

Data Protection Officer
Freedom of Information
NW Leicestershire District Council
Whitwick Road
Coalville
Leicestershire
LE67 3FJ
Telephone: 01530 454763

ENVIRONMENTAL INFORMATION REGULATION REQUEST 1091

I write further to your email dated 24 January 2020.

Your request has been dealt with under the terms of the Environmental Information Regulation 2004 (EIR), explained on our [Environmental Information Regulation](#) page.

I can confirm that North West Leicestershire District Council holds the information you have requested. However, your request is deemed manifestly unreasonable under Regulation 12(4)(b) of the EIR.

Regulation 12(4)(b) provides an exception to the release of environmental information if dealing with a request would create unreasonable costs or an unreasonable diversion of resources. In this regard, "unreasonable" refers to requests where we estimate that complying will cost in excess of £450 or 18 hours of officer time.

In this case, there are a number of factors that would cause the council to exceed the cost limit:

- Q1, we are unable to break down complaints by reason to the degree you have requested without investigating each case individually. We hold over a thousand cases for the period you have requested, we therefore estimate that manual investigation would exceed the 18 hour limit on officer time.
- Q5, similarly to Q1, each case would require individual investigation and also require in excess of 18 hours to complete.

When applying Regulation 12(4)(b), the Council has a duty to advise customers of ways to reduce the scope of the request to bring it within the cost limit. In this instance, we can advise that questions 2-4 can be answered. In addition, we separately categorise noise complaints relating to 'dog barking' and could therefore provide information relating to Q1 as 'dog barking' and 'other'.

The supply of information in response to an EIR request does not confer the right to re-use the information. UK copyright law allows information supplied for the purposes of private study and non-commercial research to be used without permission. Information supplied can also be re-used for the purposes of news reporting except for in the case of photographs.

GOING FORWARD

If you are dissatisfied with the information supplied please feel free to contact me on the number above for any queries in relation to this response. Please note that in responding to further enquiries I can only comment on the information contained within this correspondence and cannot provide any further information that may pertain to an additional EIR request.

Please remember to quote the Authority's four digit reference number given at the top of this email in any future communications.

If you remain dissatisfied following the conclusion of the above informal review, you have the right to ask for an internal review. A request for a review whether formal or informal should be submitted within two calendar months of the date of receipt of the response to your original letter and should be sent to DPO@NWLeicestershire.gov.uk or the address above.

Further details on our appeals and complaints procedure can be found on our website [here](#).

If you remain dissatisfied following the conclusion of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at accessicoinformation@ico.org.uk.