Transcription

Welcome to Enfield Council. Just so you know, we record conversations so we can investigate and resolve customer complaints, resolve issues raised by customers, and monitor the quality of our services. For further details about data use and your rights, please refer to our privacy statement online. With your Enfield Connected account, it's quick and easy to make a payment, request a service and so much more. To learn more, visit enfield.gov.uk. Otherwise, please choose from these six options so we can get you to the right team.

To make a payment, press 1. For enquiries regarding council tax, business rates and benefit enquiries, it's 2. Please note, with immediate effect, this is the only option that can now deal with these enquiries. For help with waste and recycling, choose 3. For enquiries regarding homelessness, housing advice, tenancy, rent or repairs, press 4. For registrars, choose 5. For help with anything else, It's it. If you're calling about your council tax or housing benefit, please press 1. For anything else, it's 2.

Good afternoon, customer services. How can I help? Sorry about the wait. Hello, how are you doing? It's very fast, in fact. Is it possible to get through to complaints and information, please?

It's just a general inquiry that I have with the team to be quite honest. Complaints and information you need to email them. They are not available at the moment. You need to send them an email. They are not available at the moment.

Is it possible to speak to a director of resources and development then please?

Resources? Yeah, resources and development. Resources of the receipt holder of the actual departments. So the people that would deal with all of property and the associates to the premises and insurance policies like public liability insurance for the Enfield Council, employers liability policies. So I'm just trying to get hold of the receipt holder for all of it, which is normally resources and deployment. The director resources and deployment. But if it's something that you need to speak to complaints about, they need to either, they're only available between 10 and 12, Tuesdays, 10 to 12. I've been emailing them and I've sent in a Freedom of Information request and I've done that on the 4th of the 4th 2019 by email in electrical form. I have the receipt for that and the Enfield Council refused to reply to me with their insurance policies. They tell me that I should be dealing with my complaint out of body and they don't want to deal with it internally. So I'm happy to do that. The insurance broker is the person I should be dealing with. They're an independent regulator. And I am requesting their insurance details and they're refusing to give them to me. A subject access request has 30 days to be replied in. It's now four months...

When did you say you sent that?

On the 4th of the 4th, 2019, I sent that to them, requesting the insurance...

The 4th? Yeah, pardon? Okay. The 4th of the 4th. And now no one has replied back. What my concern is, is that yes a subject access request or Freedom of Information request does have 30 days but when somebody requests an insurance policy of somebody you have normally 14 days within the terms and conditions of that or maybe an extension 21 days. I don't understand how a multi-billion pound company or enterprise or association is being able

to refuse this information to me. They take these things off of everybody, everywhere they go. People have to go in. If you want to register a catering trailer in this area, you have to go to Enfield Council and they are quick enough to ask you for 10 million amendity, 25 million if you want a festival, if you want anything. They're quick enough to take the policies off you, even if you want to start a company to fend for yourself and for others. But when you're requesting this information off them, they seem to be in non-compliance towards your legal rights. And obviously, four months is a long time ago. I've been given the information by the NHS and the rest of it, who they're insured with, and I'm going through the process with that. I don't understand why I should be waiting here for this information.

Is there anybody else that I should be able to...

Yeah, the best thing to do, if you want to speak to them directly tomorrow, you can call back tomorrow, but they are available tomorrow's Wednesday from 2 o'clock, between 2 and 4, you'll be able to speak to somebody directly.

Okay, I'll attempt it. I'll take your help.

Thank you, madam, and I hope you have a good evening. You're welcome.

Yeah, have a good evening as well.

I will too. Thank you. Goodbye.