to 31st March 2011 | Community & Street Services Environmental Health | 11/08/11 | 18 | Yes |
| 19/07/11 | 121/1112 | Locations of dog waste bins for which the local authority is responsible | Community & Street Services Leisure | 15/08/11 | 19 | Partially - some information not held |
| 19/07/11 | 122/1112 | Collection, transportation and disposal of Health Care Waste | Community & Street Services | 04/08/11 | 12 | No information held |

Table H - Summary of FOI Requests 01/07/11 – 30/09/11

| Date Received | Ref Number | Summary of FOI | Departments Involved | Date Response Sent | No of work days | Information released |
|----------------------|-------------------|--|---|---------------------------|------------------------|--|
| 20/07/11 | 123/1112 | Information on bailiffs | Finance & Revenues | 16/08/11 | 19 | Yes |
| 20/07/11 | 124/1112 | Request for winning tender document for PR and Marketing Services contract | Procurement | 17/08/11 | 20 | No information held – advised of relevant organisation's details |
| 21/07/11 | 125/1112 | All current rateable value assessments between £500 and £12,000 | Finance & Revenues | 11/08/11 | 15 | Yes |
| 25/07/11 | 126/1112 | List of publicly owned sites or buildings that are currently requesting planning permission or have had it granted in last 2 years | Planning Finance & Revenues Regeneration | 17/08/11 | 17 | Partially - some information not held |
| 25/07/11 | EIR/127 | Request for information under Environmental Information Regulations in relation to specified addresses | Planning Environmental Health | 10/08/11 | 13 | Requester to view by appointment |
| 26/07/11 | 128/1112 | Figure for last 10 years for number of Section 106 agreements agreed by council | Planning | 17/08/11 | 16 | Yes |
| 26/07/11 | 129/1112 | Whether a landowner owns any further properties that are empty and the council are not receiving council tax from | Finance & Revenues | 18/08/11 | 17 | No - exempt Section 40 (Personal Information) |
| 27/07/11 | 130/1112 | Information on ratepayers who are a limited company | Finance & Revenues | 18/08/11 | 16 | Partially - some information provided, some not held |
| 26/07/11 | 131/1112 | Information on council's scheme of selling residents recycling to make money | Community & Street Services | 05/08/11 | 8 | No information held |
| 28/07/11 | 132/1112 | Information regarding fly tipping, skip permits and bulky waste collections | Community & Street Services Environmental Health | 24/08/11 | 19 | Partially - some information held by DCC |

Table H - Summary of FOI Requests 01/07/11 – 30/09/11

| Date Received | Ref Number | Summary of FOI | Departments Involved | Date Response Sent | No of work days | Information released |
|----------------------|-------------------|---|--------------------------------|---------------------------|------------------------|--|
| 29/07/11 | 133/1112 | Information relating to motorway service areas, food safety and environmental health concerns | Environmental Health | 18/08/11 | 14 | No - refusal notice Section 12 Costs exceeds appropriate limit |
| 02/08/11 | 134/1112 | Supply breakdown of councillors allowances and expenses by named councillors for the period 2010/11 | HR & Payroll | 03/08/11 | 1 | No - exempt Section 22 Information intended for future publication |
| 02/08/11 | 135/1112 | Contact details for Head of Procurement, Business Change, ICT, Communications Manager, Strategy | Customer Service & Performance | 04/08/11 | 1 | Partially - some information held by DCC and Shared ICT |
| 02/08/11 | 136/1112 | Internet web sites BDC staff visited in 2010/11 and April 2011 to date, amount spent on sites, Internet usage policy and number of actions for misuse | HR & Payroll | 24/08/11 | 16 | Partially - some information provided, rest transferred to NEDDC |
| 26/07/11 | 137/1112 | Questions in relation to the publication of general information about activities | Customer Service & Performance | 18/08/11 | 17 | Partially - some information provided, some not held |
| 02/08/11 | 138/1112 | Last 4 weeks of public health funerals with surnames, first names, dates of death and values of estates | Environmental Health | 04/08/11 | 0 | Yes |
| 02/08/11 | 139/1112 | How many playing pitches have been lost on council-run public parks over last 10 years | Leisure | 19/08/11 | 13 | No information held |
| 03/08/11 | 140/1112 | Inappropriate images found on council computers during last 5 years. How many staff were subject to disciplinary action | HR & Payroll | 19/08/11 | 12 | No information held, transferred to NEDDC |
| 03/08/11 | 141/1112 | Total amount of money paid to trade unions by Council and the amount of staff time spent on trade union activities | HR & Payroll | 24/08/11 | 15 | Partially - some information provided, some not held |

Table H - Summary of FOI Requests 01/07/11 – 30/09/11

| Date Received | Ref Number | Summary of FOI | Departments Involved | Date Response Sent | No of work days | Information released |
|----------------------|-------------------|--|--|---------------------------|------------------------|--|
| 03/08/11 | 142/1112 | Correspondence between Bolsover District Council and Derbyshire County Council in relation to core strategy developments | Planning | 25/08/11 | 16 | No- Exempt Section 36 Effective conduct of public affairs |
| 03/08/11 | 143/1112 | Release findings of desk top survey carried out by Derbyshire Wildlife Trust in relation to core strategy developments | Planning | 19/08/11 | 12 | Yes |
| 03/08/11 | 144/1112 | Total number of empty Council properties | Housing | 25/08/11 | 16 | Yes |
| 03/08/11 | 145/1112 | Details about unauthorised or temporary gypsy sites | Environmental Health | 25/08/2011 | 16 | Partially - some information provided, some not held |
| 04/08/11 | 146/1112 | Details of data losses by employees of the Council | Customer Service & Performance HR & Payroll | 24/08/11 | 14 | Partially - some information provided, rest transferred to NEDDC |
| 08/08/11 | 147/1112 | Details of people who have died with no next of kin | Environmental Health | 02/09/11 | 19 | No information held |
| 09/08/11 | 148/1112 | How many companies are liable for more than one rating assessment/account. | Finance & Revenues | 02/09/11 | 18 | Yes |
| 08/08/11 | 149/1112 | Requesting GIS maps showing all land within the authority - green belt land, land authority owned, designated brownfield sites, undeveloped land, village greens, allotments | Planning Legal & Democratic Environmental Health Regeneration | 26/08/11 | 14 | Partially - some information provided, rest transferred to NEDDC |
| 10/08/11 | 150/1112 | Information relating to voluntary early retirements, redundancies, the use of Agency workers and apprentices | HR & Payroll | 07/09/11 | 20 | Yes |
| 11/08/11 | 151/1112 | Further questions relating to elected members Code of Conduct and training | Legal & Democratic | 02/09/11 | 16 | Partially - some information provided, some information not held |

Table H - Summary of FOI Requests 01/07/11 – 30/09/11

| Date Received | Ref Number | Summary of FOI | Departments Involved | Date Response Sent | No of work days | Information released |
|----------------------|-------------------|--|--------------------------------|---------------------------|------------------------|---|
| 11/08/11 | 152/1112 | Information regarding budgetary provision for specified matters in last three financial years | Finance & Revenues | 01/09/11 | 15 | Yes |
| 12/08/11 | 153/1112 | Status of local plan or core strategy and number of planning staff in 2008 | Planning Finance & Revenues | 02/09/11 | 15 | Partially - some information provided, some not held |
| 12/08/11 | 154/1112 | Details of public health funerals performed by BDC from March 2011 | Environmental Health | 24/08/11 | 8 | No information held |
| 15/08/11 | 155/1112 | Details in relation to Data Protection, Freedom of Information, Information Sharing, EIR requests and information security | Customer Service & Performance | 30/08/11 | 11 | Partially - some information provided, some not held |
| 15/08/11 | 156/1112 | Total tax revenue from residential Council Tax that should have been collected had all due debts been paid | Finance & Revenues | 30/08/2011 | 11 | Yes |
| 15/08/11 | 157/1112 | Names and party political affiliations of all councillors or confirm their independent status | Legal & Democratic | 30/08/2011 | 11 | Partially - some information provided, some exempt Section 21 Available by other means, rest transferred to DCC |
| 15/08/11 | 158/1112 | Who is responsible for administering repairs to traffic control equipment, to street furniture and for their budgets | Regeneration | 30/08/2011 | 11 | Partially - some information provided, rest transferred to DCC |
| 16/08/11 | 159/1112 | Wants to know legislation that would be contravened regarding housing benefit claim and copies of documents | Finance & Revenues | 13/09/2011 | 20 | Information released under a subject access request (Data Protection) |

Table H - Summary of FOI Requests 01/07/11 – 30/09/11

| Date Received | Ref Number | Summary of FOI | Departments Involved | Date Response Sent | No of work days | Information released |
|----------------------|-------------------|--|---|---------------------------|------------------------|---|
| 16/08/11 | 160/1112 | Policy on dog neutering and stray dogs | Environmental Health | 02/09/2011 | 13 | No information held |
| 17/08/11 | 162/1112 | Stray animals dealt with or any organisation fulfilling task on our behalf since Jan 1st 2007 | Environmental Health | 07/09/2011 | 15 | Partially - some information provided, some not held |
| 18/08/11 | 164/1112 | Information concerning personal searches of local land charges register and associated questions | Legal & Democratic | 16/09/2011 | 20 | No – Exempt Section 42 Legal Professional Privilege |
| 22/08/11 | 165/1112 | Information on licensed premises within Bolsover District Council's area | Legal & Democratic | 13/09/2011 | 16 | No - Exempt Section 21 Available by other means given website details |
| 19/08/11 | 166/1112 | Information relating to local land charges including all correspondence | Legal & Democratic | 16/09/2011 | 19 | No - refusal notice Section 12 Costs exceeds the appropriate limit |
| 24/08/11 | 167/1112 | Details of people who have died with no next of kin | Environmental Health | 13/09/2011 | 14 | No information held |
| 24/08/11 | 168/1112 | Request for information on Pest Control services | Environmental Health | 13/09/2011 | 14 | Yes |
| 25/08/11 | 169/1112 | Information relating to files held in relation to APPS (Amalgamated Personal Property Searches) | Legal & Democratic Customer Service & Performance | 22/09/11 | 20 | Partially - some information provided some exempt under Section 42 (legal professional privilege) |
| 24/08/11 | 170/1112 | List of all addresses and rateable values for properties up to a rateable value threshold of £12,000 | Finance & Revenues | 20/09/2011 | 19 | Yes |
| 24/08/11 | EIR/171 | Land Search information in relation to a specified address | Environmental Health | 13/09/11 | 14 | Partially - some information provided, some not held |

Table H - Summary of FOI Requests 01/07/11 – 30/09/11

| Date Received | Ref Number | Summary of FOI | Departments Involved | Date Response Sent | No of work days | Information released |
|----------------------|-------------------|---|--------------------------------|---------------------------|------------------------|--|
| 25/08/11 | 172/1112 | Request for information in relation to Garra Rufa fish treatments | Environmental Health | 20/09/2011 | 18 | Partially - some information provided, some not held |
| 26/08/11 | 173/1112 | Details of all public health funerals passed to treasury solicitor within last 4 weeks | Environmental Health | 20/09/11 | 17 | No information held |
| 30/08/11 | 174/1112 | How much did Bolsover District Council spend on providing translation services for 2008/9, 2009/10 and 2010/11 | Customer Service & Performance | 22/09/2011 | 17 | Yes |
| 30/08/11 | 175/1112 | Various questions on allotments | Regeneration | 22/09/2011 | 17 | Yes |
| 30/08/11 | 176/1112 | Reports on hygiene at Bolsover School | Environmental Health | 23/09/2011 | 18 | Partially - some information provided, some redacted Section 40 (Personal information) |
| 31/08/11 | 177/1112 | Price of all parking permits and number issued to council employees | Customer Service & Performance | 02/09/2011 | 0 | No information held |
| 31/08/11 | 178/1112 | Addresses, rateable values and credits on all business properties that have historic credit on their account | Finance & Revenues | 26/09/2011 | 18 | Partially - some information provided, some redacted Section 40 (Personal information) |
| 01/09/11 | 179/1112 | Number of pest infestations dealt with in each of last two years and a breakdown of species concerned | Environmental Health | 26/09/11 | 17 | Yes |
| 01/09/11 | 180/1112 | Copy of tenancy agreement for an address in New Houghton | Finance & Revenues | 27/09/2011 | 18 | Yes |
| 02/09/11 | 181/1112 | How much money did BDC receive/ is due from businesses with which it has a registered Primary Authority Partnership | Finance & Revenues | 26/09/11 | 16 | No information held |

Table H - Summary of FOI Requests 01/07/11 – 30/09/11

| Date Received | Ref Number | Summary of FOI | Departments Involved | Date Response Sent | No of work days | Information released |
|----------------------|-------------------|--|--|---------------------------|------------------------|--|
| 05/09/11 | 182/1112 | How much was spent on lighting in both cost and kwh in 2010/11 | Regeneration | 27/09/2011 | 16 | Partially - some information provided, some not held |
| 31/08/11 | EIR/183 | Land Search information in relation to a specified address | Environmental Health BCN | 16/09/2011 | 12 | Partially - some information provided, some not held |
| 06/09/11 | 184/1112 | Estimated percentage of accounting errors that may occur on individual rating assessments for NNDR | Finance & Revenues | 27/09/2011 | 14 | No information held |
| 08/09/11 | 185/1112 | How much does BDC spend on recruitment advertising in press and online media. Also Disability Equality Duty report | HR & Payroll | 28/09/2011 | 14 | No information held Exempt - Section 21 available by other means (for report) |
| 09/09/11 | 186/1112 | How much compensation has been paid to your staff as a result of accidents at work in the past five years | Finance & Revenues | 29/09/2011 | 14 | Yes |
| 15/09/11 | 187/1112 | List of all CCTV cameras within the district | Community & Street Services Environmental Health Leisure Regeneration | 12/10/2011 | 19 | Yes |
| 12/09/11 | 188/1112 | Total payments made in 08/09, 09/10, 10/11 to LGIU, Partnership Media Group and GovNet Communications | Finance & Revenues | 30/09/2011 | 14 | Yes |
| 12/09/11 | 189/1112 | Credits and/or refunds which are due to clients on any of their accounts which may currently or have previously been relevant to BDC | Finance & Revenues | 05/10/2011 | 17 | No information held |

Table H - Summary of FOI Requests 01/07/11 – 30/09/11

| Date Received | Ref Number | Summary of FOI | Departments Involved | Date Response Sent | No of work days | Information released |
|----------------------|-------------------|---|--|---------------------------|------------------------|--|
| 12/09/11 | 190/1112 | Information in relation to biodiversity and habitat offsetting schemes across England | Planning | 03/10/2011 | 15 | Partially, some exempt - Section 21 available by other means |
| 13/09/11 | 191/1112 | Information on the government's new draft National Planning Policy Framework | Planning | 03/10/2011 | 14 | No information held |
| 16/09/11 | 192/1112 | Persons who have died with no next of kin since 12/05/11 | Environmental Health | 13/10/2011 | 19 | No information held |
| 19/09/11 | 193/1112 | Information regarding mobile telephony | Finance & Revenues | | | |
| 19/09/11 | 194/1112 | Total annual expenditure for stray dog control | Finance & Revenues Environmental Health | | | |
| 19/09/11 | 195/1112 | Information on municipal clocks | Regeneration | | | |
| 20/09/11 | EIR/196 | Land Search information in relation to a specified address | Environmental Health BCN | 05/10/2011 | 11 | Partially - some information provided, some not held |
| 20/09/11 | 197/1112 | Information relating to street lighting | Regeneration | | | |
| 22/09/11 | 198/1112 | Credit balances on non-domestic rates accounts from 1st April 1990 to present day | Finance & Revenues | | | |
| 23/09/11 | 199/1112 | Information on play areas and parks | Leisure | | | |
| 26/09/11 | 200/1112 | Information regarding homelessness and people at risk of losing their homes | Housing | | | |
| 27/09/11 | 201/1112 | Information details on employer pension contributions and the pension scheme deficit | HR & Payroll | | | |
| 27/09/11 | 202/1112 | Copy of current contracts register detailing all current live contracts | Procurement | | | |

Table H - Summary of FOI Requests 01/07/11 – 30/09/11

| Date Received | Ref Number | Summary of FOI | Departments Involved | Date Response Sent | No of work days | Information released |
|---------------|------------|--|-----------------------------|--------------------|-----------------|--|
| 27/09/11 | EIR/203 | Land Search information in relation to a specified address | Environmental Health BCN | 05/10/2011 | 6 | Partially - some information provided, some not held |
| 27/09/11 | 204/1112 | Amount written off in unpaid debts for 2008/9, 2009/10, 2010/11 | Finance & Revenues | | | |
| 29/09/11 | 205/1112 | Details of whom currently supplies the authority with both vehicle rental and vehicle leasing services, with monetary value and expiry dates | Finance & Revenues | | | |
| 23/09/11 | 206/1112 | All local council election results from 1973 onwards | Legal & Democratic | 06/10/2011 | 9 | Exempt - Section 21 Available by other means, (hard copy to view by appointment) |

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 | | 8 | 8 | | | | | | | | 21 | 21 | |
| Community & Street Services | 8 | 8 | | 7 | 7 | | | | | | | | 15 | 15 | |
| Legal & Democratic | 11 | 11 | | 9 | 9 | | | | | | | | 20 | 20 | |
| Finance & Revenues | 33 | 33 | | 32 | 32 | | | | | | | | 65 | 65 | |
| Housing | 7 | 7 | | 2 | 2 | | | | | | | | 9 | 9 | |
| HR & Payroll | 19 | 19 | | 8 | 8 | | | | | | | | 27 | 27 | |
| ICT | 1 | 1 | | | | | | | | | | | 1 | 1 | |
| Leisure | 2 | 2 | | 4 | 4 | | | | | | | | 6 | 6 | |
| Planning | | | | 10 | 10 | | | | | | | | 10 | 10 | |
| Environmental Health | 14 | 14 | | 27 | 27 | | | | | | | | 41 | 41 | |
| Procurement | | | | 4 | 4 | | | | | | | | 4 | 4 | |
| Regeneration | 16 | 16 | | 11 | 11 | | | | | | | | 27 | 27 | |
| Totals | 125 | 125 | | 128 | 128 | | | | | | | | 253 | 253 | |