

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:

I request that a copy of documents concerning the following subject matter be provided to me:

- The number of employees who worked in your Corporate Property or Valuation and Property team on 01/02/2012, including both total numbers and full time equivalents?

	Total No of Employees	Full Time Equivalent
Property	19	18.2
Revenues & Benefits	1	.75

- The number of employees who worked in your Corporate Property or Valuation and Property team on 01/02/2011, including both total numbers and full time equivalents?

	Total No of Employees	Full Time Equivalent
Property	23	22.2
Revenues & Benefits	1	.75

- The number of employees who worked in your Corporate Property or Valuation and Property team on 01/02/2010, including both total numbers and full time equivalents?

	Total No of Employees	Full Time Equivalent
Property	25	24.2
Revenues & Benefits	1	.75

Your average response rate on, or as close as is available to, 01/02/2012 is for the following:

- Recalculating rates following a revaluation of a property?
2 working days from being notified.
- Recalculating rates based on a material change of circumstances?
2 working days from being notified.
- Queries regarding small business rate relief?
3 weeks.

- (iv) Queries regarding transitional relief?
2 working days.
- (v) Queries regarding rate relief due to hardship?
3 weeks.
- (vi) Queries regarding rate relief for empty properties?
3 weeks.
- (vii) Queries regarding rural rate relief?
n/a.
- (viii) Queries regarding charitable rate relief?
On average 3 months*.
- (ix) Queries regarding another form of rate relief?
3 weeks.
- Your average response rate on, or as close as is available to, 01/02/2011 is for the following:
 - (i) Recalculating rates following a revaluation of a property?
2 working days from being notified.
 - (ii) Recalculating rates based on a material change of circumstances?
2 working days from being notified.
 - (iii) Queries regarding small business rate relief?
3 weeks.
 - (iv) Queries regarding transitional relief?
2 days.
 - (v) Queries regarding rate relief due to hardship?
3 weeks.
 - (vi) Queries regarding rate relief for empty properties?
3 weeks.
 - (vii) Queries regarding rural rate relief?

n/a.

(viii) Queries regarding charitable rate relief?

On average 3 months*.

(ix) Queries regarding another form of rate relief?

3 weeks.

- Your average response rate on, or as close as is available to, 01/02/2010 is for the following:

(i) Recalculating rates following a revaluation of a property?

2 working days from being notified.

(ii) Recalculating rates based on a material change of circumstances?

2 working days from being notified.

(iii) Queries regarding small business rate relief?

1 week.

(iv) Queries regarding transitional relief?

2 days.

(v) Queries regarding rate relief due to hardship?

3 weeks.

(vi) Queries regarding rate relief for empty properties?

1 week.

(vii) Queries regarding rural rate relief?

n/a.

(viii) Queries regarding charitable rate relief?

On average 3 months*.

(ix) Queries regarding another form of rate relief?

3 weeks.

* Applications for charitable relief are dealt with twice a year (in September and in February) or every 6 months. The average time to process the forms is 3 months.

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.

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 Support
Leicester City Council
FREEPOST (LE985/33)
New Walk Centre
LEICESTER LE1 6ZG
e-mail: FOIA@leicester.gov.uk

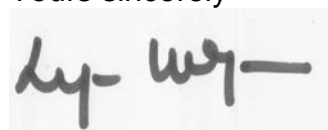
Your request for internal review should be submitted to the above address within 40 (forty) working days of receipt by you of this response. Any such request received after this time will only be considered at the Council's absolute discretion.

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.

Yours sincerely



Lynn Wyeth
Information Governance Manager