

**Bolsover District Council**

**13<sup>th</sup> June 2016**

**Information Requests – April 2015 to March 2016**

**Report of the Cabinet Member for Customer Service, Revenues and Benefits**

This report is public

**Purpose of the Report**

- To provide information on requests made under the Freedom of Information Act 2000, Environmental Information Regulations 2004 and Data Protection Act 1998 for the period 1st April 2015 to 31<sup>st</sup> March 2016.

**1 Report Details**

**1 Freedom of Information and Environmental Information Requests**

**1.1 Volumes**

- **508** Freedom of information (FOI) requests
- **191** Environmental information requests (EIR)
- **699** Requests received in total for processing

**Table A:** Provides a breakdown of FOI requests by department and directorate. (Please note that some requests are sent to more than one department)

**Table B:** Provides a breakdown of FOI requests by month with graph.

**1.2 Performance**

Target: 100% of requests to be responded to within 20 working days

- Quarter 1 – 100% (165 requests)
- Quarter 2 – 98.2% (159 requests)
- Quarter 3 – 100% (173 requests)
- Quarter 4 – 100% (202 requests)

1.3 A summary of the requests received for 2015/16 will be published on the website at <http://www.bolsover.gov.uk/your-council/freedom-of-information> .

#### 1.4 **2015/16 Summary**

For the year we received **508** FOI requests and **191** EIR requests making a total of **699 requests for 2015/16**. This represents an increase of **11.3%** (79 requests more) when compared to 2014/15, **620** requests received (526 FOI requests and 94 EIR requests).

When comparing the two years the number of FOI requests has reduced by 18 and the number of EIR requests has increased by 97. The latter is largely due to the different way that Property Search companies are presenting their requests for property search information. Previously they were grouping several properties on one request and now they are very often sending through individual requests.

Overall, 696 requests (99.5%) were responded to within the standard of **20 working days, 3 over timescale**.

During 2015/16 other than a concentrated interest in requests concerning Sports Direct and information held by the Council there have not been any other trends in requests. We still receive multiple requests in relation to datasets that we routinely publish on the website which we simply point requesters to. Information on the Council's data transparency page can be found at <http://www.bolsover.gov.uk/your-council/data-transparency>

During 2015/16 we received one corporate complaint in relation to the administration of a Freedom of Information request which was not upheld at Internal Review or by the Information Commissioner's Office (ICO) when reviewed by them. No other enquiries have been received from the ICO during 2015/16.

## **2 Data Protection Requests**

2.1 We receive requests from individuals seeking their own personal data (subject access requests) and requests from third parties seeking personal data under one of the subject access exemptions listed under the Data Protection Act 1998.

#### 2.2 **Volumes**

- **10** Subject Access requests received
- **15** Third party requests received for personal data held

#### 2.3 **Performance**

- All responded to within **40 calendar days** – the prescribed timescale within the Act

## 2.4 2015/16 Summary

For 2015/16 we received **25** requests in total – **10** Subject Access requests and **15** Personal Data requests. This represents a decrease when compared to 2014/15 (**13** Subject Access requests and **22** personal data requests).

## 3 Conclusions and Reasons for Recommendation

3.1 This is an information report to keep Members informed of volumes and trends regarding information requests.

## 4 Consultation and Equality Impact

4.1 Not applicable

## 5 Alternative Options and Reasons for Rejection

5.1 Not applicable

## 6 Implications

### 6.1 Finance and Risk Implications

None

### 6.2 Legal Implications including Data Protection

None

### 6.3 Human Resources Implications

None

## 7 Recommendations

6.1 That the report be received

## 8 Decision Information

<b>Is the decision a Key Decision?</b> (A Key Decision is one which results in income or expenditure to the Council of £50,000 or more or which has a significant impact on two or more District wards)	<ul style="list-style-type: none"><li>• Not applicable</li></ul>
<b>District Wards Affected</b>	<ul style="list-style-type: none"><li>• Not applicable</li></ul>
<b>Links to Corporate Plan priorities or Policy Framework</b>	<ul style="list-style-type: none"><li>• Providing our customers with excellent service</li></ul>

	<ul style="list-style-type: none"> <li>• Compliance with our Access to Information Policy</li> </ul>
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<b>9 Document Information</b>
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Appendix No	Title
Table A	Breakdown of FOI and EIR requests by Department and Directorate.
Table B	FOI and EIR requests by months with graph.
<p><b>Background Papers</b> (These are unpublished works which have been relied on to a material extent when preparing the report. They must be listed in the section below. If the report is going to Cabinet (NEDDC) or Executive (BDC) you must provide copies of the background papers.)</p> <p>Not applicable</p>	
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**Table A: FOI and EIR Requests by Department /  
Directorate 01/04/15 -31/03/16**

Department/Section	1 <sup>st</sup> April 2015– 31 <sup>st</sup> March 2016			
	No. of Requests	FOI Requests	DPA Requests	EIR Requests
<b>Growth</b>				
Chief Executive & Partnership Team	15	11	4	0
Economic Development	7	6	1	0
Housing Strategy	11	10	1	0
Planning	147	33	4	110
Environmental Health	215	93	6	116
Legal	30	25	5	0
Governance	18	14	4	0
Directorate Total	443	192	25	226
<b>Operations</b>				
Finance	49	46	3	0
Revenues and Benefits	80	64	16	0
Streetscene	32	26	5	1
Community Safety	16	9	7	0
Property & Estates	51	46	5	0
Shared Procurement	6	6	0	0
Housing	80	63	17	0
BCN	175	3	0	172
Directorate Total	489	263	53	173
<b>Transformation</b>				
Customer Service & Improvement	130	125	5	0
ICT	37	35	2	0
Leisure	25	21	4	0
HR & Payroll	32	28	4	0
Contact centres	10	4	6	0
Directorate Total	234	213	21	0
<b>Totals</b>	<b>1166</b>	<b>668</b>	<b>99</b>	<b>399</b>

**N.B** - Some requests relate to more than one departmental area. The number given is for the total number of requests received per department and takes into account that a request may be sent to multiple departments.

**Table B: FOI and EIR Requests 2015/16 by month**

Month	FOI	EIR
Apr	36	11
May	43	9
Jun	50	16
Jul	39	16
Aug	38	10
Sept	41	15
Oct	48	17
Nov	37	24
Dec	29	18
Jan	43	20
Feb	42	19
Mar	62	16
<b>Total</b>	<b>508</b>	<b>191</b>

**FOI and EIR Requests 2015/16 by month**

