
REPORT TO:	FINANCE AND MANAGEMENT	AGENDA ITEM: 11
DATE OF MEETING:	5th DECEMBER 2013	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 2013\complaints and foi report dec 2013 - final.doc
SUBJECT:	COMPLAINTS, COMPLIMENTS & FREEDOM OF INFORMATION REQUESTS 01 APRIL 2013 TO 30 SEPTEMBER 2013	REF: KS/PMW
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 1st April 2013 - 30th September 2013. 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 1st April 2013 - 30th September 2013. 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 2 comments, 33 compliments and 25 complaints have been received between 1st April 2013 - 30th September 2013.

- 3.3 The number of complaints received in the first half of this financial year has decreased compared to the corresponding period in 2012/13, and the number of compliments received has also 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 www.south-derbys.gov.uk.

- 3.7 A total of 236 Freedom of Information requests have been received between 1st April 2013 - 30th September 2013. This is an increase of 27 over the corresponding period in 2012/13.

4.0 Background

- 4.1 The Comments, Compliments and Complaints customer leaflet and procedure is available for download from the Website at www.south-derbys.gov.uk, or can be completed using an electronic form.
- 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 2 comments have been received over the past six months. Any comments received are carefully considered and, if appropriate, are investigated under the complaints procedure.

Division	1 April 2012 - 30 September 2012	1 April 2013 - 30 September 2013
Community Services	0	1
Environmental Services	0	1
Total	0	2

Compliments

- 5.2 The table below compares the number of compliments received for the first half of 2013/2014 against the first half of 2012/2013. Compliments generally relate to the quality of the service provided and/or actions of individuals.

Division	1 April 2012 - 30 September 2012	1 April 2013 - 30 September 2013
Customer Services	11*	5
Environmental Services	15*	18
Planning	17	0
Housing	0**	0**
Community Services	7	10
Corporate	2	0
Policy and Communications	0	0
Total	52	33

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

** *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 over 300 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 April 2012 - 30 September 2012	1 April 2013 – 30 September 2013
Resolved at Stage 1	21	19
Stage 1 still ongoing	0	2
Resolved at Stage 2	7	4
Stage 2 still ongoing	0	0
Total received	28	25

5.4 The 25 complaints received can be broken down as follows:-

Division	1 April 2012 - 30 September 2012	1 April 2013 – 30 September 2013
Planning Services	8	4
Housing	5	5
Customer Services (including Revenue)	7	9
Environmental Services	5	3*
Community Services	3	2
Legal and Democratic Services	0	0
Finance & Property	0	0
Corporate Services	2	2
Total	28	25

* 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:-

Division	2009/10	2010/11	2011/12	2012/13	2013/14 first 6 months
Planning Services	20	9	10*	12	4
Housing	11*	12*	7	11	5
Customer Services (including Revenue)	19*	14*	14	16	9
Environmental Services	7*	14*	10	12*	3*
Community Services	8	1	5*	7*	2
Legal and Democratic Services	3*	4	3	2	0
Finance and Property	1	0	0	0	0
Corporate Services	0	1*	2	0	2
Total	67	51	50	59	25

* 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 **Annexe A**.

NB 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

5.8 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.

5.9 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.

5.10 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.

5.11 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.

5.12 The table below compares the Freedom of Information requests received for the first half of 2013/2014 against the first half of 2012/2013.

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

	1 April 2012 - 30 September 2012	1 April 2013 – 30 September 2013
Number received	209	236
Number replied to within 20 statutory days	201	225
Number replied to after 20 statutory days	8	9
Number of Exemptions or partial exemptions	0	1
Number passed to Third Party	20	44
Number withdrawn	0	1

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

Division	1 April 2012 -	1 April 2013 –
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	30 September 2012	30 September 2013
Environmental Services	61*	42*
Planning Services	18*	8*
Legal & Democratic Services	12*	9*
Finance	8*	7*
IT	8	13
Customer Services	34*	42*
Housing	17*	27*
Org Development	13	19*
Community Services	5*	8*
Passed to 3 rd Parties	20	44
Corporate Services	13*	11*
Property Services	15*	1*
Procurement	0	1*
Chief Executive	0	3
All Departments	0	0

* Same request has involved several divisions

5.14 The details of the Freedom of Information requests received are attached at **Annexe B.**

5.15 A breakdown of who originated the Freedom of Information request is attached at **Annexe 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 ten 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 2013 – 30 September 2013

Comments

Date	Ward	Subject	Division	Resultant Action Taken/Comments
08.04.13	Hilton	Suggestion to make leaflet available on website more printer-friendly	Community Services	Action taken to update leaflet so less ink used
24.05.13	Midway	Better provision of recycling facilities	Environmental Services	Information sent advising of new recycling scheme to be implemented in the Autumn of 2013.

Compliments

Date	Ward	Subject	Division
02.04.13		Thank you to Customer Services Adviser for arranging for a new green bin to be delivered – brilliant service	Customer Services
04.04.13	Hartshorne	Thank you to the Environmental Health Officer for all the support and guidance she's given me regarding my business.	Environmental Services
05.04.13	Swadlincote	Thank you for acting so quickly in cleaning up the broken glass on the cycleway along Nadins Way in Swadlincote. All too often the council are criticised for lack of action, this proves you are listening. Keep up the good work.	Environmental Services

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08.04.13	Hilton	Thank you to the Grounds Supervisor for arranging for the hedge in front of house to be cut back and tidied up. Very much appreciated.	Environmental Services
22.04.13		Hearty congratulations to Community Services for the success of South Derbyshire Day. It was a thoroughly enjoyable event, which had clearly been well-planned and organized. Moreover, everyone in the team was highly motivated and committed.	Community Services
22.04.13	Newhall	Massive thanks to the Grounds Team for the improvement to Newhall Cemetery. It really does look good and above all cared for.	Environmental Services
23.04.13	Newhall	Compliment to the Grounds Team to say how lovely Newhall cemetery is looking at the moment – keep up the good work.	Environmental Services
26.04.13	Church Gresley	Thank you to the Open Space & Facility Development Officer for all the help and support she has offered the Trust over the last two years in relation to the £550,000 Facility Improvement Project	
28.05.13		Note of thanks to all who organised Liberation Day. Everything went so smoothly, much work behind the scenes was apparent. The Firebirds created a wonderful atmosphere with their enthusiasm and excellent music which brought the generations together – for those who had gone through the 50s and 60s and for those enjoying the music for the first time. The packed lunch was fresh and tasted home-made. The pupils who served the drinks were good natured and tireless. The stands were varied and relevant with their leaflets and products, with advice available. All in all a day of complete enjoyment. I cannot be the only one who remained on a 'high' for the rest of the day!	Community Services
12.06.13	Etwall	Thank you for prompt service in emptying missed brown bins in Etwall	Environmental Services
20.06.13	Melbourne	Thank you to the Open Space & Facility Development Officer for brilliant effort by all involved in securing grant from Football Foundation for work on Cockshut Lane, Melbourne project.	Community Services
21.06.13	Melbourne	Congratulations sent on behalf of Melbourne Town Cricket Club to Open Space & Facility Development Officer for securing grant from Football Foundation for work on Cockshut Lane, Melbourne project	Community Services
24.06.13	Etwall	Thank you for response to recycling issues	Environmental Services
24.06.13	Woodville	Thank you for prompt response to recycling issue	Environmental Services
25.06.13	Melbourne	Thank you for assistance following mercury spill in their home.	Environmental Services
02.07.13	Repton	Thank you for prompt delivery of new brown bin	Environmental Services

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04.07.13	Repton	Thank you for arranging the cutting of the grass verge and bank adjacent to where he lives	Environmental Services
04.07.13	Melbourne	Looking forward to implementation of new recycling scheme in the Autumn	Environmental Services
08.07.13	Melbourne	Customer moving out of our area but wanted to thank us for our friendliness and efficiency	Customer Services
12.07.13	Newhall & Stanton	Thank you to Tree Officer for prompt action regarding advice on removal of dead Japanese Cherry Tree and pruning of native cherry tree at property, Bretby Heights, Newhall	Community Services
17.07.13	Seales	Thanks to cast of 'Joking Apart' at The Glade on 12.07.13 , it was a wonderful evening	Community Services
18.07.13	Melbourne	Thank you for reimbursement on Council Tax	Customer Services
21.07.13	Melbourne	Thank you to the Clean Team for the excellent service provided.	Environmental Services
05.08.13	Newhall	Congratulations on fantastic job at Eureka Park looking absolutely beautiful, bowling green looks out of this world, hanging baskets are fantastic	Community Services
07.08.13	Repton	Thank you for dealing with dog mess problem in Repton	Environmental Services
08.08.13	Etwall	Thank you to Etwall L.C. Centre Team following Mr. Eaton's collapse at Centre	Community Services
16.08.13	Etwall	Thank you to Pest Control Officer for prompt attention to problem with wasps nest	Environmental Services
16.08.13	Swadlincote	Thank you for prompt delivery of new brown bin	Environmental Services
04.09.13	Hilton	Thank you for prompt response following missed brown bin	Environmental Services
02.09.13	Willington	Thank you for prompt response following missed brown bin	Environmental Services
13.09.13	Church Gresley	Thank you to a member of Customer Services staff for all the help and support provided in completing Housing Benefit/Council Tax forms, and also for getting Social Services staff involved in this issue.	Customer Services
19.09.13	Church Gresley	Compliment re new outdoor gym equipment at Maurice Lea Memorial Park	Community Services
25.09.13	Woodville	Thank you to Customer Services staff for help with Benefit enquiry	Customer Services

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Comments, Compliments and Complaints 1 April 2013 – 30 September 2013

Complaints

Date	Ref No	Ward	Subject	Division	Resultant Action Taken	Date response due and date sent
05.04.13	531	Woodville	Service received from the Housing Benefit section	Customer Services	Procedure in place to look at appeals as soon as they come in to see if they can be resolved quickly	Due: 19.04.13 Sent:: 19.04.13
12.04.13	532 Stage 2	Seales	Planning application	Planning Services	No action relevant	Due: 26.04.13 Sent:: 26.04.13 Stage 2 Due: 09.05.13 Sent:: 13.05.13
25.04.13	533	Church Gresley	Housing allocations	Housing	No action relevant	Due: 10.05.13 Sent:: 03.05.13
08.05.13	534 Stage 2	Willington & Findern	Council Tax and Housing Benefit issues	Customer Services	Endeavour to deal with correspondence more speedily	Due: 20.05.13 Sent:: 21.05.13 Stage 2 Due: 04.07.13 Sent:: 15.07.13
13.05.13	535	Swadlincote	Council Tax	Customer Services	Equita reviewed their procedures and administration. Bailiffs advised	Due: 28.05.13 Sent:: 24.05.13
29.05.13	536	Hilton	Refuse Collection over Bank Holiday	Environmental Services	No action relevant	Due: 12.06.13 Sent:: 10.06.13

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03.06.13	537	Linton	Council Tax	Customer Services	Summons and associated costs withdrawn	Due: 17.06.13 Sent:: 10.06.13
07.06.13	538	Swadlincote	Waiting time in Reception	Customer Services	Measures taken to ensure our ongoing commitment to provide excellent customer services	Due: 20.06.13 Sent:: 18.06.13
13.06.13	539	Seales	Complaint re Court summons for non payments of Council Tax	Customer Services	Discretion applied and summons and associated costs withdrawn	Due: 26.06.13 Sent:: 20.06.13
17.06.13	540	Melbourne	Complaint re land off Chapel Street, - adjacent to the BT Exchange Building, Melbourne	Planning Services	No action relevant	Due: 01.07.13 Sent:: 26.06.13 Stage 2 Due: 17.07.13 Sent:: 16.07.13
27.06.13	541	Newhall & Stanton	"Fun Fair", Newhall Park	Community Services	No action relevant	Due: 11.07.13 Sent:: 03.07.13
25.06.13	542	Midway	Housing Benefits	Corporate Services	No action relevant	Due: 02.07.13 Sent:: 04.07.13
09.07.13	543	Repton	Council Tax	Corporate Services	No action relevant	Due: 23.07.13 Sent:: 12.07.13
30.07.13	544	Church Gresley	Slacklining Session Maurice Lea Memorial Park	Community Services	No action relevant	Due: 13.08.13 Sent:: 31.07.13
01.08.13	545	Hilton	Problem with collection of bulk waste and an issue with forms on our website	Environmental Services and Communications	No action relevant re collection of bulk waste Website issue resolved	Due: 15.08.13 Sent:: 06.08.13
07.08.13	546	Linton	DFG Adaptation for the Disabled	Housing Services	No action relevant	Due: 21.08.13 Sent:: 22.08.13

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08.08.13	547 Stage 2	Melbourne	Planning permission	Planning Services	No action relevant	Due: 22.08.13 Sent:: 15.08.13 Stage 2 Due: 13.09.13 Sent:: 05.09.13
08.08.13	548	Swadlincote	Housing Accommodation	Housing Services	No action relevant	Due: 22.08.13 Sent:: 22.08.13
19.08.13	549	Linton	Planning Application	Planning Services	No action relevant	Due: 02.09.13 Sent:: 21.08.13
22.08.13	550	Overseal	Various complaints regarding SDDC Housing Department	Housing Services	No action relevant	Due: 05.09.13 Sent:: 02.09.13
09.09.13	551	Hilton	Council Tax Refund	Customer Services	No action relevant	Due: 19.09.13 Sent:: 16.09.13
10.09.13	552	Swadlincote	Problem with Housing Officer	Housing Services	No action relevant	Due: 24.09.13 Sent:: 25.09.13
16.09.13	553	Swadlincote	No acknowledgement from Pollution Control Team re noise from Brunel Healthcare, William Nadin Way	Environmental Services	No relevant action Resolution ongoing re noise element	Due: 30.09.13 Sent:: 25.09.13
27.09.13	554	Church Gresley	Waiting time in Reception	Customer Services	Measures taken to ensure our ongoing commitment to provide excellent customer services	Due: 11.10.13 Sent:: 11.10.13

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1 April 2013 – 30 September 2013

		Dept	Details	Received	Reply Due	Reply Sent	Exemption
1314-001	C	Customer Services	Number of people applying for Housing Benefit whose nationality is from an EU country excluding the UK within last year	02.04.13	30.04.13	22.04.13	
1314-002	C	Customer Services	Addresses and Rateable Values of all commercial properties with credit of above £1000	02.04.13	30.04.13	22.04.13	
1314-003	I	Derbyshire County Council	Adoption targets etc	03.04.13	01.05.13	08.04.13	
1314-004	I	Customer Services Housing	Council Tax and Housing Rent setting	03.04.13	01.05.13	22.04.13	
1314-005	I	Corporate Services	Reaction to reduced funding from Central Government	03.04.13	01.05.13	22.04.13	
1314-006	I	Environmental Services	Persons who have died with no next of kin	04.04.13	02.05.13	30.04.13	
1314-007	I	Corporate Services	Freedom of Information requests – costs, number and staffing	05.04.13	03.05.13	03.05.13	
1314-008	I	IT Services	ICT Contracts	09.04.13	08.05.13	13.05.13	
1314-009	C	Housing Services	Number of automatic wash/dry toilets provided via Disabled Facility Grants & for own Housing Stock	09.04.13	08.05.13	25.04.13	
1314-010	C	Customer Services	Credit balances for amounts owing to all incorporated companies under NNDR	09.04.13	08.05.13	25.04.13	
1314-011	I	Community Services	Council allotment sites	11.04.13	10.05.13	03.05.13	
1314-012	Org	Customer Services	Whether levels of Benefit applicants has increased over last two years	02.04.13	30.04.13	15.04.13	
1314-013	I	Environmental Services	Persons who have died with no next of kin	15.04.13	14.05.13	07.05.13	

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		Dept	Details	Received	Reply Due	Reply Sent	Exemption
1314-014	MP	Derbyshire County Council	Local Authority Care Services – charges & eligibility	16.04.13	15.05.13	17.04.13	
1314-015	I	IT Services	Voice Risk Analysis Software	17.04.13	16.05.13	14.05.13	
1314-016	C	Customer Services	Details of credits that are held on business rates system	18.04.13	17.05.13	08.05.13	
1314-017	C	Housing Services	Locations where we have Non-Standard Construction & Prefabricated Reinforced Concrete (PRC) Properties	18.04.13	17.05.13	14.05.13	
1314-018	I	Communications	Number of page views on the Council's website in the last year	18.04.13	17.05.13	08.05.13	
1314-019	C	IT Services	List of questions relating to current ICT infrastructure and future ICT upgrade plans	18.04.13	17.05.13	15.05.13	
1314-020	I	Derbyshire County Council	How much compensation money has been paid to traffic wardens as a result of accidents at work within the past 5 financial years	18.04.15	17.05.13	19.04.13	
1314-021	C	Environmental Services	Norovirus Outbreak – Menzies Mickleover Court Hotel	19.04.13	20.05.13	22.05.13	
1314-022	I	Environmental Services	Number of Fixed Penalty Notices issued over last three years	22.04.13	21.05.13	17.05.13	
1314-023	W	Derbyshire County Council	Street Utility Service Cabinets on council maintained roads / pavements	22.04.13	21.05.13	23.04.13	
1314-024	C	Environmental Services	List of all public health funerals in the last 6 weeks	23.04.13	22.05.13	17.05.13	
1314-025	O	Community Services	Various questions in relation to CCTV	24.04.13	23.05.13	13.05.13	
1314-026	M	Derbyshire County Council	Electric Car Charging Points	25.04.13	24.05.13	25.04.13	

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		Dept	Details	Received	Reply Due	Reply Sent	Exemption
1314-027	C	Customer Services	Addresses & rateable values of business properties that have historic credit on their account	26.04.13	28.05.13	21.05.13	
1314-028	I	Derbyshire County Council / Community Services / Customer Services	Various questions relating to the District	29.04.13	29.05.13	21.05.13	
1314-029	I	Environmental Services	Persons who have died with no next of kin	29.04.13	29.05.13	21.05.13	
1314-030	I	Organisational Development	Council property with a value of £50 or over which has been lost or stolen	30.04.13 24.05.13	30.05.13	22.05.13 30.05.13	
1314-031	C	Customer Services	List of all properties with a rateable value in excess of £2600 currently vacant	05.04.13	03.05.13	03.05.13	
1314-032	I	Legal & Democratic Services	Street parties	30.04.13	30.05.13	22.05.13	
1314-033	I	Finance Services	Spending with Accountancy Companies	30.04.13	30.05.13	22.05.13	
1314-034	I	Policy & Communications	Production of Council newsletter or newspaper	30.04.13	30.05.13	28.05.13	
1314-035	I	Legal & Democratic Services/ Finance Services	Spend on alcohol over last year and quantities of wine held as reserves or investment portfolio	30.04.13	30.05.13	30.05.13	
1314-036	I	Economic Development	Number of local authority funded and run libraries in our area in May 2010 and how many today	30.04.13	30.05.13	21.05.13	

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		Dept	Details	Received	Reply Due	Reply Sent	Exemption
1314-037	I	Organisational Development	Number of directly employed staff in your local authority area earn between £50,000 - £143,500 per annum	30.04.13	30.05.13	28.05.13	
1314-038	I	Organisational Development	Number of directly employed staff do you have on "zero hour" contracts	30.04.13	30.05.13	30.05.13	
1314-039	I	Organisational Development	Percentage of senior officers that are women Percentage of staff earning between £50,000 - £142,000	30.04.13	30.05.13	28.05.13	
1314-040	I	Housing	How many properties have been sold under Right to Buy since 06.05.10. Building of Social Homes for rent.	30.04.13	30.05.13	28.05.13	
1314-041	MP	Environmental Services	Car parking facilities administered or owned by the Council	30.04.13	30.05.13	28.05.13	
1314-042	N	Finance Services / Housing	New Homes Bonus Scheme	01.05.13	31.05.13	31.05.13	
1314-043	N	Communications	Council's 'if asked' media statements	01.05.13	31.05.13	28.05.13	
1314-044	I	Communications	Website Redevelopment	03.05.13	04.06.13	28.05.13	
1314-045	C	Housing/ Client Team	Social Housing Fraud	03.05.13	04.06.13	28.05.13	
1314-046	I	Planning Services	Markinson Charging Provisions	07.05.13	05.06.13	11.06.13	
1314-047	W	Finance	Cost of Olympic Torch Procession	07.05.13	05.06.13	28.05.13	
1314-048	C	Derbyshire County Council	WEEE Producer Compliance Scheme Contract	07.05.13	05.06.13	14.05.13	
1314-049	C	Customer Services	Business Rates	03.05.13	04.06.13	17.05.13	
1314-050	I	Customer Services	Council Tax Arrears	07.05.13	05.06.13	28.05.13	

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		Dept	Details	Received	Reply Due	Reply Sent	Exemption
1314-051	I	Legal & Democratic Services	Serving Councillors with unspent criminal convictions	09.05.13	07.06.13	28.05.13	
1314-052	C	Derbyshire County Council	Looked after children	10.05.13	10.06.13	14.05.13	
1314-053	I	Derbyshire County Council	Parking Tickets	10.05.13	10.06.13	14.05.13	
1314-054	I	Derbyshire County Council	Financial Education in Schools	14.05.13	12.06.13	21.05.13	
1314-055	I	Environmental Services	Public Health Funerals	15.05.13	13.06.13	28.05.13	
1314-056	M	Environmental Services	Dog Homes	20.05.13	18.06.13	11.06.13	
1314-057	M	Environmental Services	Assaults to Refuse Collectors	21.05.13	19.06.13	28.05.13	
1314-058	C	Environmental Services	Persons who have died with no next of Kin & list of any Public Health Funerals	21.05.13	19.06.13	30.05.13	
1314-059	C	Derbyshire County Council	Statistics on length of service of Directors of Adult Social Services	22.05.13	20.06.13	24.05.13	
1314-060	I	IT Services	Physical locations maintained where SDDC provides internet access that is available to the general public	23.05.13	21.06.13	30.05.13	
1314-061	M	Derbyshire County Council	How many claims received for compensation after accident/injury at primary & secondary schools	24.05.13	24.06.13	24.05.13	
1314-062	I	Environmental Services	Details of businesses registered to make cheese	24.05.13	24.06.13	30.05.13	
1314-063	I	IT Services	Details of data security and training/info given to staff on security & data handling	28.05.13	25.06.13	26.06.13	

South Derbyshire District Council
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		Dept	Details	Received	Reply Due	Reply Sent	Exemption
1314-064	C	Customer Services	A list of all live business rates accounts with a 2010 list Rateable Value greater than or equal to £25,000	28.05.13	25.06.13	19.06.13	
1314-065	C	Environmental Services	Persons who have died with no next of kin	29.05.13	26.06.13	07.06.13	
1314-066	C	Derbyshire County Council	Amount of funding allocated to adult social care between 2009-2015	29.05.13	26.06.13	30.05.13	
1314-067	I	Organisational Development	Various questions on mobile/flexible working	30.05.13	27.06.13	13.06.13	
1314-068	C	Environmental Services	Various questions relating to parking services provided	03.06.13	01.07.13	24.06.13	
1314-069	I	Client Services	Names & emails addresses of Team Leader or Managers for various depts	05.06.13	03.07.13	13.06.13	
1314-070	I	Environmental Services	Persons who have died with no next of kin	06.06.13	04.07.13	07.06.13	
1314-071	C	Organisational Development	Various questions relating to Estates/Facilities/Capital Projects	07.06.13	05.07.13	03.07.13	
1314-072	I	Environmental Services	Persons who have died with no next of kin	07.06.13	05.07.13	13.06.13	
1314.073	I	Customer Services	Business Ratepayers who have a Credit Balance on their accounts	20.05.13	18.06.13	11.06.13	
1314-074	C	Derbyshire County Council	Information regarding parking tickets	07.06.13	05.07.13	07.06.13	
1314-075	I	Environmental Services	Public Health Funerals since April 2012	06.06.13	04.07.13	11.06.13	
1314-076	C	Planning Services	Affordable Housing	07.06.13	05.07.13	12.06.13	
1314-077	C	Organisational Development	HR Service within the Authority	11.06.13	09.07.13	05.07.13	

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		Dept	Details	Received	Reply Due	Reply Sent	Exemption
1314-078	C	Customer Services	Business rates accounts with liability orders	11.06.13	09.07.11	19.06.13	
1314-079	I	Derbyshire County Council	Details of time restrictions placed on HGVs in the local authority's area which desire access to load and unload goods on roads maintained by the council	11.06.13	09.07.13	11.06.13	
1314-080	C	Customer Services	Various questions with regards to NNDR	12.06.13	10.07.13	19.06.13	
1314-081	I	Corporate Services	Council property stolen or lost	12.06.13	10.07.13	19.06.13	
1314-082	C	Community Services	Funding for People Express	13.06.13	11.07.13	27.06.13	
1314-083	C	Customer Services	List of Credit Balances over £1,000 – NNDR	14.06.13	12.07.13	19.06.13	
1314-084	I	Housing	Council properties managed by 'Guardian Agencies'	17.06.13	12.07.13	20.06.13	
1314-085	C	Community & Planning Services	Environment, Flooding & Disaster Planning Procurement	17.06.13	12.07.13	04.07.13 Further info sent 11.07.13	
1314-086	C	Customer Services	Business Rate Accounts	17.06.13	12.07.13	20.06.13	
1314-087	C	Customer Services	Housing Benefits (DHP)	18.06.13	15.07.13	25.06.13	
1314-088	I	Housing	Emergency Accommodation	18.06.13	15.07.13	28.06.13	
1314-089	C	Client Services/Customer Service	Debt Collection/Enforcement	18.06.13	15.07.13	17.07.13	
1314-090	C	Finance	Customer Credit/Debit card data security	19.06.13	16.07.13	11.07.13	

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		Dept	Details	Received	Reply Due	Reply Sent	Exemption
1314-091	I	Env Health, Planning, Community Services	All complaints made against residents in Woodville – to include noise complaints, anti-social behaviour complaints, animal complaints & businesses run at the premises	20.06.13	18.07.13	18.07.13	
1314-092	I	Housing and Customer Services	Various questions relating to Council Housing/Bedroom Tax	20.06.13	18.07.13	11.07.13	
1314-093	I	Derbyshire County Council	List of upcoming tenders for children's services, school & families and leaving care	21.06.13	19.07.13	21.06.13	
1314-094	I	Environmental Services – forwarded to Corporate Services	Take up of Local Asset Backed Vehicles (LABV's)	24.06.13	22.07.13	03.07.13	
1314-095	I	Community Services (Stuart Batchelor)	Date of last inspection visit/copy of report – Etwall Leisure Centre	24.06.13	22.07.13	28.06.13	
1314-096	I	Customer Services	Various questions on amounts being spent on Housing Benefits	25.06.13	23.07.13	22.07.13	
1314-097	I	Derbyshire County Council	Various questions relating to the issuing of parking tickets	25.06.13	23.07.13	28.06.13	
1314-098	I	Legal & Democratic Services	Various questions on Legal Case Management System	26.06.13	24.07.13	28.06.13	
1314/099	I	Environmental Services	Public Health Funerals since December 2012	26.06.13	24.07.13	28.06.13	
1314-100	I	Housing & Community Services	Various questions in relation to Sanctuary Scheme	27.06.13	25.07.13	18.07.13	

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		Dept	Details	Received	Reply Due	Reply Sent	Exemption
1314-101	I	Housing & Community Services	Various questions in relation to Refuge Accommodation	27.06.13	25.07.13	11.07.13	
1314-102	M	Derbyshire County Council	Various questions relating to Social Care	27.06.13	25.07.13	28.06.13	
1314-103	C	Customer Services	NNDR - All properties with a credit held on the account	28.06.13	26.07.13	28.06.13	
1314-104	I	Environmental Services	Public Health Funerals since 1 st April 2013	28.06.13	26.07.13	28.06.13	
1314-105	I	Planning & Environmental Services	Solar Panels at Toyota Manufacturing UK, Burnaston	28.06.13	26.07.13	23.07.13	
1314-106	C	Planning Services	How many planning permissions for development on Green Belt during various years	01.07.13	26.07.13	23.07.13	
1314-107	I	Finance	Total value of capital assets transferred from general fund to housing revenue account and total value of capital assets transferred from the housing revenue account to the general fund	01.07.13	29.07.13	03.07.13	
1314-108	C	Finance	How much money paid to Council staff in bonuses this year, previous four financial years, largest bonus paid out to individual, current minimum and maximum level of bonuses available in each salary band at SDDC	02.07.13	30.07.13	03.07.13	

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		Dept	Details	Received	Reply Due	Reply Sent	Exemption
1314-109	I	Customer Services	Company name, address and rateable values of all current non-domestic rates assessments that are occupied within our billing authority, names of liable party of those properties vacant, relevant billing authority reference no. for all the above.	02.07.13	30.07.13	04.07.13	
1314-110	C	Housing Services	Information about how we manage and monitor compliance of your statutory obligations under the Regulatory Reform (Fire Safety) Order 2005, specifically in relation to the monitoring, management and maintenance of Fire Alarm Systems	03.07.13	31.07.13	29.07.13	
1314-111	C	Legal/Democratic Services	Various questions relating to Private Hire Licences issued by this Authority	04.07.13	01.08.13	Q's 1-5 sent 19.07.13 Q's 6-8 to follow Full response sent 05.09.13	
1314-112	I	Derbyshire County Council	Various questions relating to primary & secondary schools in our area	04.07.13	01.08.13	05.07.13	
1314-113	MP	Customer Services	How many households were in arrears with their Council Tax at the end of each month since April 2012.	05.07.13	02.08.13	18.07.13	
1314-114	M	Customer Services Housing	Housing Benefit	08.07.13	02.08.13	12.07.13	

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		Dept	Details	Received	Reply Due	Reply Sent	Exemption
1314-115	I	Environmental Services	LA policy for abandoned/neglected horses (Animal Welfare Act 2006)	08.07.13	02.08.13	18.07.13	
1314-116	I	Customer Services	Business Rate information 2012/13	05.07.13	02.08.13	11.07.13	
1314-117	I	Property/Economic Development/Customer Service	Ltd Co or PLC moving into the LA area 1.6.13-Jul 13	09.07.13	05.08.13	11.07.13	
1314-118	I	Housing	% figures on allocation of social housing	09.07.13	05.08.13	23.07.13	
1314-119	I	Environmental Services	Pdf/word copies of QA; Environment; Occupational Health & Safety; Information Security; Business Continuity; Collaborative Business Relationship; Energy Management	09.07.13	05.08.13	18.07.13 29.07.13	
1314-120	I	Derbyshire County Council	How many adults in your LA have been recipients of Council provided adult education or training? 2 nd email giving clarification rec'd 16/7	09.07.13	06.08.13	11.07.13 16.07.13	
1314-121	C	Customer Services	Provide details of the credits held on your records for ratepayers in respect of Business Rates	10.07.13	07.08.13	18.07.13	
1314-122	C	Environmental Services	List of all Public Health Funerals in the last 4 weeks	12.07.13	09.08.13	23.07.13	
1314-123	C	Procurement & Housing Services	Council's tendering procedures regarding automatic doors and roller shutter doors	12.07.13	09.08.13	18.07.13	
1314-124	C	Derbyshire County Council	Issuing of fixed penalty notices	12.07.13	09.08.13	12.07.13	
1314-125	I	Environmental Services	Steps taken by the Council to contact family members or relatives when a person dies	16.07.13	13.08.13	27.08.13	

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		Dept	Details	Received	Reply Due	Reply Sent	Exemption
1314-126	C	Organisational Development	Payroll Giving	16.07.13	13.08.13	05.08.13	
1314-127	I	Customer Services/Legal & Democratic	Council Tax	16.07.13	13.08.13	05.08.13	
1314-128	I	Environmental Services	Pest Control	16.07.13	13.08.13	18.07.13	
1314-129	C	Environmental Services	Public Health Funerals	16.07.13	13.08.13	05.08.13	
1314-130				16.07.13	13.08.13		
1314-131	C	Community Services	Do we have a lead on local Health & Wellbeing Board for various diseases	16.07.13	13.08.13	18.07.13	
1314-132	C	Derbyshire County Council	Provision of funding for legal advice & representation for separated/unaccompanied children in immigration cases	16.07.13	13.08.13	17.07.13	
1314-133	C	Economic Development	List of all caravan sites for holidays only	17.07.13	14.08.13	18.07.13	
1314-134	C	DCC	Highways issues	18.07.13	15.08.13	18.07.13	
1314-135	I	Customer Services	Information in regard to business rates where no relief of any type has been granted.	18.07.13	15.08.13	31.07.13	
1314-136	I	Environmental Services	Public Health Funerals since 1 st March 2013	18.07.13	15.08.13	22.07.13	
1314-137	M	Derbyshire County Council	Various questions relating to sexual services for those in social care	19.07.13	16.08.13	19.07.13	
1314-138	I	Housing Services	Details on the Council's Social Housing Properties in our area	19.07.13	16.08.13	-	23.07.13

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		Dept	Details	Received	Reply Due	Reply Sent	Exemption
1314-139	MP	Client Services	Various questions on benefit fraud in our area	19.07.13	16.08.13	19.07.13	
1314-140	I	I.T	Local Area Networks	22.07.13	19.08.13	29.07.13	
1314-141	MP	Housing	SDDC owned properties housing ex offenders/vulnerable adults	22.07.13	19.08.13	23.07.13	
1314-142	C	Depot/GIS Officer/Council Tax	Street Names & No of houses in Etwall and Egginton	23.07.13	20.08.13	30.07.13	
1314-143	I	Derbyshire County Council	School Meals	25.07.13	21.08.13	26.07.13	
1314-144	I	Customer Services/Steph	CTAX NNDR Non payment of Council Tax Summons	29.07.13	23.08.13	13.08 Hold 27.08.13 16.09.13	
1314-145	W	IT	Web Design/Development questions	29.07.13	23.08.13	31.07.13	
1314-146	C	Organisational Planning	Trade Unions	29.07.13	23.08.13	06.08.13	
1314-147	M	Housing	How are young people aged 16-17 dealt with if they become homeless	30.07.13	27.08.13	19.08.13	
1314-148	C	Customer Services	Business Rates	31.07.13	28.08.13	31.07.13	
1314-149	I	Organisational Development Forwarded to Directors	Various questions relating to staff currently employed on zero hours contracts	31.07.13	28.08.13	19.08.13	
1314-150	I	Organisational Development & Legal & Democratic Services & Housing Services	Number of cases filed against the Authority under the Health & Safety at Work Act (1974) for the years 2005 to 2013 inclusive	31.07.13	28.08.13	20.08.13	

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		Dept	Details	Received	Reply Due	Reply Sent	Exemption
1314-151	C	Client Services	Various questions relating to Discretionary Housing Payment (DHP)	01.08.13	29.08.13	19.08.13	
1314-152	C	Organisational Development	Zero Hours employment	02.08.13	30.08.13	05.08.13	
1314-153	C	Finance	Survey on Data Transparency	02.08.13	30.08.13	07.08.13	
1314-154	C	IT	IT related questions	05.08.11	30.08.13	19.08.13	
1314-155	C	Customer Services	Accrued NNDR Credit Balances	05.08.13	30.08.13	05.08.13	
1314-156	C	Derbys County Council	Carer Information	08.08.13	05.08.13	08.08.13	
1314-157	C	Derbys County Council	Costs of childcare	06.08.13	03.09.13	13.08.13	
1314-158	C	Licensing	List of Licensed Riding Establishments	06.08.13	03.09.13	14.08.13	
1314-159	C	Environmental Services	Hospital Kitchen Inspection Reports	06.08.13	03.09.13	13.08.13	
1314-160	I	Customer Services	List of Ltd & PLC companies	06.08.13	03.09.13	03.09.13	
1314-161	I	Environmental Services	Questions relating to national assistance/ public health funerals	07.08.13	04.09.13	19.08.13	
1314-162	C	Frank McArdle	Printed Electoral Registration and accompanying canvass material	06.08.13	04.09.13	02.09.13	
1314-163	C	Housing	One bedroom houses, under occupation	06.08.13	04.09.13	19.08.13	
1314-164	C	Derbyshire County Council	Adult Safeguarding	07.08.13	05.09.13	13.08.13	
1314-165	I	Housing	Rent Arrears	06.08.13	04.09.13	27.08.13	

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		Dept	Details	Received	Reply Due	Reply Sent	Exemption
1314-166	M	Organisational Development	Council Staffing	06.08.13	04.09.13	28.08.13	
1314-167	I	Derbyshire County Council	Pavement maintenance & Compensation	09.08.13	09.09.13	13.08.13	
1314-168	C	Environmental Services	Food inspection reports of schools, nurseries, after school clubs & playgroups	12.08.13	10.09.13	13.08.13 Withdrawn 02.09.13	
1314-169	C	Licensing	List of premises with licenses for Pet Shop & Dog Breeding	09.08.13	09.09.13	14.08.13	
1314-170	C	Community Services – fwded to DCC	Female Genital Mutilation	09.08.13	09.09.13	30.08.13	
1314-171	C	Community Services – fwded to DCC	Female Genital Mutilation	09.08.13	09.09.13	30.08.13	
1314-172	I	Client Services	DHP Requests	09.08.13	09.09.13	13.08.13	
1314-173	I	Customer Services	Impact of the benefit cap on families	12.08.13	10.09.13	05.09.13	
1314-174	C	I.T	G-Cloud 12/08	13.08.13	11.09.13	13.08.13	
1314-175	C	Legal/Planning/Finance	External legal services	13.08.13	11.09.13	13.09.13	
1314-176	I	Environmental Services	Public or Welfare funerals	12.08.13 (rcd 13.8.13)	10.09.13	03.09.13	
1314-177	C	Environmental Services	Use of Snares to Trap Animals	14.08.13	12.09.13	27.08.13	
1314-178	M	Housing	Council tenants in arrears	15.08.13	13.09.13	03.09.13	

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		Dept	Details	Received	Reply Due	Reply Sent	Exemption
1314-179	I	Derbyshire County	Pupil on staff violence	15.08.13	13.09.13	13.08.13	
1314-180	W	Client Services	DHP	16.08.13	16.09.13	20.08.13	
1314-181	C	I.T	G-Cloud	16.08.13	16.09.13	20.08.13	
1314-182	I	I.T	REQ-Server and SAN contracts	16.08.13	16.09.13	30.08.13	
1314-183	C	Planning	Derelict Buildings	16.08.13	16.09.13	29.08.13	
1314-184	C	Customer Services	Live Business Rate Accounts with 2010 rateable value between £5k-25k	19.08.13	16.09.13	20.08.13	
1314-185	C	Organisational Development	Health & Safety Provision and arrangements for future procurement	21.08.13	18.09.13	28.08.13	
1314-186	O	Derbyshire County Council	Provision of street lighting	21.08.13	18.09.13	22.08.13	
1314-187	I	Derbyshire County Council	Information on Social Services	22.08.13	19.09.13	22.08.13	
1314-188	I	Organisational Development	Transparent Pay	22.08.13	19.09.13	20.09.13	
1314-189	C	Licensing	Dogs used for breeding	27.08.13	23.09.13	11.09.13	
1314-190	I	Customer Services	Council Tax Support Scheme	27.08.13	23.09.13	10.09.13	
1314-191	I	Derbyshire County Council	Street Lights	27.08.13	23.09.13	23.09.13	
1314-192	I	Derbyshire County Council	Defective paving stones and personal injury/damages claims	27.08.13	23.09.13	27.08.13	
1314-193	I	Derbyshire County Council	Parking Charges	27.08.13	23.09.13	27.08.13	
1314-194	I	Housing	Affordable Housing	27.08.13	23.09.13	05.09.13	
1314-195	I	Communications	How does your Council use Social Media?	28.08.13	25.09.13	28.08.13	

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		Dept	Details	Received	Reply Due	Reply Sent	Exemption
1314-196	I	Housing Services	Incomplete, abandoned & derelict properties	28.08.13	25.09.13	10.09.13	
1314-197	I	Planning & Environmental Services	Motorhome Parking Information	28.08.13	25.09.13	29.08.13	
1314-198	I	Community, Planning & Environmental Services	Details of any new or updated Changing Places, Toilets or School Hygiene Room	30.08.13	27.09.13	30.08.13	
1314-199	O	Organisational Development	Minimum and maximum spinal column points and pay rates	30.08.13	27.09.13	20.09.13	
1314-200	C	Housing Services	Plumber's Final Report 37 Tower Road	30.08.13	26.09.13	20.09.13	
1314-201	I	Environmental Services	Numerous questions relating to Land Registry/public health funerals	30.08.13	26.09.13	03.09.13	
1314.202	I	Housing Services	Numerous questions on properties "right to buy", social homes built, social housing planned	02.09.13	27.09.13	05.09.13	
1314-203	C	Environmental Services	Public Health Funerals	02.09.13	30.09.13	05.09.13	
1314-204	I	I.T	Wi-Fi Contract	03.09.13	30.09.30	24.09.13	
1314-205	I	Organisational Development	Number of people carrying out Work Experience placements	03.09.13	01.10.13	25.09.13	
1314-206	I	Planning Services	Information relating to S106 agreement – Church Gresley	05.09.13	03.10.13	30.09.13	
1314-207	I	Customer Services	List of limited companies & plc's liable for NNDR	05.09.13	03.10.13	10.09.13	
1314-208	C	Planning Services	Premises registration date and last inspection	02.09.13 (Rec'd 09.09.13)	30.09.13	10.09.13	

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		Dept	Details	Received	Reply Due	Reply Sent	Exemption
1314-209	M	Organisational Development	BBC Midlands re compromise Agreement and amounts paid	05.09.13	03.10.13	25.09.13	
1314-210	I	Environmental Services	Public Health Funeral, died with no next of kin	06.09.13	04.10.13	30.09.13	
1314-211	C	Client Services	Contracts awarded by UK Councils	11.09.13	09.10.13	07.10.11	
1314-212	I	Derbyshire County Council	Number of parking tickets issued for vehicles parked outside of a bay for each of the following years 2008 – 2013.	11.09.13	09.10.13	11.09.13	
1314-213	I	Derbyshire County Council	Various questions relating to highways issues	11.09.13	09.10.13	12.09.13	
1314-214	I	Housing Services	Various questions on overcrowding	12.09.13	10.10.13	16.09.13	
1314-215	C	Environmental Services	Public Health Funeral, died with no next of kin in the last 8 weeks	12.09.13	10.10.13	13.09.13	
1314-216	I	Housing & Environmental Services	Tenants responsible for maintenance and cost of damp & mould in homes	13.09.13	11.10.13	18.09.13	
1314-217	C	Housing & Environmental Services	List of addresses of houses in multiple occupation licensed by the Council	13.09.13	11.10.13	20.09.13	
1314-218	C	Customer Services	List of business rate accounts where overpayment shown & write offs	13.09.13	11.10.13	16.09.13	
1314-219	C	DCC	On-street parking	16.09.13	-	16.09.13	
1314-220	C	IT Services – Now Accounts	ICT expenditure	17.09.13	15.10.13	08.10.13	
1314-221	I	Environmental Services	Information regarding Fleet Management	19.09.13	17.10.13	23.09.13	
1314-222	C	Procurement – fwd to DCC	Information on Master vendor/neutral solutions, PLS & SLA	19.09.13	17.10.13	20.09.13	

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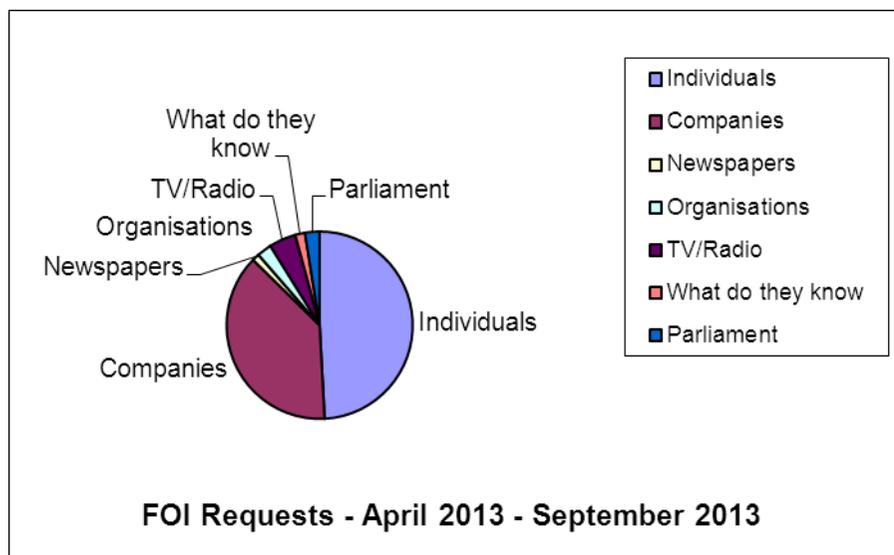
		Dept	Details	Received	Reply Due	Reply Sent	Exemption
1314-223	N	Housing & Customer Services	Various questions on bedroom tax	20.09.13	18.10.13	16.10.13	
1314-224	I	Environmental Services	Various questions on Environmental Health Service	20.09.13	18.10.13	24.09.13	
1314-225	I	Housing Services	Number of people on housing register in overcrowded conditions	20.09.13	18.10.13	08.10.13	
1314-226	MP	Derbyshire County Council	List of state nurseries	20.09.13	18.10.13	20.09.13	
1314-227	C	Derbyshire County Council	How much is spent on CCTV enforcement vehicles	20.09.13	18.10.13	20.09.13	
1314-228	O	Derbyshire County Council	Various questions on LA Public Health	20.09.13	18.10.13	20.09.13	
1314-229	I	Customer Services	Commercial properties who qualify for a reductions in their rates	20.09.13	18.10.13	08.10.13	
1314-230	O	Community Services	Information on Community Welfare Support Grants	20.09.13	18.10.13	23.09.13	
1314-231	C	Organisational Development	Days lost due to sickness	23.09.13	21.10.13	14.10.13	
1314-232	C	Housing & Environmental Services	Nuisance/Noise abatement queries	24.09.13	22.10.13	26.09.13	
1314-233	I	Customer Services	Council Tax Support claimant data	25.09.13	23.10.13	10.10.13	
1314-234	I	Environmental Services	People dying with no next of kin from 01.03.13	30.09.13	25.10.13	07.10.13	
1314-235	I	Environmental Services	Funeral arrangements for someone who has no family and lives within the council area	30.09.13	25.10.13	25.10.13	

South Derbyshire District Council
Freedom of Information Requests
1 April 2013 – 30 September 2013

		Dept	Details	Received	Reply Due	Reply Sent	Exemption
1314-236	I	Environmental Services	Recycling and Waste Contracts	30.09.13	25.10.13	24.10.13	

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

Individuals	116	236	49%
Companies	90	236	38%
Newspapers	3	236	1%
Organisations	6	236	3%
TV/Radio	11	236	5%
What do they know	4	236	2%
Parliament	6	236	3%
	236		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