

Committee:	Executive	Agenda Item No.:	15.
Date:	28 <sup>th</sup> May 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	Director of Corporate Resources		
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 1<sup>st</sup> January 2012 to 31st March 2012 together with a summary for 2011/12.

#### **Compliments**

Table A shows the number of written compliments received for the period. In total 32 written compliments were received (up from the previous quarter when we received 27). A good cross section of compliments received from customers appreciating excellent service, including 10 for the Community and Street Services Department for the collection of refuse, flytipping and grounds maintenance duties, 7 for the Leisure Department and 6 for the Housing Department.

## Comments

Table B shows the number of written comments received for the period. All 22 received were responded to within standard (20 working days). 3 comments were received concerning the closure of Contact Centres on Saturday mornings and a further 3 comments regarding the length of time waiting for Contact Centres to answer the telephone.

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 1<sup>st</sup> January 2012 to 31<sup>st</sup> March 2012.

<b>Service Area</b>	<b>01/04/11– 30/06/11</b>	<b>01/07/11– 30/09/11</b>	<b>01/10/11- 31/12/11</b>	<b>01/01/12 – 31/03/12</b>	<b>Total</b>
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)	23 (10)	94 (39)
Missed domestic or green bin collection	166 (155)	192 (175)	601 (573)	318 (279)	1277 (1182)
Missed blue box/ burgundy bin collection	205 (201)	518 (492)	568 (530)	252 (238)	1543 (1461)
<b>Total</b>	<b>387 (361)</b>	<b>729 (678)</b>	<b>1205 (1116)</b>	<b>593 (527)</b>	<b>2914 (2682)</b>

The figures in brackets show the number of stage one complaints not resolved by the Contact Centre and passed through to the Community & Street Services department for investigation/action. For the same period Contact Centres handled 8,283 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. 41 complaints were received during this period, up from last quarter in which we received 25 complaints. All were responded to within our customer service standard of 20 working days. 4 complaints concern out of time repairs.

Table E shows the above information by department.

### Stage three

Table F shows the number of stage three complaints received for the period by date order. These are complainants who have already made a stage two complaint and still feel dissatisfied. During this period 5 stage three complaints were received, all were responded to within standard.

## Ombudsman

Table G shows the status of Ombudsman complaints for 2011/12 as of 25<sup>th</sup> April 2012. During this quarter, three formal investigations were received and one decision in which the Ombudsman decided not to initiate investigations. We have four complaints awaiting a decision from the Ombudsman for 2011/12.

## Freedom of Information (FOI)

Table H shows the number of requests for 'freedom of information' for the period by date order. Of the 111 requests received (up from 86 last quarter), 109 were responded to within the government standard of 20 working days and two have had the timescale extended (as permitted under the legislation). Additionally we received 18 further requests which we forwarded to other organisations.

Table I shows the above information by department.

## Personal Data requests (DP)

There were 7 requests made within this quarter, all of which have been dealt within standard (40 calendar days).

## Performance

The target of 100% has been achieved for responding to stage two complaints within 20 working days for 2011/12.

## Summary for 2011/12

The following tables provide a summary of performance for compliments, comments, complaints and freedom of information requests for 2011/12.

### Volume and Performance

Volume by type	Q1	Q2	Q3	Q4	2011/12 Total	2010/11 Total	2009/10 Total
Compliments	45	49	27	32	153	173	129
Comments	29	17	25	22	93	78	64
Stage 2 Complaints	32	26	25	41	124	79	115
Stage 3 Complaints	5	9	4	5	23	25	22
FOI	102	107	86	111	406	408	312
<b>Total</b>	<b>213</b>	<b>208</b>	<b>167</b>	<b>211</b>	<b>799</b>	<b>763</b>	<b>642</b>
Stage 1 Complaints	387	729	1205	593	2914	1059	1644
<b>% Comments responded to within standard</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>
Average response in days	17	13	17	14	15	12	12
<b>% Stage 2 responded to within standard</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>99%</b>	<b>98%</b>
Average response in days	15	15	15	16	15	14	15
<b>% Stage 3 responded to within standard</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>87%</b>	<b>92%</b>
Average response in days	18	16	16	19	17	16	15
<b>% FOI Requests responded to within standard</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>99%</b>
Average response in days	12	15	16	14	14	11	9

When comparing 2011/12 to the previous year of 2010/11, the following is noted:

- Received more stage two complaints, an increase of 45 (57%).
- Received similar volumes of stage three complaints.
- Received more written comments, an increase of 15 (19%).
- Received fewer written compliments (-11%).
- Received more stage one complaints, an increase of 1855 (175%).
- Responses to customer requests within standard - written comments and FOI requests (remained at 100%), stage two complaints (100%, up 1%) and stage three complaints (100%, up 13%).
- Received similar volume of FOI requests.

## Customer Feedback

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

- Reference number to be given to all written complaints and noted in correspondence with the complainant
- Customer Advisors to check Planning computer at the beginning of each day to ensure it is working correctly
- Benefit Section's procedures reviewed to reduce any unnecessary delays in processing appeals
- Members allowances to be published by 31st July in future

## **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 01/01/12 – 31/03/12

Table B: Comments summary for the period 01/01/12 – 31/03/12

Table C: Comments summary by department 2011/12

Table D: Stage two complaints summary for the period 01/01/12 – 31/03/12

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

Table F: Stage three complaints summary for the period 01/01/12 – 31/03/12

Table G: Ombudsman complaints summary for 2011/12

Table H: Freedom of information summary for the period 01/01/12 – 31/03/12

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

FILE REFERENCE: - N/A

SOURCE DOCUMENT: - N/A

**Table A: COMPLIMENTS SUMMARY 01/01/12 – 31/03/12**

<b>Date Received</b>	<b>Area</b>	<b>Summary of Compliment</b>	<b>Departments Involved</b>
03/01/12	Nottingham	Very happy with neutering advice on our website, customer hoping to persuade other councils to follow suit	Environmental Health
05/01/12	Bolsover	Thanks to department for all their help and information given (Food Safety Service)	Environmental Health
09/01/12	Facebook	Happy with our Facebook page, very informative	Customer Service & Performance
09/01/12	Facebook	Praise for Facebook page	Customer Service & Performance
10/01/12	Langwith Junction	Thanks to grounds maintenance for cutting back hedge	Community & Street Services
12/01/12	Whitwell	Thanks to Customer Advisor for help with request for urgent repair to taps	Customer Service & Performance (Contact Centres)
13/01/12	Barlborough	Refuse service is brilliant	Community & Street Services
13/01/12	Clowne	Thanks to speedy response for removal of fly tipping	Community & Street Services
13/01/12	Bolsover	Many thanks for responding so quickly to litter problem	Community & Street Services
17/01/12	Creswell	Dog fouling removed, very good job done	Community & Street Services
27/01/12	Clowne	Very pleasant and helpful staff at Leisure Centre reception for birthday party	Leisure
31/01/12	Creswell	Thanks to Benefits staff for all help and support with housing and council tax benefits	Finance & Revenues
13/02/12	Sheffield	Very impressed with service received with regard to Land Charges	Legal & Democratic
17/02/12	New Houghton	Housing repairs service outstanding	Housing
17/02/12	Bolsover	Thanks to Wes, Mandy and Pam for their presentations to Voluntary Sector Forum	CEO Chief Executive's & Partnership Team
17/02/12	Sheffield	Thanks for help given to resident regarding Careline service	Housing
20/02/12	Creswell	Operative attended very quickly to emergency repair, very pleasant	Housing
20/02/12	Clowne	Thanks to Yorkshire Windows for a clean and tidy job	Housing
23/02/12	South Normanton	Thanks to maintenance team for cleaning up mess in area	Community & Street

**Table A: COMPLIMENTS SUMMARY 01/01/12 – 31/03/12**

<b>Date Received</b>	<b>Area</b>	<b>Summary of Compliment</b>	<b>Departments Involved</b>
			Services
24/02/12	Clowne	Thanks for very quick response to complaint on dog fouling, cleaned up very well	Community & Street Services
29/02/12	Glapwell	Staff at Creswell Leisure Centre are friendly, helpful and welcoming, facilities good, clean and well kept	Leisure
07/03/12	Langwith	Big thank you for fantastic morning at SEN (Special Educational Needs) Sports Hall Athletics competition	Leisure
07/03/12	Scarcliffe	Refuse team always polite and professional	Community & Street Services
08/03/12	Shirebrook	Extremely pleased with level of service from responsive repairs operative	Housing
09/03/12	Clowne	All classes for Aqua Fit/ Aqua Jog are very good	Leisure
09/03/12	Clowne	Instructors for Aqua Fit/ Aqua Jog are very good, motivational and make exercising more interesting	Leisure
12/03/12	Stanfree	Thanks for quick response by CAN Rangers to clean up graffiti	Community & Street Services
16/03/12	Unknown	Grateful for time and effort in supplying information in relation to Land Charges	Legal & Democratic
19/03/12	Creswell	Very pleased with operatives who carried out repair	Housing
21/03/12	Whitwell	Aqua Fit session is super	Leisure
23/03/12	Clowne	Wants to thank Grounds Maintenance team for cutting back trees	Community & Street Services
28/03/12	Clowne	Highly satisfied with staff at Creswell Leisure Centre, clean and well maintained	Leisure

**Table B: SUMMARY OF COMMENTS 01/01/12 – 31/03/12**

<b>Date Received</b>	<b>Area</b>	<b>Summary of Comment</b>	<b>Departments Involved</b>	<b>Date Response Sent</b>	<b>No of work days</b>	<b>Summary of Response</b>
06/01/12	Clowne	Why CCTV cameras in Clowne have not been working for last 2 months	Community & Street Services	01/02/2012	18	Confirmed no cameras in Clowne working since contract with Chesterfield Borough Council was terminated in February 2011, saving on resources put into other cameras across district. Clowne to get new cameras shortly
11/01/12	Clowne	Has previously asked for bins to be collected from behind wall	Community & Street Services	07/02/2012	19	Advised to present a full bin in windy conditions. Customer does not meet assisted bin collection criteria
12/01/12	Unknown	Unhappy with how long kept waiting when calling Contact Centre service	Customer Service & Performance (Contact Centres)	17/01/2012	3	Telephony report does not show any calls on hold excessively. Customer advised to contact so further details can be taken
16/01/12	South Normanton	Closure of Contact Centres on Saturday	Customer Service & Performance (Contact Centres)	03/02/2012	13	Apology for closures and explanation as to why decision taken i.e. budget pressures, service standards
30/01/12	Tibshelf	Unhappy that Contact Centres are closed on Saturday, suggestion that they close one day in week instead	Customer Service & Performance (Contact Centres)	14/02/2012	11	Apology for inconvenience of closure on Saturday's. Gave all various methods of contact and payment
06/02/12	South Normanton	Further comments on response letter received in relation to closure of Contact Centres on Saturdays	Customer Service & Performance (Contact Centres)	15/02/2012	7	Confirmed nothing further to add to previous e-mail, decision made by elected members
15/02/12	Shirebrook	Unhappy with length of time taken to answer phone at Contact Centre	Customer Service & Performance (Contact Centres)	29/02/2012	7	Apology for any inconvenience caused waiting to be answered. Assurance that ways are being



**Table B: SUMMARY OF COMMENTS 01/01/12 – 31/03/12**

<b>Date Received</b>	<b>Area</b>	<b>Summary of Comment</b>	<b>Departments Involved</b>	<b>Date Response Sent</b>	<b>No of work days</b>	<b>Summary of Response</b>
						looked at to improve on this. Current system does not have function to advise customers how long waiting times are but this is being considered for the future
17/02/12	Shirebrook	Moved out of Tarran bungalow and heard people have had relocation grants and their properties decorated and carpeted	Housing	12/03/2012	16	Confirmed letter sent out by the Housing department on 31/01/12; enclosed copy
17/02/12	Shirebrook	Burgundy bins left in middle of drive again when emptied	Community & Street Services	08/03/2012	14	Apology for any inconvenience caused. Investigated with contractor and crew have been instructed on leaving bins in correct position
21/02/12	Bolsover	Cannot find information about swimming at Creswell for over 60's	Leisure	15/03/2012	17	Apology for difficulites in finding information on website, gave website link and prices
29/02/12	Shuttlewood	Notice of increased charges for community alarms received twice on same day in two separate envelopes	Housing	21/03/2012	15	Thanked for bringing this matter to attention and Housing assured resident that arrangements were being made to rectify the matter
01/03/12	Scarcliffe	Hold planning meetings in a bigger venue	Planning Democratic Services	26/03/2012	17	Council is currently considering the options. No new Committee date has as yet been set however will advise of the arrangements for this once this has been set
01/03/12	Scarcliffe	Let public know of future plans for either refurbishment or new facilities of the toilets in Bolsover	Regeneration	21/03/2012	14	Explanation that the Council provided two toilet facilities but owing to running costs and poor condition of Cavendish Walk toilets, a decision was made to close them

**Table B: SUMMARY OF COMMENTS 01/01/12 – 31/03/12**

<b>Date Received</b>	<b>Area</b>	<b>Summary of Comment</b>	<b>Departments Involved</b>	<b>Date Response Sent</b>	<b>No of work days</b>	<b>Summary of Response</b>
02/03/12	Barlborough	Unhappy with length of time held on phone and the music being played	Customer Service & Performance (Contact Centres)	28/03/2012	18	Thanked customer for comments unfortunately the music cannot be changed at the moment, comments will be considered for any future changes. Apology for the time on hold
05/03/12	New Houghton	Believe that the Council are failing to provide dignity in care to users of the Clinical Waste scheme	Community & Street Services Customer Service & Performance	12/03/2012	5	Apology for upset caused, confirmed the stock of clinical waste bags are below standard and the supplier to send replacements. Interim arrangements in place
07/03/12	Clowne	Live in private property, cannot afford rent after cut to housing benefit. Would like a council bungalow, applied before and told two year wait	Finance & Revenues Housing	03/04/2012	19	Notification letter sent from Benefits in February advising of change to Local Housing Allowance Scheme and how this would affect customer's claim, Benefits Officer rang on 12th March to make sure it was clear
12/03/12	Barlborough	Why were certain minutes from council meetings not on website	Democratic Services	11/04/2012	20	Apology for minutes not being on website, explained procedure for minutes to be published after they have been approved at following meeting. Given link to website as they are now on
12/03/12	South Normanton	Why has ground rent for car park increased so much each year	Housing	11/04/2012	20	Rent now charged reflects the cost of providing the service

**Table B: SUMMARY OF COMMENTS 01/01/12 – 31/03/12**

<b>Date Received</b>	<b>Area</b>	<b>Summary of Comment</b>	<b>Departments Involved</b>	<b>Date Response Sent</b>	<b>No of work days</b>	<b>Summary of Response</b>
13/03/12	Shirebrook	Took out fixed price for life leisure membership which is no longer applicable for Kissingate	Leisure	04/04/2012	16	Confirmation that membership is at Creswell Leisure Centre and concession is no longer available
20/03/12	South Normanton	Property is not looked after properly by tenant	Housing	16/04/2012	18	Comments noted by the Housing department
27/03/12	Unknown	Why were toilets at Cavendish Walk closed	Regeneration	25/04/2012	19	Explanation that the Council provided two toilet facilities but owing to running costs and poor condition of Cavendish Walk toilets, a decision was made to close them
28/03/12	Clowne	Creswell Leisure Centre male changing rooms fan was disconnected as per request of users, but would like it on a switch to enable them to switch on and off	Leisure	25/04/2012	18	Staff have been informed to switch fan on and off according to conditions, no switch because children may use inappropriately

**Table C: Comments Summary by Department 2011/12**

<b>Department/Section</b>	<b>01/04/11 – 30/06/11</b>			<b>01/07/11 – 30/09/11</b>			<b>01/10/11– 31/12/11</b>			<b>04/01/12 – 31/03/12</b>			<b>Total</b>		
	<b>No. of Comments</b>	<b>No. Responded to in time</b>	<b>No. responded to out of time</b>	<b>No. of Comments</b>	<b>No. Responded to in time</b>	<b>No. responded to out of time</b>	<b>No. of Comments</b>	<b>No. Responded to in time</b>	<b>No. responded to out of time</b>	<b>No. of Comments</b>	<b>No. Responded to in time</b>	<b>No. responded to out of time</b>	<b>No. of Comments</b>	<b>No. Responded to in time</b>	<b>No. responded to out of time</b>
<b>Contact Centre</b>							<b>4</b>	<b>4</b>		<b>6</b>	<b>6</b>		<b>10</b>	<b>10</b>	
<b>Customer Service &amp; Performance Department</b>	<b>3</b>	<b>3</b>								<b>2</b>	<b>2</b>		<b>5</b>	<b>5</b>	
<b>Community &amp; Street Services</b>	<b>13</b>	<b>13</b>		<b>6</b>	<b>6</b>		<b>11</b>	<b>11</b>		<b>4</b>	<b>4</b>		<b>34</b>	<b>34</b>	
<b>Housing</b>	<b>4</b>	<b>4</b>					<b>4</b>	<b>4</b>		<b>5</b>	<b>5</b>		<b>13</b>	<b>13</b>	
<b>Legal &amp; Democratic Services</b>										<b>2</b>	<b>2</b>		<b>2</b>	<b>2</b>	
<b>Leisure</b>				<b>3</b>	<b>3</b>		<b>1</b>	<b>1</b>		<b>3</b>	<b>3</b>		<b>7</b>	<b>7</b>	
<b>Planning</b>	<b>8</b>	<b>8</b>		<b>3</b>	<b>3</b>					<b>1</b>	<b>1</b>		<b>12</b>	<b>12</b>	
<b>Environmental Health</b>				<b>4</b>	<b>4</b>		<b>3</b>	<b>3</b>					<b>7</b>	<b>7</b>	
<b>Regeneration</b>	<b>4</b>	<b>4</b>		<b>3</b>	<b>3</b>		<b>8</b>	<b>8</b>		<b>2</b>	<b>2</b>		<b>17</b>	<b>17</b>	
<b>Finance &amp; Revenues</b>	<b>2</b>	<b>2</b>		<b>1</b>	<b>1</b>					<b>1</b>	<b>1</b>		<b>4</b>	<b>4</b>	
<b>Totals</b>	<b>34</b>	<b>34</b>		<b>20</b>	<b>20</b>		<b>31</b>	<b>31</b>		<b>26</b>	<b>26</b>		<b>111</b>	<b>111</b>	

**Table D: Summary of Stage Two Complaints 01/01/12 – 31/03/12**

<b>Date Received</b>	<b>Area</b>	<b>Summary of Complaint</b>	<b>Departments Involved</b>	<b>Date Response Sent</b>	<b>No of work days</b>	<b>Remedy</b>
03/01/12	Bolsover	Unhappy with level of service regarding a door repair that has still not been completed after 16 months	Housing	30/01/12	19	Apologies for work not being completed on time due to contractor's workload. Door now been replaced
03/01/12	Sheffield	Unhappy with lack of contact in relation to a privately owned property	Finance & Revenues	30/01/12	19	Confirmed that Revenues had e-mailed on 04.01.12 but could find no record of complainant's previous e-mail. Changes have now been actioned
05/01/12	Unknown	Bin not been collected several times last year and received an unprofessional comment from a refuse operative	Street Services	01/02/12	20	Asked for customer's address in acknowledgement and response so can investigate further. Gave assurance that refuse team had been reminded of customer service standards
09/01/12	Barlborough	Unhappy with service received regarding council tax benefit calculations and amount of time taken for response	Finance & Revenues Customer Service & Performance (Contact Centres)	03/02/12	19	Apology for length of time however now resolved with customer. Apology that letter was sent to Revenues Section and not progressed as a formal complaint
09/01/12	Clowne	Still unhappy about the Disabled Facilities Grant (DFG) form	Environmental Health	06/02/12	20	Advised that we can only help with DFG form if we have had referral from occupational therapist which we have not had
10/01/12	Shirebrook	Unhappy with exposed cables left after work carried out	Housing	07/02/12	20	Power company undertook work to cables serving the intercom system

**Table D: Summary of Stage Two Complaints 01/01/12 – 31/03/12**

Date Received	Area	Summary of Complaint	Departments Involved	Date Response Sent	No of work days	Remedy
						and remedial works were done a few days later leaving cables temporarily exposed. Contact details given for power supplier if wishing to make a complaint
17/01/12	Glapwell	Unhappy at being asked to provide proof again of income for benefit application	Finance & Revenues	13/02/12	19	Apology for length of time taken to resolve and for asking for duplicate information however further information needed for application. Claim assessed and does not qualify
19/01/12	Barlborough	Concerns over current housing application	Housing	10/02/12	16	Case sent to independent medical advisors who recommended not to award any additional points, may appeal but need to pay costs which will be refunded if appeal upheld
23/01/12	South Normanton	Unhappy with baliff's actions, wants case to be looked at again	Finance & Revenues	17/02/12	19	Confirmed response already sent by bailiff on 30/01/12. Council accepted proposal of £30 payment per month
25/01/12	Clowne	Various problems regarding claim for housing and council tax benefit	Finance & Revenues	16/02/12	16	Apology for not sending a copy of a letter out, delay due to complexity of application. Recovery action to continue for council tax arrears
26/01/12	Clowne	Unhappy that correspondence from Democratic Services not in 18 font and cannot get signature in box on form	Democratic Services	16/02/12	15	Apology for form going out in standard font size. Sent out enlarged waiver application form and explanation of how to vote in

**Table D: Summary of Stage Two Complaints 01/01/12 – 31/03/12**

<b>Date Received</b>	<b>Area</b>	<b>Summary of Complaint</b>	<b>Departments Involved</b>	<b>Date Response Sent</b>	<b>No of work days</b>	<b>Remedy</b>
						future without signature
26/01/12	Bolsover	Been waiting for repairs for last two years	Housing	14/02/12	13	Confirmation that letter from Housing (31/01/12) was sent, work completed to customer's satisfaction
03/02/12	Bolsover	Unhappy with heating system, had engineers out to check it but still having to use two electric heaters. Seeking compensation	Housing	01/03/12	19	Not appropriate to pay compensation as heating already subsidised and the problem was rectified as soon as it was reported
06/02/12	Shirebrook	Unhappy with the way requests for cavity wall insulation have been dealt with	Housing	24/02/12	14	Representative from Consultancy Services Section visited and confirmed cavity wall insulation in place and solid walls given internal insulation. Closed ventilation fan to be installed
10/02/12	Bolsover	Unhappy with non collection of black bins and information given	Customer Service & Performance (Contact Centres) Community & Street Services	29/02/12	13	Evidence from tracker on lorry shows bin not presented on time. Customer Advisor tried to contact customer but was unable to. Apology for any inconvenience
13/02/12	Creswell	Unhappy that bin was not emptied fully and does not want to leave extra bags out because of rats	Customer Service & Performance (Contact Centres) Community & Street Services	28/02/12	11	Due to inclement weather refuse froze in bin and was not fully emptied. Apology for inconvenience

**Table D: Summary of Stage Two Complaints 01/01/12 – 31/03/12**

<b>Date Received</b>	<b>Area</b>	<b>Summary of Complaint</b>	<b>Departments Involved</b>	<b>Date Response Sent</b>	<b>No of work days</b>	<b>Remedy</b>
10/02/12	Clowne	Still unhappy about the Disabled Facilities Grant (DFG) form	Customer Service & Performance Environmental Health	08/03/12	19	Confirmation that decision not to progress with DFG due to absence of referral from Derbyshire County Council so no right of appeal to this Council
14/02/12	Bolsover	Window repair not done within stated timescale and still outstanding	Housing	02/03/12	13	Apology for length of time taken to repair window. Contractor left cards on three occasions but no response from customer. New appointment made
15/02/12	Creswell	Leaving bin in front of drive and not returning to collection point	Community & Street Services	08/03/12	16	Apology for inconvenience caused. Both crews have instructions to monitor to stop this happening again
15/02/12	Doe Lea	Repeated reporting of damp walls in bedroom, no inspection on 19/01/12 as promised	Housing	06/03/12	14	No record found of request for damp problems prior to 13/12/11 when roof tiles replaced and water ingress stopped. Further inspection arranged
22/02/12	Barlborough	Threat of bankruptcy due to council tax arrears – unhappy with Council's approach	Finance & Revenues	20/03/12	19	Not proceeding with bankruptcy as concerns regarding non payment are being addressed
27/02/12	Pleasley	Ongoing concerns with noise from generator at car boot and starting up too early	Planning Environmental Health	16/03/12	14	Given assurance that case is being pursued and that Planning will continue to take action to regularise breaches
28/02/12	Bolsover	Been waiting for repairs to gutters since September 2010	Housing	22/03/12	17	Work carried out when tenant not present but not solved problem. Replacement guttering carried out



**Table D: Summary of Stage Two Complaints 01/01/12 – 31/03/12**

<b>Date Received</b>	<b>Area</b>	<b>Summary of Complaint</b>	<b>Departments Involved</b>	<b>Date Response Sent</b>	<b>No of work days</b>	<b>Remedy</b>
29/02/12	Stanfree	Renovating house and has asked for 100% council tax discount but advised it was 50%	Finance & Revenues	23/03/12	17	Explanation that cannot give further discount as already had maximum empty property discount allowed, i.e. one year
29/02/12	Langwith	Unhappy that operatives walked into residents home after briefly knocking and not waiting for door to be opened	Housing	08/03/12	6	Apology for any upset caused in this matter. Reminder issued to everyone undertaking repairs on behalf of Council of our practice for gaining access
29/02/12	Creswell	Unhappy with the way housing application being processed	Housing	23/02/12	17	Not currently on waiting list, asked to contact Housing as soon as possible to discuss situation
05/03/12	Belper	On behalf of son and daughter-in-law who have been waiting for a new front door for two years and want rehousing	Housing	28/03/12	17	Replacement door on 2012/13 programme. Housing status given, i.e. points. Advised son and daughter-in-law to contact Housing to discuss any specific requirements
07/03/12	Hilcote	Problem with damp and mould been in touch before and has been over a year waiting	Housing	26/03/12	13	Damp caused by condensation, lifestyle, drying clothes on radiators etc. Given resident advice on how to alleviate the problem
07/03/12	Glapwell	Unhappy with article in Intouch about dog fouling incident	Customer Service & Performance Environmental Health Legal	29/03/12	16	Apology given and corrected article to be published in next Intouch

**Table D: Summary of Stage Two Complaints 01/01/12 – 31/03/12**

<b>Date Received</b>	<b>Area</b>	<b>Summary of Complaint</b>	<b>Departments Involved</b>	<b>Date Response Sent</b>	<b>No of work days</b>	<b>Remedy</b>
08/03/12	Blackwell	Unhappy with increase in service charge on bedsit	Housing	28/03/12	14	Given breakdown of rent charges, special services, heating and support charges
12/03/12	Barlborough	Unhappy with litter on roundabout on M1 not being cleared	Street Services	11/04/12	20	Apology for lack of usual high standard. Arranged for a deep cleanse of area within the next week and increased inspections
15/03/12	Shirebrook	No written notification received following internal investigation	Housing	13/04/12	19	Apology that verbal notification was not followed up in writing (Stage 2 response used for the purpose)
21/03/12	Whitwell	Liability order issued against complainant for arrears for council tax and rent despite efforts to resolve with the Benefits Section	Finance & Revenues, Customer Service & Performance (Contact Centres)	12/04/12	14	No bank statement received, however apology as claim could have been processed without this and this should have been explained to customer. Claim now being re-assessed and a letter of notification will be sent
22/03/12	Hilcote	Waiting for repair to internal lift and claims wet room has been wrongly installed	Environmental Health	16/04/12	15	Works undertaken under a Disabled Facilities Grant and completed in June 2008. DCC not aware of lift problem and will investigate. Wet room problem has already been referred to DCC by complainant's occupational therapist
22/03/12	Langwith	Refuse lorries churning up grass on industrial estate	Street Services	13/04/12	14	Arranged for sweeper to clean roads and complainant was happy with this

**Table D: Summary of Stage Two Complaints 01/01/12 – 31/03/12**

<b>Date Received</b>	<b>Area</b>	<b>Summary of Complaint</b>	<b>Departments Involved</b>	<b>Date Response Sent</b>	<b>No of work days</b>	<b>Remedy</b>
22/03/12	Clowne	Unhappy at not receiving a response about a transfer to another property from the Housing Department	Housing	18/04/12	17	Apology for not replying to previous correspondence. Explanation that current property been adapted for residents needs and the property applied for does not have all these features
22/03/12	Clowne	Believes application has been wrongly suspended	Housing	18/04/12	12	Explanation of letters sent and apology for any confusion
28/03/12	Shirebrook	Complaints regarding the area surrounding footpath B11/9/1, e.g. overgrown, fires	Street Services	19/04/12	13	Explanation of responsibility for footpath (DCC) and CAN Rangers to patrol/monitor antisocial behaviour
29/03/12	Bolsover	Failure to process clients Housing and Council Tax Benefit appeal in a timely manner, failure to respond to letters and follow complaints procedures	Finance & Revenues	18/04/12	13	Apology for the time taken. Benefit procedures reviewed to reduce unnecessary delays in future
29/03/12	Eastwood	Unhappy with information provided through a subject access request in relation to CAN Rangers job history	Customer Service & Performance	19/04/12	13	Explanation that no further information is held and assurance that a thorough check has been undertaken
30/03/12	Clowne	Unhappy with information given by a Benefits Officer in relation to Local Housing Allowance and Discretionary Housing Payment	Finance & Revenues	18/04/12	11	Explanation of the process to date and information required from the customer before a decision can be made about whether to use a higher rate of Local Housing Allowance

**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		3	3		16	16	
Customer Service and Performance	7	7		2	2		2	2		5	5		16	16	
Community & Street Services	3	3		6	6		11	11		7	7		27	27	
Housing	8	8		12	12		5	5		17	17		42	42	
HR & Payroll				1	1		1	1					2	2	
ICT				1	1								1	1	
Legal & Democratic Services	6	6		2	2		2	2		2	2		12	12	
Leisure				2	2								2	2	
Planning	3	3		3	3					1	1		7	7	
Environmental Health	3	3		2	2					5	5		10	10	
Regeneration	1	1					4	4					5	5	
Finance & Revenues	10	10		2	2		3	3		10	10		25	25	
BCN							1	1					1	1	
<b>Totals</b>	<b>47</b>	<b>47</b>		<b>34</b>	<b>34</b>		<b>35</b>	<b>35</b>		<b>50</b>	<b>50</b>		<b>166</b>	<b>166</b>	

**Table F: Summary of Stage Three Complaints 01/01/12 – 31/03/12**

<b>Date Received</b>	<b>Area</b>	<b>Summary of Complaint</b>	<b>Departments Involved</b>	<b>Date Response Sent</b>	<b>No of work days</b>	<b>Remedy</b>
27/02/2012	Bolsover	Wants to act as their ex-tenant's representative in order to seek further benefit entitlement	Finance & Revenues	23/03/12	18	Reiterated information given in Stage Two response is still correct. As no longer the landlord the Council does not recognise the authorisation of the landlord for the tenant in question
07/03/2012	Bolsover	Claims heating was not rectified straight away and wants compensation as received it last year	Housing	04/04/12	20	A heating allowance was paid last time which is not applicable this time. Acknowledged that there is an issue during particularly cold spells. Council looking at longer term solutions this year
13/03/2012	Bolsover	Seeking compensation for having day off work when repairs operative did not keep to appointment	Housing	12/04/12	20	Apology for inconvenience, however compensation not appropriate as no financial loss suffered
23/03/2012	Stanfree	Unhappy as wants 100% council tax discount for empty property	Finance & Revenues	20/04/12	18	The Council does not have any discretion to award further discount as these are prescribed in central government regulations
27/03/2012	Barlborough	Still unhappy with the way client's Council Tax arrears are being recovered	Finance & Revenues	26/04/12	20	Re-iterated advice given in Stage Two and advised that a Debt Recovery policy to be written

**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
25/3/12 (Issued 20/6/12 by LGO, not received at the time. Picked up when checking provisional statistics from LGO)	Clowne	Council failed to deal with complaints about the activities of two football clubs who play on its land. As a result property has suffered repeated damage on days when games are being played	Leisure	No information sought from the Council		25/3/12	<b>To discontinue investigation as there is no evidence of maladministration</b> in the Council's decision to reposition the pitch. The problems are acknowledged and unfortunate but, to some extent, the complainant must accept responsibility for his own injustice because the proposed location of the pitch was public knowledge at the time they bought their house
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	No information sought from the Council		20/06/11	<b>Outside jurisdiction</b> as the complainant signed off the works at the time and did not raise any dissatisfaction at the time
15/07/11	Creswell	Council responsible for the subsidence of complainant's drive and slippage of his land	Planning	Not formally investigated Documents		15/07/11	<b>Outside jurisdiction</b> as complainant did not raise the issue with the

**Table G: Summary of Ombudsman Complaints 2011/12**

<b>Date Received</b>	<b>Area</b>	<b>LGO's Summary of Complaint</b>	<b>Departments Involved</b>	<b>Date Response sent</b>	<b>No. of Calendar Days</b>	<b>Date Decision Letter Received</b>	<b>Ombudsman's Decision</b>
				requested			Ombudsman within 12 months of knowing about it
11/08/11	Barlborough	Council's response to the breaches in planning control has been insufficiently robust to protect the amenity of local residents	Planning	Not formally investigated, documents sent		11/08/11	<b>To discontinue investigation</b> as it is the developer's behaviour which has caused distress, not any maladministration by the Council ( <b>note - the LGO has cited good practice in respect of the Council</b> )
05/09/11	Barlborough	Complaint that Bolsover District Council wrongly advised complainant's employer, a parish council, over matters concerning employment	Legal	No information sought from the Council		05/09/11	<b>Not in jurisdiction and no discretion</b> – 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	Customer Service & Performance Legal	Investigated informally		06/09/11	<b>Not to initiate an investigation</b> – no personal injustice caused to the complainant

**Table G: Summary of Ombudsman Complaints 2011/12**

<b>Date Received</b>	<b>Area</b>	<b>LGO's Summary of Complaint</b>	<b>Departments Involved</b>	<b>Date Response sent</b>	<b>No. of Calendar Days</b>	<b>Date Decision Letter Received</b>	<b>Ombudsman's Decision</b>
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	<b>Ombudsman to discontinue investigation</b> as the Council has lodged the appeal with the Tribunals Service and that process needs to run its course
22/12/11	Clowne	Council refusing to rehouse complainant because he has rent arrears at a former tenancy. Complainant disputes arrears	Housing	20/1/12	22		
17/01/12	Whitwell	Complaint against Council's failure either to adapt former flat or move complainant somewhere more appropriate within a reasonable timescale	Housing	15/2/12	29		
05/03/12	Clowne	Claimed outcome of complaint to Councils Standards Committee was inconsistent with the outcome of complaint to Council about the same matter regarding article in Intouch	Legal	Investigated informally		05/03/12	<b>Not to initiate an investigation</b> as does not consider complainant has experienced significant personal injustice arising from the publication of the article



**Table G: Summary of Ombudsman Complaints 2011/12**

<b>Date Received</b>	<b>Area</b>	<b>LGO's Summary of Complaint</b>	<b>Departments Involved</b>	<b>Date Response sent</b>	<b>No. of Calendar Days</b>	<b>Date Decision Letter Received</b>	<b>Ombudsman's Decision</b>
09/03/12	Clowne	Complaint relates to a Disability Facilities Grant	Environmental Health	20/03/12	11		
13/03/12	Shirebrook	Council has failed to take action to prevent flooding on complainant's street and that both district and County Council are not taking responsibility	Regeneration	23/03/12	10		

**Table H - Summary of FOI Requests 01/01/12 – 31/3/12**

<b>Date Received</b>	<b>Ref Number</b>	<b>Summary of FOI</b>	<b>Departments Involved</b>	<b>Date Response Sent</b>	<b>No of work days</b>	<b>Information released</b>
03/01/12	EIR/294/1112	Questions in relation to Land Search for named property	BCN Planning Environmental Health	31/01/12	19	No information held
04/01/12	F/295/1112	Details on celebrity appearances at council run talks, events, conferences, dinners over last five years back to January 1st 2007	Customer Service & Performance	27/01/12	17	Partially - some information provided, some not held
05/01/12	F/296/1112	Questions in relation to temporary event licence applications over last 5 years	Leisure Legal	30/01/12	10	No information held
05/01/12	F/297/1112	List of business rates for current overpayment/ credit shown for financial year if credit balance since 1st April 2000 to date	Finance & Revenues	30/01/12	17	Yes
06/01/12	F/298/1112	Questions on Framework Agreement Contracts and Suppliers	Procurement	03/02/12	20	Partially - some information provided, some not held
09/01/12	EIR/299/1112	Questions in relation to Land Search for named property	BCN Planning Environmental Health	31/01/12	16	Partially - some information provided, some not held
09/01/12	F/300/1112	All public health funerals held in last 4 weeks	Environmental Health	12/01/12	3	Exempt - Section 21 information available by other means, given web link
10/01/12	F/301/1112	From August 2011 until present day how many public health funerals held	Environmental Health	07/02/12	20	Exempt - Section 21 information available by other means, given web link
11/01/12	F/302/1112	Information in relation to business rates and attempted refund of accounts	Finance & Revenues	02/02/12	16	Yes

**Table H - Summary of FOI Requests 01/01/12 – 31/3/12**

<b>Date Received</b>	<b>Ref Number</b>	<b>Summary of FOI</b>	<b>Departments Involved</b>	<b>Date Response Sent</b>	<b>No of work days</b>	<b>Information released</b>
11/01/12	F/303/1112	Headcount of staff in post at the beginning of relevant year who have left organisation by end of that year for each of last 5 years	HR & Payroll	19/01/12	6	Request withdrawn, new request sent in
11/01/12	F/304/1112	For past 3 years information relating to dog fouling	Environmental Health	02/02/12	16	Partially - some information provided, some not held
12/01/12	F/305/1112	Information on a property in South Normanton	Finance & Revenues	06/02/12	17	Partially - some provided some exempt - Section 21 available by other means (website)
13/01/12	F/306/1112	Information relating to current staffing levels as at 1 <sup>st</sup> January 2012	HR & Payroll	02/02/12	14	Yes
13/01/12	F/307/1112	Information on Local Housing Allowance payments to private landlords	Finance & Revenues	07/02/12	17	Partially - some information held, some Section 12 - exceeds appropriate limit
13/01/12	F/308/1112	Names of ratepayers for list of business premises at McArthur Glen Retail Park	Finance & Revenues	02/02/12	14	Yes
13/01/12	F/309/1112	Up to date list of subcontractors, suppliers and consultants involved in the Enterprise Centre in Shirebrook	Regeneration	02/02/12	14	Yes
16/01/12	F/310/1112	Information relating to land use class (meat processing)	Planning	07/02/12	16	Partially - some information held
17/01/12	F/311/1112	Information relating to pension strain charges in respect of early retirement and retirement on health grounds	HR & Payroll Finance & Revenues	09/02/12	17	Partially - some information held
18/01/12	F/312/1112	Information in relation to our buildings/ property portfolio	Customer Service & Performance	08/02/12	15	Yes

**Table H - Summary of FOI Requests 01/01/12 – 31/3/12**

<b>Date Received</b>	<b>Ref Number</b>	<b>Summary of FOI</b>	<b>Departments Involved</b>	<b>Date Response Sent</b>	<b>No of work days</b>	<b>Information released</b>
18/01/12	F/313/1112	Council headcount per year split by pay band for monetary equivalents of NJC pay scales	HR & Payroll	07/02/12	14	Yes
18/01/12	F/314/1112	Number of times Council have hired private investigators and the cost/reason.	Finance & Revenues	07/02/12	14	No information held
19/01/12	F/315/1112	Cost and number of calls made from staff to speaking clock and directory enquiries	Customer Service & Performance	25/01/12	3	No - Refusal (Section 12) - exceeds appropriate limit
20/01/12	F/316/1112	Information relating to Private Hire Operators	Legal	08/02/12	13	Partially - some information provided, some not held
20/01/12	F/317/1112	Information relating to social housing fraud	Housing	17/02/12	20	Partially - some information provided, some not held
23/01/12	F318/1112	Information relating to authority gross and net budget for 2006 to 2011	Finance & Revenues	07/02/12	11	Yes
23/01/12	F/319/1112	Full list of properties both local authority and housing association sold since 2000	Housing	17/02/12	19	Partially, some information provided, some exceeds appropriate limit (Section 12)
23/01/12	F/320/1112	Details on homeless people for Jan 2009 to Dec 2010 and Jan 2010 to Dec 2011	Finance & Revenues Housing	17/02/12	19	Partially, some information provided, some exceeds appropriate limit (Section 12)
24/01/12	F/321/1112	List of all Licensed Private Hire Operators under our borough	Legal	13/02/12	14	Partially - some provided some exempt - Section 21 available by other means (website)
24/01/12	F/322/1112	How many requests were made to council run public access buildings in 2009, 2010	Housing Customer Service	09/02/12	12	Partially - some information provided, some not held

**Table H - Summary of FOI Requests 01/01/12 – 31/3/12**

Date Received	Ref Number	Summary of FOI	Departments Involved	Date Response Sent	No of work days	Information released
		and 2011 to bring a team of ghost investigators into the building	& Performance			
25/01/12	F/323/1112	Questions relating to price of named services	Community & Street Services Leisure Housing Environmental Health	22/02/12	20	Partially - some provided some exempt - Section 21 available by other means (website and web links given)
24/01/12	F/324/1112	Statutory legal measurement requirements for making doorways in homes wheelchair accessible for council tenants/housing association tenants	Environmental Health BCN	16/02/12	17	Exempt - Section 21 information available by other means
26/01/12	F/325/1112	Commercial premises which are currently vacant and where rateable value of the property exceeds £25,000	Finance & Revenues	15/02/12	14	Yes
26/01/12	F/326/1112	Questions relating to Planning Applications for 2010 to 2011	Planning	13/02/12	12	Partially - some information provided, some exempt - Section 21 available by other means (website)
27/01/12	F/327/1112	During each of the last three financial years how much was spent on legal fees to remove travellers from illegal sites	Environmental Health	17/02/12	15	Partially - some information provided, some not held
27/01/12	F/328/1112	Questions in relation to authority's use of the provisions under the Regulation of Investigatory Powers Act during 2011	Legal Finance & Revenues	13/02/12	11	Partially - some information provided, some not held
31/01/12	EIR/329/1112	Questions in relation to Land Search for named property	BCN	17/02/12	13	No information held

**Table H - Summary of FOI Requests 01/01/12 – 31/3/12**

<b>Date Received</b>	<b>Ref Number</b>	<b>Summary of FOI</b>	<b>Departments Involved</b>	<b>Date Response Sent</b>	<b>No of work days</b>	<b>Information released</b>
02/02/12	F/330/1112	Contact details for named posts	Customer Service & Performance	07/02/12	3	No information held
02/02/12	F/331/1112	Contact details for named posts	Customer Service & Performance	15/02/12	9	Exempt - Section 21 available by other means (website)
02/02/12	F/332/1112	Contact details for named posts	Customer Service & Performance	15/02/12	9	Exempt - Section 21 available by other means (website)
02/02/12	F/333/1112	Contact details for named posts	Customer Service & Performance	15/02/12	9	Exempt - Section 21 available by other means (website)
02/02/12	F/334/1112	Information regarding household waste collection and contractual information	Community & Street Services	21/02/12	13	Yes
06/02/12	F/335/1112	Information on Council's energy use	Finance & Revenues Regeneration	05/03/12	20	Partially - some information provided, some not held
06/02/12	F/336/1112	Has authority employed interim managers within last 3 years	HR & Payroll	17/02/12	9	Yes
09/02/12	F/337/1112	Information on pay policies	HR & Payroll Finance & Revenues	05/03/12	17	Partially - some information provided, some not held
08/02/12	F/338/1112	List of all public health funerals since 9th January 2012	Environmental Health	13/02/12	3	Exempt - Section 21 available by other means (website)
09/02/12	F/339/1112	Questions relating to Queens Diamond Jubilee and Thames Diamond Jubilee Pageant	CEO Democratic Services	15/02/12	4	No information held

**Table H - Summary of FOI Requests 01/01/12 – 31/3/12**

<b>Date Received</b>	<b>Ref Number</b>	<b>Summary of FOI</b>	<b>Departments Involved</b>	<b>Date Response Sent</b>	<b>No of work days</b>	<b>Information released</b>
10/02/12	F/340/1112	Details of power of entry under any relevant acts from 2008 to 2011	Environmental Health Finance & Revenues Planning Housing Legal	28/02/12	12	No - Refusal (Section 12) - exceeds appropriate limit
14/02/12	F/341/1112	Information regarding Housing Benefit claim numbers and amounts	Finance & Revenues	07/03/12	16	Yes
14/02/12	F/342/1112	Information regarding council mobile phone contracts	Procurement	09/03/12	18	Yes (and given NEDDC contact details for shared ICT)
16/02/12	F/343/1112	How many employees in permanent posts were paid through companies rather than through PAYE	HR & Payroll	13/03/12	18	No information held
16/02/12	F/344/1112	Public Health funerals since November 2011 with no known next of kin	Environmental Health	21/02/12	3	Exempt - Section 21 available by other means (website)
16/02/12	F/345/1112	Breakdown of Disability Facility Grants and Discretionary Grants awarded in last 5 years	Environmental Health Housing	13/03/12	18	Partially - some information provided, some not held
17/02/12	F/346/1112	Questions in relation to use of enforcement services	Finance & Revenues	14/03/12	18	Partially - some information provided, some not held
16/02/12	F/347/1112	Details of empty properties paying a current rateable value above £50,000	Finance & Revenues	13/03/12	18	Yes
17/02/12	F/348/1112	Details relating to swimming participation in the area	Leisure	13/03/12	17	Partially - some information provided, some not held

**Table H - Summary of FOI Requests 01/01/12 – 31/3/12**

<b>Date Received</b>	<b>Ref Number</b>	<b>Summary of FOI</b>	<b>Departments Involved</b>	<b>Date Response Sent</b>	<b>No of work days</b>	<b>Information released</b>
20/02/12	F/349/1112	Information on AcChief Executive's & Partnership Teamable Behaviour Contracts	Community & Street Services	15/03/12	18	Yes
20/02/12	F/350/1112	Primates licenses issued under the Dangerous Wild Animals Act 1976	Environmental Health	15/03/12	18	Partially - some information provided, some not held
20/02/12	F/351/1112	Full list of properties both local authority and housing association sold since 2000 under the Right to Buy Schemes	Housing	27/02/12	5	Yes
20/02/12	F/352/1112	Information on maintenance contracts for council owned housing	Housing	15/03/12	18	No information held
21/02/12	F/353/1112	List of all empty commercial properties within the area	Finance & Revenues	16/03/12	18	Yes
21/02/12	F/354/1112	Costs of Civic Car purchase	CEO	20/03/12	20	Partially - some information provided, some not held
22/02/12	F/355/1112	Information on the history of named property, what it was used for	Planning	19/03/12	18	Partially - some information provided, some not held
22/02/12	F/356/1112	Price paid for land on which Shirebrook Enterprise Centre is being built	Regeneration	19/03/12	18	Yes
22/02/12	F/357/1112	Details on any contracts held with Serco Group	Procurement Finance & Revenues	19/03/12	18	No information held
22/02/12	F/358/1112	Number of local government pension scheme members at end of financial years 6/7, 7/8, 8/9, 9/10 and 10/11	HR & Payroll	19/03/12	18	No information held, given Derbyshire County Council details
23/02/12	F/359/1112	Noise abatement/noise enforcement against pianos in last 5 years	Environmental Health	21/03/12	19	No - Refusal (Section 12) - exceeds appropriate limit
23/02/12	F/360/1112	Business premises which have appropriate food and/or alcohol licenses to operate	Legal Environmental	21/03/12	19	Exempt - Section 21 available by other means



**Table H - Summary of FOI Requests 01/01/12 – 31/3/12**

Date Received	Ref Number	Summary of FOI	Departments Involved	Date Response Sent	No of work days	Information released
			Health			(website)
23/02/12	F/361/1112	Information around responsive maintenance procurement for social housing stock	Housing Procurement	21/03/12	19	Partially - some information held, some exempt - Section 21 available by other means (website)
22/02/12	F/362/1112	Marketing budget for 2012	Customer Service & Performance Leisure Community & Street Services Regeneration Housing	19/03/12	18	Partially - some information provided, some not held
24/02/12	F/363/1112	Information regarding Senior Information Risk Owners or Officers	Customer Service & Performance	21/03/12	18	Yes
24/02/12	F/364/1112	Redundancy, resignations, staff and disciplinary actions	HR & Payroll	21/03/12	18	Yes
24/02/12	F/365/1112	Number of open space sites and the area in square metres of open space	Planning	21/03/12	18	No - Refusal (Section 12) - exceeds appropriate limit
28/02/12	F/366/1112	Information required of plans and council tax paid on named property	Planning Finance & Revenues Environmental Health	26/03/12	19	Yes
28/02/12	F/367/1112	Information on planning approval on land between Ball Hill, Corn Close and the M1 Motorway	Planning	27/03/12	20	Exempt - Section 21 available by other means (website)

**Table H - Summary of FOI Requests 01/01/12 – 31/3/12**

<b>Date Received</b>	<b>Ref Number</b>	<b>Summary of FOI</b>	<b>Departments Involved</b>	<b>Date Response Sent</b>	<b>No of work days</b>	<b>Information released</b>
28/02/12	F/368/1112	Details of who provides our Childcare Voucher service	HR & Payroll	26/03/12	19	Yes
28/02/12	F/369/1112	Details of investments in Icelandic financial institutions prior to collapse in 2008	Finance & Revenues	26/03/12	19	Yes
29/02/12	F/370/1112	How many automatic wash/dry toilets are provided via Disabled Facility Grants in 2010/11 and 2011/12	Housing, Environmental Health	26/03/12	18	Yes
01/03/12	F/371/1112	Coaching in our organisation	HR & Payroll	26/03/12	17	No information held
01/03/12	F/372/1112	Questions on planning applications	Planning	26/03/12	17	Yes
02/03/12	F373/1112	List of all properties with rateable value in excess of £2,600 currently vacant	Finance & Revenues	28/03/12	18	Yes
05/03/12	F/374/1112	Information on parking spaces	Customer Service & Performance	06/03/12	1	Exempt - Section 21 available by other means (website)
05/03/12	F/375/1112	Members allowances, council tax and pension contributions	HR & Payroll Finance & Revenues	29/03/12	18	Partially - some exempt - Section 21 available by other means (website)
06/03/12	F/376/1112	Questions regarding third sector services and projects	Chief Executive's & Partnership Team	30/03/12	18	Partially - some information provided, some not held
05/03/12	EIR/377/1112	Questions in relation to Land Search for named property	BCN Environmental Health	29/03/12	18	No information held
06/03/12	F/378/1112	How many planning applications have been granted since 1st January 2007 which resulted in development of land on green belt	Planning	03/04/12	20	Exempt - Section 21 available by other means (website)

**Table H - Summary of FOI Requests 01/01/12 – 31/3/12**

<b>Date Received</b>	<b>Ref Number</b>	<b>Summary of FOI</b>	<b>Departments Involved</b>	<b>Date Response Sent</b>	<b>No of work days</b>	<b>Information released</b>
05/03/12	F/379/1112	Properties which are currently vacant with rateable values in excess £250,000	Finance & Revenues	29/03/12	18	Yes
06/03/12	F/380/1112	How many gypsies and travellers have been evicted from authorised sites in each of last 3 years	Environmental Health	30/03/12	18	No information held
07/03/12	F/381/1112	Information on provision of lone worker devices and Telecare equipment	Housing Community & Street Services	04/04/12	20	Partially - some information provided, some not held
08/03/12	F/382/1112	Information on health and safety at workplace in relation to slipping	Environmental Health	04/04/12	19	Partially - some information provided, some not held
09/03/12	F/383/1112	Information on Pet Shop Licensing	Environmental Health	04/04/12	18	Yes
12/03/12	F/384/1112	List of addresses in area that have been granted a premises under the Licensing Act 2003 to authorise the supply of alcohol for consumption on the premises	Licensing	03/04/12	16	Exempt - Section 21 available by other means (website)
13/03/12	F/385/1112	Average salary of staff and average number of sick days per headcount	HR & Payroll	05/04/12	17	Partially - some information provided, some not held
15/03/12	F/386/1112	Has council bought any tickets for the Olympic events	Customer Service & Performance	19/03/12	2	No information held
16/03/12	F/387/1112	Number of Councillors and vacancies	HR & Payroll Democratic Services	05/04/12	14	Partially - some information provided, some not held
16/03/12	F/388/1112	Questions in relation to use of enforcement services within local authority area	Environmental Health	11/04/12	18	Partially - some information provided, some not held
16/03/12	F/389/1112	List of all Non Domestic rate accounts that are currently in receipt of mandatory relief	Finance & Revenues	12/04/12	19	Yes

**Table H - Summary of FOI Requests 01/01/12 – 31/3/12**

<b>Date Received</b>	<b>Ref Number</b>	<b>Summary of FOI</b>	<b>Departments Involved</b>	<b>Date Response Sent</b>	<b>No of work days</b>	<b>Information released</b>
19/03/12	F/390/1112	Details of all premises with Zoo Licences	Environmental Health	13/04/12	19	No information held
19/03/12	F/391/1112	Contact for allotment societies	Regeneration	13/04/12	19	Yes
19/03/12	F/392/1112	Request for information on services for young people	Chief Executive's & Partnership Team Customer Service & Performance Leisure	13/04/12	19	Partially - some information provided, some not held
19/03/12	F/393/1112	Confirmation on any plans to amend fees in relation to local searches	Legal	13/04/12	19	No information held
19/03/12	F/394/1112	Information in relation to NNDR accounts in credit	Finance & Revenues	13/04/12	19	Yes
20/03/12	F/395/1112	Amount of money council is spending on a property in South Normanton	Housing			Extension applied (Section 10)
21/03/12	F/396/1112	Interim staff at a cost of £400 per day or more	Finance & Revenues	17/04/12	16	No information held
21/03/12	F/397/1112	Information on New Homes Bonus funding	Housing Planning Finance & Revenues Customer Service & Performance	16/04/12	16	Exempt - Section 21 available by other means (website)
22/03/12	F/398/1112	Information on areas identified as flood risk areas	Planning	13/04/12	16	Exempt - Section 21 available by other means, given link to website
26/03/12	F/399/1112	List of all public health funerals in last 4 weeks	Environmental Health	19/04/12	16	Exempt - Section 21 available by other means, given link to website

**Table H - Summary of FOI Requests 01/01/12 – 31/3/12**

<b>Date Received</b>	<b>Ref Number</b>	<b>Summary of FOI</b>	<b>Departments Involved</b>	<b>Date Response Sent</b>	<b>No of work days</b>	<b>Information released</b>
27/03/12	F/400/1112	Information relating to empty houses within the authority	Housing Regeneration Finance & Revenues	19/04/12	14	Partially - some information provided, some not held
28/03/12	F/401/1112	Details of CCTV systems as they relate to taxis and private hire vehicles	Licensing	20/04/12	15	Partially - some information provided, some not held
28/03/12	F/402/1112	Copies of food standard and hygiene reports carried out for hospitals in area since January 1st 2011	Environmental Health	20/04/12	15	Yes
29/03/12	F/403/1112	Tender documents for the delivery of a bespoke businesss start up programme for people with disabilities	Procurement			Extension applied (Section 10)
29/03/12	EIR/404/1112	Questions in relation to Land Search for named property	BCN Environmental Health	25/04/12	14	No information held

**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		4	4	
Chief Executive's & Partnership Team										2	2		2	2	
Customer Service & Performance	13	13		8	8		11	11		17	17		46	46	
Community & Street Services	8	8		7	7		8	8		5	5		28	28	
Legal & Democratic	11	11		9	9		11	11		9	9		40	40	
Finance & Revenues	33	33		32	32		21	21		30	30		116	116	
Housing	7	7		2	2		6	6		16	16		31	31	
HR & Payroll	19	19		8	8		15	15		14	14		56	56	
ICT	1	1					2	2					3	3	
Leisure	2	2		4	4		3	3		4	4		13	13	
Planning				10	10		7	7		13	13		30	30	
Environmental Health	14	14		27	27		14	14		28	28		83	83	
Procurement				4	4		1	1		5	5		10	10	
Regeneration	16	16		11	11		6	6		7	7		40	40	
BCN							7	7		6	6		13	13	
<b>Totals</b>	<b>125</b>	<b>125</b>		<b>122</b>	<b>122</b>		<b>113</b>	<b>113</b>		<b>155</b>	<b>155</b>		<b>515</b>	<b>515</b>	