

## Request 8479 ITV National News Request

The appropriate department have looked at with your request under the terms of the Freedom of Information Act (FOI) 2000 and from their assessment they estimate that to locate, retrieve and extract all the information would exceed the 'appropriate limit' set for local government at £450 which represents 18hrs of one staff member. Therefore, some but not all information has been provided. I hope the following information provided below will be helpful.

1A) How many complaints have you received of alleged workplace covid-19 violations between 23/3/2020 to 20/1/2021?

1B) How many of these involved asking employees to attend the office/workplace when they claim they can reasonably work from home between 23/3/2020 to 20/1/2021? Please provide a breakdown of complaints for 1A for each month from March 2020 to January 2021. e.g Nov 2020: 21 complaints Please provide a breakdown of complaints for 1b for each month from March 2020 to January 2021. e.g Nov 2020: 21 complaints

2) Please provide specific details of the types of complaints you have received (If you have multiple complaints please provide as many as you possibly can)

3) How many complaints have resulted in further action in this time frame (March 2020– Jan 2021) Please provide a breakdown of complaints for Q1A that have resulted in further action for each month from March 2020 to January 2021 - e.g Nov 2020: 21 complaints Please provide a breakdown of complaints for Q1B that have resulted in further action for each month from March 2020 to January 2021 - e.g Nov 2020: 21 complaints

4)What further action has been taken? E.g. have any businesses been fined or closed down as a result of the breach?

### Response

1A) We have received 499 service requests regarding Covid topics in this period. This will include complaints and enquiries from businesses and members of the public. Unfortunately, due to the way data is stored within our database, a breakdown cannot be provided due to excessive time required to review all 499 requests individually. This data also relates to complaints/queries about individuals and domestic concerns, not only workplace-related concerns.

1B) We have received 499 service requests regarding Covid topics in this period. This will include complaints and enquiries from businesses and members of the public. Unfortunately, due to the way data is stored within our database, a breakdown cannot be provided due to excessive time required to review all 499 requests individually. This data also relates to complaints/queries about individuals and domestic concerns, not only workplace-related concerns.

We have provided a breakdown of all service requests received per month. This is for total service requests, not for those requested in parts 1A and 1B due to excessive time required to review all 499 requests individually.

- March 2020 - 10
- April 2020 – 59
- May 2020 - 53
- June 2020 - 37
- July 2020 - 41
- August 2020 - 34
- September 2020 - 53
- October 2020 – 50
- November 2020 - 74
- December 2020 - 32
- Jan 2021 – 56

2) Unfortunately, due to the way data is stored within our database, a breakdown cannot be provided due to excessive time required to review all 499 requests individually.

A summary of some types of complaints received include:

- Absence of PPE worn by staff
- Absence of face coverings
- Poor hygiene and cleaning
- Not allowing self-isolation
- Inadequate Covid Secure measures
- Businesses failing to close
- Poor test and trace information collection
- Employees unable to work from home
- Lack of social distancing
- Notification of alleged outbreaks
- Rule of six
- Businesses not adhering to tier specific requirements
- Customer compliance

3) Unfortunately, due to the way data is stored within our database, a breakdown cannot be provided due to excessive time required to review all 499 requests individually. No formal enforcement action has taken place within the timescales mentioned above. Further action in the form of provision of information, guidance and education, visits to site and revisit to the site have been sufficient to ensure compliance.

4) No formal enforcement action has taken place within the timescales mentioned above. Further action in the form of provision of information, guidance and education, visits to site and revisit to the site have been sufficient to ensure compliance.