

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:

Can you please provide the following information in relation to high hedge disputes undertaken by your authority in response to complaints made under Part 8 of the Anti-social behaviour Act 2003;

- **The cost to the Council of undertaking a high hedge complaint, including the appeal, if known, or an estimated cost; and**

ANSWER

A high hedge investigation takes between 3-6 hours to complete and if a Notice is appealed this can take a further 1-2 hours of officer time. Officer time is normally costed at £58 per hour. Therefore the cost to Leicester City Council is between £174 and £464 per investigation, less a fee of either £51 or £103 (see below) which is charged to the complainant.

- **The number of valid high hedge complaints you have adjudicated on; and**

In the time period 01-11-2011 to present Leicester City Council has received 55 enquiries about the high hedge investigation procedure. The majority of these enquires did not result in an application form being completed and/or an investigation being made.

Of the 55:

4 are currently being investigated

5 resulted in Notices being served

5 resulted in a reduction in hedge height or removal of trees without a notice being served

- **The number of high hedge complaints that went to appeal;**

2 Notices have been appealed

- **The number of appeals dismissed**

Both appeals have been dismissed

- **The fee for undertaking a high hedge complaint made under Part 8 of The Anti-social behaviour Act 2003.**

Leicester City Council charges £103 (£51 for people in benefits) to submit an application for a High hedge Investigation.

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Not all the information that is supplied which is covered by copyright will be the Council's copyright, for example it may be the copyright of a government 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.