



Information Governance Team

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Dear Sir/Madam

Freedom of Information Act 2000 (FOIA)

Request ID: FOI646668976

Thank you for your request for information relating to questions to Coventry City Council.

You have requested the following information:

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)?

Clarification: All complaints

2021-22: 2,869

2022-23: 1,933

2023-24: 1,896

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?

Following careful consideration, the information you requested falls under the exemption(s) in Section 21 of the Freedom of Information Act 2000, which relates to 'information reasonably accessible to the applicant by other means.'

The exemption applies as the information is published and publicly available to view by accessing the Council website, please use the following link:

<https://www.coventry.gov.uk/downloads/file/42748/foi598417180-redacted>

This exemption is not subject to the public interest test.

Figures for 2023/24 will be published at a later date and therefore we are informing you as per Section 22 of the FOIA (Information intended for future publication).

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)?

For claims arising from accidents in 2021/22: £27,226

For claims arising from accidents in 2022/23: £9,109

For claims arising from accidents in 2023/24: Nil.

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)?

Following careful consideration, the information you requested falls under the exemption(s) in Section 21 of the Freedom of Information Act 2000, which relates to 'information reasonably accessible to the applicant by other means.'

The exemption applies as the information is published and publicly available to view by accessing the Government website, please use the following link:

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

This year's data is due to be published in the next four weeks and therefore advising you as per Section 22 of the FOIA.

This exemption is not subject to the public interest test.

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

We do not record the information in the way you have requested it however, to assist please see the link below to the Council's expenditure over £500 below:

https://www.coventry.gov.uk/info/10069/financial_information/651/transparency

The supply of information in response to a FOI/EIR request does not confer an automatic right to re-use the information. You can use any information supplied for the purposes of private study and non-commercial research without requiring further permission. Similarly, information supplied can also be re-used for the purposes of news reporting. An exception to this is photographs. Please contact us if you wish to use the information for any other purpose.

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