



Further to your information request FOI/EIR 24/25-118, please find your question and our response below.

Request:

I would like to request the following under the Freedom of Information Act:

- 1) In the calendar years 2021, 2022 and 2023, how many complaints did the council receive relating to environmental health? Please provide the amount for each individual calendar year, rather than a total for all three together.
- 2) As of June 2024, how many environmental health complaints were overdue?
- 3) Please specify which year, on record, saw your highest amount of environmental health complaints ever, and the number of complaints received in that year.

Please discount question three if you're unable to provide the answer and just answer q's 1 and two.

Response:

1. 2021 – 1270 requests received for service investigations by Environmental Health. Such requests included complaints about abandoned vehicles, fly tipping and littering, noise and other nuisances, bonfires, pests, dogs and animal welfare issues, housing conditions, pests, pollution, air quality and drainage.
2022 – 1092
2023 – 974
2. It is not clear what you are referring to when requesting numbers of overdue complaints. As a service we have developed internal target timescales for resolution of complaints but if they cannot be closed for a specific reason, and investigations remain in place, they are not classed as overdue. Using data from 1st Jan 2021 as of June 2024 there are 634 cases open and under investigation. Some of these cases will be relatively recently received complaints, others will be older.
3. N/A.

This concludes your request FOI/EIR 24/25-118.

If information has been refused, please treat this as a Refusal Notice for the purposes of the Act.

If you disagree with our decision or are otherwise unhappy with how we have dealt with your request in the first instance you may approach foi@eastcambbs.gov.uk and request a review. A request for review must be made in no more than 40 working days from the date of this email.

Should you remain dissatisfied with the outcome you have a right under s50 of the Freedom of Information Act to appeal against the decision by contacting the Information Commissioner, Wycliffe House, Water Lane, Wilmslow SK9 5AF.