

FREEDOM OF INFORMATION OFFICER

Telephone: 01626 215159
Fax: 01626 215169
E-mail: foi@teignbridge.gov.uk



19 September 2008

Dear Mr Carruthers

FREEDOM OF INFORMATION ACT 2000 - SUPPLY 299

I am writing in respect of your recent application for the release of information held by this authority.

The response is detailed below:-

1. The information requested regarding the average proportion of time that elected representatives spend as part of their duties on main activities outlined in your letter is not recorded by the Council and therefore it is not possible to provide that information.
2. Information on Councillors Allowances – is publicly available on our web site, here is the link to the specific page:
<http://www.teignbridge.gov.uk/index.cfm?articleid=3168>.
3. Our 'Corporate Comments, Compliments, Complaints Scheme' commenced in April 2007, prior to which there was no corporate system of collating complaint numbers, these were collected individually by departments.

2005/06 – 2804
2006/07 – 3025
2007/08 – 2301

These figures include complaints relating to missed bins and recycling boxes. None were formally considered by an elected representative.

4. Number of complaints which led to identifying the Executive had acted wrongly – nil.
5. Number of staff ceasing to be employed as a result of a complaint – nil.
6. The Council made a number of local settlements through its complaints process. The total awards for the years are: 2005/6 - £135; 2006/7 - £1,095; 2007/8 - £87. All costs were met by council tax payers.
7. Settlements recommended by the LGO: 2005/6 - £3,128; 2006/7 - £6,800; 2007/8 - £2,267.



8. Information is not held regarding the financial cost of administering all the complaints systems. Complaints work is carried out by many employees as part of their daily duties it is undertaken within existing departmental budgets and not costed separately.
9. Total number of staff employed by Teignbridge District Council: 862
10. Pay increase to Chief Executive - 2005/06 - No increase; 2006/07 £2,700 (incremental), £2,415 (cost of living); 2007/08 - £2,394 (incremental), £2,427 (cost of living).
11. The Electoral Returning Officer, Head of Paid Service and Clerk is the Chief Executive, Ms Nicola Bulbeck who was appointed in February 2006.

If you disagree with our decision or are otherwise unhappy with how we have dealt with your request in the first instance you may use the Council's Complaints Procedure by writing to the Council for a review of the decision.

If you are not content with the outcome your complaint once the Council's complaints procedure has been followed, you may then apply to the Information Commissioner for a decision. Generally, the ICO cannot make a decision unless you have exhausted the complaints procedure provided by the Council. The Information Commissioner can be contacted at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF, mail@ico.gsi.gov.uk.

Yours sincerely

K. Mason

Karen Mason
Freedom of Information Officer

