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

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

- 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

4.2 The aim of The Freedom of Information Act 2000, which came into force on 1st 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.

Department	1 April 2014 – 30 September 2014	1 April 2015 – 30 September 2015
Finance Services	1	0
		0
Total	1	0

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.

Department	1 April 2014 – 30 September 2014	1 April 2015 – 30 September 2015
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
Total	30	34

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

Complaints

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

	1 April 2014 – 30 September 2014	1 April 2015 – 30 September 2015
Resolved at Stage 1	28	35
Stage 1 still ongoing	2	0
Resolved at Stage 2	7	8
Stage 2 still ongoing	0	2
Total received	37	45

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

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

* 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 (including Revenue)	14	16	17	22*
Environmental Services	10	12*	6*	12*
Community Services	5*	7*	4	3
Legal and Democratic 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
Total	50	59	60	89

* 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).

	1 April 2014 - 30 September 2014	1 April 2015 – 30 September 2015
Number received	324	284
Number replied to within 20 statutory days	321	277
Number replied to after 20 statutory days	2	7
Number of Exemptions or partial exemptions	0	4
Number passed to Third 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:

Department	1 April 2014 – 30 September 2014	1 April 2015 – 30 September 2015
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 rd 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 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 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 & Environmental Services

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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

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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 Sent: 20.04.15
20.04.15	666	Elvaston	Roads	Derbyshire County Council	None No monitoring form	Due: 01.05.15 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 Holding letter sent: 01.05.15 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 Sent: 05.05.15
22.04.15	669	Castle Gresley	Planning developments adjacent to property	Planning Services	N/A	Due: 07.05.15 Sent: 01.05.15 Stg. 2 Due: 18.05.15 Sent: 18.05.15
23.04.15	670	Overseal	Benefit Claim	Customer Services	None satisfactory procedures are in place.	Due: 08.05.15 Sent: 06.05.15 Further correspondence on response 17.06.15 – RK confirmed now closed
01.05.15	671	Hartshorne	Blocking of access	Planning Services	Private Matter. LPA has no jurisdiction.	Due: 18.05.15 Sent: 01.05.15

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					NO MONITORING FORM	
08.05.15	672	Repton	Benefit Claim	Customer Services	Staff reminded of processes to follow.	Due: 22.05.15 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 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 Sent: 26.05.15
26.06.15	675	Overseal	Issues with driveway boundary	Corporate Services	None.	Due: 09.06.15 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 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 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 Sent: 11.06.15

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28.05.15	679	Repton	Issues with Election	Legal & Democratic Services	None.	Due: 11.06.15 Sent: 05.06.15
02.06.15	680	Church Gresley	Grass cuttings not collected	Environmental Services	None.	Due: 16.06.15 Sent: 16.06.15 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 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 Sent: 12.06.15 Addendum Letter Sent: 06.10.15
16.06.15	683	Hatton	C/Tax Reminder Overdue account	Customer Services Recovery	None.	Due: 30.06.15 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. 20.07.15	Due: 06.07.15 Sent: 02.07.15 Sent: 28.07.15
23.06.15	685	Linton	Recycling	Environmental Services	None.	Due: 07.07.15 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 Sent: 08.07.15 Response to ICO due: 14.10.15 Sent: 14.10.15

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					to ICO.	
02.07.15	687	Church Gresley	Council Tax	Customer Services	Although not upheld costs withdrawn as goodwill gesture.	Due: 16.07.15 Sent: 09.07.15
03.07.15	688	Woodville	Maintenance of land	Environmental Services	N/A	Due: 17.07.15 Sent: 09.07.15
03.07.15	689	Swadlincote	Complaint against tenants	Housing Services	None	Due: 17.07.15 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 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 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 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 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 Holding Letter sent - 31.07.15 Due: 14.08.15

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						Sent: 26.08.15
24.07.15	695	Hartshorne	Overgrown & untidy site	Housing Services	None	Due: 07.08.15 Sent: 28.07.16
27.07.15	696	Melbourne	Complaint against unnamed Environ Health Officer	Legal Department	None required	Due: 10.08.15 Sent: 10.08.15 Stg. 2 Due: 27.08.15 11.09.15 Sent: 11.09.15
28.07.15	697	Foston	Planning Application Ref. 9/2014/0956	Planning Services	Not applicable	Due: 11.08.15 Sent: 10.08.15 Stg. 2 Due: 07.09.15 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 Sent: 17.08.15 Due: 03.09.15 Sent: 20.08.15 MH instructed to withdraw from Stg.2 and to be responded to under Stg.1 Stage 2 received 14.09.15 17.09.15 Acknowledgement sent

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						Due a response By 12.10.15 Sent: 07.10.15
04.08.15	699	Woodville	Fencing work and knee rail	Planning Services	Not SDDC responsibility	Due: 18.08.15 Sent: 19.08.15 (Letter dated 18.08.15) Stg. 2 Due: 15.09.15 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 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 Sent: 03.09.15 Stg.2 Due: 29.09.15 Sent: 29.09.15

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21.08.15	702	Melbourne	Ownership of land on Trent Lane	Planning Services	Not an SDDC matter	Due 07.09.15 Sent 03.09.15
25.08.15	703	Stenson Fields	Complaint against Officer re shop canopy	Planning Services	None	Due 09.09.15 Holding Letter sent 09.09.15 Due: 23.09.15 Sent: 11.09.15 Stg. 2 Due: 13.10.15 Sent: 13.10.15
26.08.15	704	Swadlincote	Complaint against employee working conditions /bullying	Housing & Environmental	Ongoing investigation	Due: 10.09.15 Holding letter sent 10.09.15 Due: 28.09.15 Sent: 28.09.15 STG 2 Due: 23.10.15 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: 21.09.15 Sent: 21.09.15 Stg.2 Due: 12.10.15 Sent: 13.10.15

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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 Sent: 28.09.15 Stage 2 26.10.15 – Holding letter Due: 29.10.15 Sent: 06.11.15
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 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 Sent: 06.10.15 Stage 2 received 08.10.15 Delayed due to “specifics” not rec’d Due: 22.10.14 09.11.15 Sent:
29.09.15	709	Walton on Trent	Complaint about neighbour’s video camera	Housing Services	N/A	Due: 13.10.15 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	

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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	

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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 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 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	

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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	

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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

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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 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	

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

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

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

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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	

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

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Ref:		Department	Details	Received	Reply Due	Reply Sent	Exempt
1516-145	M	Environmental Services	Fly tipping	10.07.15	07.08.15	15.07.15	
1516-146	W	Organisational Development	Support staff	10.07.15	07.08.15	21.07.15	
1516-147	I	Corporate Services	Efficiency Dividends	10.07.15	07.08.15	14.07.15	
1516-148	I	Procurement	Procurement Document Information	10.07.15	07.08.15	14.07.15	
1516-149	W	Financial Services	Insurance claims management arrangements	13.07.15	10.08.15	04.08.15	
1516-150	W	Planning Services & Financial Services & Organisational Dev. & Legal & Democratic	Common Purpose	13.07.15	10.08.15	06.08.15	
1516-151	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
1516-152	C	I.T	Telephone Maintenance	14.07.15	11.08.15	29.07.15	
1516-153	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
1516-154	C	Customer Services	Small Business Rate Relief	15.07.15	12.08.15	17.07.15	
1516-155	I	Corporate Services	Efficiency Dividends	16.07.15	13.08.15	17.07.15	
1516-156	I	Legal & Democratic & Housing Services & Community Services	Armed Forces Covenant	16.07.15	13.08.15	03.08.15	Referred to County
1516-157	C	Housing Services	New build Statistics	16.07.15	13.08.15	12.08.15	

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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 Closed	not an FOI. To be filled in on-line by Gary Clarkson
1516-163	C	Community Services	Records of Private Groundwater Abstractions	17.07.15	14.08.15	28.07.15	2nd response sent 31.07.15
1516-164	I	Housing Services	Facilities Management	20.07.15	17.08.15	28.07.15	2nd response sent 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 County
1516-169	I	Environmental Services	Fleet information	21.07.15	18.08.15	21.07.15	

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

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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 27.07.15	03.08.15 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	

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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	

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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	

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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	

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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	

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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 Info unavailable until approximately 10/11/15. Email to requester 29.09.15	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	

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South Derbyshire District Council
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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

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

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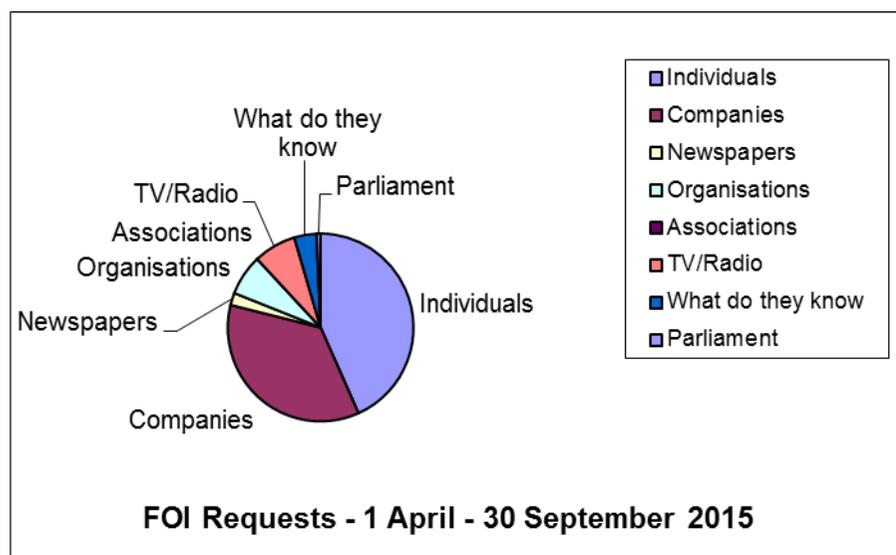
South Derbyshire District Council
Freedom of Information Requests
1 April 2015 – 30 September 2015

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