



Information Governance Team

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Dear Sir/Madam

Freedom of Information Act 2000 (FOIA)

Request ID: FOI485862111

Thank you for your request for information relating to Members of public assigned with a council single point of contact from Jan 2020 to Jan 2022.

You have requested the following information:

Please provide the data for only Jan 2020-Jan 2022

A) Please confirm the number of individuals who were assigned a council single point of contact when communicating with Coventry city council for the following calendar years :

B) please confirm the longest period an individual was ever under the restriction of a single point of contact during the above periods. This is to include the initial period of assignment and also the overall subsequent length of time (e.g. initial 12 months but continued for 36 months)

C) how many different council officers were appointed as single points of contact and what were / are their role titles?

For Questions A to C, we confirm that we do not hold this information and are advising you as per Section 1(1) of the Act. This information is not held by the Council.

D) with whom does the decision rest when deciding to appoint a single point of contact, and are these decisions discussed with the elected council pre-decision? If not how do elected members know who has been assigned a single point of contact?

The decision to appoint a Single Point of Contact is made by the relevant Assistant Director or Director of the relevant service. Introducing a Single Point of Contact is one of a number of options that the Council may use to manage unreasonably persistent vexatious contact. Whether or not elected members are informed is dependent upon whether they have been the target of the persistent contacts.

E) once a single point of contact has been assigned, do any reviews take place? If so, how often, by whom and how are individuals notified of the outcome?

The length of any action to be taken against a vexatious or persistent complainant depends on the circumstances of the individual matter. The complainant should be advised of the duration of the decision.

F) please provide your Council policy / constitutional extract pertaining to single points of contact

Single Points of Contact are addressed in Coventry City Council's Corporate Complaints Policy and Procedure (https://www.coventry.gov.uk/downloads/file/2880/complaints_policy) at paragraph 19.1, bullet point two, which identifies that: "In all cases where it is decided that someone is unreasonably persistent or vexatious the action the Council takes will be appropriate and proportionate, and may include one or more of the following options ... requiring contact to take place with a named officer."

Clarification: Single point of contact re: written / oral communications / requests sent to the city council. I refer you to the city council's corporate complaints and policy procedure

19.1 (2) requiring contact to take place with a named officer

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For information, we publish a variety of information such as: [FOI/EIR Disclosure Log](#), [Publication Scheme](#), [Facts about Coventry](#) and [Open Data](#) that you may find of useful if you are looking for information in the future.

If you are unhappy with the handling of your request, you can ask us to review our response. Requests for reviews should be submitted within 40 days of the date of receipt of our response to your original request – email: infogov@coventry.gov.uk

If you are unhappy with the outcome of our review, you can write to the Information Commissioner, who can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or email icocasework@ico.org.uk.

Please remember to quote the reference number above in your response.

Yours faithfully

Information Governance