

Committee:	Executive	Agenda Item No.:	5.
Date:	6 th February 2012	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 October 2011 to 31st December 2011.

Compliments

Table A shows the number of written compliments received for the period. In total 27 written compliments were received (down from the previous quarter when we received 49). A good cross section of compliments received from customers appreciating excellent service, including 6 for the Community and

Street Services Department, 5 each for the Housing and Environmental Health Departments and 4 for the Leisure Department.

Comments

Table B shows the number of written comments received for the period. 19 out of the 25 received were responded to within standard (20 working days), with the remaining 6 open and within timescale. 5 comments were received concerning the alternate weekly bin collection and 3 comments regarding the closure of the toilets on Cavendish Walk.

Table C shows the above information by department.

Complaints

Stage one

Stage one complaints refer to expressions of dissatisfaction made verbally by customers. The table below provides a breakdown of stage one complaints handled by the Contact Centres by service area and volume for the period 1st October 2011 to 31st December 2011.

Service Area	01/04/11– 30/06/11	01/07/11– 30/09/11	01/10/11- 31/12/11	Total
Complaints regarding housing repairs e.g. out of time, quality	Information not currently available – to be reported on from 01/04/12			
Missed clinical waste collection	16 (5)	19 (11)	36 (13)	71 (29)
Missed domestic or green bin collection	166 (155)	192 (175)	601 (573)	959 (903)
Missed blue box/ burgundy bin collection	205 (201)	518 (492)	568 (530)	1291 (1223)
Total	387 (361)	729 (678)	1205 (1116)	2321 (2155)

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 7,826 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. 25 complaints were received during this period, down from last quarter in which we received 26 complaints. 21 of these were responded to within our customer service standard of 20 working days, with the remaining 4 open and within timescale. 5 complaints concern bin related problems.

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 3, down from 9 for the previous quarter, stage three complaints were received, all 3 were responded to within standard.

Ombudsman

Table G shows the status of Ombudsman complaints for 2011/12 as of 9th January 2012. One formal investigation was received, which the Ombudsman decided to discontinue. One informal investigation from a previous quarter was formalised during this period and remains open and within timescale.

Freedom of Information (FOI)

Table H shows the number of requests for 'freedom of information' for the period by date order. Of the 86 requests received (down from 107 last quarter), 72 were responded to within the government standard of 20 working days and the remaining 14 are open and within timescale. Additionally we received 13 further requests which we forwarded to other organisations.

Table I shows the above information by department.

Personal Data requests (DP)

There were 10 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 4 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

That the report be received

REASON FOR DECISION TO BE GIVEN IN ACCORDANCE WITH THE CONSTITUTION

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

ATTACHMENTS: Y

Table A: Compliments summary for the period 01/10/11 – 31/12/11

Table B: Comments summary for the period 01/10/11 – 31/12/11

Table C: Comments summary by department 2011/12

Table D: Stage two complaints summary for the period 01/10/11 – 31/12/11

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

Table F: Stage three complaints summary for the period 01/10/11 – 31/12/11

Table G: Ombudsman complaints summary for 2011/12

Table H: Freedom of information summary for the period 01/10/11 – 31/12/11

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

FILE REFERENCE: - N/A

SOURCE DOCUMENT: - N/A

Table A: COMPLIMENTS SUMMARY 01/10/11 – 31/12/11

Date Received	Area	Summary of Compliment	Departments Involved
04/10/11	Bolsover	Thanks to refuse staff for collection of bin when it was not presented	Community & Street Services
04/10/11	Bolsover	Congratulations to all staff who helped with Sports Awards, lots of good feedback	Leisure
12/10/11	Whitwell	Thanks to Handy Van person, excellent service, helpful and polite and caring	Environmental Health
19/10/11	New Houghton	Thanks to Ann for sorting out green bin	CSPD ¹
21/10/11	Unknown	Thanks for wonderful evening at Business Awards Event	Regeneration
21/10/11	Chesterfield	Thanks for council's generous sponsorship of the Business Awards Event	Regeneration
25/10/11	Glapwell	Thanks to repairs for coming out so promptly	Housing
31/10/11	Unknown	Thanks for taking the time to talk about contracting opportunities	Regeneration
01/11/11	Bolsover	Thanks to contact centre staff, very helpful, pleasure to deal with	CSPD (Contact Centres)
01/11/11	Lancashire	Thanks to warden service for years of support given to mother	Housing
08/11/11	Blackwell	Thanks for prompt action from engineer to heating problem	Housing
10/11/11	Unknown	Thanks for all help in relation to security settings	Environmental Health
15/11/11	Matlock	Thank you for excellent presentation for Level 3 Food Safety candidates at the Hub	Environmental Health
17/11/11	Shirebrook	Thanks to Leisure in relation to the support provided to Shirebrook Rangers Football Club	Leisure
17/11/11	Doe Lea	Thanks for help in receiving funding from Derbyshire Sport Link	Leisure
23/11/11	Unknown	Convey congratulations to staff on their excellent job in relation to issues to a planning condition	Environmental Health
23/11/11	Pinxton	Thank you to Customer Advisor regarding help planning enquiry. A fine example of the service which is consistently provided	CSPD (Contact Centres)
23/11/11	South Normanton	Thank you to the litter picking service for speed and efficiency	Community & Street Services
23/11/11	Unknown	Help with processing of Dangerous Wild Animals licence	Environmental Health
07/12/11	Whitwell	Burgundy bin collected from house by crew	Community & Street Services
07/12/11	Whitwell	Refuse crew went up drive to check if bin emptied	Community & Street

¹ Customer Service and Performance Department

Table A: COMPLIMENTS SUMMARY 01/10/11 – 31/12/11

Date Received	Area	Summary of Compliment	Departments Involved
			Services
07/12/11	Sutton-in-Ashfield	Football course is having a positive effect on son	Leisure
12/12/11	Blackwell	Impressed when someone came out straight away when back door would not lock	Housing
16/12/11	Shirebrook	Thanks to Jess for her understanding of the problem with litter in Shirebrook	Community & Street Services
16/12/11	Langwith Junction	Repair reported previous day and responded to very quickly	Housing
20/12/11	South Normanton	Thanks for local search and efficiency	Legal (Land Charges)
21/12/11	Unknown	Thanks to refuse collectors who took everything away for recycling	Community & Street Services

Table B: SUMMARY OF COMMENTS 01/10/11 – 31/12/11

Date Received	Area	Summary of Comment	Departments Involved	Date Response Sent	No of work days	Summary of Response
03/10/11	Shirebrook	Unhappy that public toilets on Cavendish Walk have been closed	Regeneration	19/10/2011	12	Explanation given - costs in excess of £15,000 per annum to run and in need of major refurbishment. Toilets within Sherwood Lodge still open to public
03/10/11	Whitwell	Unhappy they have to pay for pest control before knowing when the appointment will be	Regeneration Environmental Health	20/10/2011	13	Explanation to why payment is required upfront as in past the Council incurred costs chasing up outstanding debts. Confirmed that Contact Centres can give a date for treatment but cannot specify a time
05/10/11	Tibshelf	Wants to change two wheelie bins for one larger one	Community & Street Services	02/11/2011	20	Explanation about refuse collections capacity and advised if insufficient can be assessed for increase to two burgundy bins
14/10/11	South Normanton	Unhappy that we are implementing alternate week collections for bins	Community & Street Services	08/11/2011	17	Explanation why the alternate week collection has been implemented
17/10/11	Tibshelf	Unhappy that we are implementing alternate week collections for bins	Community & Street Services	10/11/2011	18	Explanation why moving to alternate weekly bin collections. Contact details for assessment for additional service
18/10/11	Unknown	Unhappy that we are implementing alternate week collections for bins	Community & Street Services	10/11/2011	17	Explanation on what can be recycled in burgundy bin and advice on where to take recycling
19/10/11	Tibshelf	Cannot hear message system when ringing Contact Centre	CSPD (Contact Centres)	31/10/2011	8	Thanked customer for comments unfortunately the messages are currently amplified to maximum level

Table B: SUMMARY OF COMMENTS 01/10/11 – 31/12/11

Date Received	Area	Summary of Comment	Departments Involved	Date Response Sent	No of work days	Summary of Response
						but are looking at ways to improve
21/10/11	Clowne	Raised concerns over poor state of footpath The Stumps Clowne and asked for dog warden to patrol	Community & Street Services Environmental Health	11/11/2011	15	Contacted directly by Environmental Health in relation to the dog faeces issue to explain what action can be taken. Advised Stumps cleared on 26/10/11 and is on regular cleansing route which will be monitored. Operatives will also check area when in vicinity
21/10/11	Bolsover	Unhappy with communal heating system	Housing	17/11/2011	19	Contract Engineer has adjusted temperature controls. Will be monitored on a regular basis.
10/10/11	Unknown	Unhappy with toilets on Cavendish Walk being closed and buses cut to a minimum	Regeneration Leisure	07/11/2011	20	Explanation provided - running costs and poor condition of toilets. Not responsible for bus services but given contact details. Explanation regarding reasons for selling Sherwood Lodge
27/10/11	Shirebrook	Concerns over firework display and how much has been paid to recycling contractor	Community & Street Services Environmental Health	16/11/2011	14	Explanation that BDC not responsible for health and safety as we are not enforcing authority. Given contact details of Health and Safety Executive
02/11/11	Clowne	Further correspondence in relation to resident's central heating system	Housing	29/11/2011	19	Re-iterated advice previously given in March 2011
03/11/11	Bolsover	Concerns over possible Sherwood Lodge development	Regeneration	24/11/2011	15	Thanked customer for letter and explained the purpose of the exhibition and advantages to Bolsover if the development goes

Table B: SUMMARY OF COMMENTS 01/10/11 – 31/12/11

Date Received	Area	Summary of Comment	Departments Involved	Date Response Sent	No of work days	Summary of Response
						ahead
10/11/11	Clowne	Comment on alternate week collections - having to double bag food to stop it smelling so using twice as many plastic bags	Community & Street Services	06/12/2011	18	Advice on bagging food waste and that we will be looking at the possibility of collecting food waste weekly in the future
11/11/11	Unknown	Further comments in relation to response regarding closure of toilets	Regeneration	08/12/2011	19	Assurance that public will be able to speak out with their views at the next public meeting
10/11/11	Shirebrook	Further comments in relation to Stage 2 response regarding the clean up of area in Shirebrook	Community & Street Services	08/12/2011	20	Street Services to make appointment to visit area with resident
15/11/11	Bolsover	Unhappy with burgundy bin collections	Community & Street Services	09/12/2011	18	Apology for inconvenience - contractors under estimated number of bin collections. Situation now resolved
17/11/11	Unknown	Concerns regarding large vehicles using the road through Pleasley Vale Business Park	Regeneration	13/12/2011	18	Assurance that traffic is being monitored and advice given on speed. Explanation on type of traffic allowed through the park
24/11/11	Glapwell	Missed burgundy bin	Community & Street Services CSPD(Contact Centres)	20/12/2011	18	Bin missed when relief crew took over. Bins collected on 23/11/11 and round will be monitored
12/12/11	Clowne	Further comments as still unhappy with heating	Housing			

Table B: SUMMARY OF COMMENTS 01/10/11 – 31/12/11

Date Received	Area	Summary of Comment	Departments Involved	Date Response Sent	No of work days	Summary of Response
12/12/11	Bramley Vale	Electricity supply problems since Council installed electric heating	Housing			
19/12/11	Unknown	Further comments in relation to response received regarding large vehicles through Pleasley Vale Business Park	Regeneration			
19/12/11	Whitwell	Concerns regarding treatment of residents when ringing Contact Centre	CSPD (Contact Centres)			
23/12/11	Bolsover	Concerns regarding property devaluation when Bolsover is developed	Regeneration			
23/12/11	Shirebrook	Trade bin not emptied, follow up telephone call not received	CSPD (Contact Centres) Community & Street Services			

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							4	4					4	4	
Customer Service & Performance Department	3	3											3	3	
Community & Street Services	13	13		6	6		11	11					30	30	
Housing	4	4					4	4					8	8	
Legal															
Leisure				3	3		1	1					4	4	
Planning	8	8		3	3								11	11	
Environmental Health				4	4		3	3					7	7	
Regeneration	4	4		3	3		8	8					15	15	
Finance & Revenues	2	2		1	1								3	3	
Totals	34	34		20	20		31	31					85	85	

Table D: Summary of Stage Two Complaints 01/10/11 – 31/12/11

Date Received	Area	Summary of Complaint	Departments Involved	Date Response Sent	No of work days	Remedy
05/10/11	Hilcote	Refuse operatives blocking drive with empty bins	Community & Street Services	21/10/11	12	Apology for any inconvenience caused. Memo issued to contractors to ensure bins placed in correct location
18/10/11	Shirebrook	Unhappy that request for clean up of area in Shirebrook has not been carried out	Community & Street Services	10/11/11	17	Confirmation that the area is on regular cleansing and litter pick route being monitored twice a week, also added area to dog fouling patrol and Environmental Health to visit shop to determine responsibility for litter
19/10/11	Shirebrook	Unhappy that no contact was made in relation to work being carried out	Housing	14/11/11	18	Apology for non contact due to breakdown in communication within department, procedures put in place so does not happen again. Work has now been carried out
21/10/11	Bolsover	Been waiting for burgundy bin since July	Community & Street Services CSPD (Contact Centres)	07/11/11	11	Apology for not receiving usual high standard of service and not receiving bin as incorrect postcode held on our system. Bin delivered 28.10.11
24/10/11	Bolsover	Lack of contact from the Legal Department in relation to licensing	Legal	14/11/11	15	Confirmation that messages were left with customer's office to ascertain which forms were required and a form left at reception as soon as it was clarified which was the relevant form

Table D: Summary of Stage Two Complaints 01/10/11 – 31/12/11

Date Received	Area	Summary of Complaint	Departments Involved	Date Response Sent	No of work days	Remedy
25/10/11	Mansfield	Unhappy with treatment in relation to not receiving invoice for unit at Pleasley Vale	Finance & Revenues Regeneration	22/11/11	20	Apology for inconvenience, explanation that post room at Pleasley Mills was experiencing problems which had now been resolved
02/11/11	South Normanton	Unhappy with treatment when ringing the Contact Centre to request a larger bin	CSPD (Contact Centres)	18/11/11	12	Apology for length of call waiting time. Witnesses confirmed that advisor was not obstructive or unpleasant and confirmation that resident does not meet criteria to qualify for larger bin
02/11/11	Bolsover	Unhappy that the advice given in the response to Freedom of Information request (that the information will be published) was not yet published on website	HR & Payroll	14/11/11	8	Apology for schedule not being published sooner, copy of information sent. Assurance that the information will be published in future by the end of July each year
04/11/11	Bolsover	Submitted form for council tax discount, but advised we had not received the form and could not apply	CSPD (Contact Centres) Finance & Revenues	01/12/11	19	Apology for upset caused - discount now applied
04/11/11	Shirebrook	Unhappy with accusations of overuse of council services	Director of Neighbourhoods	08/11/11	2	Apology and assurance that any correspondence sent to council will be assessed and treated appropriately
10/11/11	Clowne	Complaint regarding the content of the Council's newsletter	Legal CSPD	28/11/11	12	Explanation of the Code of Recommended Practice on Local Authority Publicity

Table D: Summary of Stage Two Complaints 01/10/11 – 31/12/11

Date Received	Area	Summary of Complaint	Departments Involved	Date Response Sent	No of work days	Remedy
11/11/11	Clowne	Had been informed that missed green bin collection would be emptied within 5 working days	Community & Street Services, CSPD (Contact Centres)	06/12/11	17	Apology for incorrect advice and advised request had not been forwarded to the Street Services department due to inputting errors
22/11/11	Scarcliffe	Burgundy bin not emptied for three weeks and have been kept waiting for phone to be answered when ringing in	Community & Street Services, CSPD (Contact Centres)	20/12/11	20	Bin not emptied as gate/ barrier locked, supervisor visited, still no access until call from contractor to resident to allow access
22/11/11	Barlborough	Black bin not emptied and worried about vermin	Community & Street Services	15/12/11	17	Apology/ explanation regarding missed bin collections and assurance this is being monitored
24/11/11	Bolsover	Has a damp problem in bedroom	Housing	20/12/11	18	Unvented tumble drier thought to be root cause of problem, further inspection arranged for new year
22/11/11	Creswell	Would like court fees removing from Council tax arrears	Finance & Revenues Regeneration	19/12/11	19	Gave breakdown of Council Tax charges and arrears for 10/11 and 11/12. Customer not contacted BDC prior to March 2011 and took no action when received summons and liability order. Advised to make arrangements with bailiff
28/11/11	Whitwell	Not happy with exemption applied to a Freedom of Information request	Housng CSPD	03/01/12	20	Explanantion that, under FOI legislation, we are not required to manipulate data to answer questions. Confirmation the information provided is in the form that the information is held

Table D: Summary of Stage Two Complaints 01/10/11 – 31/12/11

Date Received	Area	Summary of Complaint	Departments Involved	Date Response Sent	No of work days	Remedy
28/11/11	Unknown	The way dealt with by Security Officer at Pleasley Vale Business Park	Regeneration	06/12/11	6	Apology for treatment - Security Officer mistakenly assumed customer was using the road as a shortcut
02/12/11	South Normanton	Feels that conditions laid down to obtain approval from Building Control were excessive	BCN	04/01/12	17	Re-iteration that submitted mining reports indicate that coal is reputed to have been worked at shallow depth on the site of the development
06/12/11	Bolsover	Repeatedly asked for an inner to burgundy bin	Community & Street Services Contact Centres	20/12/11	10	Inner now delivered and an apology
08/12/11	New Houghton	Not happy with health and safety aspect of regeneration work being carried out by contractors. Car left dirty by brickdust	Regeneration	16/12/11	6	Apology and compensation sent for reimbursement of car wash
12/12/11	Blackwell	Ongoing damp problem in house and slugs in kitchen cupboards	Housing			
12/12/11	Barlborough	Unhappy that bin not collected and asks how much the separate bin collection is costing	Community & Street Services			
20/12/11	Doe Lea	Missed burgundy bin collection three times and was given conflicting information	Community & Street Services			
22/12/11	Bolsover	Requested mutual exchange which was subsequently refused	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		6	6					13	13	
Customer Service and Performance	7	7		2	2		2	2					11	11	
Community & Street Services	3	3		6	6		11	11					20	20	
Housing	8	8		12	12		5	5					25	25	
HR & Payroll				1	1		1	1					2	2	
ICT				1	1								1	1	
Legal & Democratic Services	6	6		2	2		2	2					10	10	
Leisure				2	2								2	2	
Planning	3	3		3	3								6	6	
Environmental Health	3	3		2	2								5	5	
Regeneration	1	1					4	4					5	5	
Finance & Revenues	10	10		2	2		3	3					15	15	
BCN							1	1					1	1	
Totals	47	47		34	34		35	35					116	116	

Table F: Summary of Stage Three Complaints 01/10/11 – 31/12/11

Date Received	Area	Summary of Complaint	Departments Involved	Date Response Sent	No of work days	Remedy
10/10/11	Barlborough	Not happy with the exemptions applied in response to a Freedom of Information request	CSPD Legal	26/10/11	12	Exemptions applied are reasonable and valid, consequently the information could not to be released
10/10/11	Creswell	Still not happy with paying full amount for regeneration work to the private property	Regeneration	07/11/11	20	Customer was happy with quality of work and, as it had been signed off by all parties, the recharge is still valid
05/12/2012	Clowne	Not happy with the response to stage two complaint regarding the content of the Council's newsletter	CSPD Legal	05/01/12	18	Reiterated that the article did not breach the Code of Recommended Practice on Local Authority Publicity

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 Informal investigation	Housing	16/08/11	3		Progressed to a formal investigation 22/12/11
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	Legal			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	CSPD Legal			06/09/11	Not to initiate an investigation – no personal injustice caused to the complainant
14/10/11	Pinxton	That the Council failed to pass Housing Benefit appeal to the Tribunal despite being asked to	Finance & Revenues	25/10/11	7	14/11/11	Ombudsman to discontinue investigation as the Council has lodged the appeal with the Tribunals Service and that process needs to run its course

Table H - Summary of FOI Requests 01/10/11 – 31/12/11

Date Received	Ref Number	Summary of FOI	Departments Involved	Date Response Sent	No of work days	Information released
05/10/11	F/207/1112	Information on pest control service	Environmental Health	21/10/2011	12	Yes
06/10/11	F/208/1112	Information on Business Rates accounts	Finance & Revenues	24/10/2011	12	No - refusal notice Section 12 - Costs exceed appropriate limit
07/10/11	F/209/1112	A list of public health funerals	Environmental Health	25/10/2011	12	Yes
07/10/11	F/210/1112	Persons who have died with no next of kin since 01/06/11	Environmental Health	25/10/2011	12	No information held
07/11/11	F/211/1112	How many public funerals have been carried out by your local authority since June 2011	Environmental Health	25/10/2011	12	Yes
07/10/11	F/212/1112	How many council homes have been sold under the Right to Buy scheme 1980	Housing	02/11/2011	18	No - refusal notice Section 12 - Costs exceed appropriate limit
10/10/11	F/213/1112	The collection and disposal of animals from road and public areas	Environmental Health Community & Street Services	25/10/2011	11	Yes
10/10/11	F/214/1112	Information on which services are shared with other councils	CSPD Finance & Revenues HR & Payroll	31/10/2011	15	Partially - some information provided, some not held
12/10/11	F/215/1112	Information on Minimum Revenue Provision budget and policy	Finance & Revenues	01/11/2011	14	Partially - some information provided, some exempt Section 21 - information available by other means

Table H - Summary of FOI Requests 01/10/11 – 31/12/11

Date Received	Ref Number	Summary of FOI	Departments Involved	Date Response Sent	No of work days	Information released
07/10/11	F/216/1112	Various questions on stray dogs	Environmental Health	26/10/2011	13	Partially - some information provided, some not held
10/11/11	F/217/1112	List of commercial properties with rateable values of £10,000 and above	Finance & Revenues	01/11/2011	16	Partially - some information provided, some redacted Section 40 - personal information
12/10/11	F/218/1112	Details of all credits held on business rates system	Finance & Revenues	01/11/2011	14	Yes
13/10/11	F/219/1112	Schedule of all National Non - Domestic rate accounts that still have a credit balance in excess of £500 shown on them from any time from 1st April 1990 to date	Finance & Revenues	08/11/2011	18	Yes
14/10/11	F/220/1112	Explanation of transaction between Bolsover District Council and Derbyshire County Council entitled 'pension shortfall'	Finance & Revenues HR & Payroll	02/11/2011	13	Yes
14/10/11	F/221/1112	Various questions in relation to utilities monitoring and management, billing, payment and procurement	Procurement	01/11/2011	12	Partially - some information provided, some not held
13/10/11	F/222/1112	Elected members expenses April 2011 to date	HR & Payroll	03/11/2011	15	No - refusal notice Section 21 - information available by other means and Section 22 - information intended for future publication
18/10/11	F/223/1112	How many temporary staff does the Council employ in relation to 'trusts'	CSPD	19/10/2011	1	No information held
19/10/11	F/224/1112	Mobile communications information request	HR & Payroll Shared ICT	04/11/2011	12	Partially - some information provided, some held by

Table H - Summary of FOI Requests 01/10/11 – 31/12/11

Date Received	Ref Number	Summary of FOI	Departments Involved	Date Response Sent	No of work days	Information released
						North East Derbyshire District Council
21/11/11	F/225/1112	Number of personal searches carried out so far this year in each month starting with January 2011 and names of organisations that carried out the searches	Legal	16/11/2011	18	Partially - some information provided, some exempt Section 43(2) - Commercial Interests
21/10/11	F/226/1112	Details of complaints relating to noise from installation of small wind turbines	Environmental Health Planning	16/11/2011	18	Partially - some information provided, some not held
24/10/11	F/227/1112	Data we hold in relation to energy providers in the area, dwellings and postal addresses	Regeneration	18/11/2011	19	Partially - some information provided, some not held
25/10/11	F/228/1112	Questions in relation to Clowne Campus College	Legal	18/11/2011	18	No - refusal notice Section 43(2) - Commercial Interests
25/10/11	F/229/1112	Questions relating to in-house software systems	ICT Finance & Revenues HR & Payroll	18/11/2011	18	Partially - some information provided, some held by North East Derbyshire District Council
25/10/11	F/230/1112	Legal costs incurred by council as a result of appeals arising from planning decisions since January 1st 2009	Planning Legal	17/11/2011	18	No information held
25/10/11	F/231/1112	Questions in relation to Clowne Campus College	Legal	18/11/2011	18	No - exempt Section 43(2) - Commercial Interest and Section 36 - Prejudice to effective conduct of public affairs
26/10/11	F/232/1112	Questions on reduced rent schemes	Housing Regeneration	23/11/2011	20	Partially - some information provided, some not held

Table H - Summary of FOI Requests 01/10/11 – 31/12/11

Date Received	Ref Number	Summary of FOI	Departments Involved	Date Response Sent	No of work days	Information released
27/10/11	F/233/1112	Questions on garden waste collection service	Community & Street Services	18/11/2011	16	Yes
28/10/11	F/234/1112	Information in relation to creating the Cavendish family and number of void council properties	CSPD Housing	25/11/2011	20	Yes
01/11/11	F/235/1112	Questions on waste collection service	Community & Street Services	24/11/2011	17	Yes
03/11/11	F/236/1112	Information regarding the Council's spend on CCTV	Community & Street Services Regeneration Leisure	01/12/2011	20	Yes
03/11/11	F/237/1112	Information relating to redundancies	HR & Payroll	24/11/2011	15	Partially - some information provided, some not held
03/11/11	F/238/1112	Information regarding parking, waste management, leisure and heritage and planning and building control	Planning Community & Street Services Leisure	01/12/2011	20	Partially - some information provided, some not held
04/11/11	F/239/1112	Information relating to Bolsover District Council's youth provision	Leisure	01/12/2011	19	No information held
07/11/11	F/240/1112	ICT information including budget for 10/11 and 11/12	Finance & Revenues	24/11/2011	13	Partially - some information provided, some held by North East Derbyshire District Council
08/11/11	F/241/1112	Information relating to redundancies	HR & Payroll	01/12/2011	18	Yes

Table H - Summary of FOI Requests 01/10/11 – 31/12/11

Date Received	Ref Number	Summary of FOI	Departments Involved	Date Response Sent	No of work days	Information released
08/11/11	F/242/1112	List of all concert and or theatre and or performance venues which the Council owns or manages within the area	Leisure	02/12/2011	19	Partially - some information provided, some not held
08/11/11	F/243/1112	How many public funerals have been carried out by your local authority in the last 4 weeks	Environmental Health	01/12/2011	18	No - refusal notice Section 21 - information available by other means
09/11/11	F/244/1112	How much has Council paid in recruitment and retention allowances since April 2011	HR & Payroll	01/12/2011	17	Yes
09/11/11	F/245/1112	Details of any plans to mark Queen's Diamond Jubilee in 2012	CSPD	01/12/2011	17	No information held
10/11/11	F/246/1112	Schedule of all properties which are currently vacant with rateable value in excess of £250,000	Finance & Revenues	06/12/2011	18	Yes
10/11/11	EIR/247/1112	Answers to CON 29 questions for a specified address	Environmental Health BCN	24/11/2011	10	Yes
10/11/11	F/248/1112	For 2009/10 and 2010/11 how much was spent on foreign language translation services	CSPD	06/12/2011	18	Yes
11/11/11	EIR/249/1112	Questions in relation to CON29 FORM for a specified address	Environmental Health BCN	24/11/2011	9	Yes
14/11/11	F/250/1112	Information on childcare voucher scheme	HR & Payroll Finance & Revenues	06/12/2011	16	Yes
15/11/11	F/251/1112	Questions on repair/maintenance/fleet management/contract hire	Community & Street Services	12/12/2011	19	Partially - some information provided, some not held

Table H - Summary of FOI Requests 01/10/11 – 31/12/11

Date Received	Ref Number	Summary of FOI	Departments Involved	Date Response Sent	No of work days	Information released
15/11/11	F/252/1112	Questions relating to payment of £2,940 posted on website on Labour Group subscriptions	Finance & Revenues HR & Payroll Legal	13/12/2011	20	Partially - some information provided, some exempt Section 12 - Costs exceed appropriate limit
16/11/11	F/253/1112	Information on crematoria and cremation services	Environmental Health	18/11/2011	2	No information held
16/11/11	F/254/1112	Persons who have died with no next of kin since 12th July 2011	CSPD	13/12/2011	19	No - refusal notice Section 21 information available by other means
23/11/11	F/255/1112	How many of authority's employees are also councillors	HR & Payroll	21/12/2011	20	Partially - some information provided, some not held
17/11/11	F/256/1112	Information on council funerals which have been carried out in last five years	Environmental Health	13/12/2011	18	Yes
18/11/11	F/257/1112	Questions relating to planning applications for changes of use from meat processing to slaughter (abattoir)	Planning Democratic Services	16/12/2011	20	No - refusal notice Section 21 information available by other means
21/11/11	F/258/1112	How much spent on tickets for London Olympics & Paralympics 2012	Finance & Revenues	16/12/2011	19	No information held
21/11/11	F/259/1112	How much unspent Section 106 money do we currently have	Planning Finance & Revenues	19/12/2011	20	Partially some information provided, some information not held in the form required
21/11/11	F/260/1112	Information relating to executive hire exemptions of private hire vehicles from displaying signage	Legal	16/12/2011	19	Partially - some information provided, some not held
25/11/11	F/261/1112	Information relating to recruitment services contract	HR & Payroll	19/12/2011	16	No information held

Table H - Summary of FOI Requests 01/10/11 – 31/12/11

Date Received	Ref Number	Summary of FOI	Departments Involved	Date Response Sent	No of work days	Information released
21/11/11	F/262/1112	Questions about Morrisons and Clowne College negotiations	Legal	15/12/2011	18	No - refusal notice Section 43(2) - Commercial Interests
21/11/11	F/263/1112	Questions about planning application for new brick structure on Slayley Green	Planning	16/12/2011	19	No information held
22/11/11	F/264/1112	Lists of long term empty property	Finance & Revenues	13/12/2011	15	Yes
22/11/11	F/265/1112	Questions about CCTV Cameras monitoring	Community & Street Services	19/12/2011	19	No information held
22/11/11	F/266/1112	Schedule of all National Non-Domestic rate accounts that still have a credit balance in excess of £500 shown on them from any time from 1st April 1990 to date	Finance & Revenues	13/12/2011	18	Yes
22/11/11	F/267/1112	Asking details of complaints where the Council has taken legal advice but then failed to act in accordance with it	Legal	19/12/2011	19	No information held
23/11/11	F/268/1112	Number of times the Council have hired private detectives/investigators since 2008	Finance & Revenues	13/12/2011	14	No information held
23/11/11	F/269/1112	Questions about the New Homes Bonus Scheme	Regeneration	19/12/2011	18	Partially - some information provided, some not held
28/11/11	F/270/1112	Cutbacks on funding and mayoral ceremonial duties	CEO	19/12/2011	15	No information held
01/12/11	F/271/1112	Information about dog fouling/ litter and flytipping and general complaints	Environmental Health CSPD Community & Street Services	20/12/2011	17	Yes

Table H - Summary of FOI Requests 01/10/11 – 31/12/11

Date Received	Ref Number	Summary of FOI	Departments Involved	Date Response Sent	No of work days	Information released
01/12/11	F/272/1112	How much money has the Council invested in General Dynamics Corp through pension contributions since 2006	Finance & Revenues	21/12/2011	18	No information held
14/12/11	F/273/1112	How many Councillors claim these expenses under the recommendations by the last Independent Review Panel March 2011	HR & Payroll	09/01/12	15	Yes
05/12/11	F/274/1112	People dying with no next of kin being known at time of death.	CSPD	21/12/2011	18	No - refusal notice Section 21 - information available by other means
09/12/11	F/275/1112	Information on customer facing services - performance to date	CSPD			
07/12/11	F/276/1112	Addresses and rateable values of commercial properties with a rateable value of £10,000 and above	Finance & Revenues	21/12/2011	18	Yes
12/12/11	F/277/1112	Use of Regulation of Investigatory Powers Act (RIPA)	Legal Finance & Revenues			
01/12/11	F/278/1112	Copy of Health & Safety report for a named business	Environmental Health	13/12/2011	10	Partially - some information provided, some redacted Section 40 - personal information
14/12/11	F/279/1112	All documentation relating to any council owned property that is currently rented and/or leased to any political party, trade union or Member of Parliament	Housing Regeneration	09/01/12	15	No information held
14/12/11	EIR/280/1112	Questions in relation to CON29 FORM for a specified address	BCN			

Table H - Summary of FOI Requests 01/10/11 – 31/12/11

Date Received	Ref Number	Summary of FOI	Departments Involved	Date Response Sent	No of work days	Information released
15/12/11	F/281/1112	Contact information for named posts	CSPD			
15/12/11	F/282/1112	Information about government cuts affecting local councils	HR & Payroll Finance & Revenues			
15/12/11	F/283/1112	Information relating to any roads which are maintained and repaired at a cost to the public (adopted or unadopted)	Planning BCN			
13/12/11	EIR/284/1112	Questions in relation to CON29 FORM for a specified address	BCN			
16/12/11	EIR/285/1112	Questions in relation to CON29 FORM for a specified address	BCN			
19/12/11	EIR/286/1112	Questions in relation to CON29 FORM for a specified address	BCN			
19/12/11	F/287/1112	Information on council's spend on temporary staffing	Human Resources			
20/12/11	F/288/1112	Questions on spending for electoral registration and electoral services	Democratic Services			
21/12/11	F/289/1112	Council spend on accommodating statutory homeless people in bed and breakfast or hotel accommodation	Housing			
28/12/11	F/293/1112	Information on building/office space within the council	Regeneration			
30/12/11	F/290/1112	Questions relating to complaints management	CSPD			
30/12/11	F/291/1112	Information about Joint Housing Board or a Tenants Forum in operation	Housing			

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					2	2	
CEPT															
Customer Service & Performance	13	13		8	8		11	11					32	32	
Community & Street Services	8	8		7	7		8	8					23	23	
Legal & Democratic	11	11		9	9		11	11					31	31	
Finance & Revenues	33	33		32	32		21	21					86	86	
Housing	7	7		2	2		6	6					15	15	
HR & Payroll	19	19		8	8		15	15					42	42	
ICT	1	1					2	2					3	3	
Leisure	2	2		4	4		3	3					9	9	
Planning				10	10		7	7					17	17	
Environmental Health	14	14		27	27		14	14					55	55	
Procurement				4	4		1	1					5	5	
Regeneration	16	16		11	11		6	6					33	33	
BCN							7	7					7	7	
Totals	125	125		122	122		113	113					360	360	