

Archived: 08 October 2024 12:29:35

From: [FOI Responses](#)

Sent: 03 October 2024 09:32:36

To: [REDACTED]

Subject: Freedom of Information - Response - [REDACTED]

Importance: Normal

Sensitivity: None

Attachments:

[Data Incidents for FOI.xlsx](#) [REDACTED]

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Hello [REDACTED]

Thank you for your Freedom of Information request dated 11 September 2024 for information about complaints, data incidents, insurance claims, trade unions and consultants. Please find below and attached City of Doncaster Council's responses to the questions you have raised.

**Question 1:** How many complaints has the council received from members of the public in the last three years (2021/22, 2022/23 and 2023/24)?

**Response:** City of Doncaster Council has received 2021/2022 = 815, 2022/2023 = 736, 2023/2024 = 888 complaints from members of the public.

**Question 2:** How many data breaches has the council suffered in the past three years (2021/22, 2022/23 and 2023/24) and which departments did they affect?

**Response:** Please find attached excel spreadsheet. Please note that this does not include figures from children's social care before August 2022 as this information was collected by Doncaster Children's Trust.

**Question 3:** How much has the council paid out in compensation as a result of personal injuries suffered on roads and pavements during the past three years (2021/22, 2022/23 and 2023/24)?

**Response:** This information is exempt from disclosure under Section 'a021 of the Freedom of information Act. Section 21 exempts information from the 'a0right of access if that information 'a0is reasonably accessible to the applicant by other means. In this case the information can be accessed via / is available at: <http://www.doncaster.gov.uk/services/the-council-democracy/insurance-data>

**Question 4:** How many union reps work at the council and how much paid time off did they receive during the past three years (2021/22, 2022/23 and 2023/24)?

**Response:** This information is exempt from disclosure under Section 'a021 of the Freedom of information Act. Section 21 exempts information from the 'a0right of access if that information 'a0is reasonably accessible to the applicant by other means. In this case the information can be accessed via / is available at:

<https://www.gov.uk/government/statistical-data-sets/public-sector-trade-union-facility-time-data>

<https://www.doncaster.gov.uk/services/the-council-democracy/trade-union-facility-transparency>

**Question 5:** How much has the council spent on external consultants during the past three years (2021/22, 2022/23 and 2023/24)?

**Response:** City of Doncaster Council spent £137,045 in 2021/22 and £239,530 in 2022/23 on external consultants. From 2023/24 onward, specific spend data on external consultants has not been compiled. I hope that this information is useful to you.

City of Doncaster Council estimates that it has cost £147.00 to respond to this request for information.

#### Reviewing any decisions made:

If you are not happy with this reply you can ask us to review our response. To do this write to us within 40 working days of receiving your response at the address below or email [FOIAppeals@doncaster.gov.uk](mailto:FOIAppeals@doncaster.gov.uk)

If you do not agree with the review decision you can apply to the Information Commissioner's Office (ICO) for a decision about our compliance or otherwise with the Freedom of Information legislation. Contact details for the ICO are: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. [www.ico.org.uk](http://www.ico.org.uk) Telephone 0303 123 1113.

Yours sincerely,  
Sophie

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Please treat the content of this e-mail as confidential. If you have received this e-mail and it is not addressed to you please accept my apologies and inform me as soon as possible.

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**From:** [REDACTED] >  
**Sent:** Wednesday, September 11, 2024 4:27 PM  
**To:** Freedom of Information Requests <[FOI.Requests@doncaster.gov.uk](mailto:FOI.Requests@doncaster.gov.uk)>  
**Subject:** FOI requests

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Good afternoon,

Please see below five FOI questions.

Thank you

[REDACTED]

1. How many complaints has the council received from members of the public in the last three years (2021/22, 2022/23 and 2023/24)?
2. How many data breaches has the council suffered in the past three years (2021/22, 2022/23 and 2023/24) and which departments did they affect?
3. How much has the council paid out in compensation as a result of personal injuries suffered on roads and pavements during the past three years (2021/22, 2022/23 and 2023/24)?
4. How many union reps work at the council and how much paid time off did they receive during the past three years (2021/22, 2022/23 and 2023/24)?

5. How much has the council spent on external consultants during the past three years (2021/22, 2022/23 and 2023/24)?

Sent from my iPhone