

From: Freedom of Information Requests
Sent: 03 July 2025 09:26
To:
Subject: Freedom of Information Response

Dear Sir/Madam,

Thank you for your Freedom of Information request dated 16 June 2025 for information about the unreasonable behaviour policy. Please find below City of Doncaster Council's responses to the questions you have raised.

Request

How many times the Council's Unreasonable Behaviour Policy has been implemented during a period from January 2020 to May 2025 and also the usual duration of any implementations?

Response

During January 2020 and May 2025, we have implemented the URB policy 28 times.

Where a decision was taken to impose restrictions on a service user/complainant, that restriction will be reviewed by the relevant service area at appropriate intervals not exceeding 12 months and the decision will either be re-imposed, amended or removed.

I hope that this information is useful to you.

The City of Doncaster Council estimates that it has cost £49 to respond to this request for information.

Reviewing any decisions made:

If you are not happy with this reply you can ask us to review our response. To do this write to us within 40 working days of receiving your response at the address below or email FOIAppeals@doncaster.gov.uk

If you do not agree with the review decision you can apply to the Information Commissioner's Office (ICO) for a decision about our compliance or otherwise with the Freedom of Information legislation. Contact details for the ICO are: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. www.ico.org.uk Telephone 0303 123 1113.

Yours faithfully,
Ellen Dook
Information Governance Officer
Corporate Resources
City of Doncaster Council

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