



Further to your information request FOI/EIR 24/25-063, please find your question and our response below.

Request:

I am hereby submitting a Freedom of Information request as I would like to access the following set of information for your organization:

Staffing: count of staff employed by the organization, count and share of temporary staff, staffing costs per worker, number of contracted hours for staff, total number of days lost due to staff sickness, percentage of vacant roles, count and share of staff who left (turnover rate), count and share of staff who have claimed overtime, count and share of staff undertaking additional employment.

Service delivery: operational opening hours for contact centres and reception, forecast/actual revenue, and capital spending.

Resident feedback: online forms received by the organisation that are positive, negative, or indifferent, number of complaints received on service delivery.

- The information above is requested separately for each of these service areas: Environment, Executive Office, Finance, Housing, Shared Planning, Shared Waste, Transformation.

I would also like to receive some information about the following performance:

Finance service area: average number of days to process new Housing Benefit/Council Tax Support claims and total number of Housing Benefit/Council Tax Support claims.

Transformation (Customer Services) service area: complaints: number of formal complaints resolved within timescale and total number of formal complaints resolved.

Transformation (Customer Services) service area: contact centre: number of calls to the contact centre resolved first time and total number of calls to the contact centre

All the information above is requested broken down by month, from 01/01/2018 to 31/03/2024.

Response:

This information is exempt from disclosure under Section 12(4)(b) of the Freedom of Information Act 2000. In respect of those requests that are answered in full, partially or the total refused, please take this as notice under FOIA, that we:

- a) Consider the information as exempt from disclosure under the Act.
- b) Claim exempt under sections of the Act:

Section 12(4)(b) Manifestly Unreasonable

- c) State why the exemption applies:

12(4) For the purposes of paragraph (1)(a), a public authority may refuse to disclose information to the extent that – (b) the request for information is manifestly unreasonable

Section 12 of the Act makes provision for public authorities to refuse requests for information where the cost of dealing with them would exceed the appropriate limit, which for local government is £450. This represents the estimated cost of one person spending 3.5 working days in determining whether the department holds the information, locating, retrieving, and extracting the information.

I have spoken to the Department Managers who would be responsible for answering, and they have advised that if you narrow the scope of your request, we may be able to provide the information. For example, if you changed your request from the requested monthly statistics to annual statistics and reduced the requested 6-year time scale significantly.

This concludes your request FOI/EIR 24/25-063.

If information has been refused, please treat this as a Refusal Notice for the purposes of the Act.

If you disagree with our decision or are otherwise unhappy with how we have dealt with your request in the first instance you may approach foi@eastcambs.gov.uk and request a review. A request for review must be made in no more than 40 working days from the date of this email.

Should you remain dissatisfied with the outcome you have a right under s50 of the Freedom of Information Act to appeal against the decision by contacting the Information Commissioner, Wycliffe House, Water Lane, Wilmslow SK9 5AF.