

Committee:	Executive	Agenda Item No.:	6.
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	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 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

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 01/07/11 – 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

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

Date Received	Area	Summary of Compliment	Departments Involved
			Services
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 Kissingate Leisure for Breast Cancer event	Leisure
13/09/11	Shirebrook	Thanks to Meet the Buyer event at Kissingate	Regeneration
13/09/11	Not known	Thanks to all hard work at charity event at Kissingate	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

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

Date Received	Area	Summary of Compliment	Departments Involved
20/09/11	Whitwell	Thanks for sorting out tenant's garden	Housing
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 Elmtton 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/REMMAJ	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	