



## Response to Request for Information

**Reference**      FOI 003693

**Date**            20 June 2019

### ***ASB Reporting***

#### **Request:**

Under the FOIA I would like to request the following information in relation to your anti-social behaviour department (or similarly named if this is not a department within your council)

- 1) Does your department issue/accept "diary sheets" or any other form of record/diary of incidents that occur in relation to anti-social behaviour?  
**Yes**
- 2) If yes to question 1, are these accepted from council tenants only, or any resident within your authority area regardless of tenure?  
**Council tenants and any resident irrespective of tenure.**
- 3) If yes to question 1, if the information is available, how many "diary sheets" or other pieces of information was supplied to your authority in financial year 2017/18 and 2018/2019  
**Your request for information has now been considered and the City of Wolverhampton Council is not obliged to supply the information you requested for the reasons set out below.**

**Section 17 of the Freedom of Information Act 2000 requires City of Wolverhampton Council, when refusing to provide such information (because the information is exempt) to provide you, the applicant with a notice which:**

- (a) states the fact,
- (b) specifies the exemption in question and
- (c) states (if that would not otherwise be apparent) why the exemption applies:

Chief Executive: Shaun Aldis

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In relation to your particular request, the following exemption applies:

**Section 12 - Exemption where cost of compliance exceeds appropriate limit**

We can confirm that the Council holds information falling within the description specified in your request. However, Section 12 of the Freedom of Information Act 2000 allows a public authority to refuse a request if the cost of providing the information to the applicant would exceed the 'appropriate limit' as defined by the Freedom of Information.

The Regulations provide that the appropriate limit to be applied to requests received by local authorities is £450 (equivalent to 18 hours of work). In estimating the cost of complying with a request for information, an authority can only take into account any reasonable costs incurred in:

- (a) *Determining whether it holds the information,*
- (b) *Locating the information, or a document which may contain the information,*
- (c) *Retrieving the information, or a document which may contain the information,*

*and*

- (d) *Extracting the information from a document containing it.*

*For the purposes of the estimate the costs of performing these activities should be estimated at a rate of £25 per hour.*

The information appertaining to your request is not easily accessible and as such this information is not held as a distinct set able to be retrieved or reported on. To get the information would require a full-scale look into all individual case files in the requested time period. This would equate to approximately 5,000 cases and would take a minimum of 50 hours to collate. This would be a manual exercise and as such we believe that the aggregated time it would take to collate the information would be in excess of 18 hours (equivalent to a notional cost of £450).

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Excess cost removes the City of Wolverhampton Council's obligation under the Freedom of Information, however under Section 16 – (the duty to provide advice and assistance, the Council may be able to provide answers to the request, should you wish to submit a refined request.

- 4) If yes to question 1, how are these “diary sheets” handled? (do customers post them, or do they physically hand them in?)  
Several methods, including ... customers can post them, hand them into one of our offices, hand them to a member of staff, email them.
- 4a) What happens to “diary sheets” once they are submitted to the council? Are they physically stored in a file relating to a case or are they held digitally?  
They are scanned and added to our electronic case management system.
- 5) Does your authority use any third-party software, application or web application to facilitate the management of “diary sheets” or accept reports/diary entries via this medium?  
No
- 5a) If yes, what is the name of this software and what is the annual cost for its usage (if any) and when does your contract (if any) end?  
N/A
- 6) Does your authority use any third-party software, application or web application to accept reports of noise nuisances via this medium?  
Yes
- 6a) If yes, what is the name of this software and what is the annual cost for its usage (if any) and when does your contract (if any) end?  
The Noise App. Annual cost is £1,432 + VAT. Current contract ends 28 July 2019.

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