



Dear Mr Ransley

Please accept my apologies for the delay in responding to your information request. Your questions and our answers are as follows:

**With reference to Duncan Sharkey's letter dated 7th August 2019 that summarises your position on the use of Velolife Café please provide the following information:**

- 1. In the last 24 months please disclose the exact number of complaints made to the Royal Borough about large volumes of cyclists arriving at the café.**

*Please see history of complaints attached*  
1 complaint received by the complaints and compliments team on 21 August 2017. This was eventually responded to as two complaints – one Environmental Protection and the other Planning.

- 2. Please clarify whether any of these complaints were made by the same individual or different complainants.**
- 3. In total how many different complainants were there**





- 2. Please clarify whether any of these complaints were made by the same individual or different complainants.**
- 3. In total how many different complainants were there.**

Q2 & 3 the exemption S40 'personal information' has been applied to withhold the number of complainants as the number is too small for anonymity to be assured.

- 4. Please disclose the complaints themselves. You are welcome to redact any personal information.**

Please find attached a copy of the complaints file. Personal data has been redacted under S40 exemption of the Freedom of Information Act 'personal information'.

- 5. Please disclose the current costs spent on legal advice and any litigation which includes obtaining any injunctions in relation to these complaints and/or any other action taken by the Council**

£6,813

- 6. Please confirm the amount of money spent in the last 12 months by the Borough on sea-created cycle lanes.**





- 4. Please disclose the complaints themselves. You are welcome to redact any personal information.**

Please find attached a copy of the complaints file. Personal data has been redacted under S40 exemption of the Freedom of Information Act 'personal information'.

- 5. Please disclose the current costs spent on legal advice and any litigation which includes obtaining any injunctions in relation to these complaints and/or any other action taken by the Council**

£6,813

- 6. Please confirm the amount of money spent in the last 12 months by the Borough on segregated cycle lanes.**

We didn't spend any money in the last 12 months on segregated cycle ways.

This concludes your information request.

If you are unhappy with the information we have provided in response to your request please write to:

Jennifer Owen

