

<b>REPORT TO:</b>	<b>FINANCE AND MANAGEMENT</b>	<b>AGENDA ITEM:14</b>
<b>DATE OF MEETING:</b>	<b>19 JUNE 2014</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> <a href="mailto:Kevin.stackhouse@south-derbys.gov.uk">Kevin.stackhouse@south-derbys.gov.uk</a>	<b>DOC:</b> s:\cent_serv\complaints\committee reports\working papers for June 2014\complaints and foi report for June 2014 - Final doc.
<b>SUBJECT:</b>	<b>COMPLAINTS, COMPLIMENTS &amp; FREEDOM OF INFORMATION REQUESTS</b> <b>01 OCTOBER 2013 TO 31 MARCH 2014</b>	<b>REF: KS/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 compliments, 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 October 2013 to 31 March 2014. Figures for the corresponding period in 2012/13 are given for comparison purposes.
- 2.2 A summary of the Freedom of Information (FOI) requests received by the Council for the period 1 October 2013 to 31 March 2014. Figures for the corresponding period in 2012/13 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 No comments, 18 compliments and 35 complaints have been received from 1 October 2013 to 31 March 2014.

- 3.3 The number of complaints received in the second half of this financial year increased compared to the corresponding period of 2013/14, and the number of compliments received has decreased.
- 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 359 Freedom of Information requests have been received for 1 October 2013 to 31 March 2014. This is an increase of 140 over the corresponding period for 2012/13.

## **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 No comments have been received over the past six months. Any comments received are carefully considered and, if appropriate, are investigated under the complaints procedure.

Department	1 October 2012 – 31 March 2013	1 October 2013 – 31 March 2014
Community Services	1	0
<b>Total</b>	<b>1</b>	<b>0</b>

## Compliments

- 5.2 The table below compares the number of compliments. Compliments generally relate to the quality of the service provided and/or actions of individuals.

Department	1 October 2012 – 31 March 2013	1 October 2013 – 31 March 2014
Customer Services	9	5*
Environmental Services	9	6
Planning	11	2
Housing	0**	0
Community Services	13	5*
Corporate	0	0
Policy and Communications	1	0
<b>Total</b>	<b>43</b>	<b>18</b>

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

\*\* *When repairs are carried out for tenants of the Council they are asked to complete a satisfaction questionnaire regarding the work undertaken. From the returned forms we have received 683 compliments relating to the standard of the work and the politeness of the workmen.*

## Complaints

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

	1 October 2012 – 31 March 2013	1 October 2013 – 31 March 2014
Resolved at Stage 1	23	22
Stage 1 still ongoing	0	0
Resolved at Stage 2	8	13
Stage 2 still ongoing	0	0
<b>Total received</b>	<b>31</b>	<b>35</b>

5.4 The total number of complaints received can be broken down as follows:-

Department	1 October 2012 – 31 March 2013	1 October 2013 – 31 March 2014
Planning Services	4	6
Housing	6	15
Customer Services (including Revenue)	9	8
Environmental Services	7*	3
Community Services	4*	2
Legal and Democratic Services	2	0
Corporate Services	0	0
Property	0	1
<b>Total</b>	<b>31</b>	<b>35</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	2010/11	2011/12	2012/13	2013/14
Planning Services	9	10*	12	10
Housing	12*	7	11	20
Customer Services (including Revenue)	14*	14	16	17
Environmental Services	14*	10	12*	6*
Community Services	1	5*	7*	4
Legal and Democratic Services	4	3	2	0
Finance and Property	0	0	0	0
Corporate Services	1*	2	0	2
Property	0	0	0	1
<b>Total</b>	<b>51</b>	<b>50</b>	<b>59</b>	<b>60</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 second half 2012/2013 against the second half of 2013/2014.

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

	<b>1 October 2012 - 31 March 2013</b>	<b>1 October 2013 – 31 March 2014</b>
Number received	219	359
Number replied to within 20 statutory days	213	344
Number replied to after 20 statutory days	6	13
Number of Exemptions or partial exemptions	0	2
Number passed to Third Party	29	83
Number withdrawn	2	1

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

<b>Department</b>	<b>1 October 2012 – 31 March 2013</b>	<b>1 October 2013 - 31 March 2014</b>
Environmental Services	45*	46*
Planning Services	20*	24
Legal & Democratic Services	11*	17*
Finance	12*	10*
IT	14	23
Customer Services	36*	64
Housing	19*	33*
Org Development	10	13*
Community Services	13*	13
Passed to 3 <sup>rd</sup> Parties	29	82
Corporate Services	15*	18
Property Services	5	10
Procurement	2	2
Communications	2*	2
All Departments	0	2

\* 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

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Comments, Compliments and Complaints 1 October 2013 – 31 March 2014

### Comments

No comments received over the past 6 months

### Compliments

Date	Ward	Subject	Division
07.10.13	Willington	Congratulations on new Easy Green Recycling Scheme	Environmental Services
08.10.13		Compliment re Making Markets Matter – Swadlincote event – truly successful and memorable event	Community Services
10.10.13	Aston	Thank you for prompt replacement of black bin	Environmental Services
10.10.13	Swadlincote	Thank you for erection of memorial seat at Fishponds, Midway	Community Services
21.10.13		Thanks for efforts re removal of grass on family members grave	Community Services
21.10.13	Newhall	Pleased with service provided by refuse collectors	Environmental Services
22.10.13	Woodville	Thank you to Customer Services staff for help with Council Tax Reimbursement	Customer Services
25.10.13	Church Gresley	Thank you to Customer Services and Depot Staff for provision of a new bin	Customer and Environmental Services
05.11.13		Praise for the flower verges on the approach to Swadlincote	Environmental Services
11.11.13	Woodville	Thank you for prompt delivery of new inner caddy for new green recycling bin	Environmental Services
22.01.14		Compliment to SDDC Planning Department on its excellent treatment of customers	Planning Services
23.01.14	Church Gresley	Thank you to Customer Services staff for help with housing benefits query	Customer Services
10.02.14	Hartshorne	Thank you to Planning Officers assistance in dealing with Planning Application	Planning Services
25.02.14	Aston	Praise for the refuse collection service – refuse collection operatives do a superb job and they never moan or complain	Environmental Services
05.03.14	Etwall	Congratulations on flood prevention works carried out at Staker Lane, Mickleover	Community and Planning Services
05.03.14	Willington & Findern	Congratulations on flood prevention work carried out on Doles Brook, Findern	Community and Planning Services
26.03.14	Swadlincote	Thank you to Customer Services for their help	Customer Services

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28.03.14	Aston	Thank you to Customer Services for their help	Customer Services
31.03.14	Aston	Thank you for quick removal of fly tipping	Environmental Services

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### Complaints

Date	Ref No	Ward	Subject	Division	Resultant Action Taken	Date response due and date sent
01.10.13	555	Newhall	Problem with gas fire	Housing Services	Apology given	Due: 15.10.13 Sent:: 16.10.13
02.10.13	556	Etwall	Problem with drain cover	Housing Services	Apology given Team reminded of need to co-ordinate works	Due: 16.10.13 Sent:: 16.10.13
10.10.13	558	Newhall	Problem with attitude of Officer	Housing Services	No relevant action	Due: 24.10.13 Sent:: 22.10.13
21.10.13	559	Newhall	Complaint against Officer & SDDC for Trespass and Destruction of property.	Planning Services	Ongoing – issue still in hands of complainant	Due: 04.11.13 Sent:: Holding letter sent 06.11.13  Now Due: 20.11.13 Sent:: 18.11.13
22.10.13	560  <a href="#">Stage 2</a>	Swadlincote	Failure to regularly collect household refuse bins	Environmental Services	Assisted collection updated and reviewed	Due: 05.11.13 Sent:: 05.11.13  <a href="#">Stage 2</a>  Due: 25.11.13 Sent:: 25.11.13
28.10.13	561	Seales	Problem with Housing Officer	Housing Services	No relevant action	Due: 11.11.13 Sent:: Holding letter sent 11.11.13 Now Due: 22.11.13

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	<a href="#">Stage 2</a>					<a href="#">Stage 2</a> Due: 27.01.14 Sent:: 23.01.14
30.10.13	562	Repton	Problem with planning application 9/2013/0603	Planning Services	No relevant action	Due: 13.11.13 Sent:: 08.11.13
31.10.13	563	Repton	Council Tax	Customer Services	No relevant action	Due: 14.11.13 Sent:: 04.11.13
01.11.13	564	Stenson	Council Tax	Customer Services	No relevant action	Due: 15.11.13 Sent:: 15.11.13 to HSN Advice only  Holding letter sent to Ms. Tisdall 15.11.13  Response now due: 29.11.13 Sent:: 18.11.13
05.11.13	565	Etwall	Housing Benefit Support/Housing Benefit Claim/Council Tax	Customer Services	Tighter liaison needed between Customer Services, Debt recovering and Benefits to ensure joint working	Due: 19.11.13 Sent:: 19.11.13

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11.11.13	566	Aston	Planning Application 9/2013/0680	Planning Services	No relevant action	<p>Due: 25.11.13 Holding sent:: 25.11.13</p> <p>Now Due: 09.12.13 Sent:: 28.11.13</p> <p><u>Stage 2</u></p> <p>Due: 19.12.13 Holding Sent:: 19.12.13</p> <p>Now due: 09.01.14 Sent:: 10.01.14</p>
15.11.13	567	Aston	TPO order on Beech Tree	Planning Services	No relevant action	<p>Due: 29.11.13 Sent:: 28.11.13</p> <p><u>Stage 2</u></p> <p>Due: 18.12.13 Sent:: 18.12.13</p>
18.11.13	568	Repton	Appalling state of	Community	No relevant action	Due: 02.12.13

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		<a href="#">Stage 2</a>	Etwall Leisure Centre	Services		Sent:: 28.11.13  <a href="#">Stage 2</a>  Due: 15.04.14 Sent:: 11.04.14
26.11.13	569	Midway	Problem with Housing Officer re Mutual Exchange of Property	Housing Services	No relevant action	Due: 10.12.13 Sent:: 10.12.13
27.11.13	570	Swadlincote	Problem with neighbour	Housing Services	No relevant action	Due: 11.12.13 Sent:: 11.12.13
27.11.13	571	Church Gresley	Problem with move to 2 bedroom property	Housing Services	No relevant action	Due: 11.12.13 Sent:: 11.12.13
27.11.13	572	Swadlincote	Leisure Centre ONLY car parking	Property Services	Staff advised not to park in the designated Leisure Centre bays	Due: 11.12.13  Holding letter Sent:: 12.12.13 Now Due 26.12.13 Sent:: 23.12.13
11.12.13	573	Melbourne	Planning Application 92012/0715	Planning Services	No relevant action	Due: 25.12.13 Sent:: 17.12.13  <a href="#">Stage 2</a>  Due: 16.01.14 Sent:: 16.01.14
12.12.13	574	Swadlincote	SDDC failed to find tenant a 2	Housing Services	No relevant action	Due: 03.01.14 Sent:: 24.12.13

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			bedroom bungalow			
02.01.14	575	Melbourne	Ongoing rodent problem at property	Housing Services	Additional works ordered	Due: 16.01.14 Sent:: 16.01.14
07.01.14	576	Newhall	Housing issue	Housing Services	Better monitoring of homeless person application	Due: 21.01.14 Sent:: 16.01.14  <a href="#">Stage 2</a> Due: 15.04.14 Sent:: 15.04.14
	<a href="#">Stage 2</a>					
08.01.14	577	Etwall	Recycling – problem with size of caddy for cardboard/paper	Environmental Services	No relevant action	Due: 22.01.14 Sent:: 22.01.14
13.01.14	578	Seales	Council Tax	Customer Services	No relevant action	Due: 27.01.14 Sent:: 21.01.14
31.01.14	579	Linton	Damaged book headstone, Gresley Cemetery	Community Services	No relevant action	Due: 17.02.14 Sent:: 14.02.14
04.02.14	580	Castle Gresley	Work being carried out to Council properties adjacent to their privately owned property	Housing Services	Re-affirm Policies on consultation	Due: 18.02.14 Sent:: 17.02.14
03 & 10.02.14 (03.02.14	581	Newhall	Repair work to be carried out at property	Housing Services	Re-affirm need to keep tenant contact details updated	Due: 17.02.14 Sent:: 17.02.14

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to be date complaint to be dealt from)						
12.02.14	582	Newhall	Council Tax	Customer Services	No relevant action	Due: 26.02.14  Holding letter sent:: 24.02.14  Response now Due: 12.03.14 Sent:: 12.03.14
11.03.14	583	Repton	Building Control	Planning Services	No relevant action	Due: 25.03.14 Sent:: 19.03.14
12.03.14	584	?	Incident with driver of Council vehicle	Environmental Services	No relevant action	Due: 26.03.14 Sent::  Holding letter sent: 25.03.14  Response now Due: 08.04.14 Sent: 31.03.14
21.03.14	585	Church Gresley	Issue with attitude of Housing Officers	Housing Services	No relevant action	Due: 04.04.14 Sent:: 04.04.14  <a href="#">Stage 2</a>  Due: 21.04.14 Sent:: 17.04.14
25.03.14	586	Willington	Court Summons	Customer Services	More information made available to customers relating to payment	Due: 08.04.14 Sent:: 07.04.14

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					allocation	
25.03.14	587	Newhall	Housing Benefit	Customer Services	Monitor suspended cases more closely	Due: 08.04.14 Sent:: 04.04.14
27.03.14	588	Findern	Housing Repairs	Housing Services	Re-affirm need to meet inspection target	Due: 10.04.14 Sent:: 10.04.14
31.03.14	589	Hilton	Issue with Housing Officer	Housing Services	No relevant action	Due: 14.04.14 Sent:: 10.04.14
31.03.14	590	Willington	Issues with member of staff in Customer Contact Centre, and Housing Benefits Staff	Customer Services	Noted that some people may shout because of auditory problems	Due: 14.04.14 Sent:: 14.04.14  <u>Stage 2</u> Due: 02.05.14 Sent:: 30.04.14

## ANNEXE B

South Derbyshire District Council  
Freedom of Information Requests  
1 October 2013 – 31 March 2014

Ref:		Dept	Details	Received	Reply Due	Reply Sent	Exemption
1314-237	I	Derbyshire County Council	No. of fraudulent school applications	01.10.13	28.10.13	01.10.13	
1314-238	C	NHS	Implementation and delivery of NHS Health Checks	01.10.13	28.10.13	02.10.13	
1314-239	TV/ R	Finance	Section 106 spend	02.10.13	29.10.13	18.10.13	
1314-240	C	Customer Services	Business Rates	01.10.13	28.10.13	08.10.13	
1314-241	O	Corporate Services	Information Management Staff	02.10.13	30.10.13	03.10.13	
1314-242	O	Organisational Development	Information of employees	02.10.13	30.10.13	24.10.13	
1314-243	I	Corporate Services	Contact details re internal auditing	03.10.13	31.10.13	04.10.13	
1314-244	O	Customer Services	Business Rates	03.10.13	31.10.13	09.10.13	
1314-245	C	Client Services	DHP	04.10.13	01.11.13	28.10.13	
1314-246	C	Communications	Advertisement and Sponsorship Schemes	07.10.13	04.11.13	11.10.13	
1314-247	O	Client Services	L.A benchmarking for FOI/EIR/DPA	07.10.13	04.11.13	08.10.13	
1314-248	W	Customer Services	Local Housing Allowance/Housing Benefit Costs	07.10.13	04.11.13	10.10.13	
1314-249	I	Customer Services	List of Ltd companies & PLCs liable for NDR	08.10.13	05.11.13	10.10.13	
1314-250	O	Customer Services	Business Rates Information	08.10.13	05.11.13	10.10.13	
1314-251	N	Legal & Democratic Services	Various questions with regards to holding prayers at the start of Council Meetings	09.10.13	06.11.13	21.10.13	
1314-252	C	Legal & Democratic Services, Corporate Services & Organisational Development	Various questions on lead signatories, CRB checks and licensing	10.10.13	07.11.13	04.11.13	

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Ref:		Dept	Details	Received	Reply Due	Reply Sent	Exemption
1314-253	C	Customer Services	National NDR Rates	14.10.13	08.11.13	18.10.13	
1314-254	I	Customer Services	Council Tax Support	14.10.13	08.11.13	16.10.13	
1314-255	C	Finance	Disclosure of Invoice Expenditure	14.10.13	08.11.13	30.10.13	
1314-256	I	Customer Services	List of Ltd companies & PLCs liable for NDR	15.10.13	09.11.13	24.10.13	
1314-257	I	Environmental Services	Public Health Funerals	16.10.13	13.11.13	17.10.13	
1314-258	N	Customer Services	Council tax owed to the Council at March 31, 2013	17.10.13	14.11.13	24.10.13	
1314-259	N	Housing Services	Number of people on Council waiting list and number of empty properties in Derbyshire.	17.10.13	14.11.13	18.10.13	
1314-260	W	Unit Managers	Do we share information with other bodies, i.e. The Police	17.10.13	14.11.13	14.11.13 Holding email issued 22.11.13 Response sent	
1314-261	C	Derbyshire County Council	Backlog of road maintenance	17.10.13	14.11.13	21.10.13	
1314-262	C	Customer Services	Business Rate Accounts	18.10.13	15.11.13	04.11.13	
1314-263	O	Licensing Services	Temporary Event Notices requested by primary/junior schools to serve/sell alcohol	18.10.13	15.11.13	21.10.13	
1314-264	P	Derbyshire County Council	School based work experience	18.10.13	15.11.13	22.10.13	
1314-265	I	Environmental Services	Street Cleansing	18.10.13	15.11.13	23.10.13	

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Freedom of Information Requests  
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Ref:		Dept	Details	Received	Reply Due	Reply Sent	Exemption
1314-266	C	Property Services	Office premises held on leasehold and freehold basis	22.10.13	19.11.13	11.11.13	
1314-267	C	Derbyshire County Council	Questions relating to Gritting vehicles/snow ploughs/salt & grit, etc.	22.10.13	19.11.13	23.10.13	
1314-268	TV/R	Derbyshire County Council	Number of complaints received by Trading Standards for letting agents charging prospective clients deposits, not letting them move in & refusal to refund money	24.10.13	21.11.13	24.10.13	
1314-269	C	Environmental Services	List of all Public Health Funerals in the last 4 weeks	24.10.13	21.11.13	25.10.13	
1314-270	C	Community & Planning; and Housing	Construction Projects	28.10.13	25.11.13	04.11.13	
1314-271	N	Licensing Services	Names, addresses and post codes of licensed betting premises	28.10.13	25.11.13	04.11.13 Additional info sent 08.11.13	
1314-272	I	Environmental Services	Council relationship with hospitals within Council area on matters of public health funerals	28.10.13	25.11.13	05.11.13	
1314-273	MP	Housing Services	Information required in regard to Landlords and various housing issues	29.10.13	26.11.13	08.11.13	
1314-274	C	Derbyshire County Council	Street Defects	29.10.13	26.11.13	26.11.13	
1314-275	C	Customer Services	Business Rates	30.10.13	27.11.13	06.11.13	
1314-276	I	I.T	IT hardware maintenance	30.10.13	27.11.13	25.11.13	
1314-277	I	Environmental Services	Deaths with no next of kin	30.11.13	27.11.13	05.11.13	

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Freedom of Information Requests  
1 October 2013 – 31 March 2014

Ref:		Dept	Details	Received	Reply Due	Reply Sent	Exemption
1314-278	I	Unit Managers	Costs of all cancelled projects since January 2013	30.10.13	27.11.13	25.11.13	
1314-279	C	Customer Services	Commercial properties where a completion notice has been served within past 3 years	30.10.13	27.11.13	19.11.13	
1314-280	I	Customer Services	List of Ltd Companies and PLC's, addresses and name of rate payers become liable for NDR from 15.10.13 – 31.10.13	31.10.13	28.11.13	05.11.13	
1314-281	TV/ R	Environmental Services	Information required in regard to number of dogs passed to dogs homes/ fees etc.	31.10.13	28.11.13	14.11.13	
1314-282	O	Derbyshire County Council	Information required about substance misuse services commissioned by Public Health Team in Local Authority	31.10.13	28.11.13	01.11.13	
1314-283	I	Customer Services	Information required on commercial properties	31.10.13	28.11.13	05.11.13	
1314-284	C	Housing Policy & Communications	Name, address, e-mail address of staff within Communications department who are involved in the Council's residents magazine or newspaper	31.10.13	28.11.13	01.11.13 First response. Further response 11.11.13	
1314-285	I	Derbyshire County Council	Information requested re street lighting	31.10.13	28.11.13	01.11.13	
1314-286	N	Housing	Eviction proceedings on the grounds of rent arrears	04.11.13	02.12.13	12.11.13	
1314-287	I	Organisational Development	Overpayments to staff	04.11.13	02.12.13	25.11.13	

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Ref:		Dept	Details	Received	Reply Due	Reply Sent	Exemption
1314-288	C	Environmental Services	Use of wheelie bins	05.11.13	03.12.13	06.11.13	
1314-289	N	Legal & Democratic Services	Employment of Political Assistants	06.11.13	03.12.13	25.11.13	
1314-290	P	Client Services/Derbyshire County Council	"Troubled Families" programme	6.11.13	03.12.13	06.11.13	
1314-291	N	Community Services	Amount of money hiring celebrities and associated questions in connection with this.	07.11.13	05.12.13	08.11.13	
1314-292	C	Community Services	Various questions relating to Public Space CCTV	07.11.13	05.12.13	08.11.13	
1314-293	I	Legal & Democratic Services	Information requested relating to Scrap Metal Dealer Site Licenses	07.11.13	05.12.13	08.11.13	
1314-294	I	IT Services	Various IT questions	08.11.13	06.12.13	29.11.13	
1314-295	N	Planning Services	Various questions on wind turbines	08.11.13	06.12.13	12.11.13	
1314-296	N	Organisational Development	Number of staff warnings/dismissals for use of Twitter & Facebook	08.11.13	06.12.13	12.11.13	
1314-297	I	Legal & Democratic	Standards Committee	08.11.13	06.12.13	18.11.13 Sent again on 6.12.13 – Cllr Richards not in receipt of original response.	
1314-298	C	Environmental Services	Grounds maintenance; street cleansing & Road Term Maintenance	11.11.13	09.12.13	12.11.13	
1314-299	W	I.T	Email systems in use	11.11.13	9.12.13	13.11.13	
1314-300	C	Derbyshire County Council	Look Ahead Care & Support	11.11.13	9.12.13	12.11.13	

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Ref:		Dept	Details	Received	Reply Due	Reply Sent	Exemption
1314-301	N	Derbyshire County Council	Instances of child (under 18yrs) being place in a "looked after" situation	12.11.13	9.12.13	12.11.13	
1314-302	O	Derbyshire County Council	Social Care I.T System	12.11.13	9.12.13	12.11.13	
1314-303	C	Derbyshire County Council	New Trunk Road schemes	12.11.13	9.12.13	12.11.13	
1314-304	N	Derbyshire County Council	Parking Services	13.11.13	10.12.13	13.11.13	
1314-305	I	IT Services	Structure Chart for IT Services	13.11.13	10.12.13	18.11.13	
1314-306	TV/ R	Customer Services	Removal of the spare room subsidy – First Tier Tribunal decisions	13.11.13	10.12.13	14.11.13	
1314-307	I	Derbyshire County Council	Number of bus routes	14.11.13	11.12.13	14.11.13	
1314-308	C	NHS	Various questions with regards to HPV Vaccines	14.11.13	11.12.13	14.11.13	
1314-309	C	Organisational Development	Policy on staff getting to work in bad weather	14.11.13	11.12.13	18.11.13	
1314-310	C	Environmental Services	Any sites entered on Contaminated Land Register	14.11.13	11.12.13	29.11.13	
1314-311	C	Property Services	Land within your area registered as common land or village green	14.11.13	11.12.13	18.11.13	
1314-312	C	Property Services	Enforceable order to compulsory purchase or acquire property	14.11.13	11.12.13	06.12.13	
1314-313	C	Planning Services	List of locally Listed Buildings	14.11.13	11.12.13	10.12.13	
1314-314	C	Planning Services	Land included for land for public use	14.11.13	11.12.13	11.12.13	
1314-315	C	Planning Services	Land acquired for road works	14.11.13	11.12.13	18.11.13	
1314-316	I	Customer Services	Ltd companies/PLC's/rate payers liable for NDR from 1-15 Nov 2013	15.11.13	13.12.13	19.11.13	

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Ref:		Dept	Details	Received	Reply Due	Reply Sent	Exemption
1314-317	I	Community & Planning Services	Third party requests: i.e CCTV footage, to insurance companies etc under Sect.29 or 35 of the Data Protection Act.	13.11.13	11.12.13	19.11.13	
1314-318	C	Community & Planning Services and Licensing	List of Boot sales & markets	18.11.13	16.12.13	29.11.13	
1314-319	I	Community & Planning	Christmas funding	18.11.13	16.12.13	25.11.13	
1314-320	I	Housing & Environmental Services	Expenditure on utilities	18.11.13	16.12.13	10.12.13	
1314-321	I	Housing	Local authority and housing association households below bedroom standards	18.11.13	16.12.13	06.12.13	
1314-322	I	Housing	Costs to the Council due to implementing the under occupancy policy	18.11.13	16.12.13	13.12.13	
1314-323	I	Environmental Services	Name of address of company/staff who identifies/traces next of kin	18.11.13	16.12.13	25.11.13	
1314-324	I	Organisational Development	Gagging Orders	19.11.13	17.12.13	06.12.13	
1314-325	N	Planning	Change of use of buildings from office to residential	19.11.13	17.12.13	19.11.13	
1314-326	I	Organisational Development	Illegal immigrants	20.11.13	18.12.13	20.11.13	
1314-327	TV/R	Planning Services	Various questions on affordable housing	21.11.13	19.12.13	17.12.13	
1314-328	N	Derbyshire County Council	School compensation claims	21.11.13	19.12.13	22.11.13	

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Ref:		Dept	Details	Received	Reply Due	Reply Sent	Exemption
1314-329	C	Derbyshire County Council	Research into Direct Payments	21.11.13	19.12.13	22.11.13	
1314-330	O	IT Services	Use of Cloud Services	21.11.13	19.12.13	22.11.13	
1314-331	I	Housing Services	Various questions regarding overcrowding in Council properties	22.11.13	20.12.13	13.12.13	
1314-332	I	Planning & Community Services	Questions relating to an Oak Tree, Land at St Johns Drive, Newhall	20.11.13	18.12.13	16.12.13	
1314-333	I	Procurement	Total spend on Personal Protective Equipment	22.11.13	20.12.13	25.11.13	
1314-334	C	Planning Services	Planning applications relating to conversion of offices to residential	22.11.13	20.12.13	20.12.13	
1314-335	C	Derbyshire County Council	Serious Case Reviews for 2009-13 where either the child or mother has been killed	26.11.13	24.12.13	26.11.13	
1314-336	I	Housing & Environmental Services	EIR climate change adaptation strategy; flood risk management strategy; employment of staff as Climate Adaptation Officers	26.11.13	24.12.13	05.12.13	EIR Acknow sent 26.11.13
1314-337	C	Customer Services	Addresses & rateable value of empty commercial properties, names and addresses of owners/occupiers/VOA Property reference	26.11.13	24.12.13	27.11.13	
1314-338	MP	Organisational Development	Various questions on payroll	29.11.13	27.12.13	20.12.13	
1314-339	I	Customer Services	List of companies that have become liable for NNDR, 16-30.11.13	29.11.13	27.12.13	04.12.13	

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Ref:		Dept	Details	Received	Reply Due	Reply Sent	Exemption
1314-340	I	Derbyshire County Council	Number of Unaccompanied non-UK children (under the age of 18) having arrived in the UK, are currently in the care of South Derbyshire Council	02.12.13	30.12.13	02.12.13	
1314-341	C	Customer Services	Details of the 20 landlords whose tenants collectively received the largest amounts of housing benefit from your Council in 2012/13	02.12.13	30.12.13	06.12.13	
1314-342	I	Customer Services	Various questions regarding the impact of the localization and cuts to the Council Tax Benefits systems as of April 2013	02.12.13	07.01.13	11.12.14	
1314-343	MP	Customer Services	Questions regarding discretionary & hardship relief with regards to NNDR	03.12.13	31.12.13	06.12.13	
1314-344	I	Community Services	Cost of annual membership at leisure facilities in our area	04.12.13	09.01.14	09.01.14	
1314-345	I	Environmental Services	How much of public health grant allocation was spent in Apr-June 2013	04.12.13	02.01.14	05.12.13	
1314-346	I	Community Services	Various questions on leisure & sports facilities in our area	04.12.13	02.01.14	10.12.13	
1314-347	I	Environmental Services	Various questions regarding public health funerals	04.12.13	09.01.14	08.01.14	
1314-348	I	Community Services	Proposals received from residents under the Sustainable Communities Act	02.12.13	30.12.13	10.12.13	
1314-349	N	Derbyshire County Council	Number of art & antique thefts from Council Museum and Art Galleries	05.12.13	13.01.14	05.12.13	

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Ref:		Dept	Details	Received	Reply Due	Reply Sent	Exemption
1314-350	M	Derbyshire County Council	How many pieces of artwork sold by the Council	05.12.13	13.01.14	05.12.13	
1314-351	I	Environmental Services	Public Health Funerals since 1.9.13	05.12.13	13.01.14	06.12.13	
1314-352	C	Derbyshire County Council	Number of parking tickets issued	05.12.13	13.01.14	05.12.13	
1314-353	I	IT Services	Does SDDC use any non-relational/NoSQL database technologies	05.12.13	13.01.14	06.12.13	
1314-354	C	Environmental Services	Details of contractors in place for managing household waste	05.12.13	13.01.14	06.12.13	
1314-355	C	Environmental Services	Public Health Funerals in the last 6 weeks	06.12.13	03.01.14	10.12.13	
1314-356	I	Legal & Democratic	Recording of Meetings	09.12.13	14.01.14	23.12.13	Part exempt
1314-357	I	Property	Non residential real estate assets	10.12.13	15.01.14	06.01.14	
1314-358	W	Planning	Payments under 106 Agreements	10.12.13	15.01.14	13.02.14	14.1.14 Holding letter sent
1314-359	O	Client Services	Discretionary Housing Payment (breakdown)	10.12.13	15.01.14	14.01.14	
1314-360	O	Client Services	Discretionary Housing Payments (awards)	10.12.13	15.01.14	14.01.14	
1314-361	I	Derbyshire County Council	Newborn baby care orders	10.12.13	15.01.14	10.12.13	
1314-362	C	Customer Services	Credits held for NNDR	10.12.13	15.01.14	16.12.13	
1314-363	I	Derbyshire County Council	How many parking tickets issued outside Sharpes Pottery	11.12.13	16.01.14	12.12.13	

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Ref:		Dept	Details	Received	Reply Due	Reply Sent	Exemption
1314-364	O	Planning Services	Why was land off Willington Rd, Etwall chosen for inclusion in the Local Plan in preference to other areas of land within Etwall	11.12.13	16.01.14	08.01.14	
1314-365	I	Customer & IT Services	Request for Council Tax Collection Levels and VRA	11.12.13	16.01.14	18.12.13	
1314-366	C	IT Services	Various questions regarding IT network infrastructure	12.12.13	17.01.14	16.01.14	
1314-367	C	Planning Services	Various questions relating to payments received by the Council in relation to residential developments.	12.12.13	17.01.14	08.01.14	
1314-368	C	Customer Services	Provision of ratepayers & charges for 65 High St., Woodville 01.04.06 – 31.03.09	13.12.13	20.01.14	17.12.13	
1314-369	I	Customer Services	Ltd companies and PLC's liable/responsible for NDR 1.12.13-15.12.13	16.12.13	21.01.14	18.12.13	
1314-370	I	Client Services/ FOI Officers	Numbers and outcomes of FOI requests submitted to the Authority in a 12 month period – 2012-13	17.12.13	22.01.14	13.01.14	
1314-371	C	Finance Services	Contact/telephone/emails details of all Council suppliers, whom the Council spends over £500 per calendar year	17.12.13	22.01.14	21.01.14	
1314-372	I	Planning Services	Request to view of submitted public commentary on the SDDC Planning Portal relating to the proposed new housing development in Willington – 9/2013/0745	18.12.13	23.01.14	14.01.14	

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Ref:		Dept	Details	Received	Reply Due	Reply Sent	Exemption
1314-373	C	Planning Services	Various questions relating to payments received by the Council in relating to residential developments.	18.12.13	23.01.14	19.12.13	
1314-374	MP	Derbyshire County Council	How Government cuts to LA budgets are impacting on staffing levels for walking, cycling & road safety.	20.12.13	27.01.14	20.12.13	
1314-375	I	Derbyshire County Council	Various questions about adoption	20.12.13	27.01.14	20.12.13	
1314-376	C	Environmental Services	Public Health Funerals 1.10.13 date	20.12.13	27.01.14	03.01.14	
1314-377	I	Client Services	Discretionary Housing Payments (DHP)	23.13.13	21.01.14	22.01.14	
1314-378	I	Client Services/ FOI Officers	Numbers and outcomes of FOI requests submitted to the Authority in last 5 years – 2009/13	23.12.13	21.01.14	15.01.14	
1314-379	C	Customer Services/ Complaints	Bailiff Enforcement Policy	23.12.13	21.01.14	15.01.14	
1314-380	I	Derbyshire County Council	Information on contacts to Children's Social Services	24.12.13	22.01.14	24.12.14	
1314-381	I	Community Services	Cost of hiring celebrities for local events over the last three years	02.01.14	30.01.14	06.01.14	
1314-382	I	Customer Services	List of companies & plc's that have become liable for NNDR 16.12.13 – 31.12.13	02.01.14	30.01.14	03.01.14	
1314-383	C	Derbyshire County Council	Various questions re child abuse	02.01.14	30.01.14	02.01.14	
1314-384	I	Community Services	Cost of hiring celebrities for turning on of Christmas Lights over the last 10 years	02.01.14	30.01.14	06.01.14	

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Ref:		Dept	Details	Received	Reply Due	Reply Sent	Exemption
1314-385	I	Community Services	Paid for services of celebrities turning on Christmas lights	02.01.14	30.01.14	22.01.14	Requester did not provide information – FOI Closed 22.01.14
1314-386	C	Derbyshire County Council	Various questions re Cyber Bullying in Schools	02.01.14	30.01.14	02.01.14	
1314-387	I	Derbyshire County Council	Various questions re foster care agencies	02.01.14	30.01.14	02.01.14	
1314-388	TV/ R	IT Services	How many staff have been issued with smart phones, standard mobile phones, tablet computers and standard laptops	02.01.14	30.01.14	22.01.14	
1314-389	I	Organisational Development & Democratic Services	Salary increases for senior staff & attendance records for Councillors	02.01.	30.01.14	05.02.14	
1314-390	M	Derbyshire County Council	Number of children taken into care where high BMI/obesity issues arose	02.01.14	30.01.14	02.01.14	
1314-391	C	Derbyshire County Council	Schools within area that have a SENCO	02.01.14	30.01.14	02.01.14	
1314-392	I	Community Services	What happens to ashes from cremations handled by Council at the request of the NHS	02.01.14	30.01.14	07.01.14	
1314-393	TV/ R	Environmental Services	Various questions relating to the collection of stray dogs	02.01.14	30.01.14	14.01.14	
1314-394	TV/ R	Legal & Democratic Services	Various questions relating to hackney carriages	02.01.14	30.01.14	20.01.14	
1314-395	TV/ R	Customer Services	How many of the Authority's Councillors were late in paying/summonsed to Court with regards to payment of Council Tax	02.01.14	30.01.14	16.01.14	
1314-396	C	Customer Services	Various questions regarding NNDR	03.01.14	31.01.14	06.01.14	

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Ref:		Dept	Details	Received	Reply Due	Reply Sent	Exemption
1314-397	I	Legal & Democratic Services	Various question s regarding first voter registration forms	03.01.14	31.01.14	09.01.14	
1314-398	C	Customer Services	Council Tax & Business Rates	02.01.14	30.01.14	08.04.14	
1314-399	I	Environmental Services	Public Health Funerals	06.01.14	03.02.14	08.01.14	
1314-400	O	Derbyshire County Council	Troubled families	07.01.14	04.02.14	07.01.14	
1314-401	I	Procurement	Planned External Maintenance	06.01.14	03.02.14	07.01.14 1 <sup>st</sup> class mail	Part exempt Commercially confidential
1314-402	O	Client Services	Change of Council Tax Support Scheme 2014/15	07.01.14	04.02.14	09.01.14	
1314-403	C	Environmental Services	Abandoned Cars	07.01.14	04.02.14	16.01.14	
1314-404	I	Derbyshire County Council	Highways Department Structure	08.01.14	05.02.14	08.01.14	
1314-405	I	Customer Services	Number of households affected by the under occupancy Housing Benefit penalty	08.01.14	05.02.14	20.01.14	
1314-406	I	IT Services	Software and/or hardware the Council uses for filtering/blocking/monitoring access to the Internet for Council staff and education users	08.01.14	05.02.14	22.01.14	
1314-407	C	Derbyshire County Council	Various questions relating to fostering	09.01.14	06.02.14	09.01.14	
1314-408	C	Customer Services	List of all NDR accounts that are currently overpaid or in credit	09.01.14	06.02.14	20.01.14	
1314-409	I	Derbyshire County Council	Number of crossing guards that the authority employs	10.01.14	07.02.14	10.01.14	

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1314-410	C	Housing Services	Various questions on right to buy scheme	10.01.14	07.02.14	06.02.14	
1314-411	N	Legal & Democratic	Premises that have surrendered alcohol licenses	13.1.14	10.02.14	28.01.14	
1314-412	N	Derbyshire County Council	Effective catchment areas of all the primary and secondary schools	13.1.14	10.02.14	13.01.14	
1314-413	N	Derbyshire County Council	How many children have been taken from their parents by Social Services	13.1.14	10.02.14	13.01.14	
1314-414	TV/R	Legal & Democratic and Accounts	How much has the Council spent in last FY on refreshments for Councillors and staff at meetings, etc.	13.1.14	10.02.14	05.03.12	
1314-415	N	Housing	No. of properties sold through the Right to buy	13.1.14	10.02.14	29.01.14	
1314-416	I	Derbyshire County Council	New high school buildings constructed within the last 10 years	13.1.14	10.02.14	13.01.14	
1314-417	C	Customer Services	Business Rate Information	14.01.14	11.02.14	16.01.14	
1314-418	P	Client Services	Tenants subject to the social sector size criteria falling into exempt because have a pre-1996 tenancy	14.01.14	11.02.14	11.02.14	i
1314-419	C	Environmental Services	List of all Public Health Funerals in the last 4 weeks	15.01.14	12.02.14	17.01.14	
1314-420	I	Client Services & Customer Services	Name of appointed bailiff/debt recovery for various services	16.01.14	13.02.14	17.01.14	
1314-421	I	IT Services	What project methodology is used for IT projects	16.01.14	13.02.14	17.01.14	
1314-422	I	Derbyshire County Council	Various information relating to School Independent Review Panel hearings	16.01.14	13.02.14	16.01.14	

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Ref:		Dept	Details	Received	Reply Due	Reply Sent	Exemption
1314-423	I	Customer Services	Request for information on bedroom tax appeals	16.01.14	13.02.14	11.02.14	
1314-424	I	Derbyshire County Council	Various questions relating to outstanding road works/road maintenance projects	17.01.14	14.02.14	17.01.14	
1314-425	C	Customer Services	List of all live business rate accounts with a 2010 list rateable value greater than or equal to £25,000	17.01.14	14.02.14	11.02.14	
1314-426	I	Housing & Environmental Services	Waste Collection Contract Details	17.01.14	14.02.14	20.01.14	
1314-427	W	Housing	People on Council Housing related queries	20.01.14	17.02.14	17.02.14 (Part response.	17.2.14 – 'part' response issued, with request for clarification to some questions.
1314-428	C	Organisational Development/Chief Exec	Chief Executives from 1980	20.01.14	17.02.14	18.02.14	
1314-429	N	Derbyshire County Council	Education – parental fines for taking children out of school	20.01.14	17.02.14	20.01.14	
1314-430	I	Community & Planning Services	Spend on Police Community Support Officers	20.01.14	17.02.14	22.01.14	
1314-431	C	Finance & Corporate Services	All companies required to provide a performance bond in favour of the Council – 2012/13	20.01.14	17.02.14	22.01.14	
1314-432	C	Derbyshire County Council	Electric car charging points	20.01.14	17.02.14	20.01.14	
1314-433	C	Derbyshire County Council	UASCs in LA care	20.01.14	17.02.14	20.01.14	
1314-434	I	Customer Services	List of Business addresses	20.01.14	17.02.14	29.01.14	

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Ref:		Dept	Details	Received	Reply Due	Reply Sent	Exemption
1314-435	I	Organisational Development/I.T	No. of people employed across the organization/multifunctional devices	21.0.1.14	18.02.14	10.02.14	
1314-436	I	Environmental Services	Street cleansing	21.01.14	18.02.14	24.01.14	
1314-437	I	Finance	Zurich Municipal insurance queries	21.01.14	18.02.14	14.02.14	
1314-438	P	Customer Services	Council Tax related queries	22.01.14	19.02.14	11.02.14	
1314-439	C	Customer Services	Unpresented Business Rates Refund cheques meeting numerous criteria	22.01.14	19.02.14	29.01.14	
1314-440	I	Licensing	Scrap Metal Dealer Act	22.01.14	19.02.14	03.02.14	
1314-441	N	Derbyshire County Council	Schools exempt from daily act of collective worship	22.01.14	19.02.14	22.01.14	
1314-442	I	Derbyshire County Council	Information on child abuse	22.01.14	19.02.14	23.01.14	
1314-443	I	Derbyshire County Council	Number of parking bays designated for motorcycle use only	22.01.14	19.02.14	23.01.14	
1314-444	TV/R	Customer Services	Tenants who are entitled to have rent calculated under the Consequential Provisions Regulations, but Housing Benefit reduced under the Removal of Spare Room Subsidy	22.01.14	19.02.14	11.02.14 Part response	11.2.14 - Part response only forwarded as in process of establishing this info.
1314-445	I	Legal & Democratic Services	Copies of Interception of Communications Commissioner's inspection reports for 2011 & 2012 for our Authority	22.01.14	19.02.14	18.02.14	
1314-446	I	Derbyshire County Council	Number of school buildings in need of replacement	22.01.14	19.02.14	23.01.14	
1314-447	I	Derbyshire County Council	Number of potholes recorded	23.01.14	20.02.14	24.01.14	

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1314-448	I	Community Services	Various questions relating to felling of trees & disposal of timber	23.01.14	20.02.14	11.02.14	
1314-449	I	Organisational Development & Derbyshire County Council	Various questions relating to Council drivers penalty points	23.01.14	20.02.14	28.01.14	
1314-450	TV/R	Legal & Democratic Services	Various questions regarding postal votes	23.01.14	20.02.14	13.02.14	
1314-451	C	Customer Services	Business Rates query with regards to Morrison's	24.01.14	21.02.14	29.01.14	
1314-452	I	Derbyshire County Council	Crisis Loan Payments	24.01.14	21.02.14	24.01.14	
1314-453	C	Licensing	Badge/licence renewal/centralised log of taxi licensing enforcement activity, etc.	27.01.14	24.02.14	03.02.14	
1314-454	C	Derbyshire County Council	Children from EU countries taking into care/adopted/ child protection budget	27.01.14	24.02.14	27.01.14	
1314-455	I	Environmental Services	Policy on dealing with dead pets found by workers	27.01.14	24.02.14	28.01.14	
1314-456	I	Customer Services	Debt owed to the Council that is written off/Business Rate Debt since 2008	27.01.14	24.02.14	13.02.14	
1314-457	I	Derbyshire County Council	School Bus related queries	27.01.14	24.02.14	27.01.14	
1314-458	N	Financial Services	Claims against the council for alleged injuries trips, falls, potholes etc. from 2009, damages paid out, Also false claims , prosecutions, etc.	27.01.14	24.02.14	18.02.14	
1314-459	O	Licensing	Pet shop licenses	27.01.14	24.02.14	03.02.14	
1314-460	N	Derbyshire County Council	Number of adoptions and adoption breakdowns	28.01.14	25.02.14	29.01.14	

## ANNEXE B

South Derbyshire District Council  
Freedom of Information Requests  
1 October 2013 – 31 March 2014

Ref:		Dept	Details	Received	Reply Due	Reply Sent	Exemption
1314-461	TV/R	Housing Services	Tenants in rented accommodation, tenants affected by changes to housing benefit, etc.	28.01.14	25.02.14	18.02.14	
1314-462	C	Environmental Services	Funerals – no next of kin	28.01.14	25.02.14	29.01.14	
1314-463	O	Customer Services	Council Tax Collection	28.01.14	25.02.14	11.02.14	
1314-464	C	Customer Services	Business Rates	29.01.14	26.02.14	12.02.14	
1314-465	C	Derbyshire County Council	Fixed penalty notices	29.01.14	26.02.14	29.01.14	
1314-466	I	IT Services	Do we use Civica or Northgate Software?	27.01.14 Sent to junk mail account?	24.02.14	03.02.14	
1314-467	I	Client Services	Numerous questions on “Community Right to Challenge”	30.01.14	27.02.14	30.01.14	
1314-468	I	Community Services & Organisational Development	Various questions relating to Defibrillators/AED’s	30.01.14	27.02.14	18.02.14	
1314-469	N	Property Services	How many buildings the Council owns that are presently disused/empty, plus years 2011 – 2013	30.01.14	27.02.14	30.01.14	
1314-470	I	Derbyshire County Council	Various questions on schools clusters	30.01.14	27.02.14	31.01.14	
1314-471	I	Customer Services	List of PLC or Ltd companies responsible for business rates 16.01.14 – 31.01.14	31.01.14	28.02.14	25.02.14	
1314-472	I	Derbyshire County Council	Amount spent on subsidising local bus services	31.01.14	28.02.14	31.01.14	
1314-473	I	Customer Services	Are serving soldiers exempt from CTax payments when serving in war	31.01.14	28.02.14	12.02.14	

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South Derbyshire District Council  
Freedom of Information Requests  
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Ref:		Dept	Details	Received	Reply Due	Reply Sent	Exemption
1314-474	I	IT Services	Various questions with regards to mobile phones	31.01.14	28.02.14	25.02.14	
1314-475	TV/R	Housing	Households with children 0-16 who are homeless, etc.	31.01.14	28.02.14	21.03.14	
1314-476	C	Customer Services	Vacant Commercial Warehouse info	03.02.14	03.03.14	12.02.14	
1314-477	I	Derbyshire County Council	Inspection of roads in Melbourne area	03.02.14	03.03.14	04.02.14	
1314-478	I	I.T	Printer contract and supplier of toner	03.02.14	03.03.14	24.02.14	
1314-479	I	Environmental Services	Burial of fetal/still birth remains	04.02.14	04.03.14	05.02.14	
1314-480	N	Finance	Total costs charged by General Fund to the Housing Revenue Account, Public Works Loans Board, interest rates to HRA etc.	04.02.14	04.03.14	14.02.14	
1314-481	I	Customer Services	Various questions on bedroom tax	05.02.14	05.03.14	<del>28.03.14</del>	
1314-482	I	Derbyshire County Council	Winter maintenance, roads & gritting	06.02.14	06.03.14	06.02.14	
1314-483	O	Environmental & Housing Services	Various questions regarding Energy Companies Obligation (ECO)	06.02.14	06.03.14	03.03.14	
1314-484	MP	Finance	Various questions on funding for archives, arts development, heritage, museums & galleries, theatres & public entertainment & library services	06.02.14	06.03.14	28.02.14	
1314-485	I	Property Services & K Stackhouse	Details of office accommodation for trade union business	06.02.14	06.03.14	10.02.14	
1314-486	I	Customer Services	Council Tax Support Proposals	07.02.14	07.03.14	11.02.14	
1314-487	I	Customer Services/ Client Services	Datasets	07.02.14	07.03.14	<del>28.03.14</del>	

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Ref:		Dept	Details	Received	Reply Due	Reply Sent	Exemption
1314-488	TV/R	Derbyshire County Council	Micro-chipping of children in care	10.02.14	10.03.14	10.02.14	
1314-489	C	I.T	PSN CoCo compliance/BYOD solution	10.02.14	10.03.14	25.02.14	
1314-490	I	Derbyshire County Council	Micro-chipping of children in care	10.02.14	10.03.14	10.02.14	
1314-491	I	Environmental Services	Public or welfare funerals	10.02.14	10.03.14	13.02.14	
1314-492	I	Derbyshire County Council	Social Services information	10.02.14	10.03.14	11.02.14	
1314-493	I	Derbyshire County Council	Social Workers	11.02.14	11.03.14	11.02.14	
1314-494	N	Environmental & Finance Services	Various questions on how much money has been paid out following damage by bin lorries	12.02.14	12.03.14	18.02.14	
1314-495	C	Derbyshire County Council	Various questions on parking charges	12.02.14	12.03.14	13.02.14	
1314-496	C	Derbyshire County Council	Various questions on Education funding for Special Educational Needs (SEN)	12.02.14	12.03.14	13.02.14	
1314-497	I	Customer Services, Housing & Client Services	Various questions on bedroom tax	12.02.14	12.03.14	12.03.14	<i>t</i>
1314-498	I	Environmental Services	Public or welfare funerals	13.02.14	13.03.14	14.02.14	
1314-499	I	Customer Services	List of PLC or Ltd companies responsible for business rates 01.02.14 – 15.02.14	14.02.14	14.03.14	18.02.14	
1314-500	I	Finance	List of vehicles purchased, parts, maintenance, hire of vehicles & tracking devices	14.02.14	14.03.14	26.02.14	

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South Derbyshire District Council  
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Ref:		Dept	Details	Received	Reply Due	Reply Sent	Exemption
1314-501	I	Organisational Development	Living Wage	14.02.14	14.03.14	07.03.14	
1314-502	C	Derbyshire County Council	Support placements for young people 16-19 etc.	17.02.14	17.03.14	17.02.14	
1314-503	M	Environmental Services	Recycling	17.02.14	17.03.14	18.02.14	
1314-504	I	Derbyshire County Council	Hartshorne Road safety inspections	17.02.14	17.03.14	17.02.14	
1314-505	C	Planning Services	Planning Information	17.02.14	17.03.14	25.03.16	
1314-506	I	Finance	Insurance Services	17.02.14	17.03.14	07.03.14	
1314-507	I	Environmental Services	Burials, Newhall, Church Gresley, Findern, Etwall, Marston on Dove & Aston on Trent Cemeteries	17.02.14	17.03.14	18.02.14  28.02.14 Additional info sent to requester	
1314-508	I	Customer Services	Councillors' unpaid Council Tax	17.02.14	17.03.14	25.02.14	
1314-509	N	Customer Services	Bedroom Tax	17.02.14	17.03.14	04.03.14	
1314-510	I	Environmental Services	Trading Standards Food Samples	19.02.14	19.03.14	25.02.14	
1314-511	C	National Health Service	Numerous questions health care	18.02.14	18.03.14	18.02.14	
1314-512	I	Environmental Services	Public health/national assistance burial/welfare funerals	19.02.14	19.03.14	12.03.14	
1314-513	I	Property Services	Compulsory Purchase Orders on Council owned land	19.02.14	19.03.14	25.02.14	
1314-514	I	Housing Services	Council owned housing stock not geographically within the Council's boundaries	19.02.14	19.03.14	03.03.14	

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Ref:		Dept	Details	Received	Reply Due	Reply Sent	Exemption
1314-515	I	Northgate Public Services	Spend on purchase of paper products & rent/leasing of fax and photocopier machines 2011-2013	20.02.14	20.03.14	14.03.14	
1314-516	I	Derbyshire County Council	Motorist Compensation	20.02.14	20.03.14	20.02.14	
1314-517	N	I.T	Council's use of G-Cloud	20.02.14	20.03.14	11.03.14	
1314-518	TV/R	I.T	Numerous questions on PCs	21.02.14	21.03.14	11.03.14	
1314-519	P	Derbyshire County Council	Spending on school improvement services	21.02.14	21.03.14	21.02.14	
1314-520	C	Licensing Services	Taxi Public & Private Hire Operators	21.02.14	21.03.14	13.03.14	
1314-521	C	Planning Services	Planning Permission Applications	21.02.14	21.03.14	11.04.14	
1314-522	C	Housing	Right to Buy	21.02.14	21.03.14	14.03.14	
1314-523	C	Environmental Services	Breeding Licences for dogs and pet shops	24.02.14	24.03.14	13.03.14	
1314-524	o	Derbyshire County Council & Community Services (Q.4 only)	Domestic Violence/Community/Street Lighting/Leisure and Culture Services	24.02.14	24.03.14	07.03.14	
1314-525	I	Environmental Services	Anyone who has died with no known next of kin from 01.12.13-present	25.02.14	25.03.14	28.02.14	
1314-526	I	Derbyshire County Council	Blocking of websites accessed from education establishments, etc.	25.02.14	25.03.14	25.02.14	
1314-527	I	Housing Services	Government Home Swap Direct Scheme	25.02.14	25.03.14	19.03.14	
1314-528	C	Customer Services	Commercial Properties where completion notice has been served since 01.01.10	25.02.14	25.03.14	10.03.14	
1314-529	N	Housing Services	Various questions on Housing Allocation Scheme	26.02.14	26.03.14	27.03.14	

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Ref:		Dept	Details	Received	Reply Due	Reply Sent	Exemption
1314-530	I	Property Services	Various questions relating to Barrow on Trent Parish Council renting the Community Park from SDDC	26.02.14	26.03.14	14.03.14	
1314-531	I	Client Services	Various questions relating to spare room subsidy	26.02.14	26.03.14	27.02.14	
1314-532	I	Planning Services	Various questions on the Local Plan	26.02.14	26.03.14	25.03.14	
1314-533	I	Derbyshire County Council	Unpaid car park fines	27.02.14	27.03.14	27.02.14	
1314-534	I	Community Services	Various questions on swimming pools in our area	27.02.14	27.03.14	26.03.14	
1314-535	TV/R	Housing, Customer & Client Services	Various questions regarding Council owned properties, housing benefit & DHP	27.02.14	27.03.14	25.03.14	
1314-536	I	Environmental Health	Number of Public Health Funerals carried out by Council from 2009 to 2013	27.02.14	27.03.14	28.02.14	
1314-537	I	Derbyshire County Council	Number of second hand tyre dealers visited by Trading Standards	27.02.14	27.03.14	28.02.14	
1314-538	C	Housing/Customer Services/Communications/IT/Client Services	Collection trends & billing mechanisms	28.02.14	28.03.14	09.04.14	
1314-539	I	Customer Services	List of Ltd companies & plcs that have become responsible for NDR between 16 Feb – 28 Feb 2014	28.02.14	28.03.14	10.03.14	
1314-540	I	Derbyshire County Council	Local bus services	28.02.14	28.03.14	03.03.14	
1341-541	I	Environmental Services	Cigarette Fines	28.02.14	28.03.14	04.03.14	

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South Derbyshire District Council  
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Ref:		Dept	Details	Received	Reply Due	Reply Sent	Exemption
1314-542	I	Customer Services	Business Rates Accounts	03.03.14	31.03.14	26.03.14	
1314-543	I	Community & Planning Services	50 Energy Efficient Homes	03.03.14	31.03.14	04.03.14	
1314-544	I	Community & Planning Services	Maintenance of parks	03.03.14	31.03.14	Being dealt with verbally  E mail sent 03.04.14 direct by Steve Shepperd	Steve Shepperd has spoken to requester – this is for a school project. He is helping Ms Allsopp by supplying some info for her.
1314-545	I	Planning Services	South St., Woodville bordering Taylor Wimpey development	03.03.14	31.03.14	25.03.14	
1314-546	I	Housing Services	Mandatory Disabled Facilities Grants	03.03.14	31.03.14	21.03.14	
1314-547	I	Customer Services	Commercial properties with a Rateable Value of over £20k who have not appealed for reduction of business rates	03.03.14	31.03.14	12.03.14	
1314-548	TV/ R	Housing Services	Relocation of households outside Derbyshire	04.03.14	01.04.14	27.03.14	
1314-549	I	IT Services	Distribution of laptops to staff	04.03.14	01.04.14	25.03.14	
1314-550	I	Finance Services	Copies of Statements of Accounts from 2000 to 2013	05.03.14	02.04.14	14.03.14	
1314-551	I	Housing Services	List of subcontractors	06.03.14	03.04.14	06.03.14	
1314-552	I	Housing Services	Homelessness data	06.03.14	03.04.14	21.03.14	
1314-553	I	Housing & Customer Services	Empty Homes Questions	06.03.14	03.04.14	13.03.14	
1314-554	I	Customer Services	All Ltd companies with liability orders made against them for non payment of NNDR	07.03.14	04.04.13	17.03.14	

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South Derbyshire District Council  
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Ref:		Dept	Details	Received	Reply Due	Reply Sent	Exemption
1314-555	N	Property Services/F McArdle/M Roylance	MIPIM Real Estate Trade Show Council Expenses	10.03.14	07.04.14	13.03.14	
1314-556	N	Derbyshire County Council	"Over-vent" from parking meters 2010/11-12-13 FY's	10.03.14	07.04.14	11.03.14	
1314-557	I	I.T	Telephone Maintenance	11.03.14	08.04.14	26.03.14	
1314-558	I	Housing Services	Homelessness	07.03.14	04.04.13	28.03.14	
1314-559	I	Housing, Economic Dev., & Property Services	Amount spent on securing vacant housing/commercial properties & companies used	11.03.14	08.04.14	24.03.14	
1314-560	C	IT Services	Various IT questions	11.03.14	08.04.14	26.03.14	
1314-561	I	Environmental Services	Various questions on Public Health Funerals	11.03.14	08.04.14	13.03.14	
1314-562	C	Customer Services	Various questions on Business Rate accounts	12.03.14	09.04.14	13.03.14	
1314-563	I	Derbyshire County Council	Information on "Troubled Families"	12.03.14	09.04.14	12.03.14	
1314-564	I	Housing Services	How many households affected by the housing benefit under occupancy charge	12.03.14	09.04.14	28.03.14	
1314-565	O	Client Services	Various questions on Discretionary Housing Payments	12.03.14	09.04.14	14.03.14	
1314-566	O	Housing Services	Social Size Criteria	12.03.14	09.04.14	03.04.14	
1314-567	O	Housing Services	Tenancy changes	12.03.14	09.04.14	08.04.14	
1314-568	I	Housing Services	Various questions regarding houses in multiple occupation	14.03.14	11.04.14	03.04.14	
1314-569	C	Customer Services	Credits on Council Tax accounts where liability has ceased	14.03.14	11.04.14	03.04.14	
1314-570	C	Environmental Services	Automatic Doors within the Council	14.03.14	11.04.14	08.04.14	

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Ref:		Dept	Details	Received	Reply Due	Reply Sent	Exemption
1314-571	I	Housing Services	DFG 2013/14 Funding	17.03.14	14.04.14	04.04.14	
1314-572	O	Community Services	Commercial Fitness	17.03.14	14.04.14	19.03.14	
1314-573	O	Derbyshire County Council	Anti-Slavery International	17.03.14	14.04.14	17.03.14	
1314-574	I	IT Services	LAN Maintenance	18.03.14	15.04.14	26.03.14	
1314-575	C	Planning Services	Enforcement of Approved Document P of the Building Regulations	19.03.14	16.04.14	11.04.14	
1314-576	C	Organisational Development & Housing Services	Various payroll questions	19.03.14	16.04.14	25.03.14	
1314-577	I	Housing & Property Services	How many vacant properties – Housing & Commercial	19.03.14	16.04.14	28.03.14	
1314-578	I	Housing Services	Various questions on housing in multiple occupations for the previous 5 years.	21.03.14	22.04.14	03.04.14	
1314-579	I	Customer Services	List of all current NNDR companies in our area	21.03.14	22.04.14	03.04.14	
1314-580	I	Derbyshire County Council	Funding of Public Health Services (LES's)	21.03.14	22.04.14	21.03.14	
1314-581	C	Community/Environmental/	The Great British Public Toilet Map	24.03.14	23.04.14	22.04.14	
1314-582	C	Environmental Services	Public Health Funerals 01.07.13-present	24.03.14	23.04.14	24.03.14	
1314-583	C	Environmental Services	Public Health Funerals in the 4 weeks	24.03.14	23.04.14	26.03.14	
1314-584	I	Environmental Services	Genealogical company, probate specialist or genealogy firms	24.03.14	23.04.13	25.03.14	
1314-585	I	Customer Services	Ltd companies or PLCs liable for business rates 1.3.14-24.3.14	25.3.14	24.04.14	03.04.14	

## ANNEXE B

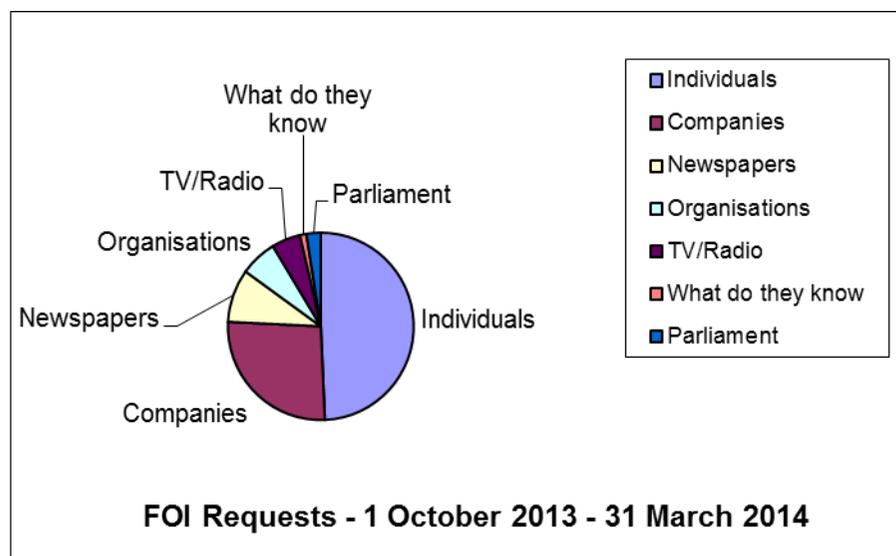
South Derbyshire District Council  
Freedom of Information Requests  
1 October 2013 – 31 March 2014

Ref:		Dept	Details	Received	Reply Due	Reply Sent	Exemption
1314-586	I	Environmental Services	Public or welfare funerals and/or persons who have died with no next of kin	25.3.14	24.04.13	25.03.14	
1314-587	I	IT Services	Various questions on ICT documents	25.03.14	24.04.14	17.04.14	
1314-588	I	Finance Services	Insurance questions	26.03.14	25.04.14	16.04.14	
1314-589	C	Environmental Services	Public Health Funerals within the last 8 weeks	26.03.14	25.04.14	27.03.14	
1314-590	N	Derbyshire County Council	How many children taken into care in 2014 over fears they are being radicalised by their parent/carer	27.03.14	28.04.14	27.03.14	
1314-591	N	Derbyshire County Council	How many cases of children being smacked	27.03.14	28.04.14	27.03.14	
1314-592	O	IT Services & Communications	Total ICT budget, annual cost of contracts for hosting & maintenance of website & hits on website	27.03.14	28.04.14	16.04.14	
1314-593	C	Customer Services	Datasets/Business Rates	31.03.14	30.04.14	08.04.13	
1314-594	I	Customer Services	Council Tax Collection Rates	31.03.14	30.04.14	29.04.14	
1314-595	I	Organisational Development	Social Media Policy Guidelines	31.03.14	30.04.14	29.04.14	

## ANNEXE C

### Breakdown of Freedom of Information requests for first 6 months of 2013/14

Individuals	177	359	49%
Companies	95	359	26%
Newspapers	33	359	9%
Organisations	23	359	6%
TV/Radio	18	359	5%
What do they know	4	359	1%
Parliament	9	359	3%
	359	359	100%



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

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

What do they know = Website set up especially for making FOI requests