

From: [Foi Enquiries](#)
To: [REDACTED]
Subject: EIR-17-1045 - Inspection - Little Belmont Street
Date: 02 August 2017 13:37:34
Attachments: [Further Information - Right to Review & Appeal.pdf](#)
[EIR-17-1045 - Little Belmont Street Customer Enquiries.pdf](#)
[EIR-17-1045 - Job Sheet Little Belmont Street.pdf](#)
[EIR-17-1045 - Little Belmont Street Inspection Reports.pdf](#)

Dear [REDACTED],

Thank you for your information request of 21 July 2017. Aberdeen City Council (ACC) has completed the necessary search for the information requested.

Accident: 28 October 2016

We refer to the above and would be grateful if you would provide us with the undernoted information relative to repair, maintenance, and inspection of the pedestrian area of Little Belmont Street, Aberdeen

We would be grateful if you would provide us with:

A copy of the complaint made by [REDACTED] on Little Belmont Street, Aberdeen about the pavement outside his restaurant

There is no complaint recorded in respect of the above.

To provide clarification regarding this result, Aberdeen City Council follow the Scottish Local Authority Complaints Handling Procedure.

Under this procedure, a 'complaint' is defined as "an expression of dissatisfaction regarding our actions, or lack of action, or the standard of service provided by us or on our behalf". There are some topics that cannot be considered as a 'complaint', such as reporting a pothole or pavement defect. This would be classed as a first time service request instead. For more information please visit http://www.aberdeencity.gov.uk/council_government/feedback_complaints/crc_whatisacomplaint.asp

Please see attached a record of all customer enquiries for Little Belmont Street between 1 January 2016 and 27 July 2017.

A copy of the job sheet for the repair of the pavement outside Poldino's Italian Restaurant, Little Belmont Street, Aberdeen

The only repair carried out at this location since 28 October 2015 was carried out on 31 August 2016, please see job sheet attached.

A copy of the repair report for the pavement outside Poldino's Italian Restaurant, Little Belmont Street, Aberdeen

As above, the job sheet also contains the repair report.

A copy of the inspection completed after the repair to the pavement outside Poldino's Italian Restaurant, Little Belmont Street, Aberdeen

The next inspection following this repair was carried out on 2 September 2016, please see inspection report attached, no actionable safety defects present along the whole of Little Belmont Street on this date.

Please note that third party names and personal details, as well as the names of ACC Officers who are below Head of Service level have been redacted from the attached reports. This is because ACC considers that this information is excepted from disclosure. In order to comply with its obligations under the terms of Regulation 13 of the EIRs, ACC hereby give notice that we are refusing your request under the terms of Regulation 11(2) in conjunction with 11(3)(a)(i) – Personal Information - of the EIRs.

In making this decision ACC considered the following points:

ACC is of the opinion that Regulation 11(2) applies to the information specified above as the information in question is personal information relating to living individuals, and the applicant is not the data subject.

ACC is of the opinion that Regulation 11(3)(a)(i) applies, as ACC considers that disclosure of this information would be a breach of the first Data Protection Principle (that personal information must be processed fairly and lawfully). Third parties and ACC Officers who are below Head of Service level named within the attached documents would not expect ACC to release this information about them into the public domain under the EIRs (or the Freedom of Information (Scotland) Act 2002 (FOISA)).

We hope this helps with your request.

Yours sincerely,

Information Compliance Team

INFORMATION ABOUT THE HANDLING OF YOUR REQUEST

As the information which you requested is environmental information, as defined under Regulation 2(1) of the Environmental Information (Scotland) Regulations 2004 (the EIRs), ACC considered that it was exempt from release through FOISA, and must therefore give you notice that we are refusing your request under Section 39(2) of FOISA (Freedom of Information (Scotland) Act 2002). However, you have a separate right to access the information which you have requested under Regulation 5 of the EIRs, under which ACC has handled your request. Please refer to the attached PDF for more information about your rights under the EIRs.

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ABERDEEN AB10 1AQ

foienquiries@aberdeencity.gov.uk

Tel 03000 200 292

*03000 numbers are free to call if you have 'free minutes' included in your mobile call plan.

Calls from BT landlines will be charged at the local call rate of 10.24p per minute (the same as 01224s).

www.aberdeencity.gov.uk

Effective: 01/01/2016 to 27/07/2017
 Site: LITTLE BELMONT STREET (7601007)

Display Action Officer: No
 Area: Aberdeen Central

Locality: ABERDEEN, ABERDEEN CITY

Site: LITTLE BELMONT STREET (7601007)

Customer Services

Enquiry No.: 1021529
 Service: Waste Collection
 Desc.: STANCHIONS - FIXING STAND
 Location: SITS ON CORNER BELMONT AT CHURCH
 LITTLE BELMONT STREET

Logged by:
 Subject: New Bin Request
 Classification: Enquiry
 on: 17/02/2016 15:38
 Contact: n/a

Plot Number: 100.006.00
 Job Number: 10075079
 Feature Id - Location: 9051081836 -

LITTLE BELMONT STRE
 Feature Type: W - Commercial Waste Property

Enquiry No.: 1020966
 Service: Waste Collection
 Desc.:
 Location:

Logged by:
 Subject: New Bin Request
 Classification: Enquiry
 on: 09/02/2016 12:56
 Contact: n/a

Plot Number: 100.016.00
 Job Number: 10074455
 Feature Id - Location: 009051132022 -

Little Belmont Siree
 Feature Type: W - Domestic Waste Property

Enquiry No.: 1020713
 Service: Waste Collection
 Desc.: Deliver 1x240l brown bin
 Location:

Logged by:
 Subject: New Bin Request
 Classification: Enquiry
 on: 05/02/2016 13:00
 Contact:

Plot Number: 100.015.00
 Job Number: 10074173
 Feature Id - Location: 9051117495 -

LITTLE BELMONT STRE
 Feature Type: W - Commercial Waste Property

Enquiry No.: 1019521
 Service: Waste Collection
 Desc.: Deliver:ASAP 1x 240L black bin
 Location:

Logged by:
 Subject: new Bin Request
 Classification: Enquiry
 on: 19/01/2016 16:15
 Contact: n/a

Plot Number: 100.015.00
 Job Number: 10072828
 Feature Id - Location: 9051117495 -

LITTLE BELMONT STRE
 Feature Type: W - Commercial Waste Property

Enquiry No.: 707093
 Service: Waste Collection
 Desc.: Please could someone call them back on
 Location: LITTLE BELMONT STREET

Logged by: Contact Centre
 Subject: Contract Query - WC
 Classification: Enquiry
 on: 05/06/2017 13:20
 Contact: n/a
 Enquiry Ref:

Enquiry No.: 706726
 Service: Waste Collection
 Desc.: bins missed for 2 days now overflowing
 Location: little belmont street .

Logged by: Contact Centre
 Subject: Missed Bin
 Classification: Enquiry
 on: 01/06/2017 12:55
 Contact: n/a
 Enquiry Ref:

Effective: 01/01/2016 to 27/07/2017 Display Action Officer: No
 Site: LITTLE BELMONT STREET (7601007)

Customer Services

Enquiry No.: 702599 Logged by: Contact Centre on: 04/05/2017 09:29
 Service: Street Care & Cleansing Subject: Environmental Oil Spill Classification: Enquiry
 Desc.: Taxi driver reported an oil spill from O'Neill's the pub to Little Belmont Street. left a voicemail on
 Location: O'Neill's - Little Belmont Street - oil spill Contact: Enquiry Ref: voicemail.

Plot Number: 100,001.00 Feature Id - Location: 9051309376 - LITTLE BELMONT STREET, AB10 1JG Feature Type: W - Domestic Waste Property

Enquiry No.: 697005 Logged by: Contact Centre on: 04/04/2017 00:11
 Service: Signs/Street Furniture Subject: Damaged Sign Classification: Enquiry
 Desc.: Reference No. : PATHS17875
 Site (Street/Park/etc) : Little Belmont St
 Location : Heritage tile sign above the tailor's sign
 Locational Details : In front of house
 First Type of Fault : Poor Surface
 First Fault Details : There is a broken tile in the sign and the sign needs a good clean to remove the moss.
 Additional Information : Photo of sign has been sent Or I can resend if required.
 Enquiry Ref:

Name
 Telephone Number :
 Email Address :
 Location: Little Belmont St Contact:

Enquiry No.: 693277 Logged by: Contact Centre on: 15/03/2017 13:49
 Service: Waste Collection Subject: Contract Query - WC Classification: Enquiry
 Desc.: called again about setting up trade waste contract, asks that a price list be emailed to him.
 Location: Little Belmont Street - ST Contact: Enquiry Ref:

Enquiry No.: 688410 Logged by: Contact Centre on: 10/02/2017 10:09
 Service: Street Care & Cleansing Subject: Litter (Removal) Classification: Enquiry
 Desc.: corner with Belmont Street litter all over the road. Appear a rubbish bag from the large bin has been spread all over the street.
 Location: Little Belmont Street Contact: ANON FEB 17 ANON FEB 17 Enquiry Ref:

Enquiry No.: 685648 Logged by: Contact Centre on: 16/01/2017 12:12
 Service: Waste Collection Subject: Missed Bin Classification: Enquiry
 Desc.: BINS WERE NOT EMPTIED ON SATURDAY WHICH IS FOR 2 BINS. THE MEN CAME TODAY BUT ONLY EMPTIED 1 BIN WHICH THEY ARE CONTRACTED FOR. THEY STILL NEED 1 BIN TO BE EMPTIED-JD
 Location: POLDINOS -LITTLE BELMONT STREET Contact: Enquiry Ref:

Enquiry No.: 680405 Logged by: Contact Centre on: 18/11/2016 13:32
 Service: Waste Collection Subject: Missed Bin Classification: Enquiry
 Desc.: Business general waste has been missed last 2 weeks.
 Location: Little Belmont Street - Contact: Enquiry Ref:

Enquiry No.: 678161 Logged by: Contact Centre on: 28/10/2016 14:28
 Service: Roads Subject: General Enquiry Classification: Defect Report
 Desc.: Called to report uneven cobbles on the footpath. Elderly caller and this caused her to have a fall.
 Location: Little Belmont Street Contact: Enquiry Ref:

Effective: 01/01/2016 to 27/07/2017 Display Action Officer: No
 Site: LITTLE BELMONT STREET (7601007)

Customer Services

Enquiry No.: 673405 Service: Waste Collection Desc.: Please contact Location: Little Belmont Street - trade waste account	Logged by: Contact Centre Subject: Contract Query - WC to set up a trade account. Tel: Contact:	on: 15/09/2016 14:28 Classification: Enquiry	Enquiry Ref:
Enquiry No.: 671576 Service: Road Works Desc.: uneven slab outside no 7 on pavement Location: 7 little belmont street -	Logged by: Contact Centre Subject: Footways - Road Works	on: 29/08/2016 14:12 Classification: Defect Report	Enquiry Ref:
Plot Number: 1,001,00 Job Number: 708164	Feature Id - Location: 1 - Footway Defect Number: 460413	Feature Type: RDS Footway	
Enquiry No.: 669086 Service: Waste Collection Desc.: New business needs a contact asap - says called in 2 weeks ago and have contacted yourselves, but no note on this end - call Location: Little Belmont Street AB10 1JG	Logged by: Contact Centre Subject: Contract Query - WC	on: 04/08/2016 16:55 Classification: Enquiry	Enquiry Ref:
Enquiry No.: 663638 Service: Waste Collection Desc.: please call Location: little belmont street - cy	Logged by: Contact Centre Subject: Waste Other would like to make changes to glass collections	on: 31/05/2016 10:52 Classification: Enquiry	Enquiry Ref:
Enquiry No.: 661284 Service: Waste Collection Desc.: recycling missed today Location: little belmont street - cy	Logged by: Contact Centre Subject: Missed Bin	on: 29/04/2016 13:38 Classification: Enquiry	Enquiry Ref:
Enquiry No.: 659751 Service: Waste Collection Desc.: THE GENERAL WASTE WAS NOT EMPTIED ON FRIDAY AND THIS IS THE FIRST DAY THE PLEASE. IT WILL BE PUT OUT TODAY FOR UPLIFT LATER TODAY. Location: -LITTLE BELMONT STREET -	Logged by: Contact Centre Subject: Missed Bin	on: 12/04/2016 14:53 Classification: Enquiry	Enquiry Ref:
Enquiry No.: 659293 Service: Waste Collection Desc.: Location:	Logged by: Contact Centre Subject: Waste Other would like to know what are her rubbish uplift days are-jd -LITTLE BELMONT STREET -	on: 07/04/2016 08:33 Classification: Enquiry	Enquiry Ref:
Enquiry No.: 657348 Service: Waste Collection Desc.: Pasta Cooker, paid - Location:	Logged by: Contact Centre Subject: Bulky Uplift WhiteG (Paid) Belmont Street - back of premises, access at side of 8 Gaelic Lane	on: 16/03/2016 10:30 Classification: Enquiry	Enquiry Ref:
Plot Number: 100,007,00 Job Number: 347892	Feature Id - Location: 9051310924 - LITTLE BELMONT STREET, AB10 1JG	Feature Type: W - Domestic Waste Property	
Enquiry No.: 657125 Service: Waste Collection Desc.: Have a pasta boiler for uplift. Does not plug into electrics at all, works from gas. About size of a small cooker. I am not sure if we would collect it, as it is not electric - please call to advise - email to waste+recycling - Location: little Belmont Street	Logged by: Contact Centre Subject: Waste Other	on: 14/03/2016 12:23 Classification: Enquiry	Enquiry Ref:

Effective: 01/01/2016 to 27/07/2017
Site: LITTLE BELMONT STREET (7601007)

Display Action Officer: No

Customer Services

Enquiry No.: 654417

Service: Waste Collection

Desc.: Bin missed today, if not done by 6pm, advised them to put out for 9am tomorrow -

Location: Little Belmont Street

Logged by: Contact Centre

Subject: Missed Bin

Classification: Enquiry

on: 12/02/2016 16:44

Contact:

Enquiry Ref:

Enquiry No.: 652831

Service: Waste Collection

Desc.: Caller previously request a black bin on the 16th of November as he doesn't have one and their are no communal bins for him to use (confirm ID: 645759). He still hasn't received this bin. Enquires have been logged an emails sent to ask someone to call him back regarding this multiple times since then but no bin has been delivered. Could someone deliver a new black bin and give him a call on

Logged by: Contact Centre

Subject: New Bin Request

Classification: Enquiry

on: 29/01/2016 12:01

Contact:

Enquiry Ref:

Location: LITTLE BELMONT STREET

Plot Number: 100,015.00
Job Number: 10074408

Feature Id - Location: 9051117495 -
Feature Type: W - Commercial Waste Property

Job Number 708164 Placed on W.O. RD01/24353 Archived

Site LITTLE BELMONT STREET 7601007

ABERDEEN, ABERDEEN CITY

Asset Id 1 Location Footway

Asset No 1,001.00 RDS Footway

Area Aberdeen Central Ward 8 George Street / Harbour

Description Lift and relay loose and rocking Caithness slab (Rocking Slab) Work Location 7 little belmont street

Job Type NCA No Code Allocated Estimated Value

Priority RD 7 Day Price Factor Standard

Cost Code RCD1901-RC2211 F/ways SLABBED Partial Payments

Customer Roads Est. Start Date 00/00/0000 00:00:00

Customer Reference Actual Start Date 00/00/0000 00:00:00

Pref. Contr. RD01 Roads Contract (General Maint) Est Completion 06/09/2016 13:03:50

Status J80 Job Closed Target Completion 06/09/2016 13:03:50

Officer Actual Completion 31/08/2016 00:00:00

Effective: 30/08/2016 to 03/09/2016

Display Action Officer: No

Site: LITTLE BELMONT STREET (7601007)

Site: LITTLE BELMONT STREET (7601007)

Locality: ABERDEEN, ABERDEEN CITY

Area: Aberdeen Central

Condition Survey

Defect No:	Description	Log Date	Location	Defect Type	Class.	Organisation	Status	Job No.
Asset: 1,000.00	Asset - Locn.: N/13/1484 - LITTLE BELMONT STREET			Feature Type: RDS Road Section			Area: Aberdeen Central	
Batch: 513032 - Inspection Batch	No actionable defects found			Route: Week: 19 - Area: 18				Date: 02/09/2016
Batch: 512308 - Inspection Batch	No actionable defects found			Route: Week: 17 - Area: 18				Date: 30/08/2016
Asset: 1,001.00	Asset - Locn.: 1 - Footway			Feature Type: RDS Footway			Area: Aberdeen Central	
Batch: 513033 - Inspection Batch	No actionable defects found			Route: Week: 19 - Area: 18				Date: 02/09/2016
Batch: 512309 - Inspection Batch	No actionable defects found			Route: Week: 17 - Area: 18				Date: 30/08/2016
Batch: 512263 - Inspection Batch				Route: Adhoc Inspection				Date: 30/08/2016
460413	Lift and relay loose and rocking Caithness slab	30/08/2016	7 little belmont street	Rocking Slab	Internal		Archived	708164