
REPORT TO:	FINANCE AND MANAGEMENT	AGENDA ITEM: 8
DATE OF MEETING:	24 June 2010	CATEGORY: DELEGATED
REPORT FROM:	DIRECTOR OF CORPORATE SERVICES	OPEN
MEMBERS' CONTACT POINT:	PAM CARROLL (595784) NIGEL GLOSSOP (595703) Pam.carroll@south-derbys.gov.uk Nigel.glossop@south-derbys.gov.uk	DOC:
SUBJECT:	COMPLAINTS & FREEDOM OF INFORMATION REQUESTS 01 OCTOBER 2009 TO 31 MARCH 2010	REF: NG/JHM
WARD(S) AFFECTED:	ALL	TERMS OF REFERENCE: CE6

1.0 Recommendations

1.1 Members are asked to note the contents of this report.

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 2009 – 31 March 2010. Figures for the previous six months 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 2009 – 31 March 2010. Figures for the previous six months 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, 36 compliments and 36 complaints have been received between 1 October 2009 – 31 March 2010.
- 3.3 The number of complaints received in the first half of this financial year has increased compared to the previous six months.
- 3.4 Members are informed 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.
- 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. The publication scheme is available from the Website at www.south-derbys.gov.uk.

- 3.7 A total of 152 Freedom of Information requests have been received between 1 October 2009 – 31 March 2010. This is an increase of 41 over the corresponding period for 2008/09 and an increase of 25 over the previous six months.

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 No comments have been received over the past six months, which seems to be a trend as none have been received over the last 12 months. Consequently, this will be reviewed. However, any comments received are carefully considered and, if appropriate, are investigated under the complaints procedure.

Compliments

5.2 The table below compares the number of compliments received for the second half of 2009/2010 against the first half of 2009/2010.

Division	1 April 2009 – 30 September 2009	1 October 2009 – 31 March 2010
Customer Services	6*	11*
Environmental Services	1*	3*
Planning	12	21
Housing	0	1*
Leisure and Community Development	0	1
Organisational Development	0	2
Total	18	36

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

Complaints

5.3 The table below compares the number of official complaints received

	1 April 2009 – 30 September 2009	1 October 2009 – 31 March 2010
Resolved at Stage 1	24	22
Stage 1 still ongoing	0	0
Resolved at Stage 2	6	13
Stage 2 still ongoing	0	0
Complaint withdrawn	1	1
Total received	31	36

5.4 The 36 complaints received can be broken down as follows

Division	1 April 2009 – 30 September 2009	1 October 2009 – 31 March 2010
Planning Services	6	14*
Housing	8*	3
Customer Services (including Revenue)	9*	10*
Environmental Services	3	4*
Finance and Property Services	1	0
Legal and Democratic	1	2*
Leisure and Community	4	4
Total	31	36

* 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, e.g. if the complaint concerns the issue of a reminder for unpaid Council Tax when payment has not been made.

If a complaint is not as a result of incorrect procedures or working practices then resultant action is not always appropriate.

- 5.7 A questionnaire is sent to each Head of Service following a complaint. This will give 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 second half of 2009/2010 against the first half of 2009/2010.
Note: the figures also include any requests that have been made under EIR (Environmental Information Regulations).

	1 April 2009 – 30 September 2009	1 October 2009 – 31 March 2010
Number received	127	152
Number replied to within 20 statutory days	114	117
Number replied to after 20 statutory days	13	22

Number of Exemptions or partial exemptions	0	1
Number passed to Third Party	7	15
Number withdrawn	0	1

There continues to be an increase in the number of requests received as the public make more use of the Freedom of Information Act.

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

Division	1 April 2009 – 30 September 2009	1 October 2009 – 31 March 2010
Environmental Services	28*	36*
Planning Services	9	8*
Legal and Democratic	12*	14*
Finance and Property	19*	22*
IT and Business Imp	14	21*
Customer Services	18*	25*
Housing	9*	9*
Org Development	15*	22*
Leisure and Community	14*	16*
Passed to 3 rd Parties	7	15*

* Same request has involved several divisions

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

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.

Comments, Compliments and Complaints - April 2009 – March 2010

Annexe A

Date	Name & Address	Ward	Subject	Division	Resultant Action Taken/Comments
			None received		

Compliments

Date	Subject	Division	Resultant Action Taken/Comments
01.10.09	Thank you for an excellent job by Senior Enforcement Officer and Area Planning Officer at an enquiry	Planning Services	
09.10.09	Commenting on a well organized heritage site - clearly signed posted with clear and informative information boards all round the site.	Planning Services	
19.10.09	Thank you to Heritage Officer for his informative print out.	Planning Services	
11.11.09	Thank you for hospitality and informative brief re the Citizens Panel	Organisational Development	
11.11.09	Thank you for presentation to the Citizens Panel – handled extremely well	Organisational Development	
16.11.01	Appreciation of efficient way dealt with refund	Customer Services	
18.11.09	Outstanding Customer Services	Customer Services	
	Thank you for the polite and professional manner an FOI	Customer Services	

19.11.09	request was dealt with		
20.11.09	Thank you for encouragement with Environment Agency response	Planning Services	
14.12.09	Congratulations on organizing a very efficient system – automated payment system for Council Tax	Customer Services	
14.12.09	Thank you for the help and friendly welcome she receives from Customer Services staff	Customer Services	
16.12.09	Compliment on how well Maurice Lee Park is kept, the best kept park she has ever used.	Leisure and Community Development	
23.12.09	Thank you for input, consideration and good communication	Planning Services	
04.01.09	Thank you for informative and comprehensive answer regarding planning application	Planning Services	
08.01.10	Thank you for promptness of reply re SHLAA sites in Aston and Weston	Planning Services	
12.01.10	Compliment on Heritage News and its contents	Planning Services	
12.01.10	Thank you for quick response and support regarding research on the planned development in vicinity of 11 Hamble Way, Hilton	Planning Services	
13.01.10	Thank you for help and support over last 3/4 months re completion certificate at 3 The Lees, Elvaston Meadows	Planning Services	
15.01.10	Greatly appreciates the service he received of missed collection on wheelie bin	Environmental Services	
20.01.10	Thank you to everyone who dealt with her report of missed collection on bin and also fact it was repaired/exchanged.	Environmental Services Customer Services	
20.01.10	Fullsome in praise of Building Control service he received	Planning Services	
21.01.10	Thank you for providing an excellent service re SHLAA site on Hawfield Lane	Planning Services	
01.02.10	Thank you for guidance provided on planning application	Planning Services	
03.02.10	Professional help, empathy, efficiency and caring attitude shown in securing their new home. Also helpful, professional and friendly service of reception staff	Housing Services Customer Services	

08.02.10	Thank you for being very helpful regarding query of dropped curb	Planning Services	
11.02.10	Thank you for being so prompt in reply re potential planning sites in South Derbyshire	Planning Services	
11.02.10	Thank you for good job on typing transcriptions on their behalf.	Customer Services	
15.02.10	Thank you for assistance, professional and high standard of service given by a member of Customer Service. Information given was kind, clear and concise.	Customer Services	
18.02.10	Thank you for being clear and helpful regarding Core Strategy	Planning Services	
18.02.10	Thank you for incredibly useful letter sent by Planning Services re bee boles in garden wall of Southwood House Farm	Planning Services	
22.2.10	What a great team – always polite, helpful and care about problems In Benefit Assessment Office	Customer Services	
25.02.10	Excellent customer care received from Customer Services and Waste Management	Customer Services Environmental Services	
11.12.10	Thank you for being helpful in explaining matter and supplying documents in large print .	Planning Services	
24.03.10	Thank you for fantastic, great service.	Planning Services	
25.03.10	Thank you for providing information really quickly.	Planning Services	
31.03.10	Thanking remarkable team for their fantastic efforts and hard work at meeting in Mickleover.	Planning Services	

Complaints

Date	Ref No	Ward	Subject	Division	Resultant Action Taken	Date response due and date sent
07.10.09	335	Outside District	Duty of care concerns over incident at Green Bank Leisure Centre	Leisure & Community Development	No action relevant	Due: 21.10.09 Sent: 13.10.09
08.10.09	336 2 nd Stage	Barrow on Trent	Concerns over alterations to neighbour's property in line with conservation conditions	Planning Services	No action relevant	Due: 22.10.09 Sent: 13.10.09 <u>Stage 2</u> Due: 24.11.09 Holding Ltr: 23.11.09 Sent:: 09.12.10
16.10.09	337 2 nd Stage	Swadlincote	Internal review of RIPA authority following covert camera being installed in local residential area	Leisure & Community Development	Use of CCTV policy reviewed	Due: 30.10.09 Sent: 29.10.09 <u>Stage 2</u> Due: 24.11.09 Holding Letters: 23.11.09 02.12.09 24.12.09 Sent: 13.01.10
16.10.09	338	Woodville	Benefit/Council Tax account – dispute re bailiff visit to property	Customer Services	No action relevant	Due: 30.10.09 Sent: 21.10.09
19.10.09	339	Repton	Council Tax account – dispute over bailiff charges incurred	Customer Services	No action relevant	Due: 02.11.09 Sent: 04.11.09

20.10.09	340 2 nd stage	Hilton	Planning application – dispute over suitable access to building development in Mill Lane, Hilton	Planning Services	No action relevant	Due: 03.11.09 Holding ltr 29.10.09 Sent: 02.12.09 <u>Stage 2</u> Due: 14.01.10 Holding ltr: 14.01.10 Sent:: 21.01.10
26.10.09	341 2 nd stage	Hilton	Planning application - dispute over suitable access to building development in Mill Lane, Hilton	Planning Services	No action relevant	Due: 09.11.09 Holding ltr 10.11.09 Sent: 20.11.09 <u>Stage 2</u> Due: 09.02.10 Holding ltr: 09.02 Sent:: 19.02.10
02.11.09	342 2 nd stage	Netherseal	Not notified that E-on Sub Station was to be installed adjacent to own property	Planning Services & Customer Services	No action relevant	Due: 16.11.09 Sent: 16.11.09 <u>Stage 2</u> Due: 24.12.09 Holding call: 24.12.09 Sent;; 21.01.10

03.11.09	343	Outside District	Bailiff action against former tenant – delay in updating our records	Customer Services	Greater awareness of timescales for dealing with post relating to 'bailiff' cases	Due: 17.11.09 Sent: 13.11.09
10.11.09	344	Castle Gresley	Rosliston Forestry Centre – concerns over organisation and safety of Firework Display	Leisure & Community Development	Bonfire event being reviewed as site too small to deal with numbers attracted.	Due: 24.11.09 Sent: 19.11.09
10.11.09	345 2 nd Stage	Melbourne	Inconsistent treatment over boundary walls / fences by Planning Officer in conservation area.	Planning Services	No action relevant	Due: 24.11.09 Sent: 19.11.09 Stage 2 Due: 04.12.09 Holding e-mail. 03.12.09 Sent: 10.12.09
11.11.09	346	Melbourne	Inconsistent treatment over boundary walls / fences by Planning Officer in conservation area.	Planning Services	No action relevant	Due: 25.11.09 Sent: 19.11.09
02.12.09	347	Walton on Trent	Change of locks on garage although payment of arrears made within specified time.	Housing	No action relevant	Due: 16.12.09 Sent: 16.12.09
09.12.09	348	Swadlincote / Church Gresley	Erection of 18 dwellings on land at Wilmot Road, Swadlincote	Planning	No action relevant	Due: 23.12.09 Sent: 11.12.09 Stage 2 Due: 14.01.10 Holding letter: 12.01.10 Sent: 21.01.10

11.01.10	349	Hartshorne	Dispute over issues relating to planning application.	Planning	No action relevant	Due: 25.01.10 Sent: 21.01.10
11.01.10	350	Aston	Conduct of Building Control Surveyor in relation to building notice at Elvaston Meadows, Thulston	Planning	No action relevant	Due: 25.01.10 Sent: 21.10.10
12.01.10	351 2 nd Stage	Newhall	Dispute over provision of Clinical Waste Disposal Service	Env Services	No action relevant	Due: 26.01.10 Sent: 03.02.10 <u>Stage 2</u> Due: 01.03.10 Referred back to Stage 1 Sent:: 26.02.10
26.01.10	352 2 nd Stage	Melbourne	Dispute over Planning approval for Millbrook estate, Melbourne due to similarities in design to own property	Planning	No action relevant	Due: 09.02.10 Sent: 01.02.10 <u>Stage 2</u> Due: 01.03.10 Holding ltr: 18.03.10 Sent: 07.04.10
26.01.10	353	Outside District	Concerns over the way application for Council Tax benefit was handled.	Customer Services	No action relevant	Due 09.02.10 Sent: 09.02.10
28.01.10	354	Mickleover	Time taken to process Housing Benefit claim	Customer Services	No action relevant	Due: 11.01.10 Withdrawn on 04.02.10

01.02.10	355 2 nd Stage	Hilton	Planning application – Hilton Parish Council and conduct of members of the Council’s Planning Committee	Planning Services	No action relevant	Due: 15.02.10 Sent: 09.02.10 <u>Stage 2</u> Due: 05.03.10 Referred back to Stage 1 Sent: 07.04.10
03.02.10	356 2 nd Stage	Shardlow	Dispute over summons costs added to Council Tax Account and level of customer service received.	Customer Services	No action relevant	Due: 17.02.10 Sent: 16.02.10 <u>Stage 2</u> Due: 18.03.10 Sent: 19.03.10
09.02.10	357 2 nd Stage	Hartshorne	Concerns regarding procurement of work to be undertaken for sports field drainage works at Eureka Park, Swadlincote	Leisure & Community	No action relevant	Due: 23.02.10 Holding Ltr: 25.02.10 Sent: 01.03.10 <u>Stage 2</u> Due: 30.03.10 Sent: 19.03.10
10.02.10	358	Etwall	Alleged breach of Data Protection Act in respect of Housing Benefit application	Customer Services	No action relevant	Due: 24.02.10 Sent: 24.02.10
12.02.10	359	Church Gresley	Concerns over cleanliness of streets in Church Gresley	Environmental Services	No action relevant	Due: 26.02.10 Sent: 22.02.10

15.02.10	360 2 nd Stage	Church Gresley	Concerns over adherence to own policies and procedure when dealing with planning application	Planning Services	No action relevant	Due: 01.03.10 Sent: 26.02.10 Stage 2 Due: 18.03.10 Sent: 15.04.10
16.02.10	361	Repton	Contaminated Land Guidance and Conditions relating to building site in Repton	Environmental Services	Contaminated Land procedure in relation to planning applications has been reviewed to make it easier for small residential developers.	Due: 02.03.10 Holding Ltr: 01.03.10 Sent: 11.03.10
03.03.10	362 2 nd Stage	Midway	Personal documents sent out to wrong address in error.	Customer Services	Outgoing postal procedures changed and improved.	Due: 17.03.10 Sent: 17.03.10 Stage 2 Due: 08.04.10 Holding ltr: 08.04.10 Sent: 16.04.10
12.03.10	363	Walton on Trent	Concerns at how problems with damp in their Council house have been dealt with	Housing	No action relevant	Due: 26.03.10 Holding ltr: 26.03.10 Sent: 24.03.10
16.03.10	364	Woodville	Confusion over set up of direct debit for Council Tax account	Customer Services	No action relevant	Due: 30.03.10 Sent: 23.03.10

18.03.10	365	Melbourne	Policy of SDDC relating to The Licensing Act 2003 – noise complaint re public house	Legal Services / Env Services	No action relevant	Due: 01.04.10 Mtg held: 16.04.10 Sent: 30.04.10
19.03.10	366	Outside District	Problem following cancelled personal search appointment and inability to make another to suit.	Legal Services	Advice given of alternate ways to carry out personal searches	Due: 06.04.10 Sent: 06.04.10
19.03.10	367	Linton	Concerns regarding the way Housing application was being dealt with and issues re housing maintenance.	Housing	No action relevant	Due: 06.04.10 Sent: 06.04.10
23.03.10	368	Church Gresley	Concerns over enforcement of conditions agreed when planning permission granted relating to privacy issues.	Planning	No action relevant	Due: 08.04.10 Sent: 08.04.10
25.03.10	369	Church Gresley	Concerns over enforcement of conditions agreed when planning permission granted relating to privacy issues.	Planning	Planning Enforcement investigation continuing	Due: 12.04.10 Sent: 09.04.10
31.03.10	370	Newhall	Noise disturbance caused by scrap metal collectors.	Env Services	No action relevant	Due: 16.04.10 Sent: 12.04.10

Freedom of Information Requests - 01 October 2009 – 31 March 2010

Annexe B

No	Dept	Request	Received	Reply Due	Reply Sent	Exemption
910/128	Derbyshire County Council	Trading Standards	01.10.09	29.10.09	01.10.09	
910/129	Derbyshire County Council	Foster Carers	01.10.09	29.10.09	01.10.09	
910/130	Derbyshire County Council	Social Workers	05.10.09	02.11.09	05.10.09	
910/131	Leisure & Community Development	Anti Social Behaviour Orders	05.10.09	02.11.09	06.10.09	
910/132	IT / Customer Services	Transmission of data	05.10.09	02.11.09	28.10.09	
910/133	Planning / Env Services	'Powers of Entry' Laws	05.10.09	02.11.09	29.10.09	
910/134	Env Services	Smokefree Legislation	05.10.09	02.11.09	08.10.09	
910/135	Env Services	Smoking Ban	06.10.09	03.11.09	06.10.09	
910/136	Customer Services	NNDR Credit balances	02.10.09	28.10.09	28.10.09	
910/137	IT & Business Improvement	WAN/Broadband networks	07.10.09	04.11.09	29.10.09	
910/138	Env Services	Use of snares on Council land	08.10.09	06.11.09	06.11.09	

910/139	Finance & Property Services	Section 151 Officer	08.10.09	05.11.09	08.10.09	
910/140	Planning	Section 106 agreements	09.10.09	06.11.09	29.10.09	
910/141	Legal & Democratic Services	LG Act 1974 Part III Section 32 (3) notices	12.10.09	09.11.09	15.10.09	
910/142	Env Services	Zoo Licensing	12.10.09	09.11.09	09.11.09	
910/143	Finance & Property Services	Metal theft from Local Authority buildings	13.10.09	10.11.09	10.11.09	
910/144	Env Services	Injuries to refuse collectors	19.10.09	17.11.09	17.11.09	
910/145	Organisational Development	Illegal immigrants employed by council	20.10.09	18.11.09	17.11.09	
910/146	Customer Services	Outstanding and unpaid Council Tax	19.10.09	16.11.09	28.10.09	
910/147	Env Services	Noise complaints	22.10.09	19.11.09	18.11.09	
910/148	Finance & Property Services	Invoices processed	26.10.09	23.11.09	23.11.09	
910/149	Leisure & Community Development	Leisure Trusts and Grant Aid	26.10.09	23.11.09	18.11.09	
910/150	Env Services	Alcohol free zones	27.10.09	24.11.09	18.11.09	

910/151	Housing / Env Services/ Finance	Contractors	30.10.09	27.11.09	26.11.09	
910/152	IT & Business Imp	Approved list of suppliers	30.10.09	27.11.09	18.11.09	
910/153	Housing	List of all council owned residential properties	03.11.09	01.12.09	18.11.09	
910/154	Env Services/ Leisure & Community Development	Anti-social behaviour	03.11.09	01.12.09	30.11.09	
910/155	Housing	Move of pitch on Caravan Site	03.11.09	01.12.09	27.11.09	
910/156	Env Services	Number of off-licences with 24 hr opening	03.11.09	01.12.09	27.11.09	
910/157	Env Services	Food premises Registration information	06.11.09	04.12.09	27.11.09	
910/158	Legal & Democratic Services	Information regarding Legal Department	09.11.09	07.12.09	04.12.09	
910/159	Finance & Property Services	Annual Report	09.11.09	07.12.09	04.12.09	
910/160	Leisure & Community Development	CCTV	09.11.09	07.12.09	04.12.09	
910/161	IT & Business Improvement / Organisational Development	Procurement Strategy and Corporate Plan	09.11.09	07.12.09	04.12.09	

910/162	IT & Business Improvement / Finance & Property Services	ICT Strategy ICT Business Plan Council's budget	09.11.09	07.12.09	04.12.09	
910/163	Finance & Property Services	Salary information	10.11.09	08.12.09	08.12.09	
910/164	Environmental Services	Details of persons dying with no next of kin	11.11.09	09.12.09	09.12.09	
910/165	Customer Services	Translation services	12.11.09	10.12.09	17.12.09	
910/166	Organisational Development / Leisure & Community Development	Employees dealing with health issues	12.11.09	11.12.09	10.12.09	
910/167	Derbyshire County Council	Library Service	16.11.09	14.12.09	14.12.09	
910/168	Finance and Property Services	Selling of Government assets	16.11.09	14.12.09	14.12.09	
910/169	Customer Services	Bailiff services	18.11.09	16.12.09	16.12.09	
910/170	IT & Business Improvement	e-Procurement	19.11.09	17.12.09	16.12.09	
910/171	Leisure & Community Development	CCTV cameras	20.11.09	18.12.09	17.12.09	
910/172	Derbyshire County Council	Health issues	20.11.09	18.12.09	16.12.09	

910/173	Leisure & Community Development	Pantomimes and Christmas shows	23.11.09	21.12.09	16.12.09	
910/174	Env Services	Long term empty and abandoned properties	23.11.09	21.12.09	16.12.09	
910/175	Customer Services	Benefit payments to asylum seekers	24.11.09	22.12.09	21.12.09	
910/176	Env Services	Dangerous Wild Animals Act	24.11.09	22.12.09	21.12.09	
910/177	Finance / Legal & Democratic Services	Christmas parties	25.11.09	23.12.09	21.12.09	
910/178	Housing	Copies of various procedures	26.11.09	24.12.09	21.12.09	
910/179	Derbyshire County Council	Cost of vetting checks made by schools on members of staff, third party workers and volunteers	02.12.09	07.01.10	10.12.09	
910/180	Customer Services	HB and or LHA claimants who receive help in connection with 2 or more properties	02.12.09	07.01.10	07.01.10	
910/181	Customer Services	List of properties not receiving small business rate relief	04.12.09	11.01.10	12.01.10	
910/182	Organisational Development / Finance and Property	Remuneration of senior council staff	08.12.09	13.01.10	14.01.10	
910/183	Legal & Democratic Services	Electoral register	09.12.09	14.01.10	21.01.10	
910/184	Customer Services	Local Housing Allowance	08.12.09	13.01.10	17.12.09	

910/185	IT and Business Improvement	FOI requests	10.12.09	15.01.10	15.01.10	
910/186	Organisational Development / IT and Business Improvement	Council Free Sheets	10.12.09	15.01.10	15.01.10	
910/187	Legal and Democratic Services	Electoral Register	10.12.09	15.01.10	15.01.10	
910/188	Env Services	Pest Infestation	11.12.09	18.01.10	19.01.10	
910/189	Env Services	Road Gritting	15.12.09	20.01.10	20.01.10	
910/190	Env Services	Road Gritting	17.12.09	22.01.10	20.01.10	
910/191	Legal & Democratic Services	Electoral Register	18.12.09	25.01.10	27.01.10	
910/192	Customer Services	Council Tax discount	21.12.09	26.01.10	27.01.10	
910/193	Legal & Democratic Services	Electoral Register	21.12.09	26.01.10	01.02.10	
910/194	IT & Business Improvement	E-Petitions	21.12.09	26.10.10	27.01.10	
910/195	Customer Services	Commercial properties not receiving small business rate relief	02.01.10	29.01.10	01.02.10	
910/196	Leisure & Community Development	Allotment waiting lists	02.01.10	29.01.10	27.01.10	

910/197	Organisational Development	Council Newspaper	03.01.10	29.01.10	27.01.10	
910/198	IT & Business Improvement	Procurement Officer details	04.01.10	01.02.10	01.02.10	
910/199	Finance & Property	Staff away days	05.01.10	02.02.10	01.03.10	
910/200	Leisure & Community Development	Master plan for recycling facilities at Rosliston Forestry Centre	09.01.10	05.02.10	05.02.10	
910/201	Planning Services	Properties within conservation areas	06.01.10	03.02.10	05.02.10	
910/202	IT & Business Improvement	Research into FOI and knowledge sharing	10.01.10	05.02.10	24.01.10	
910/203	Env Services	Food inspection report	09.01.10	05.02.10	28.02.10	
910/204	Planning Services	Removal of Conditions on planning application	06.01.10	03.02.10	04.02.10	
910/205	Customer Services	Housing Benefit claims	12.01.10	09.02.10	11.02.10	
910/206	Leisure & Community Development / Env Services / Housing	Money paid to private security companies	13.01.10	10.02.10	16.02.10	
910/207	Leisure & Community Development	Surface water pipe in Hearthcote Road	24.12.09	29.01.10	22.01.10	
910/208	Derbyshire County Council	Information relating to Social Services	13.01.10	10.02.10	27.01.10	

910/209	Legal & Democratic Services	Compilation and management of electoral roll	15.01.10	12.02.10	11.02.10	
910/210	Leisure & Community Development	Integration of Youth Support Services	15.01.10	12.02.10	11.02.10	
910/211	Leisure & Community Development / Legal & Democratic Services / Customer Services / Housing	Provisions under the Regulation of Investigatory Powers Act 2009	15.01.10	12.02.10	16.02.10	
910/212	IT & Business Improvement / Customer Services	Number of FOI and Environmental Information requests received.	18.01.10	15.02.10	15.02.10	
910/213	Derbyshire County Council	Road maintenance and improvement works in 07/08 and 08/09 carried out by the Council	19.01.10	16.02.10	01.02.10	
910/214	Env Services / Planning	Planning hazardous substances consents	20.01.10	17.02.10	25.01.10	
910/215	Env Services	Licences for commercial dog breeders	21.01.10	18.02.10	10.02.10	
910/216	Env Services	Use of Micro chips in residents' rubbish bins	26.01.10	23.02.10	11.02.10	
910/217	Organisational Development / IT & Business Improvement	Council operating costs, Capital Expenditure on IT, etc	26.01.10	23.02.10	11.02.10	
910/218	Derbyshire County Council	Implementation of Approved Traffic Schemes	26.01.10	23.02.10	03.02.10	

910/219	Derbyshire County Council	Alleged Campaigns – Dept for Children, Schools and Families	26.01.10	23.02.10	01.02.10	
910/220	Derbyshire County Council	Children who have been the victims of serious offences after going into foster care	27.01.10	24.02.10	03.02.10	
910/221	Finance & Property / Organisational Development	Employees on payroll / outsourced service providers	27.01.10	24.02.10	22.02.10	
910/222	Finance & Property Services	Catering services	27.01.10	24.02.10	22.02.10	
910/223	Env Services	Smoking ban	28.01.10	25.02.10	23.02.10	
910/224	Finance & Property / Organisational Development	Details of the body that oversees remuneration or compensation packages	28.01.10	25.02.10	23.02.10	
910/225	Customer Services	Use of Smart Ticketing Schemes	28.01.10	25.02.10	04.02.10	Withdrawn
910/226	Organisational Development / IT & Business Improvement	Authority's website	01.02.10	01.03.10	01.03.10	
910/227	Organisational Development	Number of Disciplinary Actions and breakdown of charges behind each action	02.02.10	02.03.10	01.03.10	
910/228	Legal and Democratic Services	Details of expenses claimed by Leader of the Council	04.02.10	04.03.10	02.03.10	
910/229	Chief Executive / Finance & Property	Hospitality received by Chief Executive and Hospitality given to outside parties	03.02.10	03.03.10	02.03.10	

910/230	Legal & Democratic Services / Env Services	Toyota vehicles owned by the Council	02.02.10	02.03.10	02.03.10	
910/231	Organisational Development	Key contacts within the Authority	09.02.10	09.03.10	08.03.10	
910/232	Customer Services	Information re: debit balances i.e. overpayments where there has been no activity on the account with the last 180 days	08.02.10	08.03.10	08.03.10	
910/233	Finance & Property Services	Salary packages for CE, Leader, Directors and Heads of Service	10.02.10	10.03.10	10.03.10	
910/234	Env Services	Private Hire Operator Licences	15.02.10	15.03.10	18.03.10	
910/235	Env Services	Additional information relating to investigation report into accident	16.02.10	16.03.10	16.03.10	
910/236	IT & Business Improvement	Overview of the total spend on ICT within authority	22.01.10	19.02.10	18.02.10	
910/237	IT & Business Improvement	Geographic Information System Staffing	04.02.10	04.03.10	05.03.10	
910/238	Organisational Development	Post titles and salary bandings for procurement officer/manager	10.02.10	10.03.10	08.03.10	
910/239	IT & Business Improvement / Organisational Development	Details of External Website Services used by SDDC	16.02.10	16.03.10	15.03.10	
910/240	Organisational Development	Information on salaries over £100,000 per annum	17.02.10	17.03.10	10.03.10	

910/241	Customer Services	Council tax arrears and debt collecting companies	19.02.10	19.03.10	18.03.10	
910/242	Derbyshire County Council	Sex Offenders working in schools	18.02.10	18.03.10	23.02.10	
910/243	Organisational Development	Information on salaries in excess of £50,000 per annum	21.02.10	19.03.10	18.03.10	
910/244	Env Services	Information on persons dying with no known next of kin	18.02.10	18.03.10	18.03.10	
910/245	Env Services	Collection, sorting and disposal/sale of unwanted textiles	22.02.10	22.03.10	22.03.10	
910/246	Derbyshire County Council	Tribal Group	25.02.10	25.03.10	02.03.10	
910/247	Planning Services / Env Services / Housing	Woodyard Lane, Foston	25.02.10	25.03.10	29.03.10	
910/248	Legal and Democratic Services	Land Charges	26.02.10	26.03.10	22.03.10	
910/249	Customer Services	Rates liabilities	26.02.10	26.03.10	22.03.10	
910/250	Customer Services	Liability Orders	26.02.10	26.03.10	22.03.10	
910/251	Env Services / Finance & Property	Fines	26.02.10	26.03.10	26.03.10	
910/252	Finance & Property Services	Credit card surcharges	26.02.10	26.03.10	22.03.10	

910/253	IT & Business Improvement	Non-geographical phone numbers	01.03.10	29.03.10	26.03.10	
910/254	IT & Business Improvement	Information relating to IT software, storage, etc	04.03.10	01.04.10	10.03.10	
910/255	Customer Services	Complaints received regarding haunted buildings, ghosts or paranormal phenomena	04.03.10	01.04.10	29.03.10	
910/256	Legal and Democratic Services	Regulation of Investigatory Powers Act 2000 (RIPA)	04.03.10	01.04.10	30.03.10	
910/257	Env Services	Successful prosecutions taken for illegal plying for hire/no insurance	05.03.10	06.04.10	30.03.10	
910/258	Env Services	Details of any estates referred to the Bona Vacantia division of the Treasury Solicitors Department	26.02.10	26.03.10	11.03.10	
910/259	Organisational Development / Housing / Leisure & Community Development	Working Together to Safeguard Children	08.03.10	07.04.10	30.03.10	
910/260	Derbyshire County Council	Children put into care due to trafficking	08.03.10	07.04.10	16.03.10	
910/261	Leisure & Community Development / Planning Services	Details on Grounds Maintenance and Arboricultural Service providers	09.03.10	08.04.10	08.04.10	
910/262	Customer Services	Houses occupied by housing benefit claimants	09.03.10	08.04.10	09.04.10	
910/263	Organisational Development	Complaints made about staff who have allegedly bullied fellow workers	11.03.10	12.04.10	09.04.10	

910/264	Finance	Foreign trips made by council employees	12.03.10	13.04.10	13.04.10	
910/265	Customer Services	Accrued NNDR credit balance	15.03.10	14.04.10	13.04.10	
910/266	Organisational Development	Amount spent on publicity	16.03.10	15.04.10	08.06.10	
910/267	DCC	School staff	16.03.10	15.04.10	18.03.10	
910/268	Env Services	Houses in Multiple Occupation	17.03.10	16.04.10	19.04.10	
910/269	Customer Services	Council Tax	17.03.10	16.04.10	16.04.10	
910/270	Customer Services	Travel passes	17.03.10	16.04.10	14.04.10	
910/271	Organisational Development	Staffing	17.03.10	16.04.10	16.04.10	
910/272	Legal / Leisure / Customer Services / Housing / Env Services	RIPA	18.03.10	19.04.10	22.04.10	
910/273	IT & Business Improvement	Information relating to personal information	15.03.10	14.04.10	23.03.10	Exemption 13 (1) & (2)
910/274	Finance & Property Services	Amount paid to Society of Local Authority Chief Executives in last 5 financial years.	24.03.10	23.04.10	22.04.10	
910/275	Env Services	Accident investigation	22.03.10	21.04.10	02.04.10	

910/276	Planning Services	Number of planning applications determined by Authority	29.03.10	28.04.10	05.05.10	
910/277	Organisational Development/ Finance	Percentages assumed in employees pay increase	31.03.10	30.04.10	29.04.10	
910/278	Organisational Development / Finance	Voluntary retirement / redundancy and compulsory redundancy	31.03.10	30.04.10	29.04.10	
910/279	IT & Business Improvement	Storage and sharing of personal data	31.03.10	30.04.10	29.04.10	

* Shading to the actual return date highlights where requests were not replied to within the 20 statutory days.