

FREEDOM OF INFORMATION ACT 2000

Your request for information has now been considered and the Council's response to your questions is shown below.

You asked:

How many enquiries from the public have been received directly to the elected mayor each month since his election?

ANSWER:

To clarify, for the purposes of responding to this request we are treating an 'enquiry' as anything that has been received by the City Mayor EXCEPT for the following:

- Invitations or requests for meetings
- Circulars
- Newsletters
- Items from other public sector organisations
- Items received from MPs or Councillors, and
- Anything sent for information only and requiring no further action.

The methods used to receive, record, assess and code the number and type of enquiries coming into the Council for the attention of the City Mayor have changed on more than one occasion since the Election in May 2011. These changes have occurred as improved ways of working have been introduced.

The approximate number of enquiries received by the City Mayor per month is 230. This applies to the period from February 2012 to the present day. In total, the approximate number of enquiries received annually is 2760.

How many enquiries from the public have been logged on the member's services enquiry system each month since May 2010?

Please see the attached document which breaks down the enquiry's from May 2010 per month. Although most enquiries from Members are on behalf of constituents, some enquiries are information requests and do not relate to a constituent/member of the public and although there are two facilities on the database for the 2 types of enquiry, there is no reporting mechanism available to differentiate between the two types. We however believe that 80 – 90% are from the public.

The legislation allows you to use the information supplied for your own personal use. Please be aware that any commercial or other use, for example publication, sale, or redistribution may be a breach of copyright under the Copyright, Designs and Patents Act 1988 as amended unless you obtain the copyright holder's prior permission.

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department or another Council. You should seek either the Council's consent or their consent as appropriate. The Council is willing to advise you of any such potential issues on request. In order to make a request to re-use the information please contact the Information Governance Manager using the details below.

If you are dissatisfied with the handling of your request please write to:

Information Governance Manager
Information and Customer Access
Leicester City Council
FREEPOST (LE985/33)
New Walk Centre
LEICESTER LE1 6ZG

e-mail: info.requests@leicester.gov.uk

Your request for internal review should be submitted to the above address within 40 (forty) working days of receipt by you of this response. Any such request received after this time will only be considered at the Council's absolute discretion.

You can also complain to the Information Commissioner at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow SK9 5AF
Telephone: 01625 545 700
www.informationcommissioner.gov.uk

Please be aware that the Information Commissioner does not normally consider appeals or complaints until the internal appeals and complaints processes of the public authority which is answering the request have been exhausted. You are therefore advised to complain or appeal to the Information Governance Manager before contacting the Commissioner.