

**Please ask for: Democratic Services**

Phone: (01283) 595722 / 595848

Minicom: (01283) 595849

DX 23912 Swadlincote

Email :

[democraticservices@south-derbys.gov.uk](mailto:democraticservices@south-derbys.gov.uk)

Date: 25 November 2015

Dear Councillor,

**Finance and Management Committee**

A Meeting of the **Finance and Management Committee** will be held in the **Council Chamber**, on **Thursday, 03 December 2015 at 18:00**. You are requested to attend.

Yours faithfully,



Chief Executive

To:- **Conservative Group**

Councillor Harrison (Chairman), Councillor Mrs. Plenderleith (Vice-Chairman) and Councillors Billings, Mrs. Coyle, Hewlett, MacPherson, Smith, Watson and Wheeler.

**Labour Group**

Councillors Rhind, Richards, Southerd and Wilkins.

## **AGENDA**

### **Open to Public and Press**

- 1** Apologies and to note any substitutes appointed for the Meeting.
- 2** To receive the Open Minutes of the Meetings held on 3rd September 2015, 24th September 2015, 30th September 2015 and 15th October 2015.  
Finance and Management Committee 3rd September 2015 Open Minutes **4 - 7**  
  
Finance and Management Special Committee 24th September 2015 Open Minutes **8 - 8**  
  
Finance and Management Special Committee 30th September 2015 Open Minutes **9 - 11**  
  
Finance and Management Committee 15th October 2015 Open Minutes **12 - 14**
- 3** To note any declarations of interest arising from any items on the Agenda
- 4** To receive any questions by members of the public pursuant to Council Procedure Rule No.10.
- 5** To receive any questions by Members of the Council pursuant to Council procedure Rule No. 11.
- 6** Reports of Overview and Scrutiny Committee
- 7** CORPORATE SERVICES PERFORMANCE MONITORING 2015-16 - QUARTER 2 TO SEPTEMBER 2015 **15 - 25**
- 8** BUDGET AND FINANCIAL MONITORING 2015-16 **26 - 49**
- 9** COMPLAINTS, COMPLIMENTS AND FREEDOM OF INFORMATION REQUESTS 1 APRIL 2015 TO 30 SEPTEMBER 2015 **50 - 90**

### **Exclusion of the Public and Press:**

**10** The Chairman may therefore move:-

That in accordance with Section 100 (A) of the Local Government Act 1972 the press and public be excluded from the remainder of the Meeting as it is likely, in view of the nature of the business to be transacted or the nature of the proceedings, that there would be disclosed exempt information as defined in the paragraph of Part I of the Schedule 12A of the Act indicated in the header to each report on the Agenda.

**11** To receive the Exempt Minutes of the Meetings held on 3rd September 2015 and 15th October 2015.

Finance and Management Committee 3rd September 2015 Exempt Minutes

Finance and Management Committee 15th October 2015 Exempt Minutes

**12** To receive any Exempt questions by Members of the Council pursuant to Council procedure Rule No. 11.

**13** RESTRUCTURING THE DIRECT SERVICES OPERATION

**14** A REVIEW OF THE CLIENT SERVICES UNIT

**15** CORPORATE SERVICES CONTRACT AND STRATEGIC PARTNERSHIP

**16** DEBTS SUBMITTED FOR WRITE-OFF



INVESTOR IN PEOPLE



Page 3 of 90

investor in excellence  
Housing Services



FINANCE AND MANAGEMENT COMMITTEE

3<sup>rd</sup> September 2015

**PRESENT:-**

**Conservative Group**

Councillor Harrison (Chairman), Councillor Mrs Plenderleith (Vice-Chairman) and Councillors, Billings, Mrs Coyle, Hewlett, Smith, Watson, and Wheeler.

**Labour Group**

Councillors Rhind, Richards, Southerd and Wilkins

**In Attendance**

Councillor Mrs Farrington.

FM/32 **APOLOGIES**

The Committee was informed that no apologies had been received.

FM/33 **MINUTES**

The Open minutes of the Meeting held on 18th June 2015 were taken as read, approved as a true record and signed by the Chairman.

FM/34 **DECLARATIONS OF INTEREST**

The Committee was informed that no declarations of interest had been received.

FM/35 **QUESTIONS FROM MEMBERS OF THE PUBLIC PURSUANT TO COUNCIL PROCEDURE RULE NO 10**

The Committee was informed that no questions from members of the public had been received.

FM/36 **QUESTIONS BY MEMBERS OF THE COUNCIL PURSUANT TO COUNCIL PROCEDURE RULE NO 11**

The Committee was informed that no questions from Members of the Council had been received.

FM/37 **REPORTS OF THE OVERVIEW AND SCRUTINY COMMITTEE**

There were no reports of the Overview & Scrutiny Committee to consider.

**MATTERS DELEGATED TO COMMITTEE****FM/38 CORPORATE SERVICES PERFORMANCE MONITORING 2015/16: QUARTER 1 TO JUNE 2015**

The Director of Finance and Corporate Services presented the report to Committee highlighting the following points; the Council's collections targets are all above average, apart from arrears on Council Tax collections. The improvements and investment of resources put into new Housing Benefit processes has resulted in targets for the first quarter of 2015/16 being met. Following deteriorating performance on sickness absence in 2013/14, the Council's absence rate during 2014/15 had steadily improved and this was continuing in 2015/16. The Director also highlighted the impact of long-term absences on the headline rate.

**RESOLVED:**

***That the Committee considered and noted the progress against performance targets.***

**FM/39 BUDGET AND FINANCIAL MONITORING 2015/16**

The Director of Finance and Corporate Services presented to Committee the first substantive monitoring report for the financial year 2015/16. He reported that the main reason for variance was the continuing increase in planning fee income compared to the Budget. The National Budget proposal of 1% decrease in social rents was a concern as the Council's HRA budget is based on an increase in rents of 1% per year, in accordance with the Government's rent policy that existed before the Summer Budget.

**RESOLVED:**

***That the Committee considered and approved the latest budget and financial monitoring figures for 2015/16.***

**FM/40 CORPORATE PLAN UPDATE**

The Chief Executive Officer presented a report to Committee on the framework for updating the Corporate Plan, highlighting its importance in guiding the direction of the Council and the steps taken to set a vision and strategy for the next five years. The four themes, which guided the Council through 2009/15, are still relevant and offer a starting point upon which to build. Background evidence will be collated before four workshops, one for each theme, will be held to allow Elected Members and Officers to consider updated priorities and performance targets in order to meet the opportunities/challenges ahead.

**RESOLVED:**

***That the Committee considered and approved the process to review and update the Council's Corporate Plan.***

**FM/41 MELBOURNE ASSEMBLY ROOMS**

The Director of Finance and Corporate Services delivered the report to Committee on behalf of the Director of Community and Planning Services.

**RESOLVED:**

*That the Committee approved the utilisation of the remaining monies (£76,600) allocated to Melbourne Assembly Rooms from the sale of Bretby Crematorium in line with the Melbourne Assembly Rooms Board's latest strategic plan.*

**FM/42 LOCAL GOVERNMENT ACT 1972 (AS AMENDED BY THE LOCAL GOVERNMENT [ACCESS TO INFORMATION] ACT 1985)****RESOLVED:-**

*That, in accordance with Section 100(A)(4) of the Local Government Act 1972 (as amended), the press and public be excluded from the remainder of the Meeting as it is likely, in view of the nature of the business to be transacted or the nature of the proceedings, that there would be disclosed exempt information as defined in the paragraphs of Part 1 of the Schedule 12A of the Act indicated in brackets after each item.*

**MINUTES**

*The Exempt minutes of the Meeting held on 18<sup>th</sup> June 2015 were taken as read, approved as a true record and signed by the Chairman.*

**TO RECEIVE QUESTIONS FROM MEMBERS OF THE COUNCIL PURSUANT TO COUNCIL PROCEDURE RULE NO. 11**

*The Committee was informed that no questions had been received.*

**FINANCIAL SERVICES: REVISED SERVICE DELIVERY STRUCTURE (Paragraph 2)**

*The Committee approved the revised structure for the Financial Services Unit.*

**LAND AND PREMISES IN SWADLINCOTE (Paragraph 3)**

*The Committee approved a disposal subject to prior advertising of the proposed disposal under Section 123, 2(A) Local Government Act 1972.*

**PREMISES IN MELBOURNE (Paragraph 3)**

*The Committee approved the surrender of the existing lease and the grant of a new 7-year lease.*

The meeting terminated at 18.40pm.

COUNCILLOR J HARRISON

CHAIRMAN

FINANCE AND MANAGEMENT COMMITTEE

24<sup>th</sup> September 2015

**PRESENT:-**

**Conservative Group**

Councillor Harrison (Chairman), Councillor Mrs Plenderleith (Vice-Chairman) and Councillors, Billings, Mrs Coe (substituting for Councillor Smith), Mrs Coyle, Hewlett, Watson, and Wheeler.

**Labour Group**

Councillors Rhind, Tilley (substituting for Councillor Richards) and Wilkins

**In Attendance**

Councillor Mrs Farrington.

FM/48 **ADJOURNMENT**

The Chairman announced that before the Finance and Management Committee could consider and approve the Council's Accounts and Financial Statements, the Audit Sub-Committee were required to receive and consider the External Auditor's Report on those Accounts. As the previous day's Audit Sub-Committee had been unable to meet due to it being inquorate, the meeting would be adjourned until 5.00pm on Wednesday 30<sup>th</sup> September 2015. The Audit Sub-Committee would meet to conduct its business ahead of the re-arranged meeting of this Committee.

The meeting terminated at 5.05pm.

COUNCILLOR J HARRISON

CHAIRMAN



FINANCE AND MANAGEMENT COMMITTEE

30<sup>th</sup> September 2015

**PRESENT:-**

**Conservative Group**

Councillor Harrison (Chairman), Councillor Mrs Plenderleith (Vice-Chairman) and Councillors Mrs Coe (substituting for Councillor Smith), Coe (substituting for Councillor Billings), Mrs Coyle, Hewlett, MacPherson, Watson, and Wheeler.

**Labour Group**

Councillors Rhind and Southerd.

**In Attendance**

Councillors Atkin, Dunn, Mrs Farrington and Shepherd.

FM/49 **APOLOGIES**

Apologies for absence from the Meeting were received on behalf of Councillors Billings, Smith (Conservative Group) Richards and Wilkins (Labour Group).

FM/50 **DECLARATIONS OF INTEREST**

The Committee was informed that no declarations of interest had been received.

FM/51 **QUESTIONS FROM MEMBERS OF THE PUBLIC PURSUANT TO COUNCIL PROCEDURE RULE NO 10**

The Committee was informed that no questions from members of the public had been received.

FM/52 **QUESTIONS BY MEMBERS OF THE COUNCIL PURSUANT TO COUNCIL PROCEDURE RULE NO 11**

The Committee was informed that no questions from Members of the Council had been received.

FM/53 **REPORTS OF THE OVERVIEW AND SCRUTINY COMMITTEE**

There were no reports of the Overview & Scrutiny Committee to consider.

**MATTERS DELEGATED TO COMMITTEE****FM/54 AUDIT SUB-COMMITTEE**

The Minutes of the Audit Sub-Committee Meeting held on 17<sup>th</sup> June 2015 were submitted.

**RESOLVED:-**

***That the Minutes of the Audit Sub-Committee Meeting held on 17th June be received and any recommendations contained therein approved.***

**FM/55 ACCOUNTS AND FINANCIAL STATEMENTS 2014/15**

The Director of Finance and Corporate Services presented the report to Committee, highlighting the auditor's four main recommendations, relating to job evaluation, the capacity of the Finance Team, the Medium Term Financial Position and the Efficiency Dividend.

**RESOLVED:**

***That the Committee approve the Council's Audited Accounts and Financial Statements for 2014/15, for signing by the Chairman of the Committee prior to publication.  
(Abstentions: Councillors Rhind and Southerd).***

**FM/56 BUDGET OUT-TURN 2014/15: FINAL FIGURES**

The Director of Finance and Corporate Services presented the report to the Members, making reference to the various adjustments made to arrive at the Final Figures. The Chief Executive Officer further confirmed that the lock-out agreement relating to the development of the new depot site had been signed earlier in the day.

**RESOLVED:**

***That the Committee noted the final out-turn position for the balance of Council Reserves as at 31<sup>st</sup> March 2015 as detailed in the report.***

**FM/57 LOCAL GOVERNMENT ACT 1972 (AS AMENDED BY THE LOCAL GOVERNMENT [ACCESS TO INFORMATION] ACT 1985)****RESOLVED:-**

***That, in accordance with Section 100(A)(4) of the Local Government Act 1972 (as amended), the press and public be excluded from the remainder of the Meeting as it is likely, in view of the nature of the business to be transacted or the nature of the proceedings, that there would be disclosed exempt information as defined in the paragraphs of Part 1 of the Schedule 12A of the Act indicated in brackets after each item.***

**TO RECEIVE QUESTIONS FROM MEMBERS OF THE COUNCIL  
PURSUANT TO COUNCIL PROCEDURE RULE NO. 11**

***The Committee was informed that no questions had been received.***

The meeting terminated at 5.15pm.

COUNCILLOR J HARRISON

CHAIRMAN

FINANCE AND MANAGEMENT COMMITTEE

15<sup>th</sup> October 2015

**PRESENT:-**

**Conservative Group**

Councillor Harrison (Chairman), Councillor Mrs Plenderleith (Vice-Chairman) and Councillors Billings, Mrs Coe (substituting for Councillor Smith), Mrs Coyle, Hewlett, MacPherson, Watson and Wheeler.

**Labour Group**

Councillors Rhind, Richards, Southerd and Wilkins.

**In Attendance**

Councillors Mrs Farrington and Taylor.

FM/58 **APOLOGIES**

Apologies for absence from the Meeting were received on behalf of Councillor Smith (Conservative Group).

FM/59 **MINUTES**

The Open Minutes of the Meeting held on 25th June 2015 were taken as read, approved as a true record and signed by the Chairman.

FM/60 **DECLARATIONS OF INTEREST**

The Committee was informed that no declarations of interest had been received.

FM/61 **QUESTIONS FROM MEMBERS OF THE PUBLIC PURSUANT TO COUNCIL PROCEDURE RULE NO 10**

The Committee was informed that no questions from members of the public had been received.

FM/62 **QUESTIONS BY MEMBERS OF THE COUNCIL PURSUANT TO COUNCIL PROCEDURE RULE NO 11**

The Committee was informed that no questions from Members of the Council had been received.

FM/63 **REPORTS OF THE OVERVIEW AND SCRUTINY COMMITTEE**

There were no reports of the Overview & Scrutiny Committee to consider.

**MATTERS DELEGATED TO COMMITTEE****FM/64 AUDIT SUB-COMMITTEE**

The Minutes of the Audit Sub-Committee Meetings held on 23<sup>rd</sup> September 2015 and 30<sup>th</sup> September 2015 were submitted.

**RESOLVED:-**

***That the Minutes of the above Audit Sub-Committee Meetings be received and any recommendations contained therein approved.***

**FM/65 UPDATE ON THE COUNCIL'S MEDIUM TERM FINANCIAL POSITION**

The Director of Finance and Corporate Services presented the report to Committee, highlighting various elements that may impact on the financial position, in relation to the General Fund and the Housing Revenue Account.

In relation to the General Fund, the Leader commended Officers for their efforts and the resultant positive figures during the last five years. Councillor Richards queried the rent levels for those tenants earning in excess of £30k. The Director of Housing and Environmental Services confirmed that further details were due to be issued by the Government.

**RESOLVED:**

***1.1 That the updated financial projections on the General Fund to 2021 and the Housing Revenue Account to 2025, as detailed in the Report, be approved.***

***1.2 That the financial projection provided form the basis for planning purposes and for setting the General Fund and Housing Revenue Account's Base Budget for 2016/17.***

***1.3 That the Housing Revenue Account Business Plan be reviewed, in particular the capital investment programme following the proposed reduction in social housing rents.***

**FM/66 A REVIEW OF THE LOCAL COUNCIL TAX SUPPORT SCHEME**

The Director of Finance and Corporate Services delivered the report to the Committee, outlining the options available.

The Leader expressed a reluctance to add any further burden to those Council Tax payers most in need of assistance and recommended the retention of the default scheme into 2016/17, a view supported by Councillor Richards. Other comments made by Members relating to Parish Council grants and a consultation process were noted and responded to.

**RESOLVED:**

***1.1 That the Committee considered changing the parameters of the current Local Council Tax Support Scheme for 2016/17 and determined that a recommendation be made to Full Council that the current parameters of the Local Scheme be retained for 2016/17.***

***1.2 That the current Compensation Grant for the Tax Base paid to Parish Councils be approved for 2016/17.***

FM/67 **LOCAL GOVERNMENT ACT 1972 (AS AMENDED BY THE LOCAL GOVERNMENT [ACCESS TO INFORMATION] ACT 1985)**

**RESOLVED:-**

***That, in accordance with Section 100(A)(4) of the Local Government Act 1972 (as amended), the press and public be excluded from the remainder of the Meeting as it is likely, in view of the nature of the business to be transacted or the nature of the proceedings, that there would be disclosed exempt information as defined in the paragraphs of Part 1 of the Schedule 12A of the Act indicated in brackets after each item.***

**MINUTES**

***The Exempt Minutes of the Meeting held on 25<sup>th</sup> June 2015 were received.***

**TO RECEIVE QUESTIONS FROM MEMBERS OF THE COUNCIL PURSUANT TO COUNCIL PROCEDURE RULE NO. 11**

***The Committee was informed that no questions had been received.***

**CORPORATE SERVICES CONTRACT AND STRATEGIC PARTNERSHIP (Paragraph 3)**

***The Committee considered the recommendations made in the Report.***

**LAND AT REPTON (Paragraph 3)**

***The Committee approved the recommendation contained in the Report.***

***The meeting terminated at 7.15pm.***

COUNCILLOR J HARRISON

|                                |  |  |
|--------------------------------|--|--|
| <b>REPORT TO:</b>              | <b>FINANCE AND MANAGEMENT COMMITTEE</b>  | <b>AGENDA ITEM: 7</b>  |
| <b>DATE OF MEETING:</b>        | <b>3rd DECEMBER 2015</b>   | <b>CATEGORY: DELEGATED</b>   |
| <b>REPORT FROM:</b>            | <b>DIRECTOR OF FINANCE &amp; CORPORATE SERVICES</b>  | <b>OPEN</b>  |
| <b>MEMBERS' CONTACT POINT:</b> | <b>KEVIN STACKHOUSE (01283 595811)</b><br><a href="mailto:Kevin.stackhouse@south-derbys.gov.uk">Kevin.stackhouse@south-derbys.gov.uk</a> | <b>DOC:</b> u/ks/corporate planning/monitoring 201516/corporate services performance monitoring – Qtr 2 September 2015 |
| <b>SUBJECT:</b>                | <b>CORPORATE SERVICES PERFORMANCE MONITORING 2015/16: QUARTER 2 TO SEPTEMBER 2015</b>  |  |
| <b>WARD (S) AFFECTED:</b>      | <b>ALL</b>   | <b>TERMS OF REFERENCE: FM 08</b>   |

## **1.0 Recommendation**

- 1.1 That progress against performance targets is considered and noted.

## **2.0 Purpose of Report**

- 2.1 To report progress against targets during the period April to September 2015 in relation to Corporate Services. Following completion of work in the Corporate Plan (2009 to 2014) which was approved by the Committee in June, this report reviews progress against on-going indicators and targets contained in the Management Plan for this service area.
- 2.2 When the current process for updating the Corporate Plan is completed, any relevant targets and projects relating to this Committee will be added into future quarterly reports.

## **3.0 Detail**

- 3.1 During the period in which the Corporate Plan is being reviewed, it is important that the Committee continues overseeing performance in benefits processing and customer services contact, together with collection rates and

updates on key developments in Corporate Services that have previously been approved.

- 3.2 These indicators are designed to help measure value for money and the way in which the Council delivers services to its residents. In addition, the Committee remains responsible for reviewing health/safety and absence management performance, together with the Council's strategic risk register.
- 3.3 The targets set are based on benchmark standards and are regularly compared with other councils.

### **Collection Rates for Council Tax and Business Rates (NNDR)**

- 3.4 The collection rates for Council Tax, Business Rates and Sundry Debtors are shown in the following table.

| <b>Collection Rates</b>                  | <b>Annual Volumes</b> | <b>Actual 2013/14</b> | <b>Actual 2014/15</b> | <b>Target</b> | <b>Projection 2015/16</b> |       |
|--|-----------------------|-----------------------|-----------------------|---------------|---------------------------|-------|
| Council Tax in-year Collection           | £47.2m                | 97.80%                | 98.10%                | 97.40%        | 98.50%                    | GREEN |
| Council Tax Arrears Collection           | £4.4m                 | 22.10%                | 18.50%                | 26.70%        | 18.10%                    | RED   |
| Business Rates Collection                | £24.1m                | 98.10%                | 98.40%                | 96.10%        | 98.50%                    | GREEN |
| Recovery of Housing Benefit Overpayments | £1.4m                 | 37.50%                | 40.10%                | 34.20%        | 39.20%                    | GREEN |
| Sundry Debtor Collection (incl. Arrears) | £4.6m                 | 84.20%                | 90.10%                | 82.60%        | 89.60%                    | GREEN |

- 3.5 The table shows that all collection targets are likely to be exceeded, apart from Council Tax arrears. The targets are those set in the contract for Corporate Services.
- 3.6 The service provider (Northgate) is incentivised to maximise collection as much as possible, as they can gain a share of additional income. If overall collection falls below target, then they are required to make up any shortfall in cash collected. However, the above targets are aggregated for the purpose of measuring performance against the contractual target.
- 3.7 The performance on Council Tax arrears collection is planned to be reviewed by the Overview and Scrutiny Committee as part of their budget scrutiny work for 2015/16.

### **Benefits Processing**

- 3.8 This is summarised in the following table.



| <b>Benefits Processing (Average Time)</b> | <b>Annual Volumes</b> | <b>Actual 2013/14</b> | <b>Actual 2014/15</b> | <b>Target</b> | <b>Projection 2015/16</b> |       |
|---|-----------------------|-----------------------|-----------------------|---------------|---------------------------|-------|
| Processing New Claims                     | 1,000                 | 17 Days               | 40 Days               | 18 Days       | 17 Days                   | GREEN |
| Processing Change of Circumstances        | 14,000                | 14 Days               | 28 Days               | 8 Days        | 8 Days                    | GREEN |

3.9 As previously reported in 2014/15, performance in benefits processing slipped dramatically. This was partly due to changes brought about from the Government's Welfare Reform programme.

3.10 During the year, various system and process improvements were implemented, financed by the Council from Government funding. This included the implementation of a Risk Based Verification Framework in May 2015 with an e-claims system also recently implemented. The Committee has also agreed to continue funding one additional post to support the service provider.

3.11 These improvements and investment of resources, has resulted in processing being brought back within target with no substantial backlog. Although performance slipped in September for change of circumstances, overall performance for the year is expected to be within target.

### **Customer Services**

3.12 Performance is summarised in the following table.

| <b>Customer Services</b>                       | <b>Annual Volumes</b> | <b>Actual 2013/14</b> | <b>Actual 2014/15</b> | <b>Target</b> | <b>Projection 2015/16</b> |       |
|--|-----------------------|-----------------------|-----------------------|---------------|---------------------------|-------|
| Telephone calls answered within 20 seconds     | 135,000               | 81%                   | 77%                   | 80%           | 79%                       | RED   |
| Customer Satisfaction (face to face enquiries) | 34,000                | 95%                   | 94%                   | 90%           | 95%                       | GREEN |

3.13 As previously reported, call volumes and visitor numbers continue to remain high. Including peak periods, telephone calls are answered on average, in around 50 seconds.

3.14 The Committee has previously agreed to relax the targets until further improvements were implemented, in particular the installation of payment machines. As approved, the position will now be reviewed following the half-yearly results.

## **Payment of Invoices**

3.15 This is summarised in the following table.

|  | <b>Annual<br/>Volumes</b> | <b>Actual<br/>2013/14</b> | <b>Actual<br/>2014/15</b> | <b>Target</b> | <b>Projection<br/>2015/16</b> |       |
|--|---------------------------|---------------------------|---------------------------|---------------|-------------------------------|-------|
| Percentage of Invoices paid within 30-days | 6,600                     | 96.40%                    | 97.24%                    | 97.50%        | 98.00%                        | GREEN |
| Percentage of Invoices paid within 10-days | 6,600                     | 69.10%                    | 74.64%                    | 65.00%        | 80.00%                        | GREEN |
| Number of Payments made Electronically     | 32,500                    | 98.30%                    | 99.40%                    | 90.00%        | 99.00%                        | GREEN |

## **Projects and Service Improvements**

3.16 An update on the main projects is provided in the following sections

### **Installation of Payment Machines**

3.17 These became operational during September and are being well used.

3.18 New “self-service” computer terminals are now due to be installed to enable visitors to deal with their Council Tax and Benefits Accounts on-line.

### **ICT Upgrades**

3.19 As previously reported, during the first quarter, wireless connectivity was extended to all parts of the Civic Offices. A major network upgrade is currently taking place and is being tested.

3.20 This will be live January 2016. It should increase the speed of communications internally and externally, together with strengthening resilience and security features to protect the Council’s data and IT infrastructure.

3.21 Several servers continue to be replaced to meet the Government’s Public Services Network requirements. This will result in most servers in the Council’s IT estate being at the latest specification level.

### **Web site**

3.22 A few changes have been made to the Council’s current web site to make it easier for visitors to navigate to certain parts, for example, to pay or make amendments to their Council Tax account. This was in response to an analysis of web site hits, to ascertain why and how frequently people used, or wanted to use the web site.

3.23 This is part of the strategy that enables those customers who are willing and able, to use the web site in their dealings with the Council. A project to redevelop the web site, following that of the internal intranet, is currently in the planning stage.

### **Health and Safety Overview**

3.24 The accident statistics for April to September 2015 are detailed in **Appendix 1**.

### **Sickness Absence Data**

3.25 Following deteriorating performance on sickness absence in 2013/14, the Council's absence rate during 2014/15 steadily improved. For 2014/15, there was an average of 9.9 days lost per employee for the year, which compared with 12.4 days in 2013/14.

3.26 The rate can be disproportionately affected by the number of long term absences, which occur for various reasons and which are not always work related.

3.27 The Council aspires to be at least below the local government average of around 8 days lost per employee.

3.28 Absence data for previous years, including 2015/16 year to–date (April to September 2015) is detailed in the following table.

|   | 2010/11  | 2011/12  | 2012/13  | 2013/14  | 2014/15  | 2015/16* |
|---|----------|----------|----------|----------|----------|----------|
| Number of Days Lost in the Year             | 2,684.20 | 2,580.00 | 2,684.00 | 3,075.00 | 2,535.00 | 1,235.00 |
| Number of Full Time Equivalents in the Year | 292.7    | 259.3    | 262.4    | 250.5    | 253.8    | 251.06   |
| Total Days Lost per Person                  | 9.2      | 9.9      | 10.2     | 12.3     | 10.0     | 4.9      |
| Average Number of People Absent Per Month   | 41       | 36       | 39       | 33       | 34       | 30       |

**\* Note: 2015/16 is April to September 2015 (half-year)**

3.29 Based on a straight line projection, the out-turn for 2015/16 would be just over 9.8 days.

3.30 In September, 216 days were lost in total; 140 of these days were due to 7 long term absences, of which one case was work related.

## **Risk Register**

3.31 An updated corporate risk register is detailed in **Appendix 2**. This shows, what are considered to be, the key corporate risks to the Council, together with the mitigating action that is currently in place to address these risks.

The key risks are:

- Reductions in Government funding
- The current national economic position
- Keeping pace with technology, including security requirements
- Business continuity
- Capacity and resilience
- Working with the community and voluntary sector

3.32 Operational and service risks are detailed in Departmental Service Plans with a separate financial risk register contained in the Medium Term Financial Plan.

## **4.0 Financial Implications**

4.1 None directly

## **5.0 Corporate Implications**

5.1 None directly

## **6.0 Community Implications**

6.1 None directly

## **7.0 Background Papers**

None

## **ACCIDENT STATISTICS**

### **Purpose of the Report**

This report provides an overview of the number of accidents that have occurred during the period 1 July to 30 September 2015 within the Council.

### **Background**

The Health & Safety Officer provides advice and training on health and safety matters across the Council. This Officer is also responsible for producing management information on the number of accidents. These are collated on a regular basis and are reported to the joint Health & Safety Committee. This Committee reviews the accidents and makes recommendations or learning that needs to be implemented.

### **Accident Statistics**

The Council's accident statistics are broken down into reportable and non-reportable accidents.

Reportable accidents are those covered by RIDDOR (Reporting of Injuries, Diseases & Dangerous Occurrences Regulations, 1995). These accidents have to be reported to the Health and Safety Executive and include:

- Where a member of staff has been required to stay in hospital for 24 hours after an accident;
- Where a member of the public was taken to hospital for treatment after the accident;
- If the accident results in the member of staff being off work for 7 days after the date of the accident,

The table below shows the number of accidents that have occurred during the current quarter by reportable accident type and category and the year-to-date.

During the second quarter of 2015/16 there were

- 10 accidents involving employees of which 2 were reportable.
- 25 accidents involving members of the public of which 2 were reportable.
- 2 near misses.
- Total of 37

There is an increase in incidents attributed to minor injuries sustained to young people attending council summer activities. As a result, existing risk assessments have been reviewed, with existing control measures reinforced and additional measures recommended.

The table also provides comparative details of the number of accidents for the previous year(s) (2014/15).

**Table: Accident Cause Statistics – (for the 2nd Quarter - 1 July to 30 September 2015) and Year to Date: Comparative Accident Cause Statistics for the previous year (2014/15)**

| Accident Cause                        | Quarter 2<br>(1 July - 30 September 2015) |           |            |          |           | Current Year Total (to-date)<br>1 April - 30 September 2015<br>Actual |           |            |          | Previous Year Total (to-date)<br>1 April - 30 September 2014<br>Actual |           |            |          |
|---------------------------------------|---|-----------|------------|----------|-----------|---|-----------|------------|----------|--|-----------|------------|----------|
|                                       | Non Reportable                            |           | Reportable |          | Total     | Non Reportable  |           | Reportable |          | Non Reportable   |           | Reportable |          |
|                                       | Employees                                 | Public    | Employees  | Public   |           | Employees   | Public    | Employees  | Public   | Employees  | Public    | Employees  | Public   |
| Manual handling                       | 2   | -         | -          | -        | 2         | 4   |           | -          | -        | 3  | 2         | -          | -        |
| Contact Fixed Objects (e.g. sharps)   | 2   |           | -          | -        | 2         | 3   | 3         | -          | -        | 1  | 2         | -          | -        |
| Struck by Moving Vehicles RTA's       | 1   | -         | -          | -        | 1         | 1   | -         | -          | -        | -  | -         | -          | -        |
| Struck by Moving Objects - others     | 1   | 6         | -          | -        | 7         | 2   | 8         |            | -        | 6  | 4         | 2          | -        |
| Slips / Trips / Falls                 | 2   | 12        | 2          | 2        | 18        | 3   | 14        | 2          | 4        | 6  | 13        | 2          | -        |
| Violence - Physical such as dog bites | -   | 2         |            | -        | 2         | -   | 2         | -          | -        | -  | -         | -          | -        |
| Violence - Verbal                     | -   | -         | -          | -        | -         | -   | -         | -          | -        | -  | -         | -          | -        |
| Near Miss                             | 2   |           | -          | -        | 2         | 5   | 1         | -          | -        | -  | -         | -          | -        |
| Other, such as cuts.                  | -   | 3         | -          | -        | 3         |   | 4         | -          | 1        | 4  | 2         | 1          | 1        |
| <b>Total</b>                          | <b>10</b>                                 | <b>23</b> | <b>2</b>   | <b>2</b> | <b>37</b> | <b>18</b>   | <b>32</b> | <b>2</b>   | <b>4</b> | <b>20</b>  | <b>23</b> | <b>5</b>   | <b>1</b> |

Source: SDDC Accident Statistics

## APPENDIX 2

|  | Risk Action       | Risk Rating<br>Likelihood/<br>Impact | Mitigating Action  |
|--|-------------------|--------------------------------------|--|
| <b>Reductions in Government Funding</b> <ul style="list-style-type: none"> <li>The Council is aware of reductions over the period 2016/17 to 2019/20; this was confirmed in the 2015 Budget.</li> </ul> <p><b>(Chief Officer Responsible – Director of Finance and Corporate Services)</b></p>   | Treat the Risk    | Remains High                         | <ul style="list-style-type: none"> <li>The Medium-term Financial Plan assumes an overall reduction in funding.</li> <li>Budgets considered prudent with provisions for inflation and growth.</li> <li>Current reserves are healthy and will help to sustain further reductions in the short-term allowing time for more sustainable action.</li> <li>As a growth area, overall reduction in core funding could be mitigated through the New Homes Bonus, Retained Business Rates and additional service income.</li> </ul> <p><i>It is considered that the risk will remain high until the detailed implications of the 2015 spending review are known and action can be taken to protect the Council's financial position.</i></p>  |
| <b>Economic Situation</b> <ul style="list-style-type: none"> <li>Although nationally there are indications to suggest that the economic situation is improving, many analysts are still unsure how sustainable and consistent this is. As a Growth area, the economic cycle has a relatively greater impact on the Council.</li> <li>Locally, the amount of people claiming benefit has levelled off and has slightly reduced. However, Council Tax and Housing Rent arrears have slightly increased.</li> <li>New development and regeneration locally continues although it is slower and less frequent compared to pre 2010 as many businesses are still taking a cautionary approach.</li> </ul> <p><b>(Chief Officers Responsible – Director of Finance and Corporate Services and Director of Community and Planning Services)</b></p> | Tolerate the Risk | Remains Medium                       | <ul style="list-style-type: none"> <li>Budgets for income streams and specific grant allocations are assumed at current minimum levels; service provision is based on this.</li> <li>Supporting voluntary and community groups to help people in need, including through the Derbyshire Financial Inclusion Partnership and with the CAB/CVS.</li> <li>Measures in place to maximise benefit subsidy and fraud is proactively being pursued with successful prosecutions. Resources for the Council's fraud and compliance responsibilities are being increased.</li> <li>The Asset Management Plan has focused on ensuring the Council's assets are being positioned to react to an economic upturn. This includes land assembly and possible joint venture arrangements.</li> <li>On-going dialogue with developers and housing providers to look at alternative options for regeneration.</li> </ul> <p><i>The risk remains Medium, but it is considered that the Council is undertaking as much action as reasonably possible to mitigate influencing factors.</i></p> |

|  | Risk Action    | Risk Rating<br>Likelihood/<br>Impact | Mitigating Action   |
|--|----------------|--------------------------------------|---|
| <b>Keeping pace with Technology</b> <ul style="list-style-type: none"> <li>The Council's IT infrastructure needs to keep pace with existing and emerging technologies.</li> <li>Stricter regulations for managing and exchanging information in electronic form through the Public Services Network</li> </ul> <p><b>(Chief Officer Responsible – Director of Finance and Corporate Services)</b></p>                      | Treat the Risk | Remains Medium                       | <ul style="list-style-type: none"> <li>The IT strategy has identified some key projects that are currently being actioned, with the server infrastructure upgraded during 2013 and 2014. The network for data flow is currently being upgraded to make it faster and more resilient.</li> <li>Network and wireless points recently upgraded.</li> <li>E-mail archiving/storage system, desktop virtualisation and Microsoft upgrade completed.</li> <li>Remote access also upgraded in 2014.</li> <li>Disaster Recovery solution being strengthened at an independent location and business continuity for IT being reviewed.</li> <li>The Council undertakes an annual independent health check to ensure that the Council is compliant with the Government's Security Standard (Public Services Network – PSN). The Council achieved compliance with new regulations in April 2015.</li> <li>Annual internal audit review tests robustness of systems and infrastructure – recommendations for improvement are monitored by the Audit Sub-Committee.</li> </ul> <p><i>Although the risk remains Medium, current investment and positive actions over the coming year should lower this risk in the longer-term.</i></p> |
| <b>Business Continuity and in particular the loss of the main Civic Offices.</b> <ul style="list-style-type: none"> <li>Council services are predominantly managed from one Administrative Building. There is no alternative building to accommodate an IT facility which is crucial to enable many services to operate.</li> </ul> <p><b>(Chief Officer Responsible – Director of Finance and Corporate Services)</b></p> | Treat the Risk | Remains High                         | <ul style="list-style-type: none"> <li>Disaster Recovery solution now being upgraded off-site (as above). Relocation of infrastructure into a Data Centre under review.</li> <li>All data backed up to tape and stored in a secure offsite facility outside of the Region.</li> <li>Maintain relationships with other agencies and partners to secure alternative accommodation on a reciprocal basis if required.</li> <li>Could take advantage of spare capacity in private sector market although this would depend on timing.</li> </ul> <p><i>Although the likelihood of occurrence is low, the potential impact of this risk is high. However, current investment into the off-site facility to provide a disaster recovery solution should lower this risk in the longer-term.</i></p>   |
| <b>Capacity and Resilience in Service Provision</b> <ul style="list-style-type: none"> <li>Reducing staff and budget resources could lower capacity and resilience</li> </ul>  | Treat the Risk | Remains Medium                       | <ul style="list-style-type: none"> <li>Training and development programme being implemented for senior and aspiring managers.</li> <li>Recent restructures becoming mature and</li> </ul>   |



|   | Risk<br>Action    | Risk<br>Rating<br>Likelihood/<br>Impact | Mitigating Action  |
|---|-------------------|---|--|
| <p>within council services.</p> <p><b>(Chief Officer Responsible – Chief Executive Officer)</b></p>   |                   |   | bedding in.  |
| <p><b>Partners and Voluntary Sector</b></p> <ul style="list-style-type: none"> <li>Financial pressures on partners who deliver services with or on behalf of the Council, including voluntary organisations.</li> </ul> <p><b>(Chief Officer Responsible – Director of Community and Planning Services)</b></p> | Tolerate the Risk | Remains Medium                          | <ul style="list-style-type: none"> <li>Current grant funding is being maintained and was increased in 2015/16 for all supported organisations.</li> <li>Spending can be refocused to meet external funding requirements and is project based rather than on-going.</li> <li>Dedicated officer time to support the voluntary sector and local organisations.</li> </ul> <p><i>The risk remains Medium, but it is considered that the Council is undertaking as much action as reasonably possible to mitigate the risk.</i></p> |

|                                |  |   |
|--------------------------------|--|---|
| <b>REPORT TO:</b>              | <b>FINANCE AND MANAGEMENT COMMITTEE</b>  | <b>AGENDA ITEM: 8</b>   |
| <b>DATE OF MEETING:</b>        | <b>3rd DECEMBER 2015</b>   | <b>CATEGORY: DELEGATED</b>                                    |
| <b>REPORT FROM:</b>            | <b>DIRECTOR OF FINANCE AND CORPORATE SERVICES</b>  | <b>OPEN</b>   |
| <b>MEMBERS' CONTACT POINT:</b> | <b>KEVIN STACKHOUSE (01283 595811)</b><br><a href="mailto:Kevin.stackhouse@south-derbys.gov.uk">Kevin.stackhouse@south-derbys.gov.uk</a> | <b>DOC:</b> u/ks/financial monitoring reports/2015/3 December |
| <b>SUBJECT:</b>                | <b>BUDGET AND FINANCIAL MONITORING 2015/16</b>   | <b>REF</b>  |
| <b>WARD (S) AFFECTED:</b>      | <b>ALL</b>   | <b>TERMS OF REFERENCE: FM 08</b>                              |

## **1.0 Recommendation**

- 1.1 That the latest budget and financial monitoring figures for 2015/16 are considered and approved.

## **2.0 Purpose of the Report**

- 2.1 In accordance with its financial management framework, the Council monitors income and expenditure against its budgets on a regular basis throughout the year. This is undertaken on at least a monthly basis.
- 2.2 Financial information is available directly on the Council's Financial Management System to enable day-to-day monitoring within services. Formal monitoring involves budget managers together with their service accountant, meeting and reviewing performance against their particular budgets. This is intended to identify any variances (if any) as early as possible to enable remedial and timely action to be taken.
- 2.3 Overall financial performance and the major budget variances are reported to this Committee throughout the year. In accordance with its Treasury Management Strategy, the Council monitors its lending and borrowing on a regular basis.
- 2.4 The Council's cash flow is monitored and actioned on a daily basis, with monthly reports summarising activity provided to the Chief Finance Officer. Again, overall performance is reported to this Committee throughout the year.
- 2.5 This is the half-yearly report for the financial year 2015/16. It details performance up to 30<sup>th</sup> September 2015, unless otherwise stated.

### 3.0 Detail

#### GENERAL FUND REVENUE ACCOUNT

- 3.1 Apart from Council Housing, day-to-day income and expenditure is accounted for through the General Fund. The net expenditure is financed from Government Grant and Council Tax, with any deficit being financed from the Council's General Reserve.
- 3.2 The original budget, which was approved in February 2015, estimated a budget surplus of £91,189 for 2015/16. As in previous years, the Budget includes contingent sums set-aside for inflation, growth and the implementation of the local pay and grading review.
- 3.3 The Budget is summarised in the following table.

|   |                    |
|---|--------------------|
| Net Expenditure on Services                 | £10,944,858        |
| Depreciation and Capital Charges (in above) | -£645,650          |
| Minimum / Voluntary Revenue Provisions      | £342,444           |
| Contingent Sums                             | £354,704           |
| <b>Total Estimated Spending</b>             | <b>£10,996,356</b> |
| Financing                                   | -£11,087,545       |
| <b>Estimated Surplus</b>                    | <b>-£91,189</b>    |

#### Position as at September 2015

- 3.4 **Appendix 1** details the projected out-turn in respect of the Net Expenditure on Services for 2015/16, compared to the Budget, based on financial performance and known variations during the first half-year.
- 3.5 The variances reflect the latest situation and although projected to out-turn at this level, could change during the remainder of the year. Areas of projected overspend are kept under review in order to mitigate the effects on the overall budget.
- 3.6 A summary of services by each policy committee is shown in the following table.

#### Projected Net Expenditure 2015/16

| Committee  | Budget<br>£       | Projected<br>£    | Variance<br>£   | Transfer to<br>/ from (-)<br>Earmarked<br>Reserves | Net Effect<br>on<br>General<br>Reserve |
|--|-------------------|-------------------|-----------------|--|--|
| Environmental and Development Services               | 3,575,123         | 3,171,827         | -403,295        | -2,212   | -405,507                               |
| Housing and Community Services                       | 2,365,821         | 2,221,686         | -144,135        | 155,081  | 10,947                                 |
| Finance and Management Services                      | 5,003,282         | 5,366,820         | 363,539         | -335,483   | 28,056                                 |
| <b>Total General Fund Projected Out-turn 2015/16</b> | <b>10,944,225</b> | <b>10,760,334</b> | <b>-183,891</b> | <b>-182,614</b>                                    | <b>-366,505</b>                        |

- 3.7 The preceding table shows that based on current spending and after adjusting for transfers between earmarked reserves, there is a projected decrease in net expenditure of £366,505 compared to the Budget for the year.
- 3.8 This compares with a figure of £194,393 at the end of the first quarter reported in September. An analysis by main service area is shown in the following table.

**Performance against Budget 2015/16 as at September 2015 (by Service)**

| <b>Summary by Main Service Area</b>      | <b>Budget<br/>£</b> | <b>Projected<br/>Actual<br/>£</b> | <b>Projected<br/>Variance<br/>£</b> | <b>Earmarked<br/>Reserves<br/>£</b> | <b>General<br/>Reserve<br/>£</b> |
|--|---------------------|-----------------------------------|-------------------------------------|-------------------------------------|----------------------------------|
| Transport Account                        | 855,557             | 849,354                           | -6,203                              | 0                                   | -6,203                           |
| Economic Development                     | 236,636             | 215,782                           | -20,855                             | 0                                   | -20,855                          |
| Environmental Education                  | 69,104              | 42,316                            | -26,788                             | 26,788                              | 0                                |
| Environmental Health Services            | 513,831             | 493,663                           | -20,168                             | 0                                   | -20,168                          |
| Highways                                 | 5,347               | 6,317                             | 970                                 | 0                                   | 970                              |
| Licensing and Land Charges               | -53,571             | -69,124                           | -15,553                             | 0                                   | -15,553                          |
| Planning                                 | 322,462             | -76,991                           | -399,453                            | -29,000                             | -428,453                         |
| Town Centre                              | 58,617              | 68,136                            | 9,519                               | 0                                   | 9,519                            |
| Waste Collection & Street Cleansing      | 1,567,139           | 1,642,374                         | 75,235                              | 0                                   | 75,235                           |
| Community Development and Support        | 646,613             | 622,318                           | -24,295                             | 36,671                              | 12,376                           |
| Leisure and Recreational Activities      | 156,553             | 146,929                           | -9,624                              | 714                                 | -8,909                           |
| Leisure Centres and Community Facilities | 486,789             | 361,006                           | -125,782                            | 155,041                             | 29,259                           |
| Parks and Open Spaces                    | 698,818             | 667,152                           | -31,667                             | -16,334                             | -48,001                          |
| Private Sector Housing                   | 377,048             | 424,281                           | 47,233                              | -21,011                             | 26,222                           |
| Central and Departmental Accounts        | 3,311,116           | 3,427,770                         | 116,655                             | -36,101                             | 80,554                           |
| Concessionary Travel                     | 0                   | -380                              | -380                                | 0                                   | -380                             |
| Corporate and Democratic Costs           | 677,852             | 652,533                           | -25,320                             | 0                                   | -25,320                          |
| Electoral Registration                   | 276,104             | 276,104                           | 1                                   | 0                                   | 1                                |
| Payments to Parish Councils              | 324,340             | 333,333                           | 8,992                               | -8,992                              | 0                                |
| Pensions, Interest Payments and Receipts | 205,820             | 516,630                           | 310,809                             | -290,390                            | 20,419                           |
| Property and Estates                     | -150,153            | -175,540                          | -25,387                             | 0                                   | -25,387                          |
| Revenues and Benefits                    | 358,203             | 336,371                           | -21,832                             | 0                                   | -21,832                          |
| <b>TOTAL</b>                             | <b>10,944,225</b>   | <b>10,760,334</b>                 | <b>-183,891</b>                     | <b>-182,614</b>                     | <b>-366,505</b>                  |

**Overview of Spending To-date**

- 3.9 The main reason for this variance is the continuing increase in planning fee income compared to the Budget; this follows the large increase in 2014/15.
- 3.10 The Budget for the year is £600,000, with actual fees generated as at 31<sup>st</sup> October 2015 of £716,000. The current projection is £1m for the year, an increase of £400,000 as detailed in Appendix 1.

- 3.11 A list of all of the major variances is shown in the following table.

| <b>Favourable Variances</b>  | <b>£'000</b> |
|--|--------------|
| Additional Planning Income   | -400         |
| Vacant Posts   | -292         |
| Offset by costs of Temporary Cover and Recruitment                         | 196          |
| Additional income from collection of Trade Waste                           | -27          |
| Additional income from Estates lettings                                    | -15          |
| Additional grant income  | -14          |
| Elected Members Cost's   | -11          |
| Additional income from Land Charges  | -10          |
| Other income   | -18          |
| <b>Adverse Variances</b>   |              |
| Income from Recycling credits over-budgeted                                | 110          |
| Indexation on contractual services and grant-aid ( <b>see note below</b> ) | 42           |
| Additional Vehicle Hire  | 21           |
| Utility Costs at Leisure Centres   | 20           |
| Repairs at Green Bank Leisure Centre - ACUs                                | 15           |
| Other Variances  | 16           |
| <b>Total Projected Variance - Positive</b>                                 | <b>-367</b>  |

**Note:** this cost is met from the inflation contingency.

3.12 The other large variance relates to vacant posts, although the reduction is partly offset by the costs of temporary cover and recruitment.

### Recycling Credits

3.13 The main adverse variance relates to income from Recycling credits. This budget was increased in in 2015/16 based on an expected increase in tonnage being recycled.

3.14 Since 2012/13, income has increased, due mainly to the introduction of the kerbside recycling scheme. Income was £296,000 in 2012/13, rising to £358,000 in 2013/14 and £405,000 in 2014/15. This trend was expected to continue in 2015/16.

3.15 However, over the last year, the tonnages recycled have not increased at the same rate as the previous two years. They are now fairly consistent and it is likely that the income will out-turn in 2015/16 broadly in line with 2014/15 at approximately £400,000. There will be an on-going effect in future years.

### Procurement Savings

3.16 In addition to the above variances, the following procurement savings were achieved in the year-to-date:

| <b>Contract</b>               | <b>Budget<br/>£</b> | <b>Price<br/>£</b> | <b>Savings<br/>£</b> |
|-------------------------------|---------------------|--------------------|----------------------|
| Provision of Christmas Lights | 31,300              | 22,725             | -8,575               |
| Gulley Cleaning Services      | 107,900             | 72,700             | -34,300              |
|                               |                     |                    | <b>-42,875</b>       |

- 3.17 These savings will be on-going. In addition, a one-off saving of £6,300 has been made following the replacement of print room equipment.

### **Renewal of Insurance Premiums**

- 3.18 The 5-year contract for the provision of insurance premiums was retendered in October. Following a competitive tendering exercise, which was subject to European Procurement Regulations, the contract was awarded to the existing insurers, Zurich Municipal Insurance.
- 3.19 The value of the contract is £347,000 per year, compared to the current value of £353,000. Unfortunately, only a small reduction in price was achieved. The Council's brokers advised that this was due to a hardening in the insurance market since the last tendering exercise due to the amount of outstanding liabilities and perceived risk in the public sector generally.
- 3.20 The Council's own claims experience, apart from motor vehicles, has improved in the last 5-years. Compared to many authorities, the Council's risk is not perceived to be as great and there are no large claims outstanding on the Public and Employer's Liability policies; these are generally the greatest risk and costly areas.
- 3.21 There was a potential for the Council to have made a further saving of £8,000 by splitting the various policies across 2 or 3 different insurers. However, it was considered that the additional administration and brokerage involved would exceed this saving.

### **Long Term Agreement (LTA)**

- 3.22 By entering into a Long Term Arrangement (LTA) for 5 years, the Council retains some certainty and control over future costs. This is because the cost of the overall premiums can only be changed where the Council's claims experience differs significantly from that on which the tender was based, or the Council wishes to alter its cover.
- 3.23 This is reviewed on the anniversary date in October each year and the premiums are updated if necessary on an annual renewal.
- 3.24 If the insurers were to change the cost of premiums outside of the LTA, for example, because there was a hardening in the insurance market, then the Council has the option of retendering.

### **Insurance Premium Tax**

- 3.25 In addition to the cost of premiums, Insurance Premium Tax (IPT) is paid to the Government at a rate of 6%. From November 2015, this was increased to 9.5% and applies to premium renewals after that date.
- 3.26 This will apply to the Council's premiums from October 2016, the anniversary date of the annual renewal. This will increase the cost by £12,000 per year and will need to be included in the Base Budget for 2016/17.

## Other Costs

- 3.27 As previously reported, additional costs of approximately £23,000 have been incurred in demolishing Church Gresley Memorial Club, as a dangerous structure. This one-off cost will be financed from the General Fund Reserve.
- 3.28 In addition, the MTFP includes a budget of £100,000 to meet the costs of undertaking the current job evaluation exercise, including the appointment of the external facilitator.

## Recycling Service

- 3.29 The Council has been notified that there may be additional costs associated with the Recycling Service. The Council is currently working with the main contractor to ascertain the issues and potential costs involved. This will be kept under review and when further details are known, they will be reported to the Committee.
- 3.30 Although the additional costs may not impact immediately in 2015/16, they are likely to have an impact on the MTFP.

## Contingent Sums

- 3.31 The original Budget included the following contingent sums totaling £354,700

| Contingent Sums        | £                     |
|------------------------|-----------------------|
| Pay and Grading Review | 165,000               |
| Inflation/Provisions   | 89,700                |
| Growth                 | 100,000               |
| <b>Total</b>           | <b><u>354,700</u></b> |

## Pay and Grading

- 3.32 In accordance with the approved timetable, the outcome of the current job evaluation exercise will not be implemented until 2016/17. Therefore, the contingent sum to meet on-going pay costs arising out of the review, of £165,000 per year, will not be required in 2015/16. This has been reflected in the updated MTFP approved by the Committee in October 2015.

## Inflation

- 3.33 The contingent sum for inflation does not include pay. The pay award approved nationally in January 2015, which will run until March 2016, was included in the Base Budget.
- 3.34 As highlighted earlier in the report which detailed the variance analysis, indexation costs of approximately £42,000 will be met from this contingency.

## Provisions

3.35 The following provisions were made in the Council's accounts in 2014/15 for liabilities due in 2015/16.

| Provision For               | Provision Made  |
|-----------------------------|-----------------|
| Refund of Personal Searches | £156,000        |
| Business Rates Appeals      | £272,00         |
| Planning Appeal             | £172,000        |
| <b>TOTAL PROVISIONS</b>     | <b>£600,000</b> |

3.36 The final costs for business rates and planning appeals are still to be determined. Payments for the refund of personal searches are being made and the overall figure of £156,000 (including fees) has been confirmed.

3.37 However, the Council has received a Government contribution in the form of a New Burdens Payment, totalling £105,000. This can be offset against the above provision.

## General and Specific Grants Receivable 2015/16

3.38 The following grants have been confirmed for the year.

|                                    | Estimate<br>£    | Actual<br>£      | Variance<br>£  |
|------------------------------------|------------------|------------------|----------------|
| <b>General Grants</b>              |                  |                  |                |
| New Homes Bonus (NHB)              | 2,322,405        | 2,322,404        | -1             |
| NHB - Returned Funding             | 0                | 7,420            | 7,420          |
| Revenue Support Grant              | 1,811,467        | 1,811,334        | -133           |
| Council Tax Freeze Grant           | 50,794           | 50,012           | -782           |
| <b>Total General Grants</b>        | <b>4,184,666</b> | <b>4,191,170</b> | <b>6,504</b>   |
| <b>Specific Grants</b>             |                  |                  |                |
| Business Rate Reliefs (Section 31) | 0                | 411,833          | 411,833        |
| Welfare Reform – New Burdens       | 0                | 22,101           | 22,101         |
| <b>Total Specific Grants</b>       | <b>0</b>         | <b>433,934</b>   | <b>433,934</b> |

## Business Rate Reliefs – Section 31 Grant

3.39 The figure for Business Rate Relief is confirmed after the Budget has been set. This is based on those businesses qualifying for the various concessions under the Government's Scheme to support small businesses and to bring empty units back into use. The various reliefs are broken down as follows:

|   | £              |
|---|----------------|
| Cost of 2% cap on 2015/16 Rates Multiplier  | 37,791         |
| Cost of Doubling Small Business Rate Relief | 287,253        |
| New Empty Property Relief                   | 6,492          |
| Long Term Empty Property Relief             | 12,903         |
| Retail Relief                               | 67,394         |
|   | <b>411,833</b> |



- 3.40 These grants are paid to reimburse councils who, by granting relief, lose income in the Collection Fund. It is paid so as to ensure that the Billing Authority is no worse off overall. The overall effect is shown in the Collection Fund monitoring update detailed later in the report.
- 3.41 The Grant is only temporary and the Government's Scheme will end on 31<sup>st</sup> March 2016. Following approval by the Committee in April 2015, local businesses currently qualifying for these reliefs, have been given notice of the Scheme ending.

### Other Specific Grants

- 3.42 Specific grants are not budgeted for as they vary from year-to-year and are used to fund one-off expenditure. They are set-aside to deal with additional costs of implementing Government proposals under the "New Burdens Doctrine."
- 3.43 Anything not spent in the year is transferred to an earmarked reserve to meet future costs associated with each area. The funding received for Welfare Reform is likely to be used during the year.

### Overall General Fund Position

- 3.44 After allowing for all variances and adjustments, the projected overall position on the General Fund for 2015/16, compared to the Budget, is shown in the following table.

|   | £'000       |
|---|-------------|
| Lower Net Expenditure                         | -367        |
| Use of Contingent Sums Lower                  | -148        |
| Procurement Savings                           | -43         |
| Insurance Premiums                            | -6          |
| Demolition Costs – Dangerous Structure        | 23          |
| New Burdens Funding - Personal Search Refunds | -105        |
| Higher General Fund Grants                    | -6          |
| <b>Projected Reduction in Net Expenditure</b> | <b>-652</b> |

- 3.45 This position is subject to change, although at this stage, there is likely to be an overall reduction in net expenditure for 2015/16.
- 3.46 However, it is recommended that this is not assumed or included in the MTFP until it is certain and reported in the Budget Out-turn for the year. This is in accordance with the financial policy followed in previous years.

## THE COLLECTION FUND

- 3.47 The Collection Fund is the statutory account that records the collection of Council Tax and Business Rates and shows how that income has been distributed to the Government and Preceptors on the Fund, including this Council.
- 3.48 Any surplus or deficit on the Fund is transferred to the General Funds of the Preceptors, in proportion to precepts levied each year. The projected position on the Fund for 2015/16, based on transactions up to 30th September 2015, is detailed in **Appendix 2**.
- 3.49 The projected position on the Fund as at 31<sup>st</sup> March 2016 is currently £195,000 for Council Tax and £1.3m for Business Rates. Based on these amounts, the Council's share is approximately £22,000 Council Tax (11.2%) and approximately £1/2m for Business Rates (40%).
- 3.50 The actual surplus to be declared on the Fund for 2015/16 will be included in the budget setting for 2016/17. This will then be paid to all Preceptors in accordance with their relevant share.

### Council Tax

- 3.51 The Council declared a surplus on the Collection Fund in 2014/15 of £500,000 and this is being repaid to the Preceptors, including £57,000 to the Council, in 2015/16. Depending on the number of new properties in the remainder of 2015/16, the current projected surplus on the Fund by March 2016 of £195,000 could increase further.
- 3.52 The cost of the Local Council Tax Support Scheme continues to reduce, although it has started to level off. In 2013/14, it reduced from £4.95m to £4.65m and was £4.5m in 2014/15. It is still currently forecast to be approximately £4.42 in 2015/16 broadly in line with that reported at the end of the first quarter.

### Business Rates

- 3.53 The position for Business Rates continues to remain positive. Following the deficit in the first year (2013/14) of the Rates Retention System, surpluses in 2014/15 and 2015/16 will mean a projected surplus on the Collection Fund as at March 2016 of £1.3m. This allows a provision for bad debts, further appeals anticipated, together with the relocation of a major business in the area that will qualify for rate relief.
- 3.54 The General Fund position will directly benefit in both 2015/16 and 2016/17 as these surpluses are released from the Collection Fund (if approved). This is currently projected to be approximately £3/4m in 2015/16 and £1/2m in 2016/17. The MTFP allows for further benefits of £100,000 from 2017/18 onwards.

- 3.55 The position in 2015/16 is much now better than budgeted due to the Section 31 grants (as highlighted earlier in the report) together with a benefit likely to accrue from the Derbyshire Pool.

### **Derbyshire Business Rates Pool**

- 3.56 2015/16 is the first year of the Pool. The benefit of pooling is that growth in business rates receipts across Derbyshire are not subject to the 50% Government levy but are shared between pool members.
- 3.57 Based on performance of the Pool in the first half-year, the Council's share of growth in 2015/16 is estimated at £267,000. The actual amount will be paid at the year end when actual figures have been finalised.

### **HOUSING REVENUE ACCOUNT (HRA)**

- 3.58 The Council is required to account separately for income and expenditure in providing Council Housing.
- 3.59 The approved HRA Budget for 2015/16 was set with a deficit of £240,000, to be financed from the HRA General Reserve. Performance on the HRA as at September 2015 is summarised in the following table.

| <b>Summary HRA 2015/16</b>              | <b>Budget<br/>£'000</b> | <b>Projected<br/>Out-turn<br/>£'000</b> | <b>Projected<br/>Variance<br/>£'000</b> |
|---|-------------------------|---|---|
| Rental Income                           | -12,618                 | -12,618                                 | 0                                       |
| Contribution to Major Repairs           | 5,500                   | 5,500                                   | 0                                       |
| Planned Maintenance                     | 2,253                   | 2,551                                   | 298                                     |
| Responsive Repairs                      | 1,142                   | 1,162                                   | 20                                      |
| Supervision and Management              | 1,531                   | 1,527                                   | -4                                      |
| Supported Housing and Careline Services | 420                     | 366                                     | -54                                     |
| Interest on Debt                        | 1,681                   | 1,633                                   | -48                                     |
| Provision for Bad Debts                 | 44                      | 44                                      | 0                                       |
| Contribution to New Build               | 287                     | 287                                     | 0                                       |
| <b>Surplus (-) / Deficit</b>            | <b>240</b>              | <b>452</b>                              | <b>212</b>                              |

### **Planned Maintenance**

- 3.60 The main variance at this stage is the projected overspend on planned maintenance. To-date, approximately £1.5m has been spent or committed. Housing Officers have requested that £150,000 of the planned budget for 2016/17 in the HRA Business Plan is brought forward to allow planned works to be continued without a break.
- 3.61 This will mean that the 2015/16 and 2016/17 programme will run over 18 months and not two years, terminating in October 2016.
- 3.62 The reduction in Supported Housing is due vacant posts and additional income. The reduction in interest is due to the rate on the variable element of the debt, remaining lower than expected.

## CAPITAL EXPENDITURE and FINANCING 2015/16

3.63 Progress in 2015/16 to-date is summarised in the following table.

| Capital Spending 2015/16<br>(as at September 2015) | Approved<br>Budget<br>£ | Actual<br>£      |
|--|-------------------------|------------------|
| Council House Improvements                         | 11,030,869              | 4,083,281        |
| Private Sector Housing and DFGs                    | 701,579                 | 110,739          |
| Leisure and Community Development                  | 1,533,453               | 1,206,331        |
| Vehicles, Property and Plant                       | 1,481,809               | 391,606          |
| <b>Total</b>                                       | <b>14,747,710</b>       | <b>5,791,957</b> |

### Council House Improvements

3.64 The budget includes £5.2m for major improvements in accordance with contracts let in the previous year, 2014/15. In addition, it includes £5.4m for New Build to provide 50 homes. As the main contracts have recently commenced, expenditure will be incurred over the remainder of the year.

3.65 The remainder of the budget (approximately £400,000) is for Disabled Facility improvements.

### Community and Recreational Projects

3.66 Apart from the Melbourne Sporting Partnership project, where construction is well underway, a substantial part of the programme is already complete, i.e. the Grove Hall and Etwall Leisure Centre projects. The expenditure on these projects is currently showing gross and income from external funders is awaited to offset costs where this is applicable. This mainly relates to the projects at Green Bank and Etwall Leisure Centres.

### Vehicles, Property and Plant

3.67 The budget includes an amount of approximately £900,000 for vehicle replacements which are due to take place later in the year. It also includes an amount £230,000 for the purchase of town centre land, together with £250,000 to refurbish the Council's main factory site, as previously approved by the Committee. These projects are being funded by Reserves.

### Capital Receipts

3.68 There were 11 council house sales in the first half of 2015/16. These generated gross receipts of £518,615, of which £172,913 was pooled. The net amount retained of approximately £345,000 has been transferred to the New Build Reserve. A further sale has been completed in the last month.

### Council House New Build

3.69 Including the amount brought forward from 2014/15 (£2.05m) the accumulated balance on this Reserve is now approximately £2.4m.

## Financial Target

- 3.70 Under an agreement with the Government, which allows a greater share of HRA asset sales to be retained locally, the following New Build targets (in financial terms) need to be achieved otherwise retained sums would be reclaimed by the Treasury.

### ***New Build Targets***

|        |            |
|--------|------------|
| Sep-15 | £191,058   |
| Dec-15 | £324,056   |
| Mar-16 | £628,347   |
| Jun-16 | £628,347   |
| Sep-16 | £686,430   |
| Dec-16 | £1,112,561 |
| Mar-17 | £1,112,561 |
| Jun-17 | £1,296,447 |
| Sep-17 | £1,550,961 |
| Dec-17 | £1,594,226 |
| Mar-18 | £1,594,226 |

***Note: These figures are cumulative.***

- 3.71 The Council is currently ahead of these cumulative targets, with Phase 1 of the New Build programme underway. Expenditure on the 3 schemes approved is estimated to be in excess of £3m by March 2016 and £5.4m by March 2018.

## General Fund Receipts

- 3.72 A further £165,000 has been received associated with the next phase for the sale of the land at the William Nadin Way development. This receipt has been set-aside as a contribution to the cost of relocating the Council Depot.

## TREASURY MANAGEMENT

3.73 An analysis of the Council's borrowing and bank deposits is summarised in the tables, below. These show the position at 31st October 2015.

3.74 Debt outstanding is split between the HRA and the General Fund and this represents the "two pool" approach adopted for debt management.

|  | 01/04/15<br>£'000 | 31/10/15<br>£'000 | Change<br>£'000 |
|--|-------------------|-------------------|-----------------|
| <b>Housing Revenue Account</b>                     |                   |                   |                 |
| Debt Outstanding (Average Rate 2.7%)               | 57,423            | 57,423            | 0               |
| Capital Financing Requirement (CFR)                | 61,584            | 61,584            | 0               |
| Statutory Debt Cap                                 | 66,853            | 66,853            | 0               |
| Borrowing Capacity (Cap Less Debt o/s)             | 9,430             | 9,430             | 0               |
| <b>General Fund</b>                                |                   |                   |                 |
| Debt Outstanding                                   | 0                 | 0                 | 0               |
| Capital Financing Requirement (CFR)                | 6,532             | 6,532             | 0               |
| Borrowing Capacity (CFR Less Debt o/s)             | 6,532             | 6,532             | 0               |
| <b>Temporary Deposits and Short Term Borrowing</b> |                   |                   |                 |
| Temporary Bank and other Deposits                  | 12,000            | 18,000            | 6,000           |
| Less Parish Council Deposits                       | -28               | -28               | 0               |
| <b>Total - Short-term Cash Position</b>            | <b>11,972</b>     | <b>19,972</b>     | <b>8,000</b>    |
|  |                   |                   |                 |
| Average Interest Rate                              | 0.31%             | 0.38%             | 0.07%           |
| Average 7-Day Money Market Rate                    | 0.50%             | 0.51%             | 0.01%           |

### Short-term Deposits

3.75 The deposits of £18m are currently invested as follows:

|                              |      |       |
|------------------------------|------|-------|
| Debt Management Office (DMO) | £4m  | 0.25% |
| Other Local Authorities      | £14m | 0.42% |

3.76 Money on deposit with other local authorities tends to be for longer periods of up to 6 months; deposits with the DMO are for shorter periods to manage cash flow and to avoid the need for short-term borrowing.

3.77 Total interest paid in the first half year was £29,000 and is forecast to be approximately £60,000 for the year. This compares with a budget estimate of £39,000.

### Lending Policy and Counterparty List

3.78 No changes are required to the approved list. The credit ratings of parties within the Council's Policy have remained stable and unchanged in the year to-date. This is being kept under review.

#### **4.0 Financial Implications**

4.1 As detailed in the report.

#### **5.0 Corporate Implications**

5.1 None directly

#### **6.0 Community Implications**

6.1 None directly

#### **7.0 Background Papers**

7.1 None

## APPENDIX 1

### GENERAL FUND SERVICES 2015 /16 PROJECTED POSITION as at SEPTEMBER 2015

#### ENVIRONMENTAL and DEVELOPMENT SERVICES

|  | PROJECTED<br>OUTTURN | ANNUAL<br>BUDGET | PROJECTED<br>VARIANCE | RESERVES<br>EARMARKED | GF            | COMMENTARY   |
|--|----------------------|------------------|-----------------------|-----------------------|---------------|--|
| Transport Services                         | 849,354              | 855,557          | 6,203                 |                       | 6,203         | Favourable salaries                                  |
| <b>Central &amp; Departmental Accounts</b> | <b>849,354</b>       | <b>855,557</b>   | <b>6,203</b>          | <b>0</b>              | <b>6,203</b>  |  |
| Tourism Policy, Marketing & Development    | 56,624               | 56,624           | (0)                   |                       | (0)           | Profiling  |
| Promotion and Marketing of the Area        | 159,158              | 180,013          | 20,855                |                       | 20,855        | Favourable salaries (£6k) & unbudgeted income (£14k) |
| <b>Economic Development</b>                | <b>215,782</b>       | <b>236,636</b>   | <b>20,855</b>         | <b>0</b>              | <b>20,855</b> |  |
| Environmental Education                    | 42,316               | 69,104           | 26,788                | 26,788                |               | Additional income for projects                       |
| <b>Environmental Education</b>             | <b>42,316</b>        | <b>69,104</b>    | <b>26,788</b>         | <b>26,788</b>         | <b>0</b>      |  |
| Food Safety                                | 57,622               | 47,453           | (10,169)              |                       | (10,169)      | Adverse salaries (£4k) & licensing income (£6k)      |
| Pollution Reduction                        | 286,821              | 303,139          | 16,317                |                       | 16,317        | Favourable salaries (£13k) & fee income (£4k)        |
| Pest Control                               | 8,325                | 12,015           | 3,690                 |                       | 3,690         | Fee income   |
| Public Conveniences                        | 35,491               | 35,129           | (362)                 |                       | (362)         | Profiling  |
| Community Safety (Safety Services)         | 103,603              | 114,295          | 10,692                |                       | 10,692        | Favourable salaries (£10k)                           |
| Welfare Services                           | 1,800                | 1,800            | (0)                   |                       | (0)           | Profiling  |
| <b>Environmental Services</b>              | <b>493,663</b>       | <b>513,831</b>   | <b>20,168</b>         | <b>0</b>              | <b>20,168</b> |  |



|   |                 |                 |                |                 |                |  |
|---|-----------------|-----------------|----------------|-----------------|----------------|--|
| Environmental Maintenance (Other Roads)       | (26,242)        | (26,242)        | (0)            |                 | (0)            | Profiling  |
| Public Transport                              | 32,559          | 31,589          | (970)          |                 | (970)          | Profiling  |
| <b>Highways</b>                               | <b>6,317</b>    | <b>5,347</b>    | <b>(970)</b>   | <b>0</b>        | <b>(970)</b>   |  |
| Local Land Charges                            | (32,451)        | (21,921)        | 10,530         |                 | 10,530         | Favourable fee income (£12k),<br>Adverse fees & charges (£2k)  |
| Licensing                                     | (36,673)        | (31,650)        | 5,023          |                 | 5,023          | Favourable salaries (£3k) & prof fees (£2k)  |
| <b>Licensing and Land Charges</b>             | <b>(69,124)</b> | <b>(53,571)</b> | <b>15,553</b>  | <b>0</b>        | <b>15,553</b>  |  |
| Emergency Planning and Works                  | 279             | 0               | (279)          |                 | (279)          |  |
| Building Regulations                          | 45,227          | 55,035          | 9,809          |                 | 9,809          | Favourable salaries (19k) & fee income (£1k), Adverse prof fees (£11k)                                   |
| Building Control Enforcement                  | 0               | 0               | 0              |                 | 0              |  |
| Other Building Control Work                   | (13,088)        | (10,000)        | 3,088          |                 | 3,088          | Favourable fee income  |
| Dealing with Development Control Applications | (445,971)       | (74,971)        | 371,000        | (29,000)        | 400,000        | Favourable planning fees (£400k)<br>Salary funded through reserves<br>(Appeals provision to be released) |
| Development Control Enforcement               | (0)             | 0               | 0              |                 | 0              |  |
| Structure and Local Planning                  | 336,563         | 352,398         | 15,835         |                 | 15,835         | Favourable salaries (£13k), other (£3k)  |
| <b>Planning</b>                               | <b>(76,991)</b> | <b>322,462</b>  | <b>399,453</b> | <b>(29,000)</b> | <b>428,453</b> |  |
| Off-Street Parking                            | 68,136          | 58,617          | (9,519)        |                 | (9,519)        | Rent and fee income  |
| <b>Town Centre</b>                            | <b>68,136</b>   | <b>58,617</b>   | <b>(9,519)</b> | <b>0</b>        | <b>(9,519)</b> |  |
| Public Health                                 | (605)           | 0               | 605            |                 | 605            |  |

|   |                  |                  |                 |                |                 |   |
|---|------------------|------------------|-----------------|----------------|-----------------|---|
| Street Cleansing (not chargeable to highways)         | 264,435          | 280,717          | 16,282          |                | 16,282          | Favourable salaries (£37k), Adverse vehicle hire (£21k)       |
| Household Waste Collection                            | 1,256,975        | 1,252,875        | (4,100)         |                | (4,100)         | Favourable salaries (£64k), Adverse agency (£68k)             |
| Trade Waste Collection                                | (162,111)        | (134,646)        | 27,465          |                | 27,465          | Favourable fee income   |
| Recycling   | 283,679          | 168,193          | (115,486)       |                | (115,486)       | Adverse fee income (£110k), printing (£3k), advertising (£2k) |
| <b>Waste Collection &amp; Street Cleansing</b>        | <b>1,642,374</b> | <b>1,567,139</b> | <b>(75,235)</b> | <b>0</b>       | <b>(75,235)</b> |   |
| <b>TOTAL - ENVIRONMENTAL and DEVELOPMENT SERVICES</b> | <b>3,171,827</b> | <b>3,575,123</b> | <b>403,295</b>  | <b>(2,212)</b> | <b>405,507</b>  |   |

#### HOUSING and COMMUNITY SERVICES

|  | PROJECTED<br>OUTTURN | ANNUAL         |                       | RESERVES      |                 | COMMENTARY  |
|--|----------------------|----------------|-----------------------|---------------|-----------------|---|
|  |                      | BUDGET         | PROJECTED<br>VARIANCE | EARMARKED     | GF              |   |
| General Grants, Bequests & Donations     | 254,269              | 248,269        | (6,000)               | (6,000)       | 0               | 2% increase in grants covered by reserves   |
| Community Centres                        | 75,334               | 76,001         | 668                   |               | 668             | Profiling   |
| Community Safety (Crime Reduction)       | 67,321               | 109,992        | 42,671                | 42,671        | 0               |   |
| Defences Against Flooding                | 56,657               | 56,772         | 115                   |               | 115             | Profiling   |
| Market Undertakings                      | (9,639)              | (11,943)       | (2,304)               |               | (2,304)         | Reduced income  |
| Planning Development                     | 170,156              | 160,521        | (9,635)               |               | (9,635)         | Adverse grants paid (£15k), fee income (£4k), Favourable salaries (£8k), training (£1k) |
| Village Halls                            | 8,221                | 7,000          | (1,221)               |               | (1,221)         | Repairs   |
| <b>Community Development and Support</b> | <b>622,318</b>       | <b>646,613</b> | <b>24,295</b>         | <b>36,671</b> | <b>(12,376)</b> |   |
| Arts Development & Support               | 20,606               | 21,320         | 714                   | 714           | 0               |   |
| Events Management                        | 126,324              | 135,233        | 8,909                 |               | 8,909           | Favourable salaries (£5k) & civic functions (£4k)                                       |

|   |                |                |                |                 |                 |   |
|---|----------------|----------------|----------------|-----------------|-----------------|---|
| <b>Leisure and Recreational Activities</b>        | <b>146,929</b> | <b>156,553</b> | <b>9,624</b>   | <b>714</b>      | <b>8,909</b>    |   |
| Sports Development & Community Recreation         | (18,067)       | 120,499        | 138,566        | 138,566         |                 | Additional income for projects  |
| Indoor Sports & Recreation Facilities             | 345,217        | 316,714        | (28,503)       |                 | (28,503)        | Adverse utilities (£20k), repairs (£15k), Favourable fee income (£7k)                         |
| Outdoor Sports & Recreation Facilities (SSP)      | (37,933)       | 8,060          | 45,993         | 45,993          | 0               |   |
| Melbourne Leisure Centre                          | 1,856          | 1,100          | (756)          |                 | (756)           | Repairs   |
| Get Active in the Forest                          | 36,391         | 26,050         | (10,341)       | (10,341)        | 0               |   |
| Playschemes                                       | 33,543         | 14,365         | (19,178)       | (19,178)        | 0               |   |
| <b>Leisure Centres and Community Facilities</b>   | <b>361,006</b> | <b>486,789</b> | <b>125,782</b> | <b>155,041</b>  | <b>(29,259)</b> |   |
| Ground Maintenance                                | 346,268        | 392,890        | 46,622         |                 | 46,622          | Favourable salaries (£54k) & training (£1k) Adverse ex-gratia payment (£5k), fees other (£4k) |
| Countryside Recreation & Management               | 11,130         | 11,990         | 860            |                 | 860             |   |
| Allotments  | (2,488)        | (655)          | 1,833          |                 | 1,833           | Favourable rental income  |
| Rosliston Forestry Centre                         | 96,189         | 96,188         | (0)            |                 | (0)             |   |
| Cemeteries  | 3,700          | 2,617          | (1,084)        |                 | (1,084)         | Adverse fee income  |
| Closed Churchyards                                | 4,330          | 4,100          | (230)          |                 | (230)           | Profiling   |
| Community Parks & Open Spaces                     | 208,023        | 191,689        | (16,334)       | (16,334)        | (0)             |   |
| <b>Parks and Open Spaces</b>                      | <b>667,152</b> | <b>698,818</b> | <b>31,667</b>  | <b>(16,334)</b> | <b>48,001</b>   |   |
| Housing Standards                                 | 34,382         | 36,339         | 1,957          |                 | 1,957           | Favourable salaries   |
| Housing Strategy                                  | 129,571        | 121,195        | (8,377)        |                 | (8,377)         | Adverse salaries  |
| Housing Advice                                    | 61,709         | 53,354         | (8,354)        |                 | (8,354)         | Adverse salaries  |
| Other Housing Support Costs (GF)                  | 72,779         | 61,843         | (10,936)       |                 | (10,936)        | Favourable salaries (£3k), Adverse agency (£13k)  |
| Administration of Renovation & Improvement Grants | 32,381         | 31,870         | (511)          |                 | (511)           |   |
| Bed / Breakfast Accommodation                     | (0)            | 0              | 0              |                 | 0               |   |

|   |                  |                  |                 |                 |                 |   |
|---|------------------|------------------|-----------------|-----------------|-----------------|---|
| Homelessness Administration                   | 108,922          | 87,911           | (21,011)        | (21,011)        | 0               | £64k funding through RSG<br>Costs covered by DCC recharge |
| Travellers' Sites                             | (15,463)         | (15,464)         | (0)             |                 | (0)             |   |
| <b>Private Sector Housing</b>                 | <b>424,281</b>   | <b>377,048</b>   | <b>(47,233)</b> | <b>(21,011)</b> | <b>(26,222)</b> |   |
| <b>TOTAL - HOUSING and COMMUNITY SERVICES</b> | <b>2,221,686</b> | <b>2,365,821</b> | <b>144,135</b>  | <b>155,081</b>  | <b>(10,947)</b> |   |

## FINANCE and MANAGEMENT SERVICES

|                                | PROJECTED<br>OUTTURN | ANNUAL<br>BUDGET | PROJECTED<br>VARIANCE | RESERVES<br>EARMARKED | GF       | COMMENTARY   |
|--------------------------------|----------------------|------------------|-----------------------|-----------------------|----------|--|
| Senior Management              | 483,509              | 454,739          | (28,770)              |                       | (28,770) | Favourable salaries (£10k), Adverse agency (£3k), recruitment advertising (£14k), consultancy (£20k) |
| Reprographic/Print Room        | 71,578               | 71,992           | 414                   |                       | 414      |  |
| Financial Services             | 311,244              | 290,880          | (20,365)              |                       | (20,365) | Favourable salaries (£30k), Adverse agency (£39k), comp maintenance (£2k) & consultancy (£9k)        |
| Internal Audit                 | 103,115              | 103,115          | 0                     |                       | 0        |  |
| Merchant Banking Services      | 51,971               | 45,935           | (6,036)               |                       | (6,036)  | Bank charges   |
| ICT Support                    | 687,885              | 651,783          | (36,101)              | (36,101)              | (0)      | Any overspend covered by ICT reserve   |
| Legal Services                 | 133,108              | 133,865          | 757                   |                       | 757      |  |
| Personnel/HR                   | 252,364              | 235,916          | (16,448)              |                       | (16,448) | Thomas tests (£5k) & prof fees (£12k)  |
| Policy & Communications        | 238,086              | 239,103          | 1,016                 |                       | 1,016    | Contract saving  |
| Customer Services              | 564,404              | 535,600          | (28,803)              |                       | (28,803) | Additional contract costs  |
| Health & Safety                | 34,490               | 35,218           | 728                   |                       | 728      |  |
| Admin Offices & Depot          | 318,787              | 317,412          | (1,375)               |                       | (1,375)  | Adverse R&M (£5k), Favourable salaries (£3k)   |
| Procurement Unit               | 102,584              | 103,437          | 853                   |                       | 853      | Contract saving  |
| Corporate Services Partnership | (0)                  | 0                | 0                     |                       | 0        | Northgate recharge   |

|  |                  |                  |                  |                 |   |
|--|------------------|------------------|------------------|-----------------|---|
| Other Management Costs                   | (0)              | 0                | 0                | 0               | Favourable salaries (£27k), Adverse redundancy (£1k), refuse collection (£1k), agency (£7k)                       |
| Caretaking                               | 74,647           | 92,122           | 17,475           | 17,475          |   |
| <b>Central and Departmental Accounts</b> | <b>3,427,770</b> | <b>3,311,116</b> | <b>(116,655)</b> | <b>(36,101)</b> | <b>(80,554)</b>   |
| Concessionary Fares                      | (380)            | 0                | 380              | 380             |   |
| <b>Concessionary Travel</b>              | <b>(380)</b>     | <b>0</b>         | <b>380</b>       | <b>0</b>        | <b>380</b>  |
| Democratic Representation & Management   | 76,025           | 82,528           | 6,503            | 6,503           | Favourable salaries<br>Favourable NI & pension (£5k),<br>members allows (£3k), catering (£2k),<br>room hire (£1k) |
| Elected Members                          | 319,074          | 329,758          | 10,685           | 10,685          |   |
| Corporate Management                     | 75,143           | 75,400           | 257              | 257             | Favourable audit fee (£9k), Adverse<br>Bretby payment (£2k)   |
| Corporate Finance Management             | 57,404           | 64,459           | 7,055            | 7,055           |   |
| Debt Management Costs                    | 124,887          | 125,707          | 820              | 820             |   |
| <b>Corporate and Democratic Costs</b>    | <b>652,533</b>   | <b>677,852</b>   | <b>25,320</b>    | <b>0</b>        | <b>25,320</b>   |
| Registration of Electors                 | 20,123           | 20,122           | (0)              | (0)             | Adverse printing (£44k), Favourable<br>postage (£8k), income (£22k)   |
| Conducting Elections                     | 255,981          | 255,981          | (0)              | (0)             |   |
| <b>Electoral Registration</b>            | <b>276,104</b>   | <b>276,104</b>   | <b>(1)</b>       | <b>0</b>        | <b>(1)</b>  |
| Parish Councils                          | 333,333          | 324,340          | (8,992)          | (8,992)         | (0)   |
| <b>Payments to Parish Councils</b>       | <b>333,333</b>   | <b>324,340</b>   | <b>(8,992)</b>   | <b>(8,992)</b>  | <b>(0)</b>  |

|  |                  |                  |                  |                  |                 |   |
|--|------------------|------------------|------------------|------------------|-----------------|---|
| Funded Pension Schemes                                 | 269,851          | 241,505          | (28,346)         |                  | (28,346)        | £24k under accrual 2014/15 redundancy   |
| Planning Agreements                                    | 290,390          | 0                | (290,390)        | (290,390)        | (0)             |   |
| Interest & Investment Income (GF)                      | (45,112)         | (37,185)         | 7,927            |                  | 7,927           | Additional interest income  |
| External Interest Payable (GF)                         | 1,500            | 1,500            | (0)              |                  | (0)             |   |
| <b>Pensions, Grants Interest Payments and Receipts</b> | <b>516,630</b>   | <b>205,820</b>   | <b>(310,809)</b> | <b>(290,390)</b> | <b>(20,419)</b> |   |
| Estate Management                                      | (175,540)        | (150,153)        | 25,387           |                  | 25,387          | Favourable salaries (£5k), agency (£5k), rental income (£15k)   |
| <b>Property and Estates</b>                            | <b>(175,540)</b> | <b>(150,153)</b> | <b>25,387</b>    | <b>0</b>         | <b>25,387</b>   |   |
| Council Tax Collection                                 | (66,652)         | (66,652)         | (0)              |                  | (0)             |   |
| Council Tax Benefits Administration                    | 0                | 0                | 0                |                  | 0               |   |
| Council Tax Benefits                                   | 0                | 0                | 0                |                  | 0               |   |
| Non Domestic Rates Collection                          | 28,765           | 29,361           | 596              |                  | 596             |   |
| Rent Allowances Paid                                   | 214,195          | 214,195          | 0                |                  | 0               |   |
| Net cost of Non-HRA Rent Rebates                       | 0                | 0                | 0                |                  | 0               |   |
| Net cost of Rent Rebates Paid                          | 56,015           | 56,015           | 0                |                  | 0               |   |
| Housing Benefits Administration                        | 104,048          | 125,284          | 21,236           |                  | 21,236          | Favourable salaries (£20k), Govt grant unbudgeted (£30k), Adverse Capita (£12k), Northgate fee (£17k) |
| <b>Revenues and Benefits</b>                           | <b>336,371</b>   | <b>358,203</b>   | <b>21,832</b>    | <b>0</b>         | <b>21,832</b>   |   |
| <b>TOTAL - FINANCE and MANAGEMENT SERVICES</b>         | <b>5,366,820</b> | <b>5,003,282</b> | <b>(363,539)</b> | <b>(335,483)</b> | <b>(28,056)</b> |   |

## APPENDIX 2

### COLLECTION FUND MONITORING 2015/16

|   | Actual<br>2014/15<br>£'000 | Projected<br>2015/16<br>£'000 |   |
|---|----------------------------|-------------------------------|---|
| <b>COUNCIL TAX - INCOME &amp; EXPENDITURE</b> |                            |                               |   |
| <b>INCOME</b>                                 |                            |                               |   |
| Council Tax Collectable                       | 45,729                     | 47,478                        | <i>Actual Debit as at October 2015</i>      |
| <b>EXPENDITURE</b>                            |                            |                               |   |
| County Council Precept                        | 32,657                     | 34,295                        | <i>Actual amount due as set in March 15</i> |
| Police and Crime Commissioner Precept         | 5,059                      | 5,370                         | <i>As above</i>                             |
| Fire and Rescue Authority Precept             | 2,034                      | 2,136                         | <i>As above</i>                             |
| SDDC Precept                                  | 4,466                      | 4,599                         | <i>As above</i>                             |
| SDDC Parish Precepts                          | 606                        | 668                           | <i>As above</i>                             |
| Increase in Bad Debts Provision               | 396                        | 411                           | <i>0.87% of Council Tax Collectable</i>     |
| <b>Total Expenditure</b>                      | <b>45,218</b>              | <b>47,479</b>                 |   |
| <b>Surplus for the Year</b>                   | <b>511</b>                 | <b>-1</b>                     |   |

|   |            |            |  |
|---|------------|------------|--|
| <b>COUNCIL TAX BALANCE</b>                  |            |            |  |
| Opening Balance 1st April                   | 358        | 696        | <i>As per final accounts</i>                               |
| Share of Previous Surplus to County Council | -126       | -364       | <i>Actual amount approved by Committee in January 2015</i> |
| Share of Previous Surplus to Police         | -19        | -56        | <i>As above</i>  |
| Share of Previous Surplus to Fire Authority | -8         | -23        | <i>As above</i>  |
| Share of Previous Surplus to SDDC           | -20        | -57        | <i>As above</i>  |
| Surplus for Year (as above)                 | 511        | -1         | <i>As above</i>  |
| <b>Closing Balance as at 31st March</b>     | <b>696</b> | <b>195</b> |  |

**BUSINESS RATES - INCOME & EXPENDITURE****INCOME**

|                            |        |        |
|----------------------------|--------|--------|
| Business Rates Collectable | 22,823 | 23,566 |
|----------------------------|--------|--------|

**EXPENDITURE**

|                                   |               |               |
|-----------------------------------|---------------|---------------|
| Central Government Precept        | 10,540        | 10,990        |
| SDDC Precept                      | 8,432         | 8,792         |
| Derbyshire County Council Precept | 1,897         | 1,978         |
| Fire and Rescue Service Precept   | 211           | 220           |
| Cost of Collection                | 91            | 92            |
| Increase in Bad Debts Provision   | 64            | 353           |
| Provision for Appeals             | 54            | 451           |
| <b>Total Expenditure</b>          | <b>21,289</b> | <b>22,876</b> |

*Fixed - 50% of estimate in 2015/16**Fixed - 40% of estimate in 2015/16**Fixed - 9% of estimate in 2015/16**Fixed - 1% of estimate in 2015/16**Amount approved by the Government**To allow for Section 44a Relief deducted from Rates Collectable**To allow for Doctor's Surgeries and ATMs***Surplus / Deficit (-)****1,534      690****BUSINESS RATES BALANCE**

|   |       |     |
|---|-------|-----|
| Opening Balance 1st April 2014              | -886  | 648 |
| Share of Previous Surplus to Government     | 0     | 0   |
| Share of Previous Surplus to SDDC           | 0     | 0   |
| Share of Previous Surplus to County Council | 0     | 0   |
| Share of Previous Surplus to Fire Authority | 0     | 0   |
| Surplus / Deficit (-) for the Year as above | 1,534 | 690 |

**Closing Balance as at 31st March 2015****648      1,338**



| GENERAL FUND POSITION - BUSINESS RATES              |             |            |
|---|-------------|------------|
| SDDC Precept  | 8,432       | 8,792      |
| Less Tariff Payment                                 | -6,084      | -6,200     |
| Add Section 31 Relief Grants                        | 455         | 413        |
| Reversal of Previous Year's Surplus not Declared    | -355        | 259        |
| Less 50% of Growth paid to the Derbyshire Pool      | -523        | -475       |
| Add Share of Business Pool Growth                   | 0           | 267        |
| <b>Actual Financing Transferred to General Fund</b> | 1,925       | 3,056      |
| <i>Less Estimate in General Fund Budget</i>         | 2,248       | 2,291      |
| <b>Additional Income in Year</b>                    | <b>-323</b> | <b>765</b> |

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|                                |  |   |
|--------------------------------|--|---|
| <b>REPORT TO:</b>              | <b>FINANCE AND MANAGEMENT</b>  | <b>AGENDA ITEM: 9</b>   |
| <b>DATE OF MEETING:</b>        | <b>03 DECEMBER 2015</b>  | <b>CATEGORY: DELEGATED</b>  |
| <b>REPORT FROM:</b>            | <b>DIRECTOR OF FINANCE AND CORPORATE SERVICES</b>  | <b>OPEN</b>   |
| <b>MEMBERS' CONTACT POINT:</b> | <b>KEVIN STACKHOUSE (595811)</b><br><a href="mailto:kevin.stackhouse@south-derbys.gov.uk">kevin.stackhouse@south-derbys.gov.uk</a> | <b>DOC:</b><br>s:\cent_serv\complaints\committee reports\working papers for December 2015\Complaints and FOI report for December 2015 . |
| <b>SUBJECT:</b>                | <b>COMPLAINTS, COMPLIMENTS AND FREEDOM OF INFORMATION REQUESTS 01 APRIL 2015 TO 30 SEPTEMBER 2015</b>                              | <b>REF: KS/SH/RW</b>  |
| <b>WARD(S) AFFECTED:</b>       | <b>ALL</b>   | <b>TERMS OF REFERENCE: FM11</b>   |

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## **1.0 Recommendations**

- 1.1 That the complaints and FOI requests, as detailed in the report, are considered and noted.

## **2.0 Purpose of Report**

This report provides:

- 2.1 A summary of official comments, compliments and complaints received by the Council for the period 1 April 2015 to 30 September 2015. Figures for the corresponding period in 2014/15 are given for comparison purposes.
- 2.2 A summary of the Freedom of Information (FOI) requests received by the Council for the period 1 April 2015 to 30 September 2015. Figures for the corresponding period in 2014/15 are given for comparison purposes.

## **3.0 Executive Summary**

### **Comments, Compliments and Complaints**

- 3.1 The comments, compliments and complaints procedure is designed to encourage people to give informal feedback on our services.
- 3.2 0 comments, 34 compliments and 45 complaints have been received between 1 April 2015 to 30 September 2015.

- 3.3 The number of complaints received in the first half of this financial year has increased compared to the corresponding period of 2014/15, and the number of compliments received has also increased.
- 3.4 Members are informed via e-mail (enclosing a copy of the original complaint) when a complaint is received relating to their ward. This is for information purposes only.

### **Freedom of Information**

- 3.5 South Derbyshire District Council is committed to making itself more open. A large amount of information is already available to the public, through our website or through our offices and at local libraries.

### **Publication Scheme**

- 3.6 Under the Freedom of Information Act, South Derbyshire District Council has a duty to adopt and maintain a Publication Scheme describing:
- The classes of information it publishes
  - How and where such information is published (e.g. website, paper copy, etc.) and
  - Whether or not a charge is made for such information

The purpose of a Publication scheme is to let everyone know what information will be automatically or routinely published by the Council and to ensure that a significant amount of information is available to the public, without the need for a specific request to be made.

In line with guidance from the Information Commissioner's Office, the scheme is updated regularly and the current version is available from the Website at :

[http://www.south-derbys.gov.uk/council\\_and\\_democracy/data\\_protection\\_and\\_freedom\\_of\\_information/default.asp](http://www.south-derbys.gov.uk/council_and_democracy/data_protection_and_freedom_of_information/default.asp)

- 3.7 A total of 284 Freedom of Information requests have been received from 1 April 2015 to 30 September 2015. This is a decrease of 40 over the corresponding period for 2014/15.

## **4.0 Background**

- 4.1 The Comments, Compliments and Complaints customer leaflet and procedure is available for download from the Website at or can be completed using an electronic form:

[http://www.south-derbys.gov.uk/council\\_and\\_democracy/complaints/comment\\_compliment\\_or\\_complaint\\_form/default.asp](http://www.south-derbys.gov.uk/council_and_democracy/complaints/comment_compliment_or_complaint_form/default.asp)

- 4.2 The aim of The Freedom of Information Act 2000, which came into force on 1<sup>st</sup> January 2005, is to extend the right to allow public access to information that the Council holds.

## 5.0 **Detail**

### **Comments**

- 5.1 0 comments were received over the past six months. Any comments received are carefully considered and, if appropriate, are investigated under the complaints procedure.

| <b>Department</b> | <b>1 April 2014 –<br/>30 September 2014</b> | <b>1 April 2015 –<br/>30 September 2015</b> |
|-------------------|---|---|
| Finance Services  | 1   | 0   |
|                   |   | 0   |
| <b>Total</b>      | <b>1</b>                                    | <b>0</b>                                    |

### **Compliments**

- 5.2 The table below compares the number of compliments received for the first half of 2014/2015 against the first half of 2015/2016. Compliments generally relate to the quality of the service provided and/or actions of individuals.

| <b>Department</b>         | <b>1 April 2014 –<br/>30 September 2014</b> | <b>1 April 2015 –<br/>30 September 2015</b> |
|---------------------------|---|---|
| Customer Services         | 9*  | 9*  |
| Environmental Services    | 3*  | 10*   |
| Planning                  | 3*  | 4   |
| Housing                   | 4   | 0   |
| Community Services        | 9   | 10*   |
| Corporate                 | 2*  | 1   |
| Policy and Communications | 0   | 1   |
| <b>Total</b>              | <b>30</b>                                   | <b>34</b>                                   |

\* This indicates where one compliment has referred to two separate Departments

### **Complaints**

- 5.3 The table below compares the number of official complaints received:-

|                       | <b>1 April 2014 –<br/>30 September 2014</b> | <b>1 April 2015 –<br/>30 September 2015</b> |
|-----------------------|---|---|
| Resolved at Stage 1   | 28  | 35  |
| Stage 1 still ongoing | 2   | 0   |
| Resolved at Stage 2   | 7   | 8   |
| Stage 2 still ongoing | 0   | 2   |
| <b>Total received</b> | <b>37</b>                                   | <b>45</b>                                   |

5.4 The 45 complaints received can be broken down as follows:-

| Department                               | 1 April 2014 –<br>30 September 2014 | 1 April 2015 –<br>30 September 2015 |
|--|-------------------------------------|-------------------------------------|
| Planning Services                        | 6                                   | 9                                   |
| Housing                                  | 11                                  | 13*                                 |
| Customer Services<br>(including Revenue) | 14                                  | 11*                                 |
| Environmental Services                   | 3                                   | 5*                                  |
| Community Services                       | 2                                   | 0                                   |
| Legal and Democratic<br>Services         | 1                                   | 4                                   |
| Corporate Services                       | 0                                   | 2                                   |
| Property                                 | 0                                   | 0                                   |
| Derbyshire County Council                | 0                                   | 1                                   |
| <b>Total</b>                             | <b>37</b>                           | <b>45</b>                           |

\* This indicates where one complaint has referred to two separate divisions

5.5 For comparison, the table below shows the total number of complaints over the last four complete years:-

| Department                               | 2011/12   | 2012/13   | 2013/14   | 2014/15   |
|--|-----------|-----------|-----------|-----------|
| Planning Services                        | 10*       | 12        | 10        | 14        |
| Housing                                  | 7         | 11        | 20        | 26*       |
| Customer Services<br>(including Revenue) | 14        | 16        | 17        | 22*       |
| Environmental Services                   | 10        | 12*       | 6*        | 12*       |
| Community Services                       | 5*        | 7*        | 4         | 3         |
| Legal and Democratic<br>Services         | 3         | 2         | 0         | 8         |
| Finance and Property                     | 0         | 0         | 0         | 0         |
| Corporate Services                       | 2         | 0         | 2         | 2         |
| Property                                 | 0         | 0         | 1         | 0         |
| Derbyshire County Council                | 0         | 0         | 0         | 2         |
| <b>Total</b>                             | <b>50</b> | <b>59</b> | <b>60</b> | <b>89</b> |

\* This indicates where one complaint has referred to two separate divisions

5.6 The schedule, giving details of the comments, compliments and complaints received, actions taken and improvements made is attached at **Annex A**.

**Note:** On the schedule there is a column headed 'Resultant Action' which shows any changes/improvements made as a result of the complaint. It is not always relevant for resultant action to be taken. If a complaint is not as a result of incorrect procedures or working practices then resultant action is not always appropriate.

5.7 Directors of Service are asked to complete a questionnaire following each complaint. This provides details of actions taken and improvements made as a consequence of a complaint.

- 5.8 If a complaint cannot be resolved at Stage 2 of our procedure, it can be taken to the Local Government Ombudsman for independent consideration. These complaints are the subject of a separate annual report.

### **Freedom of Information Requests**

- 5.9 Although the Freedom of Information Act 2000 creates a general right of access to information, it also sets out information that we do not have to make available for specific reasons. This is information, which, if published, might prejudice the health, safety or security of the Council, our staff, systems, services or property.
- 5.10 We make as much information available as possible without charging for it. We do however reserve the right to levy a reasonable charge where the information request is extensive and would require more than 2 days' staff time to satisfy the request.
- 5.11 The Council deals with hundreds of routine requests for information every day by phone and by letter. These are referred to as "business as usual requests". We will deal with these in the normal way. However, information that is not readily available and that has to be prepared or extracted is handled differently. We are entitled to make a charge for this kind of information.
- 5.12 Requests for information under Freedom of Information have to be processed within 20 working days. However, requests for details under the Freedom of Information Act can be turned down if they fall within certain exemption criteria.
- 5.13 The table below compares the Freedom of Information requests received for the first half 2014/2015 against the first half of 2015/2016.

Note: the figures also include any requests that have been made under EIR (Environmental Information Regulations).

|   | <b>1 April 2014 -<br/>30 September 2014</b> | <b>1 April 2015 –<br/>30 September 2015</b> |
|---|---|---|
| Number received                               | 324   | 284   |
| Number replied to within<br>20 statutory days | 321   | 277   |
| Number replied to after<br>20 statutory days  | 2   | 7   |
| Number of Exemptions<br>or partial exemptions | 0   | 4   |
| Number passed to Third<br>Party               | 55  | 31  |
| Number withdrawn                              | 1   | 0   |

\* **Annex B** shows 283 requests but a duplicate number was used.

5.14 The requests for information received can be broken down as follows:

| <b>Department</b>                 | <b>1 April 2014 –<br/>30 September 2014</b> | <b>1 April 2015 –<br/>30 September 2015</b> |
|-----------------------------------|---|---|
| Environmental Services            | 45*   | 48*   |
| Planning Services                 | 17*   | 14*   |
| Legal & Democratic                | 27*   | 31*   |
| Financial Services                | 15*   | 11*   |
| IT                                | 17  | 16*   |
| Customer Services                 | 62*   | 54*   |
| Housing Services                  | 29*   | 33*   |
| Organisational Dev.               | 9*  | 17*   |
| Community Services                | 9*  | 6   |
| Passed to 3 <sup>rd</sup> Parties | 55  | 31  |
| Corporate Services                | 26*   | 9*  |
| Property Services                 | 6   | 9*  |
| Procurement                       | 5*  | 5   |
| Communications                    | 2   | 0   |
| All Departments                   | 0   | 0   |

\* Same request has involved several divisions

5.15 The details of the Freedom of Information requests received are attached at **Annex B.**

5.16 A breakdown of who originated the Freedom of Information request is attached at **Annex C.**

## **6.0 Financial Implications**

6.1 None directly stemming from this report.

## **7.0 Corporate Implications**

7.1 Under the Complaints procedure the Council will write to the complainant within 5 working days, telling them who is dealing with their complaint and when they can expect to receive a reply. In most cases a full reply will be sent within 10 working days.

7.2 Under the Freedom of Information Act the Council has to respond to any requests received within 20 working days. For many requests the information required cuts across areas of the Council. Consequently a coordinated approach has to be taken in the Council's response, with each service area being responsible for providing the information requested relating to their area.

7.3 If these deadlines are not met it will impact on the Council's reputation to deliver services effectively.

## **8.0 Community Implications**

8.1 None.

## **9.0 Background Papers**

None



South Derbyshire District Council  
Comments, Compliments and Complaints 1 April 2015 – 30 September 2015

## Comments

There were no comments for the period 1 April 2015 to 30 September 2015.

## Compliments`

| Date     | Ward              | Subject   | Division                                      |
|----------|-------------------|---|---|
| 15.04.15 | Melbourne         | Thank you for assistance with complaint re neighbour's nuisance dog.  | Corporate Services                            |
| 24.04.15 | Church<br>Gresley | Compliments about Church Gresley Memorial Park, the park is looking lovely at the moment. Gardener working wonders and litter cleared really well.  | Community Services                            |
| 28.04.15 | Melbourne         | Thank for resurfacing outside the School House and new drain at main building   | Community Services                            |
| April 15 | Midway            | Work carried out to lawn at 39 Eureka Road, Midway, Swadlincote by Sid Moore  | Community Services                            |
| 11.05.15 | All               | Thank you to Communications Team for hospitality and organisation on Election night from Global.net media   | Communications Team                           |
| 13.05.15 | Swadlincote       | Thank you to Communities Section for VE Day 70 – Beacon Lighting Event  | Community Services                            |
| 19.05.15 | Midway            | Thank you for delivery of new bins  | Environmental Services                        |
| 19.05.15 |                   | Thanks for emptying brown bin   | Environmental Services                        |
| 20.05.15 | Repton            | Thanks for assistance with benefit claim  | Benefits Section                              |
| 27.05.15 | Swadlincote       | Thank you for hard work in organising the Treasure Hunt for Home-Start families on Eureka Park  | Community Services                            |
| 01.06.15 | Hilton            | Thanks to everyone for commitment and professionalism shown at their mother's funeral   | Community Services                            |
| 01.06.15 | Repton            | Benefit Claim   | Customer Services                             |
| 02.06.15 | Stenson           | Clearance of bins   | Environmental                                 |
| 05.06.15 | Melbourne         | Thanks you for rapid response to missed bin collection  | Environmental                                 |
| 05.06.15 |                   | Thank you card for Liberation Day at Gresley Hall   | Community                                     |
| 11.06.15 | Swadlincote       | Thanks for collection of missed bin   | Environmental                                 |
| 25.06.15 | Newton<br>Solney  | Thanks for the efficient and helpful service that we have received regarding a bees or wasps nest that we have discovered. I could not have asked for a quicker and more helpful service this morning - thank you to the above employees concerned. | Customer Services &<br>Environmental Services |

South Derbyshire District Council  
Comments, Compliments and Complaints 1 April 2015 – 30 September 2015

|          |                       |  |  |
|----------|-----------------------|--|--|
| 25.06.15 | Burnaston             | A big thank you to all in the department for the excellent service we have received today in providing copies of certificates to enable a house move to go ahead on time   | Planning Services                          |
| 30.06.15 | Melbourne             | I got home from work yesterday and it had been emptied. Thanks so much for the fantastic service, much appreciated.  | Customer Service/Waste & Cleansing         |
| 30.06.15 | Willington            | J Lowrie compliment on excellent customer service for supplying black caddy insert in green bin  | Customer Services                          |
| 16.07.15 | Newhall               | Thanks for efficient service within regards to repairs to gates at her property – workmen on site within 10 minutes of her initial call  | Customer Services                          |
| 22.07.15 | Weston on Trent       | Thanks for great, fast and efficient service when dealing with Pest Control Team & Customer Service  | Customer Services & Environmental Services |
| 23.07.15 | Aston on Trent        | Extremely helpful staff in Customer Services   | Customer Services                          |
| 12.08.15 | Stenson Fields        | Complimented Kerrie Montgomerie on fantastic job , kind and sympathetic  | Customer Services                          |
| 13.08.15 | 48 Newman Drive       | Compliment to re successful application  | Planning Services                          |
| 17.08.15 | Hatton                | Compliment to grounds team who cut her conifers and made a good job  | Environmental Services                     |
| 20.08.15 | Swadlincote           | Sincere thanks to all SDDC staff involved with Bark in the Park event. Your calm organization and reassuring manner were without doubt the key to the great success of the event. Staff who was erecting the stalls were particularly helpful, polite and efficient. | Community Services                         |
| 28.08.15 | Newhall               | Compliment to the crew of Council vehicle who called for an ambulance and stayed with a lady who had taken a fall until the ambulance arrived.   | Environmental Services                     |
| 01.09.15 | Willington            | Huge thank you for taking the time and trouble to respond and forward information as requested with regards to planning application.   | Planning Services                          |
| 14.09.15 | Melbourne             | Thanks to staff for resolving flooding problems in area  | Community Services                         |
| 17.09.15 | Smisby Parish Council | Big thanks to Martin Buckley. Professional, knowledgeable and helpful regarding the tree on the green.   | Planning Services                          |
| 24.09.15 | Aston-on-Trent        | Big thank you for organizing the Grant. The new Scout minibus is fantastic!!!  | Communities                                |

South Derbyshire District Council  
Comments, Compliments and Complaints 1 April 2015 – 30 September 2015

## Complaints

| Date     | Ref No | Ward           | Subject                                    | Division                  | Resultant Action Taken                                | Date response due and date sent  |
|----------|--------|----------------|--|---------------------------|---|--|
| 13.04.15 | 665    | Melbourne      | Complaint re bull terrier dog              | Housing Services          | No improvements to service required.                  | Due: 24.04.15<br>Sent: 20.04.15  |
| 20.04.15 | 666    | Elvaston       | Roads                                      | Derbyshire County Council | None<br><b>No monitoring form</b>                     | Due: 01.05.15<br>Sent: 20.04.15  |
| 20.04.15 | 667    | Melbourne      | Housing Benefit                            | Revenues and Benefits     | Single Point of Contact identified to avoid confusion | Due: 01.05.15<br>Holding letter sent: 01.05.15<br>Response sent: 05.05.15                                    |
| 21.04.15 | 668    | Swadlincote    | Contractors working at property            | Housing Services          | Contractor asked to improve working practices         | Due: 06.05.15<br>Sent: 05.05.15  |
| 22.04.15 | 669    | Castle Gresley | Planning developments adjacent to property | Planning Services         | N/A   | Due: 07.05.15<br>Sent: 01.05.15<br><br><b>Stg. 2</b><br><br>Due: 18.05.15<br>Sent: 18.05.15                  |
| 23.04.15 | 670    | Overseal       | Benefit Claim                              | Customer Services         | None satisfactory procedures are in place.            | Due: 08.05.15<br>Sent: 06.05.15<br><br>Further correspondence on response 17.06.15 – RK confirmed now closed |
| 01.05.15 | 671    | Hartshorne     | Blocking of access                         | Planning Services         | Private Matter.<br>LPA has no jurisdiction.           | Due: 18.05.15<br>Sent: 01.05.15  |

South Derbyshire District Council  
Comments, Compliments and Complaints 1 April 2015 – 30 September 2015

|          |     |           |  |                                      | <b>NO MONITORING FORM</b>  |   |
|----------|-----|-----------|--|--------------------------------------|--|---|
| 08.05.15 | 672 | Repton    | Benefit Claim  | Customer Services                    | Staff reminded of processes to follow.   | Due: 22.05.15<br>Sent: 20.05.15               |
| 11.05.15 | 673 | Melbourne | Lack of professionalism on issues re underpayment of Housing Benefit and Council Tax | Customer Services                    | Revised approach where third party acts for claimant to ensure that claimant is also made aware of outcomes. | Due: 26.06.15<br>Sent: 22.05.15               |
| 20.05.15 | 674 | Hilton    | Issues with rent account, enforcement of Council Tax owed & overcrowding of homes    | Client Services                      | Contact with Benefits and Housing as several issues were raised in addition to complaint.                    | Due: 03.06.15<br>Sent: 26.05.15               |
| 26.06.15 | 675 | Overseal  | Issues with driveway boundary  | Corporate Services                   | None.  | Due: 09.06.15<br>Due: 26.06.15 Sent: 19.06.15 |
| 26.06.15 | 676 | Hatton    | Issues with bathroom renovation repairs  | Housing Services                     | Contractor to improve level of service to ensure this type of problem does not reoccur.                      | Due: 09.06.15<br>Sent: 05.06.15               |
| 26.06.15 | 677 | Hilton    | Issues with delays in resolving HB and/or rent charge                                | Customer Services & Housing Services | Provided options to resolve the complaint.   | Due: 09.06.15<br>Sent: 05.06.15               |
| 28.06.15 | 678 | Midway    | Issues with grass cutting on the frontage of property                                | Environmental Services               | None.  | Due: 11.06.15<br>Sent: 11.06.15               |

South Derbyshire District Council  
Comments, Compliments and Complaints 1 April 2015 – 30 September 2015

|          |     |                |  |                             |  |  |
|----------|-----|----------------|--|-----------------------------|--|--|
| 28.05.15 | 679 | Repton         | Issues with Election                                       | Legal & Democratic Services | None.  | Due: 11.06.15<br>Sent: 05.06.15  |
| 02.06.15 | 680 | Church Gresley | Grass cuttings not collected                               | Environmental Services      | None.  | Due: 16.06.15<br>Sent: 16.06.15<br><br>Cllr Swann requested to be kept informed        |
| 04.06.15 | 681 | Swadlincote    | Dog faeces in communal garden                              | Housing Services            | No service improvements required.  | Due: 18.06.15<br>Sent: 09.06.15  |
| 08.06.15 | 682 | Aston on Trent | Summons for non-payment of Council Tax                     | Customer Services           | Ongoing dispute as to liability. Further enquiries.  | Due: 19.06.15<br>Sent: 12.06.15<br><br>Addendum Letter<br>Sent: <b>06.10.15</b>        |
| 16.06.15 | 683 | Hatton         | C/Tax Reminder Overdue account                             | Customer Services Recovery  | None.  | Due: 30.06.15<br>Sent: 24.06.15  |
| 22.06.15 | 684 | Hilton         | Outstanding refund, Maintenance issues, shoddy workmanship | Housing Services            | HO to contact customer re monies owed and asked customer to contact named SDDC Officer re outstanding work.<br>20.07.15  | Due: 06.07.15<br>Sent: 02.07.15<br><br>Sent: 28.07.15                                  |
| 23.06.15 | 685 | Linton         | Recycling  | Environmental Services      | None.  | Due: 07.07.15<br>Sent: 26.06.15  |
| 01.07.15 | 686 | Hilton         | Council Tax  | Customer Services           | Format of response required to be given passed to Council Tax. Internal review carried out and result given to complainant along with some information that could be given. Complainant appealed | Due: 15.07.15<br>Sent: 08.07.15<br><br>Response to ICO due: 14.10.15<br>Sent: 14.10.15 |

South Derbyshire District Council  
Comments, Compliments and Complaints 1 April 2015 – 30 September 2015

|          |     |                 |  |                        |  |  |
|----------|-----|-----------------|--|------------------------|--|--|
|          |     |                 |  |                        | to ICO.  |  |
| 02.07.15 | 687 | Church Gresley  | Council Tax  | Customer Services      | Although not upheld costs withdrawn as goodwill gesture.   | Due: 16.07.15<br>Sent: 09.07.15  |
| 03.07.15 | 688 | Woodville       | Maintenance of land  | Environmental Services | N/A  | Due: 17.07.15<br>Sent: 09.07.15  |
| 03.07.15 | 689 | Swadlincote     | Complaint against tenants  | Housing Services       | None   | Due: 17.07.15<br>Sent: 07.07.15  |
| 07.07.15 | 690 | Newhall         | Poor condition of new tenancy and concerns re neighbour's activities | Housing Services       | Allowed tenant to bid on another property. Improvements include a review of the information provided at bidding stage. | Due: 21.07.15<br>Sent: 09.07.15  |
| 09.07.15 | 691 | Midway          | Problem with gas fire & boiler                                       | Housing Services       | Works carried out promptly , (within 3 weeks) as new heating system not due until 2017-18 therefore b/f.               | Due: 23.07.15<br>Sent: 23.07.15  |
| 13.07.15 | 692 | Egginton        | Planning application complaint                                       | Planning Services      | No case to answer therefore no improvement necessary   | Due: 27.07.15<br>Sent: 27.07.15  |
| 20.07.15 | 693 | Hilton          | Complaint against Council Officer.                                   | Planning Services      | No case to answer therefore no improvement necessary   | Due: 31.07.15<br>Sent: 31.07.15  |
| 20.07.15 | 694 | Weston on Trent | Re: Weston Hill Chalet Park, Aston on Trent DE72 2BU                 | Planning and Building. | None. (Unresolved, timescale cannot be assessed, waiting legal services)   | Due: 31.07.15<br><b>Holding Letter sent - 31.07.15</b><br><b>Due: 14.08.15</b> |

South Derbyshire District Council  
Comments, Compliments and Complaints 1 April 2015 – 30 September 2015

|          |     |            |  |                   |  |  |
|----------|-----|------------|--|-------------------|--|--|
|          |     |            |  |                   |  | <b>Sent: 26.08.15</b>  |
| 24.07.15 | 695 | Hartshorne | Overgrown & untidy site  | Housing Services  | None   | Due: 07.08.15<br>Sent: 28.07.16  |
| 27.07.15 | 696 | Melbourne  | Complaint against unnamed Environ Health Officer                                   | Legal Department  | None required  | Due: 10.08.15<br>Sent: 10.08.15<br><br><b>Stg. 2</b><br><br>Due: <b>27.08.15</b><br><b>11.09.15</b><br>Sent: 11.09.15  |
| 28.07.15 | 697 | Foston     | Planning Application Ref. 9/2014/0956  | Planning Services | Not applicable   | Due: 11.08.15<br>Sent: 10.08.15<br><br><b>Stg. 2</b><br><br>Due: 07.09.15<br>Sent: 07.09.15  |
| 04.08.15 | 698 | Woodville  | Issues Ward Cllrs experienced getting responses to complaint re garden and parking | Housing Services  | None. No improvements to make as the complaints had no grounds | Due: 18.08.15<br>Sent: 17.08.15<br><br>Due: <b>03.09.15</b><br>Sent: 20.08.15<br>MH instructed to withdraw from Stg.2 and to be responded to under Stg.1<br><br>Stage 2 received 14.09.15<br><br>17.09.15 Acknowledgement sent |

South Derbyshire District Council  
Comments, Compliments and Complaints 1 April 2015 – 30 September 2015

|          |     |           |  |                         |   |  |
|----------|-----|-----------|--|-------------------------|---|--|
|          |     |           |  |                         |   | Due a response<br>By 12.10.15<br><br>Sent: 07.10.15  |
| 04.08.15 | 699 | Woodville | Fencing work and knee rail   | Planning Services       | Not SDDC responsibility   | Due: 18.08.15<br>Sent: 19.08.15<br><br>(Letter dated 18.08.15)<br><br><b>Stg. 2</b><br><br>Due: 15.09.15<br>Sent: 15.09.15 |
| 07.08.15 | 700 | Midway    | Serve notice to move a caravan; remove all goods, cars; Write to disorderly neighbours | Housing Services        | None.   | Due: 21.08.15<br>Sent: 21.08.15  |
| 21.08.15 | 701 | Woodville | Re C/Tax outstanding debt with threats of court action                                 | Billing & Debt Recovery | None as action taken was correct in the circumstances, although the value of the debt and the timeframe was marginal. The matter could have been dealt with in a different manner with hindsight. | Due: 07.09.15<br>Sent: 03.09.15<br><br><b>Stg.2</b><br><br>Due: 29.09.15<br>Sent: 29.09.15                                 |



South Derbyshire District Council  
Comments, Compliments and Complaints 1 April 2015 – 30 September 2015

|          |     |                |  |                             |                             |   |
|----------|-----|----------------|--|-----------------------------|-----------------------------|---|
| 21.08.15 | 702 | Melbourne      | Ownership of land on Trent Lane  | Planning Services           | Not an SDDC matter          | Due 07.09.15<br>Sent 03.09.15   |
| 25.08.15 | 703 | Stenson Fields | Complaint against Officer re shop canopy   | Planning Services           | None                        | Due 09.09.15<br>Holding Letter sent 09.09.15<br><br>Due: 23.09.15<br>Sent: 11.09.15<br><br><b>Stg. 2</b><br><br>Due: 13.10.15<br>Sent: 13.10.15 |
| 26.08.15 | 704 | Swadlincote    | Complaint against employee working conditions /bullying                              | Housing & Environmental     | Ongoing investigation       | Due: 10.09.15<br>Holding letter sent 10.09.15<br><br>Due: 28.09.15<br>Sent: 28.09.15<br><br><b>STG 2</b><br><br>Due: 23.10.15<br>Sent: 14.10.15 |
| 07.09.15 | 705 |                | Complaint against Licensing due to badge being withdrawn even though DBS still valid | Legal & Democratic Services | Monitoring form outstanding | Due: <b>21.09.15</b><br>Sent: 21.09.15<br><br><b>Stg.2</b><br><br>Due: 12.10.15<br>Sent: 13.10.15   |

South Derbyshire District Council  
Comments, Compliments and Complaints 1 April 2015 – 30 September 2015

|          |     |                 |  |                             |  |  |
|----------|-----|-----------------|--|-----------------------------|--|--|
| 16.09.15 | 706 |                 | Complaint against Licensing due to having to take a test in order to receive licence | Legal & Democratic Services | Monitoring form due issue 26.11.15   | Due: 30.09.15<br>Sent: 28.09.15<br><br><b>Stage 2</b><br><b>26.10.15 – Holding letter</b><br><br><b>Due: 29.10.15</b><br><b>Sent: 06.11.15</b>                                     |
| 21.09.15 | 707 |                 | Complaint against Customer Services re handling and conduct of his C/Tax account     | Customer Services           | Direct debit set up to aid later and underpayment that resulted in reminders | Due: 05.10.15<br>Sent: 25.09.15  |
| 22.09.15 | 708 |                 | Complaint re how SDDC handled application for housing and housing assistance         | Housing Services and        | Not yet closed   | Due: 05.10.15<br>Sent: 06.10.15<br><br><b>Stage 2 received 08.10.15</b><br><br><b>Delayed due to “specifics” not rec’d</b><br><br><b>Due: 22.10.14    09.11.15</b><br><b>Sent:</b> |
| 29.09.15 | 709 | Walton on Trent | Complaint about neighbour’s video camera   | Housing Services            | N/A  | Due: 13.10.15<br>Sent: 02.10.15  |

## ANNEXE B

### South Derbyshire District Council Freedom of Information Requests 1 April 2015 – 30 September 2015

| Ref:     |   | Department                                      | Details  | Received | Reply Due | Reply Sent | Exempt             |
|----------|---|---|--|----------|-----------|------------|--------------------|
| 1516-001 | I | Customer Services & Corporate Services          | Bailiff/Debt recovery  | 01.04.15 | 01.05.15  | 01.05.15   |                    |
| 1516-002 | C | Customer Services                               | Business Rates   | 01.04.15 | 01.05.15  | 24.04.15   |                    |
| 1516-003 | I | Corporate Services                              | Discretionary Housing Payments                                       | 01.04.15 | 01.05.15  | 27.04.15   |                    |
| 1516-004 | O | Legal & Democratic & Organisational Development | Political Party in charge/employees on Casual or Zero Hour Contracts | 02.04.15 | 05.05.15  | 07.04.15   |                    |
| 1516-005 | I | Derbyshire County Council                       | Pension Fund Information   | 07.04.15 | 06.05.15  | 07.04.15   | Referred to County |
| 1516-006 | I | Environmental Services                          | Intestate estates passed to the Treasury Solicitors in last 6 weeks  | 07.04.15 | 06.05.15  | 08.04.15   |                    |
| 1516-007 | O | Environmental Services                          | Price of traveller's pitch and what is included in the price         | 07.04.15 | 06.05.15  | 23.04.15   |                    |
| 1516-008 | O | Customer Services                               | Business Rates   | 07.04.15 | 06.05.15  | 24.04.15   |                    |
| 1516-009 | I | Housing Services                                | Various questions on Council owned high rise tower blocks            | 08.04.15 | 07.05.15  | 09.04.15   |                    |
| 1516-010 | N | Financial Services                              | Number of credit/debit cards   | 08.04.15 | 07.05.15  | 07.05.15   |                    |
| 1516-011 | I | Derbyshire County Council                       | Highway questions relating to Church Street, Swadlincote             | 08.04.15 | 07.05.15  | 08.04.15   | Referred to County |
| 1516-012 | C | Customer Services                               | Business Rates Relief  | 09.04.15 | 08.05.15  | 24.04.15   |                    |
| 1516-013 | I | Derbyshire County Council                       | Highway questions relating to Wilmot Road, Swadlincote               | 10.04.15 | 11.05.15  | 10.04.15   | Referred to County |
| 1516-014 | C | Environmental Services                          | Public Health Funerals   | 10.04.15 | 11.05.15  | 16.04.15   |                    |

## ANNEXE B

### South Derbyshire District Council Freedom of Information Requests 1 April 2015 – 30 September 2015

| Ref:     |   | Department                             | Details   | Received | Reply Due | Reply Sent | Exempt             |
|----------|---|--|---|----------|-----------|------------|--------------------|
| 1516-015 | I | Environmental Services                 | Anyone who has died with no known next of kin from 01.09.14 to present          | 13.04.15 | 12.05.15  | 15.04.15   |                    |
| 1516-016 | W | Derbyshire County Council              | Roads and their classifications   | 13.04.15 | 12.05.15  | 14.04.15   | Referred to County |
| 1516-017 | C | Organisational Development             | Recruitment   | 14.04.15 | 13.05.15  | 12.05.15   |                    |
| 1516-018 | I | Customer Services                      | Businesses liable for non-domestic rates 1.4.15-15.4.15                         | 14.04.15 | 13.05.15  | 24.04.15   |                    |
| 1516-019 | I | I.T & Financial Services               | Lines, Minutes, Broadband and WAN   | 14.04.15 | 13.05.15  | 11.05.14   |                    |
| 1516-020 | I | Customer Services                      | Business premises with rateable values up to £49,999                            | 15.04.15 | 14.05.15  | 27.04.15   |                    |
| 1516-021 | I | Customer Services                      | List of all commercial properties within our billing area                       | 15.04.15 | 14.05.15  | 27.04.15   |                    |
| 1516-022 | I | Customer Services                      | List of all properties with a rateable value below £50,000                      | 15.04.15 | 14.05.15  | 27.04.15   |                    |
| 1516-023 | O | Housing Services                       | Use and cost of temporary accommodation   | 15.04.15 | 14.05.15  | 13.05.15   |                    |
| 1516-024 | O | Customer Services                      | Impact of welfare sanctions   | 15.04.15 | 14.05.15  | 21.04.15   |                    |
| 1516-025 | O | Legal & Democratic                     | Dog breeding licences   | 16.04.15 | 15.05.15  | 24.04.15   |                    |
| 1516-026 | O | Corporate Services                     | Research in the use of FOI in L.A. in England in First 10 years – for past 3 FY | 20.04.15 | 19.05.15  | 29.04.15   |                    |
| 1516-027 | I | I.T & Financial Services & Procurement | Contact Centre/Inbound Network Services   | 20.04.15 | 19.05.15  | 07.05.15   |                    |
| 1516-028 | C | Corporate Services                     | Development/Capital Works/Major Projects Policies & Procedures                  | 21.04.15 | 20.05.15  | 14.05.15   |                    |

## ANNEXE B

### South Derbyshire District Council Freedom of Information Requests 1 April 2015 – 30 September 2015

| Ref:     |   | Department   | Details  | Received | Reply Due            | Reply Sent | Exempt                   |
|----------|---|--|--|----------|----------------------|------------|--------------------------|
| 1516-029 | C | Customer Services  | NNDR Credit Balances as at 01.04.15                                  | 21.04.15 | 20.05.15             | 27.04.15   |                          |
| 1516-030 | I | Planning Services  | Local Plan questions   | 22.04.15 | 21.05.15             | 05.05.15   |                          |
| 1516-031 | I | Legal & Democratic   | Various questions relating to Operators Licences                     | 23.04.15 | 22.05.15             | 19.05.15   | Refused Under Section 40 |
| 1516-032 | M | Environmental Services & Housing Services                    | Noise complaints & building projects                                 | 23.04.15 | 22.05.15             | 05.05.15   |                          |
| 1516-033 | M | Environmental Services                                       | Fly tipping questions  | 24.04.15 | 26.05.15             | 28.05.15   |                          |
| 1516-034 | N | Corporate Services, Financial Services & Organisational Dev. | Off Payroll workers  | 28.04.15 | 28.05.15             | 28.05.15   |                          |
| 1516-035 | I | Legal & Democratic   | Dog Breeding   | 28.04.15 | 28.05.16             | 18.05.15   |                          |
| 1516-036 | I | Environmental Services                                       | Waste & Recycle Contracts  | 28.04.15 | 28.05.15             | 30.04.15   |                          |
| 1516-037 | O | Housing Services   | Homelessness Data  | 28.04.15 | 28.05.15             | 20.05.15   |                          |
| 1516-038 | I | Customer Services  | Business Rates   | 28.04.15 | 28.05.15             | 11.05.15   |                          |
| 1516-039 | I | Planning Services  | Various Planning Questions   | 30.04.15 | 01.06.15<br>26.06.15 | 26.06.15   |                          |
| 1516-040 | I | Planning Services  | Details of all planning gain and Community Infrastructure Levy (CIL) | 30.04.15 | 01.06.15<br>26.06.15 | 26.06.15   | Extension issued         |
| 1516-041 | C | Property Services  | Flood at Homecroft, Shakespeare Close, Derby                         | 01.05.15 | 02.06.15             | 01.05.15   |                          |
| 1516-042 | I | Customer Services  | Non rural addresses up to a rateable value of £50k                   | 05.05.15 | 03.06.15             | 21.05.15   |                          |

## ANNEXE B

### South Derbyshire District Council Freedom of Information Requests 1 April 2015 – 30 September 2015

| Ref:     |   | Department                                  | Details  | Received | Reply Due | Reply Sent                            | Exempt                                       |
|----------|---|---|--|----------|-----------|---------------------------------------|--|
| 1516-043 | C | Planning Services                           | Has Contract for new build community sports pavilion, Cockshut Lane Clubhouse, Melbourne Recreation Ground been awarded? | 05.05.15 | 03.06.15  | 05.05.15                              |  |
| 1516-044 | C | Derbyshire County Council                   | Street repairs/safety inspections  | 06.05.15 | 04.06.15  | 05.05.15                              | Referred to County                           |
| 1516-045 | C | Organisational Development                  | Current provision of employee benefits   | 06.05.15 | 04.06.15  | 07.05.15                              |  |
| 1516-046 | C | Customer Services                           | Business Rates   | 06.05.15 | 04.06.15  | 11.05.15                              |  |
| 1516-047 | W | Environmental Services & Legal & Democratic | Holding kennels for stray dogs   | 11.05.15 | 09.06.15  | 12.05.15                              |  |
| 1516-048 | O | Legal & Democratic                          | Election's Costs   | 11.05.15 | 09.06.15  | 15.05.15                              |  |
| 1516-049 | C | Customer Services                           | Business Rates   | 11.05.15 | 09.06.15  | 11.05.15                              |  |
| 1516-050 | I | Housing Services                            | Right to Buy   | 11.05.15 | 09.06.15  | 01.06.15                              |  |
| 1516-051 | I | Planning Services                           | All info concerning the redevelopment of Grove Hall, Green Bank Leisure Centre in to an "Extreme Sports Hub"             | 12.05.15 | 10.06.15  | No response received. Closed 10.06.15 | 12.05.15 & 02.06.15 Clarification requested. |
| 1516-052 | C | Legal & Democratic                          | Animal Boarding  | 12.05.15 | 10.06.15  | 18.05.15                              |  |
| 1516-053 | I | Customer Services                           | NNDR   | 13.05.15 | 11.06.15  | 01.06.15                              |  |
| 1516-054 | M | Organisational Development                  | Women working as refuse collectors   | 14.05.15 | 12.06.15  | 15.05.15                              |  |

## ANNEXE B

### South Derbyshire District Council Freedom of Information Requests 1 April 2015 – 30 September 2015

| Ref:     |   | Department                 | Details  | Received | Reply Due | Reply Sent | Exempt                               |
|----------|---|----------------------------|--|----------|-----------|------------|--------------------------------------|
| 1516-055 | I | Property Services          | All commercial property owned by the Council                     | 15.05.15 | 15.06.15  | 08.06.15   | Part Exempt Sect 43                  |
| 1516-056 | O | Housing Services           | Accessible Housing   | 15.05.15 | 15.06.15  | 09.06.15   |                                      |
| 1516-057 | C | Environmental Services     | Total number of vehicles in fleet                                | 18.05.15 | 16.06.15  | 18.05.15   |                                      |
| 1516-058 | I | Legal & Democratic         | Copy of a complaint against a Parish Councillor                  | 18.05.15 | 16.06.15  | 15.06.15   | Not FOI. Subject Access Request      |
| 1516-059 | I | Planning Services          | All requests to change the names of streets in past 5 years      | 18.05.15 | 16.06.15  | 02.06.15   |                                      |
| 1516-060 | I | Customer Services          | How many people in SDDC are currently referred to bailiff action | 19.05.15 | 17.06.15  | 25.05.15   | Responded to within RK Complaint 674 |
| 1516-061 | I | Environmental Services     | Welfare Funerals since 1.6.14 to date                            | 19.05.15 | 17.06.15  | 20.05.15   |                                      |
| 1516-062 | O | Organisational Development | Living Wage  | 19.05.15 | 17.06.15  | 15.06.15   |                                      |
| 1516-063 | C | Environmental Services     | Mowing Systems   | 19.05.15 | 17.06.15  | 28.05.15   |                                      |
| 1516-064 | I | Procurement                | Procuring of goods & services                                    | 20.05.15 | 18.06.15  | 21.05.15   |                                      |
| 1516-065 | I | Environmental Services     | Deceased persons with no next of kin May 2015                    | 20.05.15 | 18.06.15  | 20.05.15   |                                      |
| 1516-066 | I | Property Services          | Information on freehold/leasehold properties                     | 21.05.15 | 19.06.15  | 08.06.15   | Part Exempt Sect 43                  |

## ANNEXE B

### South Derbyshire District Council Freedom of Information Requests 1 April 2015 – 30 September 2015

| Ref:     |   | Department                           | Details   | Received | Reply Due | Reply Sent           | Exempt                        |
|----------|---|--------------------------------------|---|----------|-----------|----------------------|-------------------------------|
| 1516-067 | N | Derbyshire County Council            | Number of primary school children due to start in Sept 2015 currently without a school place    | 21.05.15 | 19.06.15  | 21.05.15             | Referred to County            |
| 1516-068 | I | Organisational Development           | List of people earning at least £100,000  | 22.05.15 | 22.06.15  | 08.06.15             |                               |
| 1516-069 | C | Legal & Democratic                   | Zoo Licensing   | 22.05.15 | 22.06.15  | 28.05.15             |                               |
| 1516-070 | I | Derbyshire County Council            | Lists of Schools/Children's Homes registered in South Derbyshire                                | 22.05.15 | 22.06.15  | 27.05.15             | Referred to County            |
| 1516-071 | N | Environmental Services               | Stray Dogs  | 26.05.15 | 23.06.15  | 28.05.15             |                               |
| 1516-072 | I | Legal & Democratic                   | STS Travel Ltd  | 26.05.15 | 23.06.15  | 15.06.15             |                               |
| 1516-073 | I | Derbyshire County Council            | Provisioning of Bus Shelters carrying Advertising in South Derbyshire                           | 26.05.15 | 23.06.15  | 27.05.15             | Referred to County            |
| 1516-074 | C | Derbyshire County Council            | Fair Access Panels for Schools  | 26.05.15 | 23.06.15  | 27.05.15             | Referred to County            |
| 1516-075 | I | Organisational Development           | Payouts for Work Related Accidents  | 26.05.15 | 23.06.15  | 23.06.15             |                               |
| 1516-076 | I | Derbyshire County Council            | Over vend from parking meters   | 26.05.15 | 23.06.15  | 27.05.15             | Referred to County            |
| 1516-077 | I | Legal & Democratic                   | Snapshot of licensed premises for skin piercing   | 27.05.15 | 23.06.15  | 17.06.15             |                               |
| 1516-078 | I | Housing Services & Property Services | Contact details for Officers/portfolio of tenure/ rent payable; annual rent toll/No. of tenants | 27.05.15 | 23.06.15  | 23.06.15<br>08.06.15 | Property: Part Exempt Sect.43 |
| 1516-079 | C | Housing Services                     | Automatic wash/dry toilets  | 27.05.15 | 23.06.15  | 28.05.15             |                               |



**ANNEXE B**

South Derbyshire District Council  
Freedom of Information Requests  
1 April 2015 – 30 September 2015

| Ref:            |   | Department                                  | Details  | Received | Reply Due | Reply Sent           | Exempt |
|-----------------|---|---|--|----------|-----------|----------------------|--------|
| <b>1516-080</b> | C | Derbyshire County Council                   | Healthcare budgets   | 27.05.15 | 23.06.15  | 27.05.15             |        |
| <b>1516-081</b> | I | Customer Services                           | Various commercial ratepayer information                       | 27.05.15 | 23.06.15  | 08.06.15             |        |
| <b>1516-082</b> | C | Customer Services                           | NNDR Accounts Credit Balances                                  | 27.05.15 | 23.06.15  | 08.06.15             |        |
| <b>1516-083</b> | I | I.T   | Numerous questions on ICT                                      | 28.05.15 | 24.06.15  | 17.06.15             |        |
| <b>1516-084</b> | M | Organisational Development                  | RIDDORS for Toyota Plant                                       | 29.05.15 | 25.06.15  | 02.06.15             |        |
| <b>1516-085</b> | M | Legal & Democratic                          | Summary of legal proceedings where Council is the defendant    | 29.05.15 | 25.06.15  | 18.06.15<br>19.06.15 |        |
| <b>1516-086</b> | C | I.T   | IT Disposal Provision  | 29.05.15 | 25.06.15  | 23.06.15             |        |
| <b>1516-087</b> | C | Customer Services                           | Current overpayment/credit & Write on                          | 01.06.15 | 26.06.15  | 23.06.15             |        |
| <b>1516-088</b> | I | Environmental Services & Legal & Democratic | Animal Collections and Licenses held                           | 01.06.15 | 26.06.15  | 01.06.15             |        |
| <b>1516-089</b> | C | Environmental Services                      | Deaths with no known next of kin                               | 01.06.15 | 26.06.15  | 01.06.15             |        |
| <b>1516-090</b> | C | Environmental Services                      | FY 2014/15 how many incidents of assaults on refuge collectors | 01.06.15 | 26.06.15  | 02.06.15             |        |
| <b>1516-091</b> | M | I.T   | IT Spend questions   | 03.06.15 | 29.06.15  | 19.06.15             |        |

## ANNEXE B

### South Derbyshire District Council Freedom of Information Requests 1 April 2015 – 30 September 2015

| Ref:                   |    | Department                | Details   | Received | Reply Due | Reply Sent   | Exempt  |
|------------------------|----|---------------------------|---|----------|-----------|--|---|
| <b>1516-092</b><br>(1) | C  | Housing Services          | Project Directory/list of suppliers/consultants/<br>subcontractors re build of 8 houses/2 bungalows | 03.06.15 | 29.06.15  | No response<br>from<br>requester<br><br>29.06.15<br>Closed | DUPLICATE<br>03 &<br>18.06.15 –<br>clarification<br>sought<br>from<br>requester |
| <b>1516-092</b><br>(2) | I  | I.T                       | Desktop. Network, Helpdesk Support  | 03.06.15 | 29.06.15  | 18.06.15   | DUPLICATE   |
| <b>1516-093</b>        | MP | Derbyshire County Council | Youth Centres funded by the Council   | 03.06.15 | 29.06.15  | 03.06.15   | Referred to<br>County   |
| <b>1516-094</b>        | C  | Derbyshire County Council | Persons in receipt of Carers Allowance  | 03.06.15 | 29.06.15  | 03.06.15   | Referred to<br>County   |
| <b>1516-095</b>        | C  | Procurement               | Procurement activities for managed print services   | 05.06.15 | 03.07.15  | 12.06.15   |   |
| <b>1516-096</b>        | C  | Derbyshire County Council | CCTV & Street Lighting Services   | 08.06.15 | 06.07.15  | 08.06.15   | Referred to<br>County   |
| <b>1516-097</b>        | O  | Housing Services          | Private Landlord Licensing  | 09.06.15 | 07.07.15  | 23.06.15   |   |
| <b>1516-098</b>        | I  | Housing Services          | Right to Buy Scheme   | 11.06.15 | 09.07.15  | 02.07.15   |   |
| <b>1516-099</b>        | C  | Customer Services         | Business Rates  | 12.06.15 | 10.07.15  | 03.07.15   |   |
| <b>1516-100</b>        | I  | Legal & Democratic        | How many Councillors are Freemasons   | 12.06.15 | 10.07.15  | 10.07.15   |   |
| <b>1516-101</b>        | I  | Legal & Democratic        | Vehicles/drivers licensed to High Grange School,<br>Mickleover                                      | 15.06.15 | 13.07.15  | 15.06.15   |   |
| <b>1516-102</b>        | C  | Community Services        | Details of parks/playgrounds and green open spaces with<br>Council area                             | 15.06.15 | 13.07.15  | 16.06.15   |   |

**ANNEXE B**

South Derbyshire District Council  
Freedom of Information Requests  
1 April 2015 – 30 September 2015

| Ref:            |    | Department                            | Details   | Received | Reply Due | Reply Sent           | Exempt                          |
|-----------------|----|---------------------------------------|---|----------|-----------|----------------------|---------------------------------|
| <b>1516-103</b> | I  | Housing Services                      | Numerous housing related queries                        | 15.06.15 | 13.07.15  | 02.07.15             |                                 |
| <b>1516-104</b> | C  | Customer Services                     | Properties applying for rate relief                     | 15.06.15 | 13.07.15  | 03.07.15             |                                 |
| <b>1516-105</b> | I  | Customer Services                     | New Liabilities responsible for business rates          | 15.06.15 | 13.07.15  | 23.06.15             |                                 |
| <b>1516-106</b> | I  | Customer Services                     | Business rates collected on empty properties            | 16.06.15 | 14.07.15  | 07.07.15             |                                 |
| <b>1516-107</b> | I  | I.T                                   | List of suppliers providing outsourced ICT Services     | 16.06.15 | 14.07.15  | 18.06.15             |                                 |
| <b>1516-108</b> | C  | Housing Services                      | Youth Homelessness                                      | 17.06.15 | 15.07.15  | 07.07.15<br>19.06.15 | Dealt with<br>under<br>1415-604 |
| <b>1516-109</b> | MP | Environmental Services                | Food establishment inspections                          | 18.06.15 | 16.07.15  | 18.06.15             |                                 |
| <b>1516-110</b> | O  | Housing Services                      | Housing Waiting Lists                                   | 18.06.15 | 16.07.15  | 07.07.15             |                                 |
| <b>1516-111</b> | O  | Customer Services & Property Services | Use of bailiffs   | 18.06.15 | 16.07.15  | 23.06.15             |                                 |
| <b>1516-112</b> | C  | Customer Services                     | Unclaimed business rates                                | 19.06.15 | 17.07.15  | 23.06.15             |                                 |
| <b>1516-113</b> | C  | Derbyshire County Council             | Personal injury claims in primary and secondary schools | 19.06.15 | 17.07.15  | 22.06.15             | Referred to<br>County           |
| <b>1516-114</b> | C  | Customer Services                     | Business Billing with credit held on account            | 22.06.15 | 20.07.15  | 23.06.15             |                                 |
| <b>1516-115</b> | W  | Environmental Services                | Transport Services                                      | 23.06.15 | 21.07.15  | 24.06.15             |                                 |

**ANNEXE B**

South Derbyshire District Council  
Freedom of Information Requests  
1 April 2015 – 30 September 2015

| Ref:     |   | Department                            | Details  | Received | Reply Due | Reply Sent | Exempt               |
|----------|---|---------------------------------------|--|----------|-----------|------------|----------------------|
| 1516-116 | I | Environmental Services                | Details of deceased persons with no known next of kin                                    | 23.06.15 | 21.07.15  | 24.06.15   |                      |
| 1516-117 | C | Legal & Democratic                    | Schools applying for Temporary Event Notices   | 23.06.15 | 21.07.15  | 15.07.15   |                      |
| 1516-118 | C | Customer Services                     | Business Rates   | 23.06.15 | 21.07.15  | 07.07.15   |                      |
| 1516-119 | C | Financial Services                    | Does SDDC own and manage a market  | 23.06.15 | 21.07.15  | 24.06.15   |                      |
| 1516-120 | C | Customer Services                     | Business Rates   | 23.06.15 | 21.07.15  | 07.07.15   |                      |
| 1516-121 | C | Environmental Services                | Public Health Funerals   | 24.6.15  | 22.07.15  | 24.06.15   |                      |
| 1516-122 | C | Legal & Democratic                    | Private Hire Questions   | 24.06.15 | 22.07.15  | 09.07.15   |                      |
| 1516-123 | I | Environmental Services                | Information with regards to an investigation being carried out by Environmental Services | 24.06.15 | 22.07.15  | 26.06.15   |                      |
| 1516-124 | C | Environmental Services                | Waste Collection   | 25.06.15 | 23.07.15  | 25.06.15   |                      |
| 1516-125 | O | Legal & Democratic                    | Electoral registration   | 26.06.15 | 17.07.15  | 08.07.15   | Report sent 30.07.15 |
| 1516-126 | M | Derbyshire County Council             | Suspensions or cancellations of admissions to care homes                                 | 26.06.15 | 17.07.15  | 26.06.15   | Referred to County   |
| 1516-127 | M | Legal & Democratic                    | Private Hire Vehicles  | 29.06.15 | 22.07.15  | 09.07.15   |                      |
| 1516-128 | C | Derbyshire County Council             | Devolution of Independent Living Fund  | 29.06.15 | 22.07.15  | 29.06.15   | Referred to County   |
| 1516-129 | C | Housing Services & Financial Services | Orchard Information Systems  | 29.06.15 | 22.07.15  | 21.07.15   |                      |

**ANNEXE B**

South Derbyshire District Council  
Freedom of Information Requests  
1 April 2015 – 30 September 2015

| Ref:            |   | Department                              | Details   | Received | Reply Due | Reply Sent | Exempt |
|-----------------|---|---|---|----------|-----------|------------|--------|
| <b>1516-130</b> | I | Organisational Development              | Safety whilst working alone   | 29.06.15 | 22.07.15  | 21.07.15   |        |
| <b>1516-131</b> | I | Legal & Democratic                      | Operator Licence in 2014 to ST Travel Ltd   | 29.06.15 | 22.07.15  | 09.07.15   |        |
| <b>1516-132</b> | I | Environmental Services                  | Public or Welfare funerals with no next of kin  | 29.06.15 | 22.07.15  | 07.07.15   |        |
| <b>1516-133</b> | C | Legal & Democratic                      | All licensed dog breeding establishments  | 29.06.15 | 22.07.15  | 09.07.15   |        |
| <b>1516-134</b> | W | Financial Services & Corporate Services | HR, Payroll & BACS software. Contract Expiry Dates  | 29.06.15 | 22.07.15  | 29.06.15   |        |
| <b>1516-135</b> | C | Legal & Democratic                      | Dog Breeders  | 29.06.15 | 22.07.15  | 09.07.15   |        |
| <b>1516-136</b> | C | Planning Services                       | Project Directory of Companies/Suppliers/ Sub contractors involved in 23 houses Coton Pk Linton | 29.06.15 | 22.07.15  | 07.07.15   |        |
| <b>1516-137</b> | I | Customer Services                       | List of new business or charities responsible for Business rates                                | 30.06.15 | 23.07.15  | 07.07.15   |        |
| <b>1516-138</b> | I | Housing Services & Customer Services    | Overcrowding  | 01.07.15 | 24.07.15  | 16.07.15   |        |
| <b>1516-139</b> | C | Housing Services                        | Council home sales & leaseholder address  | 02.07.15 | 27.07.15  | 17.07.15   |        |
| <b>1516-140</b> | I | Environmental Services                  | List of companies qualifying for ESOS Assessment  | 03.07.15 | 28.07.15  | 07.07.15   |        |
| <b>1516-141</b> | C | Legal & Democratic                      | Senior members and officers in authority  | 06.07.15 | 31.07.15  | 30.07.15   |        |
| <b>1516-142</b> | I | Housing Services                        | Letter regarding parking, walking Princess Close  | 07.07.15 | 04.08.15  | 14.07.15   |        |
| <b>1516-143</b> | C | Corporate Services & I.T                | Organisations Analysis, Reporting & Data Quality  | 07.07.15 | 04.08.15  | 14.07.15   |        |
| <b>1516-144</b> | W | Financial Services                      | ERP/Finance Systems   | 07.07.15 | 04.08.15  | 03.08.15   |        |

**ANNEXE B**

South Derbyshire District Council  
Freedom of Information Requests  
1 April 2015 – 30 September 2015

| Ref:            |   | Department  | Details   | Received | Reply Due | Reply Sent | Exempt             |
|-----------------|---|---|---|----------|-----------|------------|--------------------|
| <b>1516-145</b> | M | Environmental Services  | Fly tipping   | 10.07.15 | 07.08.15  | 15.07.15   |                    |
| <b>1516-146</b> | W | Organisational Development  | Support staff   | 10.07.15 | 07.08.15  | 21.07.15   |                    |
| <b>1516-147</b> | I | Corporate Services  | Efficiency Dividends  | 10.07.15 | 07.08.15  | 14.07.15   |                    |
| <b>1516-148</b> | I | Procurement   | Procurement Document Information  | 10.07.15 | 07.08.15  | 14.07.15   |                    |
| <b>1516-149</b> | W | Financial Services  | Insurance claims management arrangements  | 13.07.15 | 10.08.15  | 04.08.15   |                    |
| <b>1516-150</b> | W | Planning Services & Financial Services & Organisational Dev. & Legal & Democratic | Common Purpose  | 13.07.15 | 10.08.15  | 06.08.15   |                    |
| <b>1516-151</b> | C | Derbyshire County Council   | Rural schools offering inclusive childcare provision for 0-5's  | 14.07.15 | 11.08.15  | 14.07.15   | Referred to County |
| <b>1516-152</b> | C | I.T   | Telephone Maintenance   | 14.07.15 | 11.08.15  | 29.07.15   |                    |
| <b>1516-153</b> | C | Derbyshire County Council   | Communications/documentation received within Children's Services from Dept. for Education's Independent & Boarding Team | 15.07.15 | 12.08.15  | 15.07.15   | Referred to County |
| <b>1516-154</b> | C | Customer Services   | Small Business Rate Relief  | 15.07.15 | 12.08.15  | 17.07.15   |                    |
| <b>1516-155</b> | I | Corporate Services  | Efficiency Dividends  | 16.07.15 | 13.08.15  | 17.07.15   |                    |
| <b>1516-156</b> | I | Legal & Democratic & Housing Services & Community Services                        | Armed Forces Covenant   | 16.07.15 | 13.08.15  | 03.08.15   | Referred to County |
| <b>1516-157</b> | C | Housing Services  | New build Statistics  | 16.07.15 | 13.08.15  | 12.08.15   |                    |

## ANNEXE B

### South Derbyshire District Council Freedom of Information Requests 1 April 2015 – 30 September 2015

| Ref:     |   | Department                | Details   | Received | Reply Due | Reply Sent         | Exempt   |
|----------|---|---------------------------|---|----------|-----------|--------------------|--|
| 1516-158 | I | Community Services        | Sport & Leisure Provision   | 16.07.15 | 13.08.15  | 07.08.15           |  |
| 1516-159 | I | Environmental Services    | Public Health Funerals  | 17.07.15 | 14.08.15  | 17.07.15           |  |
| 1516-160 | I | Customer Services         | Business Rates  | 17.07.15 | 14.08.15  | 21.07.15           |  |
| 1516-161 | M | Community Services        | Use of CCTV cameras   | 17.07.15 | 14.08.15  | 06.08.15           |  |
| 1516-162 | O | Housing Services          | Energy supply to Council properties                                   | 17.07.15 | 14.08.15  | 23.07.15<br>Closed | not an FOI.<br>To be filled<br>in on-line<br>by Gary<br>Clarkson |
| 1516-163 | C | Community Services        | Records of Private Groundwater Abstractions                           | 17.07.15 | 14.08.15  | 28.07.15           | 2nd<br>response<br>sent<br>31.07.15                              |
| 1516-164 | I | Housing Services          | Facilities Management   | 20.07.15 | 17.08.15  | 28.07.15           | 2nd<br>response<br>sent<br>25.08.15                              |
| 1516-165 | I | Planning Services         | Building inspections/building control at 1 Normandy Rd, Hilton        | 20.07.15 | 17.08.15  | 28.07.15           |  |
| 1516-166 | W | Legal & Democratic        | Supporting people with a learning disability on General Election 2015 | 20.07.15 | 17.08.15  | 23.07.15           |  |
| 1516-167 | C | Planning Services         | Cockshut Lane Clubhouse BC Ref 235360                                 | 20.07.15 | 17.08.15  | 21.07.15           |  |
| 1516-168 | I | Derbyshire County Council | School Data Collection Sheets   | 20.07.15 | 17.08.15  | 20.07.15           | Referred to<br>County  |
| 1516-169 | I | Environmental Services    | Fleet information   | 21.07.15 | 18.08.15  | 21.07.15           |  |

**ANNEXE B**

South Derbyshire District Council  
Freedom of Information Requests  
1 April 2015 – 30 September 2015

| Ref:            |   | Department                 | Details   | Received | Reply Due | Reply Sent | Exempt             |
|-----------------|---|----------------------------|---|----------|-----------|------------|--------------------|
| <b>1516-170</b> | C | Legal & Democratic         | Allowances paid to Councillors                    | 21.07.15 | 18.08.15  | 10.08.15   |                    |
| <b>1516-171</b> | C | Customer Services          | Business Rate Accounts in Credit                  | 21.07.15 | 18.08.15  | 22.08.15   |                    |
| <b>1516-172</b> | C | Organisational Development | Structure of IT & Security Dept.                  | 21.07.15 | 18.08.15  | 22.08.15   |                    |
| <b>1516-173</b> | C | Housing Services           | Preventing Youth Homelessness                     | 21.07.15 | 18.08.15  | 28.07.15   |                    |
| <b>1516-174</b> | C | Derbyshire County Council  | Foster care & adoption figures                    | 22.07.15 | 19.08.15  | 22.07.15   | Referred to County |
| <b>1516-175</b> | I | Derbyshire County Council  | Abused living with abuser figures                 | 22.07.15 | 19.08.15  | 23.07.15   | Referred to County |
| <b>1516-176</b> | C | Legal & Democratic         | Discrimination by taxi drivers against guide dogs | 23.07.15 | 20.08.15  | 30.07.15   |                    |
| <b>1516-177</b> | C | I.T                        | Structure of IT & telephony                       | 24.07.15 | 21.08.15  | 17.08.15   |                    |
| <b>1516-178</b> | I | Environmental Services     | Deceased persons with no next of kin              | 24.07.15 | 21.08.15  | 24.07.15   |                    |
| <b>1516-179</b> | I | Derbyshire County Council  | Software for school census                        | 24.07.15 | 21.08.15  | 24.07.15   | Referred to County |
| <b>1516-180</b> | I | Derbyshire County Council  | Software for school finance                       | 24.07.15 | 21.08.15  | 24.07.15   | Referred to County |



## ANNEXE B

### South Derbyshire District Council Freedom of Information Requests 1 April 2015 – 30 September 2015

| Ref:     |   | Department                                  | Details  | Received             | Reply Due            | Reply Sent | Exempt  |
|----------|---|---|--|----------------------|----------------------|------------|---|
| 1516-181 | I | Planning Services                           | Building inspections/building control at 1 Normandy Rd, Hilton | 06.07.15<br>27.07.15 | 03.08.15<br>24.08.15 | 28.07.15   | 06.07.15 - Rec'd but not logged as S Winfield thought same as FOI-165 BOTH NOW COMPLETE |
| 1516-182 | C | Housing Services                            | Planned housing scheme with >500 homes                         | 27.07.15             | 24.08.15             | 05.08.15   |   |
| 1516-183 | I | Legal & Democratic                          | When was license issued for ST Travel in 2014                  | 29.07.15             | 26.08.15             | 29.07.15   |   |
| 1516-184 | I | Legal & Democratic                          | Was there license for ST Travel between 10/13 & 01/14          | 29.07.15             | 26.08.15             | 29.07.15   |   |
| 1516-185 | I | Environmental Services                      | Fleet information  | 29.07.15             | 26.08.15             | 29.07.15   | Copy of 169 Original reply resent   |
| 1516-186 | I | Financial Services & Planning Services      | Flood defense & risk management                                | 30.07.15             | 27.08.15             | 17.08.15   |   |
| 1516-187 | I | I.T & Customer Service & Financial Services | Contract info regarding software                               | 30.07.15             | 27.08.15             | 10.09.15   |   |
| 1516-188 | I | Customer Service                            | Business rates   | 31.07.15             | 28.08.15             | 01.09.15   |   |
| 1516-189 | I | Derbyshire County Council                   | Living Wage in Care sector                                     | 31.07.15             | 28.08.15             | 31.07.15   | Referred to County  |
| 1516-190 | C | Property Services & Housing Services        | Vacant, unused, derelict plots of land                         | 03.08.15             | 01.09.15             | 04.08.15   |   |

## ANNEXE B

### South Derbyshire District Council Freedom of Information Requests 1 April 2015 – 30 September 2015

| Ref:     |   | Department                             | Details   | Received | Reply Due | Reply Sent | Exempt                       |
|----------|---|--|---|----------|-----------|------------|------------------------------|
| 1516-191 | C | Housing Services                       | Homelessness  | 03.08.15 | 01.09.15  | 24.08.15   |                              |
| 1516-192 | C | Customer Services                      | Ratepayers in credit  | 04.08.15 | 01.09.15  | 06.08.15   |                              |
| 1516-193 | C | Housing Services                       | Changes regarding bedroom tax   | 04.08.15 | 01.09.15  | 27.08.15   |                              |
| 1516-194 | M | Environmental Services                 | Health & Safety & Food hygiene investigations in Aldi stores            | 04.08.15 | 01.09.15  | 05.08.15   |                              |
| 1516-195 | O | Legal & Democratic                     | Licensing queries re: Bug & Bones                                       | 04.08.15 | 01.09.15  | 04.08.15   |                              |
| 1516-196 | I | Derbyshire County Council              | Criminal & civil claims against Council brought on by sex abuse victims | 05.08.15 | 02.09.15  | 05.08.15   | Referred to County           |
| 1516-197 | I | Financial Services & Property Services | Fees paid to CBI  | 05.08.15 | 02.09.15  | 25.08.15   |                              |
| 1516-198 | I | Planning Services                      | Queries regarding various planning in Repton                            | 05.08.15 | 02.09.15  | 17.08.15   | SB now dealing as not an FOI |
| 1516-199 | C | Property Services                      | Off street parking  | 06.08.15 | 03.09.05  | 10.08.15   |                              |
| 1516-200 | C | Customer Services                      | Business rates  | 06.08.15 | 03.09.15  | 02.09.15   |                              |
| 1516-201 | M | Property Services                      | Acquired property outside area to house homeless                        | 06.08.15 | 03.09.15  | 07.08.15   |                              |
| 1516-202 | C | Customer Services                      | Business Rates  | 10.08.15 | 07.09.15  | 13.08.15   |                              |

## ANNEXE B

### South Derbyshire District Council Freedom of Information Requests 1 April 2015 – 30 September 2015

| Ref:     |   | Department                                | Details   | Received | Reply Due | Reply Sent | Exempt  |
|----------|---|---|---|----------|-----------|------------|---|
| 1516-203 | C | Housing Services                          | Project Directory of all subcontractors/suppliers/ companies in Project 8 Houses/2 bungalows on land at Pennine Way, Swadlincote, Derbyshire. | 31.07.15 | 28.08.15  | 13.08.15   | Rec'd by reception on 31/07 passed to FOI 12 Aug.         |
| 1516-204 | M | I.T & Financial Services & Communications | Since public website launched how much money spent on creating, developing and maintaining  | 12.08.15 | 09.09.15  | 21.08.19   |   |
| 1516-205 | C | Environmental Services                    | Public Health Funerals  | 13.08.15 | 10.09.15  | 10.09.15   |   |
| 1516-206 | I | Environmental Services                    | Management of waste, collections and disposal   | 13.08.15 | 10.09.15  | 17.08.15   |   |
| 1516-207 | C | Customer Services                         | Section 44a policy request re rates   | 13.08.15 | 10.09.15  | 08.09.15   |   |
| 1516-208 | I | Environmental Services                    | Public Health Funerals  | 14.08.15 | 11.09.15  | 02.09.15   |   |
| 1516-209 | I | Customer Services                         | Business/charity responsible for paying rates   | 14.08.15 | 11.09.15  | 07.09.15   | 3 email failures requesting clarification Closed 07.09.15 |
| 1516-210 | M | Property Services                         | Various questions regarding housing lists   | 14.08.15 | 11.09.15  | 02.09.15   |   |
| 1516-211 | I | Community Services                        | Outdoor football pitches  | 14.08.15 | 11.09.15  | 08.09.15   |   |
| 1516-212 | I | Property Services                         | Right to buy queries  | 14.08.15 | 11.09.15  | 09.09.15   |   |

## ANNEXE B

### South Derbyshire District Council Freedom of Information Requests 1 April 2015 – 30 September 2015

| Ref:     |   | Department   | Details   | Received | Reply Due | Reply Sent | Exempt             |
|----------|---|--|---|----------|-----------|------------|--------------------|
| 1516-213 | I | I.T  | Does SDDC share IT services   | 14.08.15 | 11.09.15  | 17.08.15   |                    |
| 1516-214 | I | Legal & Democratic & Community Services & Planning Services & Financial Services & Property Services | Various queries regarding Section 215 Notices   | 17.08.15 | 14.09.15  |            |                    |
| 1516-215 | I | I.T  | Website usage   | 17.08.15 | 14.09.15  | 17.08.15   |                    |
| 1516-216 | I | Housing Services & corporate Services  | Repairs, RTB, how many types of accommodation, new builds                             | 17.08.15 | 14.09.15  | 14.09.15   |                    |
| 1516-217 | O | Housing Services   | Wheelchair accessible properties  | 17.08.15 | 14.09.15  | 19.08.15   |                    |
| 1516-218 | M | Organisational Development   | SDDS gross misconduct dismissals  | 17.08.15 | 14.09.15  | 07.09.15   |                    |
| 1516-219 | C | Customer Services  | Business rate credits   | 10.08.15 | 07.09.15  | 02.09.15   |                    |
| 1516-220 | C | Environmental Services   | Genealogical, probate for public health funerals                                      | 18.08.15 | 16.09.15  | 02.09.15   |                    |
| 1516-221 | M | Organisational Development & Financial Services  | Do SDDC employees have private medical insurance                                      | 18.08.15 | 16.09.15  | 18.08.15   |                    |
| 1516-222 | M | Derbyshire County Council  | Children at risk of radicalisation / extremism  | 18.08.15 | 16.09.15  | 18.08.15   | Referred to County |
| 1516-223 | C | Organisational Development & Financial Services  | Budget holders, procurement, HR   | 18.08.15 | 16.09.15  | 09.09.15   |                    |
| 1516-224 | C | Planning Services & Financial Services   | Copies of contracts, fees & invoices for David Hickie Associates, Atherstone for 2015 | 19.08.15 | 17.09.15  | 23.09.15   |                    |
| 1516-225 | C | Customer Services  | Commercial rate properties  | 20.08.15 | 17.09.15  | 02.09.15   |                    |

**ANNEXE B**

South Derbyshire District Council  
Freedom of Information Requests  
1 April 2015 – 30 September 2015

| Ref:     |   | Department                                      | Details  | Received | Reply Due | Reply Sent | Exempt |
|----------|---|---|--|----------|-----------|------------|--------|
| 1516-226 | C | Financial Services                              | Account settlement queries   | 20.08.15 | 17.09.15  | 11.09.15   |        |
| 1516-227 | I | Customer Service                                | Business rates in charity schools  | 20.08.15 | 17.09.15  | 16.09.15   |        |
| 1516-228 | M | Property Services                               | Various queries regarding homelessness                                   | 21.08.15 | 18.09.15  | 03.09.15   |        |
| 1516-229 | I | Environmental Services                          | Odour complaints from restaurants  | 21.08.15 | 18.09.15  | 02.09.15   |        |
| 1516-230 | W | Organisational Development & Financial Services | How much compensation paid out 2013/2014                                 | 24.08.15 | 21.09.15  | 16.09.15   |        |
| 1516-231 | I | Environmental Services                          | Person who have died with no known next of kin/public & welfare funerals | 24.08.15 | 21.09.15  | 08.09.15   |        |
| 1516-232 | C | Housing Services                                | Housing Allocations Policy changes                                       | 25.08.15 | 22.09.15  | 01.09.15   |        |
| 1516-233 | I | Housing Services                                | Various homelessness queries   | 25.08.15 | 22.09.15  | 02.09.15   |        |
| 1516-234 | I | I.T   | Cyber security, networks, anti-virus                                     | 27.08.15 | 24.09.15  | 16.09.15   |        |
| 1516-235 | C | Environmental Services                          | Enforcement Actions against dogs   | 27.08.15 | 24.09.15  | 08.09.15   |        |
| 1516-236 | I | Environmental Services                          | Deceased persons with no next of kin                                     | 27.08.15 | 24.09.15  | 08.09.15   |        |
| 1516-237 | C | Customer Services                               | Rateable value assessments subject to rate relief                        | 01.09.15 | 28.09.15  | 02.09.15   |        |
| 1516-238 | I | Customer Services                               | Businesses on non-domestic rates 12.08.15 - 31.08.15                     | 01.09.15 | 28.09.15  | 02.09.15   |        |
| 1516-239 | I | Customer Service                                | Businesses on non-domestic rates 01.08.15 – 01.09.15                     | 01.09.15 | 28.09.15  | 02.09.15   |        |

## ANNEXE B

### South Derbyshire District Council Freedom of Information Requests 1 April 2015 – 30 September 2015

| Ref:     |   | Department                 | Details  | Received | Reply Due | Reply Sent | Exempt             |
|----------|---|----------------------------|--|----------|-----------|------------|--------------------|
| 1516-240 | I | Environmental Services     | Empty properties due to public health funerals   | 02.09.15 | 29.09.15  | 08.09.15   |                    |
| 1516-241 | N | Housing Services           | Links to social housing assets <b>Info unavailable until approximately 10/11/15. Email to requester 29.09.15</b> | 02.09.15 | 29.09.15  |            |                    |
| 1516-242 | C | Environmental Services     | Household waste/landfill/recycling   | 03.09.15 | 30.09.15  | 25.09.15   |                    |
| 1516-243 | C | Environmental Services     | Contaminated land since 31.03.15   | 04.09.15 | 01.10.15  | 24.09.15   |                    |
| 1516-244 | I | Environmental Services     | Deceased with no known next of kin   | 04.09.15 | 01.10.15  | 24.09.15   |                    |
| 1516-245 | I | Customer Services          | Business rates on non-domestic rates   | 07.09.15 | 02.10.15  | 16.09.15   |                    |
| 1516-246 | I | Organisational Development | Salary, grade & scale of Local Land & Property Gazetteer Custodian & Local Street Custodian                      | 07.09.15 | 02.10.15  | 08.09.15   |                    |
| 1516-247 | I | Derbyshire County Council  | Social workers on stress leave   | 07.09.15 | 02.10.15  | 07.09.15   | Referred to County |
| 1516-248 | C | Customer Services          | Business rateable values under £12k  | 09.09.15 | 06.10.15  | 11.09.19   |                    |
| 1516-249 | C | Derbyshire County Council  | Adult social care universal deferred payments  | 10.09.15 | 07.10.15  | 10.09.15   | Referred to County |
| 1516-250 | C | Customer Services          | Limited companies in debt recovery for rates   | 10.09.15 | 07.10.15  | 16.09.15   |                    |
| 1516-251 | I | Corporate Services         | Does the Council have, use or buy from eBay  | 10.09.15 | 07.10.15  | 10.09.15   |                    |
| 1516-252 | C | Customer Service           | Companies with business rates in credit  | 10.09.15 | 07.10.15  | 14.09.15   |                    |

**ANNEXE B**

South Derbyshire District Council  
Freedom of Information Requests  
1 April 2015 – 30 September 2015

| Ref:     |   | Department                 | Details  | Received | Reply Due | Reply Sent | Exempt             |
|----------|---|----------------------------|--|----------|-----------|------------|--------------------|
| 1516-253 | C | Customer Service           | Completion Notice being served on commercial properties since 01.04.10 | 11.09.15 | 08.10.15  | 14.09.15   |                    |
| 1516-254 | C | Legal & Democratic         | List of taxi base operators licenses                                   | 14.09.15 | 09.10.15  | 28.09.15   |                    |
| 1516-255 | M | Derbyshire County Council  | Asylum seeking children  | 14.09.15 | 09.10.15  | 18.09.15   | Referred to County |
| 1516-256 | C | Organisational Development | Recruitment of non-agency staff  | 14.09.15 | 09.10.15  | 01.10.15   |                    |
| 1516-257 | I | Customer Services          | New business/charities liable for rates                                | 14.09.15 | 09.10.15  | 16.09.15   |                    |
| 1516-258 | C | Customer Services          | Inbound enquiries from the public sector                               | 14.09.15 | 09.10.15  | 30.09.15   |                    |
| 1516-259 | W | Customer Services          | Business rates   | 15.09.15 | 12.10.15  | 22.09.15   |                    |
| 1516-260 | C | Financial Services         | Compensations claims against the Council                               | 16.09.15 | 13.10.15  | 07.10.15   |                    |
| 1516-261 | I | Environmental Services     | Use of Glyphosate in spraying weeds                                    | 16.09.15 | 13.10.15  | 28.09.15   |                    |
| 1516-262 | C | Legal & Democratic         | List of every tattoo studio in SDDS area                               | 16.09.15 | 13.10.15  | 23.09.15   |                    |
| 1516-263 | I | Financial Services         | Average time to pay invoices until 31.03.15                            | 18.09.15 | 15.10.15  | 18.09.15   |                    |
| 1516-264 | I | Financial Services         | Various councillor's expenses  | 18.09.15 | 15.10.15  | 08.10.15   |                    |
| 1516-265 | I | Derbyshire County Council  | Requested copy of Traffic Regulation Order                             | 18.09.15 | 15.10.15  | 18.09.15   | Referred to County |

**ANNEXE B**

South Derbyshire District Council  
Freedom of Information Requests  
1 April 2015 – 30 September 2015

| Ref:            |   | Department  | Details  | Received | Reply Due | Reply Sent | Exempt |
|-----------------|---|---|--|----------|-----------|------------|--------|
| <b>1516-266</b> | I | Environmental Services  | licensing of small waste oil burners                             | 21.09.15 | 16.10.15  | 30.09.15   |        |
| <b>1516-267</b> | I | I.T   | Questions relating to ICT training & software upgrades           | 21.09.15 | 16.10.15  | 22.09.15   |        |
| <b>1516-268</b> | O | Community Services  | CCTV camera queries  | 22.09.15 | 19.10.15  | 22.09.15   |        |
| <b>1516-269</b> | O | Planning Services   | Do staff have access to staff/member car park                    | 22.09.15 | 19.10.15  | 22.09.15   |        |
| <b>1516-270</b> | I | Housing Services & Corporate Services                           | How many Syrian refugees will SDDC be taking within next 5 years | 22.09.15 | 19.10.15  | 24.09.15   |        |
| <b>1516-271</b> | I | I.T & Corporate Services & Housing Services & Planning Services | IT contract software   | 23.09.15 | 20.10.15  | 20.10.15   |        |
| <b>1516-272</b> | C | Housing Services  | List of accredited Landlords                                     | 23.09.15 | 20.10.15  | 13.10.15   |        |
| <b>1516-273</b> | I | Procurement   | Banking, audit & card processing services                        | 24.09.15 | 22.10.15  | 05.10.15   |        |
| <b>1516-274</b> | M | Environmental Services  | Reported graffiti  | 24.09.15 | 22.10.15  | 09.10.15   |        |
| <b>1516-275</b> | I | Procurement   | Has the Council bought Ice Cleats                                | 24.09.15 | 22.10.15  | 06.10.15   |        |
| <b>1516-276</b> | I | Customer Services   | New business/charities liable for rates                          | 28.09.15 | 23.10.15  | 29.09.15   |        |
| <b>1516-277</b> | C | Organisational Development                                      | Management structure and recruitment contacts within             | 28.09.15 | 23.10.15  | 29.09.15   |        |
| <b>1516-278</b> | C | Environmental Services  | Seizure of sick/stray dogs                                       | 29.09.15 | 26.10.15  | 02.10.15   |        |



**ANNEXE B**

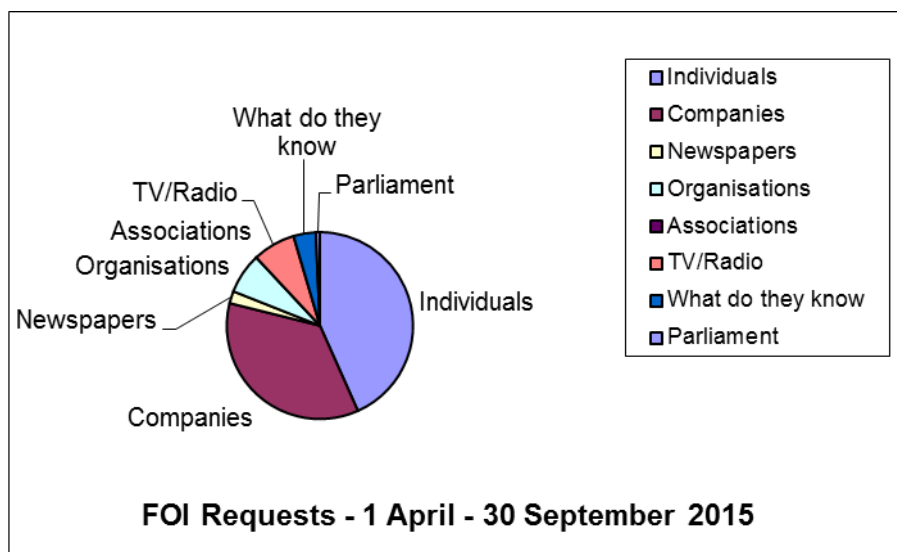
South Derbyshire District Council  
Freedom of Information Requests  
1 April 2015 – 30 September 2015

| Ref:     |   | Department             | Details  | Received | Reply Due | Reply Sent | Exempt |
|----------|---|------------------------|--|----------|-----------|------------|--------|
| 1516-279 | C | Environmental Services | Seizure of sick/stray dogs   | 29.09.15 | 26.10.15  | 02.10.15   |        |
| 1516-280 | I | Housing Services       | Dog breeding in council owned properties   | 29.09.15 | 26.10.15  | 08.10.15   |        |
| 1516-281 | C | Customer Services      | Separate business rates with shops that have ATMs  | 29.09.15 | 26.10.15  | 12.10.15   |        |
| 1516-282 | N | Corporate Services     | Number of complaints re cat-calling & sexual harassment from Council workers in past 5 years | 30.09.15 | 28.10.15  | 30.09.15   |        |
| 1516-283 | M | Environmental Services | Public health funeral expenditure 2010-2015, burials, cremations, unmarked graves used.      | 30.09.15 | 28.10.15  | 21.10.15   |        |

## ANNEXE C

### Breakdown of Freedom of Information requests for first 6 months of 2015/16

|                   |     |     |      |
|-------------------|-----|-----|------|
| Individuals       | 123 | 284 | 43%  |
| Companies         | 101 | 284 | 36%  |
| Newspapers        | 6   | 284 | 2%   |
| Organisations     | 20  | 284 | 7%   |
| Associations      | 0   | 284 | 0%   |
| TV/Radio          | 21  | 284 | 7%   |
| What do they know | 11  | 284 | 4%   |
| Parliament        | 2   | 284 | 1%   |
|                   | 284 | 284 | 100% |



Individuals =

Organisations =

What do they know =

Those sent to individual e-mail address, although probably sent on behalf of a company

Big Brother Watch, Tax Payers Alliance, Unison, Naturewatch, Guide Dogs for the Blind, etc.

Website set up especially for making FOI requests