

<b>REPORT TO:</b>	<b>FINANCE AND MANAGEMENT CPMMITTEE</b>	<b>AGENDA ITEM: 11</b>
<b>DATE OF MEETING:</b>	<b>15<sup>th</sup> JUNE 2017</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 2017\Complaints and FOI report for June 2017 .
<b>SUBJECT:</b>	<b>COMPLIMENTS, COMPLAINTS &amp; FREEDOM OF INFORMATION REQUESTS 1 OCTOBER 2016 TO 31 MARCH 2017</b>	<b>REF: KS/SH/RW/CS</b>
<b>WARD(S) AFFECTED:</b>	<b>ALL</b>	<b>TERMS OF REFERENCE: FM11</b>

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## **1.0 Recommendations**

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

## **2.0 Purpose of Report**

This report provides:

- 2.1 A summary of official comments, compliments and complaints received by the Council for the period 1 October 2016 to 31 March 2017. Figures for the corresponding period in 2015/16 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 2016 to 31 March 2017. Figures for the corresponding period in 2015/16 are given for comparison purposes.

## **3.0 Executive Summary**

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

- 3.1 The comments, compliments and complaints procedure is designed to encourage people to give informal feedback on our services.
- 3.2 0 comments, 38 compliments and 21 complaints have been received between 1 October 2016 to 31 March 2017.

- 3.3 The number of complaints received in the second half of this financial year has decreased compared to the corresponding period of 2015/16, and the number of compliments received has increased.
- 3.4 Members are informed via e-mail (enclosing a copy of the original complaint) when a complaint is received relating to their ward. This is for information purposes only.

### **Freedom of Information**

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

### **Publication Scheme**

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

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

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

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

- 3.7 A total of 344 Freedom of Information requests have been received from 1 October 2016 to 31 March 2017. This is an increase of 57 over the corresponding period for 2015/16.

## **4.0 Background**

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

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

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

## 5.0 **Detail**

### **Comments**

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

<b>Department</b>	<b>1 October 2015 – 31 March 2016</b>	<b>1 October 2016 – 31 March 2017</b>
	0	0
<b>Total</b>	<b>0</b>	<b>0</b>

### **Compliments**

- 5.2 The table below compares the number of compliments received for the second half of 2015/2016 against the second half of 2016/2017. Compliments generally relate to the quality of the service provided and/or actions of individuals.

<b>Department</b>	<b>1 October 2015 – 31 March 2016</b>	<b>1 October 2016 – 31 March 2017</b>
Customer Services	0	7
Environmental Services	10*	18
Planning	7	2
Housing	2	3
Community Services	9*	7
Corporate	1	1
Policy and Communications	0	0
<b>Total</b>	<b>29</b>	<b>38</b>

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

### **Complaints**

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

	<b>1 October 2015 – 30 March 2016</b>	<b>1 October 2016 – 31 March 2017</b>
Resolved at Stage 1	21	17
Stage 1 still ongoing	0	0
Resolved at Stage 2	8	4
Stage 2 still ongoing	0	0
<b>Total received</b>	<b>29</b>	<b>21</b>

5.4 The 21 complaints received can be broken down as follows:-

<b>Department</b>	<b>1 October 2015 – 31 March 2016</b>	<b>1 October 2016 – 31 March 2017</b>
Planning Services	6*	2
Housing	8*	9
Customer Services (including Revenue)	4	2
Environmental Services	5	5*
Community Services	2*	1*
Legal and Democratic Services	2	1
Corporate Services	1	1
Property	1	0
Derbyshire County Council	0	0
<b>Total</b>	<b>29</b>	<b>21</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:-

<b>Department</b>	<b>2013/14</b>	<b>2014/15</b>	<b>2015/16</b>	<b>2016/17</b>
Planning Services	10	14	15	6
Housing	20	26*	21	17
Customer Services (including Revenue)	17	22*	15	4*
Environmental Services	6*	12*	10	7
Community Services	4	3	2	1*
Legal and Democratic Services	0	8	6	4
Finance	0	0	0	0
Corporate Services	2	2	3	1*
Property	1	0	1	0
Derbyshire County Council	0	2	1	0
Licensing	0	0	0	1
Client Services	0	0	0	2
<b>Total</b>	<b>60</b>	<b>89</b>	<b>74</b>	<b>43</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 **Annexe 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 2015/2016 against the second half of 2016/2017.

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

	<b>1 October 2015 – 31 March 2016</b>	<b>1 October 2016 – 31 March 2017</b>
Number received	287	344
Number replied to within 20 statutory days	268 (93%)	333 (97%)
Number replied to after 20 statutory days	19	11
Number of Exemptions or partial exemptions	9	4
Number passed to Third Party	42	58
Number withdrawn	1	5

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

Department	1 October 2015 – 31 March 2016	1 October 2016 – 31 March 2017
Environmental Services	41*	66*
Planning Services	16	29
Legal & Democratic	15*	12*
Financial Services	7	7*
IT	7*	19*
Customer Services	61*	65*
Housing Services	44*	30*
Organisational Dev.	11*	16*
Community Services	10*	18*
Passed to 3 <sup>rd</sup> Parties	43*	58*
Corporate Services	9*	16*
Property Services	2*	5*
Procurement	5*	3*
Communications	4*	0
All Departments	12*	0

\* Same request has involved several Services.

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

5.16 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 10 working days.

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

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

## **8.0 Community Implications**

8.1 None.

## 9.0 **Background Papers**

None.

South Derbyshire District Council  
Comments, Compliments and Complaints 1 October 2016 – 31 March 2017

## Comments

There were no comments for the period 1 October 2016 to 31 March 2017.

## Compliments

Date	Ward	Subject	Division
07.10.16	Hilton	Pleased to report hearing only good things about the Youth Group in Hilton, Caretaker is reporting that the venue is left in very nice state and everyone is respectful of the venue which is greatly appreciated. Facebook is full of positive posts so well done all.	Community Services
14.10.16	Hilton	A 'thank you' for the removal of fly tipping on Common Lane, Church Broughton.	Waste Management
18.10.16	Hilton	Thank you to Customer Services and the Refuse Crew for returning to empty the brown bin which was genuinely missed yesterday, service received was excellent.	Customer Services/Waste Management
20.10.16	Ticknall	Thank you to Customer Services, Depot Staff & Crew for prompt and excellent service she has received with regards to a missed bin.	Customer Services/Waste Management
03.11.16	Hilton	Thank you to the grave diggers who operate at the cemetery for their tidiness over the past few burials. They have turfed and made a very good effort to clean up the remaining spoil. This makes my job easier for mowing and keeping it tidy. Please pass on my gratitude and thanks to the diggers and long may it continue.	Community Services
14.11.16	Hilton	Many thanks again and the Clean Team for such efficient service for fly tipping.	Waste Management
14.11.16	Littleover Derby - (new development)	You guys are super quick to respond and really helpful.	Waste Management
14.11.16	Etwall	Thank you for the very prompt reply and full explanation. I look forward to the replacement bin in due course.	Waste Management
14.11.16		Many thanks for all your help and support and kindness regarding my new bungalow.	Housing Services
14.11.16		On behalf of myself and my partner, thank you for the kindness and consideration you have shown us at a very difficult time in our life.	Housing Services
29.11.16	Drakelow	Thank you for organising the 'clean up' I am pleased to say it's a pleasure to walk to the shops again.	Waste Management
29.11.16	Swadlincote	Any success achieved can only come from a well organised event in the first place and the partnership work which goes to make that happen. Well done to you and a large number of SDDC staff. We have definitely found an effective and efficient formula for all agencies to make 'Swad lights' a safe and fun event for the people of South Derbyshire. From our point of view, it was a 'model event' with very little need for the police to intercede.	Community Services
01.12.16	Midway	Compliments to new caretaker at Midway Community Centre for helpfulness in setting up the room for an	Community Services



South Derbyshire District Council  
Comments, Compliments and Complaints 1 October 2016 – 31 March 2017

		event.	
13.12.16	Swadlincote	Thank you for your intervention regarding Parking Eye fine at the Pipeworks. It is genuinely appreciated and I can feel welcome at the Pipeworks once again.	Corporate Services/ Environmental Services
20.12.16	Aston	Rang Customer Services to congratulate and say well done to the team on the refuse collections and to wish them a Merry Christmas. "A job well done and one I wouldn't want to do myself".	Environmental Services
21.12.16	Melbourne	Pass on thanks to Planning Officer for his help (Bog Lane, Melbourne, 9/2015/0543).	Planning Services
03.01.17	Church Gresley	Called twice today to enquire about the pest control service and comments as follows "May I say the service I have received this morning has been absolutely excellent. It was bang on, a very well done to you all."	Customer Services
03.01.17	Woodville	Thank you. It was very kind of you to personally deliver the caddy. I will certainly make use of it over the holiday. Happy Christmas.	Waste Management
03.01.17	Swadlincote	I represent the Methodist Church on West Street and I had the pleasure of meeting and working with the staff of Harvey and Clark together with the cherry picker driver on Friday last. They were extremely helpful and allowed me to photograph the roofs, gutter and chimneys of our building which occurred at an opportune time as we have just had structural surveys conducted on the premises. Thank you to you and the Council for arranging for the gutters and ledges to be cleared and for the assistance to me and the church.	Community Services
03.01.17	Aston	Referring to replacement damaged black bin – "Thank you so much. Another example of the excellent service your department provides. I'm very grateful to you. May I wish you a very happy New Year."	Waste Management / Customer Services
12.01.17	Linton	Could you say a massive thank you to the guy's on the village of Linton route that came this morning, they are so helpful and polite and always go out their way to say good morning and wave hello, with a small baby, little sleep, your guys always go out their way even when my partner forgets to put the bin out, as he was running late for work, I ran after the waste guys but they were at the end of the road and could not hear me shout (or so I thought) and they came back reversing their lorry to collect the bin, I don't know what I would have done if it wasn't for their kindness and consideration, especially when your up to your neck in nappies, wet wipes and having to wait another two weeks for collection when your dustbin is already full. Well done guys 5* Service from the Linton crew! Makes it a pleasure to pay my council tax for service like that. ☺	Waste Management
01.02.17	Overseal	Overseal pitch improvement project - The project has been very successful and the pitch is now in regular use, despite the very wet period around the turn of the year, which would have closed the pitch previously. Thank you for your help and that of your Officers.	Community Services
03.02.17	Hilton	The bin has been collected this morning, thank you very much. You have been very helpful and professional, thank you very much.	Waste Management
06.02.17	Swadlincote	Reported a failed bin collection to 'a very nice lady' and within the hour it had been rectified. She phoned to compliment the Council on a speedy service in these days of poor customer service.	Waste Management

South Derbyshire District Council  
Comments, Compliments and Complaints 1 October 2016 – 31 March 2017

15.02.17	Shardlow	Thanks as always for the great work from all of you to keep our district clean and tidy.	Waste Management
17.02.17	Newhall	Just wanted to say thank you so much for the extremely comprehensive email; it is very much appreciated. I send you kind regards, and many thanks again for your time and that of your team.	Community Services
24.02.17	N/A	Social services sending big thanks for saving their staff. They are genuinely very grateful! (regarding emergency tree work undertaken to free staff trapped on site).	Grounds Maintenance
27.02.17	Linton	I would just like to compliment the team going through Linton today they were doing an excellent job in such dreadful conditions and even went the extra mile trying their best to secure the bins after emptying. Great work team.	Waste Management
03.03.17	Barrow on Trent	Thank you for guidance and input over the last four months which has resulted in us obtaining planning for this site.	Planning Services
10.03.17	Hilton	Thank you for providing such a splendid, efficient services in relation to renewal of Derbyshire Gold Cards.	Customer Services
10.03.17	Hilton	Many thanks for a quick response in relation to fly tipping.	Waste Management
13.03.17	Repton	Thanks to council workmen who removed a Lime Tree from garden boundary.	Grounds Maintenance & Community
14.03.17	Willington	Rang to book a Bulky Waste Collection late on Monday evening, she was impressed that the Adviser was extremely helpful and professional so late in the day, she said there were problems with her card when she tried to pay, and also her husband's, the adviser reassured her that it was most likely an internet problem and to call back today to pay. Rang again to make her payment, and was pleased she had been advised to do this as it has saved her and her husband a trip from Willington to Swadlincote to pay cash in the offices. She said she had received excellent Customer Service.	Customer Services
16.03.17	Aston on Trent	She is delighted with the service she received when she requested Snelsmoor Lane was cleaned, says it was prompt and very good and would like the crew to know she appreciated their work. (re Rural Road Litter Pick).	Grounds Maintenance
17.03.17	Repton	Re fly tipping on Milton Road, between Repton and Milton Thanks for sorting this out. I actually saw your guys doing a great job clearing it up this morning on the way to work. Any chance you can pass on a big 'thank you' to them?	Clean Team
20.03.17	Swadlincote	Re Housing Complaint – re use of car park in Park Street Thank you for being prompt and courteous. The problem has been resolved very satisfactorily.	Housing
21.03.17	Shardlow	A thank you for continuing to support them by giving the discretionary relief from the business rate.	Client Services
24.03.17	Severn Trent	Just wanted to say thank you for sending me the report and so quickly.	Client Services

South Derbyshire District Council  
Comments, Compliments and Complaints 1 October 2016 – 31 March 2017

## Complaints

Date	Ref No	Ward	Subject	Division	Resultant Action Taken	Date response due and date sent
04.10.16	762	Hilton	Customer Services Advisor – advise re Council Tax discount	Customer Services	N/A	Due: 18.10.16 Sent: 10.10.16
07.10.16	763	Midway	Council's Handling of Planning Application 9/2016/0447 – Development at Burton Road, Midway	Planning Services	N/A	Due: 21.10.16 Sent: 19.10.16  <b>STAGE 2</b>  Due: 03.11.16 Holding letter sent: 02.11.16 Due: 16.11.16 Sent: 07.11.16
17.10.16	764	Woodville	Alleged bullying by member of Housing staff	Housing Services	Service improvements to be discussed with Unit Manager and his team once repairs have been completed.	Due: 31.10.16 Holding letter sent: 27.10.16 Now due: 10.11.16 Sent: 10.11.16  <b>STAGE 2</b> Due: 24.11.16 Holding letter sent 24.11.16 Due: 08.12.16 Further holding letter sent: 08.12.16 Sent: 28.03.17

South Derbyshire District Council  
Comments, Compliments and Complaints 1 October 2016 – 31 March 2017

17.10.16	765	Woodville	Alleged bullying by member of Housing staff	Housing Services	Service improvements to be discussed with Unit Manager and his team once repairs have been completed.	Due: 31.10.16 Holding letter sent: 27.10.16 Now due:10.11.16 Sent: 10.11.16  <b>STAGE 2</b> Due: 30.11.16 Further holding letter sent: 08.12.16 Sent: 28.03.17
18.10.16	766	Woodville	Complaint about staff in the Housing Dept	Housing Services	Held 'lessons learnt' session with the team. Agreed protocol for managing any similar incidents should they occur.	Due: 01.11.16 Holding letter sent: 27.10.16 Now due:10.11.16 Sent: 10.11.16
19.10.16	767	Midway	Damp and mould spores on ground floor of home	Housing Services	None.	Due: 01.11.16 Sent: Holding letter sent: 01.11.16 Now due:15.11.16 Sent: 10.11.16
20.10.16	768	Midway	Repair of back gate	Housing Services	Ensure officers give clear instruction to tenants regarding responsibility for maintenance of certain items	Due: 03.11.16 Sent: 02.11.16
27.10.16	769	Stenson Fields	Customer Services Advisors – advise on Council Tax	Customer Services	None. Staff acted within code of conduct and customer care	Due: 10.11.16 Holding letter sent: 10.11.16 Now due:24.11.16 Sent: 17.11.16

South Derbyshire District Council  
Comments, Compliments and Complaints 1 October 2016 – 31 March 2017

07.11.16	770	Aston on Trent	New property being built on Swarkestone Road, Chellaston	Planning Services	Not a complaint. To be dealt with as Enforcement issue.	Due: 21.11.16 Sent: Cancelled
07.11.16	771	Newhall	SDDC contravention of ToR for the Governance Review Process	Legal & Democratic Services	N/A	Due: 21.11.16 Holding letter sent 21.11.16 Now due: 05.12.16 Sent: 28.03.17
22.11.16	772	Swadlincote	Council Tax Summons and dispute against amount outstanding	Client Services	N/A	Due: 06.12.16 Sent: 02.12.16
08.12.16	773	Swadlincote	High hedge	Environmental Services	The case highlighted a problem during 2012 and 2013 where there was insufficient oversight of existing open cases during periods when the investigating officer was absent due to sick leave. This was addressed during 2014 when we introduced revised performance management processes around the duration of time that cases remain open	Due: 21.12.16 Sent: 19.12.16  <b>STAGE 2</b>  Due: 24.03.17 Sent: 20.03.17
03.01.17	774	Swadlincote	Not gritting the Delph,	Environmental	None	Due: 17.01.17

South Derbyshire District Council  
Comments, Compliments and Complaints 1 October 2016 – 31 March 2017

			Swadlincote	Services		Sent: 16.01.17
16.01.17	775	Overseal	Smell coming from drains	Environmental Services	Site visit to check drains, liaison with Environmental Health over previous complaints. No improvements necessary.	Due: 30.01.17 Sent: 19.01.17
06.02.17	776	Swadlincote	Lack of maintenance to public garden/tree fronting property	Environmental Services	Complainant visited and service level explained. No changes/improvements to service.	Due: 17.02.17 Sent: 07.02.17
06.02.17	777	Melbourne	Response to FOI	Community Services (Director of Finance & Corporate Services)	Not required. The complaint was not in respect of process or procedure but information and advice that the Council had provided to a third party. The complaint clarified the extent of the information provided.	Due: 20.02.17 Sent: 15.02.17
20.02.17	778	Seales	Housing allocation and banding	Housing Services	None	Due: 06.03.17 Sent: 22.02.17
08.03.17	779	Newhall	Use of car park in Park Street	Housing Services	None	Due: 22.03.17 Sent: 17.03.17
16.03.17	780	Newhall	Complaint about Housing Staff	Housing Services	None	Date: 30.03.17 Sent: 10.04.17
17.03.17	781	Melbourne	Complaint regarding Homefinder process	Housing Services	None.	Date: 31.03.17 Sent: 27.03.17

South Derbyshire District Council  
Comments, Compliments and Complaints 1 October 2016 – 31 March 2017

21.03.17	782	Church Gresley	Ground/land maintenance	Environmental Services (fwd to Community Services)	Initial cutting done. Further investigation to be done to identify ownership.	Date: 04.04.17 Sent: 05.04.17
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South Derbyshire District Council  
Freedom of Information Requests  
1 October 2016 – 31 March 2017

Ref:	Cat	Department	Details	Received	Reply Due	Reply Sent	Exempt
<b>1617-322</b>	I	Planning Services	Amateur Radio Aerials and Masts	03.10.16	31.10.16	04.10.16	
<b>1617-323</b>	C	Customer Services	Business Rates Accounts	03.10.16	31.10.16	07.10.16	
<b>1617-324</b>	I	Planning Services	Building Control, Fernlea, Stanton	03.10.16	31.10.16	21.10.16	
<b>1617-325</b>	M	Derbyshire County Council	Children taken into care of Authority & given child protection	04.10.16	01.11.16	04.10.16	
<b>1617-326</b>	I	Housing Services	Monthly Rent Payments	04.10.16	01.11.16	05.10.16	
<b>1617-327</b>	C	Customer Services	Unclaimed credits for non-domestic ratepayers	04.10.16	01.11.16	07.10.16	
<b>1617-328</b>	I	Procurement/IT Services	IT/ICT training and procurement processes	05.10.16	02.11.16	06.10.16	
<b>1617-329</b>	I	Environmental Services	LA-PPC and LA-IPPC processes	05.10.16	02.11.16	26.10.16	
<b>1617-330</b>	I	Customer Services	Newly registered businesses, companies and charities between 15.09.16-06.10.16	06.10.16	03.11.16	31.10.16	
<b>1617-331</b>	I	Derbyshire County Council	School Meal Provision in Primary Schools	10.10.16	07.11.16	10.10.16	
<b>1617-332</b>	C	Planning Services & Organisational Dept	Structure of the Planning Department	11.10.16	08.11.16	11.11.16	
<b>1617-333</b>	I	Legal & Democratic Services/Finance	Spend on external legal services	11.10.16	08.11.16	N/A	Closed – No response from requester re clarification
<b>1617-334</b>	I	Environmental Services	Dog fouling complaints and fixed penalty notices	12.10.16	09.11.16	13.10.16	
<b>1617-335</b>	C	Community Services	Town & Village Greens	12.10.16	09.11.16	17.10.16	
<b>1617-336</b>	C	Customer Services	SMI Council Tax Deductions	13.10.16	10.11.16	17.10.16	



South Derbyshire District Council  
Freedom of Information Requests  
1 October 2016 – 31 March 2017

Ref:	Cat	Department	Details	Received	Reply Due	Reply Sent	Exempt
<b>1617-337</b>	C	Derbyshire County Council	Names & email addresses for County Council related services	13.10.16	10.11.16	13.10.16	
<b>1617-338</b>	C	Customer Services	Business Rate credit on account	13.10.16	10.11.16	17.10.16	
<b>1617-339</b>	I	Procurement Services/ Finance Services	Electronic Purchasing Cards	14.10.16	11.11.16	27.10.16	
<b>1617-340</b>	C	Legal & Democratic Services	Contact details for Manager responsible for Council's premises licensing	14.10.16	11.11.16	17.10.16	
<b>1617-341</b>	M	Derbyshire County Council	Allegations against employees of nurseries	17.10.16	14.11.16	17.10.16	
<b>1617-342</b>	W	Community Services	Local legislation or circus animals performing on Council owned land	17.10.16	14.11.16	18.10.16	
<b>1617-343</b>	C	Environmental Services	Shisha Cafes & provision of guidance	17.08.16	14.11.16	17.10.16	
<b>1617-344</b>	I	Derbyshire County Council	What %age of children are place in homes with foster carers who they are related to	17.10.16	14.11.16	17.10.16	
<b>1617-345</b>	I	Derbyshire County Council	Bridges in the Borough	17.10.16	14.11.16	17.10.16	
<b>1617-346</b>	C	Environmental Services	Fixed Penalty Notices, Public Spaces & Protection Orders	17.10.16	14.11.16	17.10.16	
<b>1617-347</b>	I	Environmental Services	Public Welfare Funerals and/or people who have died with no next of kin	17.10.16	14.11.16	17.10.16	Exempt under Sect. 31(1)(a)
<b>1617-348</b>	MP	Housing Services	Households with children in annex/nightly accommodation	17.10.16	14.11.16	08.11.16	
<b>1617-349</b>	W	Community Services	Safety inspections for Findern Playing Field	17.10.16	14.11.16	21.10.16	
<b>1617-350 (2)</b>	W	Community Services	Maintenance Performed on Findern Playing Field	17.10.16	14.11.16	21.10.16	

South Derbyshire District Council  
Freedom of Information Requests  
1 October 2016 – 31 March 2017

Ref:	Cat	Department	Details	Received	Reply Due	Reply Sent	Exempt
<b>1617-351</b>	M	Financial Services/Community Services	List of domestic violence services funded by Council	17.10.16	14.11.16	27.10.16	
<b>1617-352</b>	C	Customer Services	Business Rates Accounts	17.10.16	14.11.16	08.11.16	
<b>1617-353</b>	I	Licensing Services	Taxi drivers from other areas	19.10.16	16.11.16	20.10.16	
<b>1617-354</b>	I	Housing Services	Solar Panel Investment & Infrastructure	19.10.16	16.11.16	20.10.16	
<b>1617-355</b>	I	Finance/Housing Services	Homelessness, number of shelters/hostels	19.10.16	16.11.16	08.11.16	
<b>1617-356</b>	I	Customer Services	Housing Benefit questions	20.10.16	17.11.16	15.11.16	
<b>1617-357</b>	I	Derbyshire County Council	War Pension Scheme & Care	20.10.16	17.11.16	20.10.16	
<b>1617-358</b>	I	IT Services	Spend on print estate	20.10.16	17.11.16	24.11.16	
<b>1617-359</b>	N	Derbyshire County Council	School Finances	21.10.16	18.11.16	21.10.16	
<b>1617-360</b>	I	Derbyshire County Council	Emergency Planning	21.10.16	18.11.16	21.10.16	
<b>1617-361</b>	I	Customer Services	Business & charities newly liable for business rates 06.10.16 - 24.10.16	24.10.16	21.11.16	31.10.16	
<b>1617-362</b>	O	Housing Services	HMO properties and temporary accommodation	25.10.16	22.11.16	08.11.16	
<b>1617-363</b>	I	Housing Services	Housing Company	25.10.16	22.11.16	28.10.16	
<b>1617-364</b>	C	Corporate Services	Contact details re Information Asset Register Software	26.10.16	23.11.16	N/A	Not an FOI
<b>1617-365</b>	I	Planning Services	Side roofs in terraced houses	26.10.16	23.11.16	28.10.16	Not an FOI

South Derbyshire District Council  
Freedom of Information Requests  
1 October 2016 – 31 March 2017

Ref:	Cat	Department	Details	Received	Reply Due	Reply Sent	Exempt
<b>1617-366</b>	I	Environmental Services	Welfare funerals	26.10.16	23.11.16	31.10.16	Exempt under Section 31(1)(a)
<b>1617-367</b>	N	Environmental Services	Street Cleaners	27.10.16	24.11.16	28.10.16	
<b>1617-368</b>	O	Environmental Services/Customer Services/Client Services	The Council's relationship with Charity Shops	27.10.16	24.11.16	31.10.16	
<b>1617-369</b>	I	Housing Services & Customer Services	Use of Bailiffs	28.10.16	25.11.16	08.11.16	
<b>1617-370</b>	I	Derbyshire County Council	Mental Health Residential Care & Learning Disability Residential Care	28.10.16	25.11.16	28.10.16	
<b>1617-371</b>	I	Environmental Services	Fines and/or Fixed Penalty Notices	28.10.16	25.11.16	11.11.16	
<b>1617-372</b>	C	Organisational Development/ Finance Services	HR & Payroll	28.10.16	25.11.16	02.11.16	
<b>1617-373</b>	O	Property Services	Requests for Environmental Information/ Personal Searches	28.10.16	25.11.16	N/A	No clarification received. CLOSED 08.12.16
<b>1617-374</b>	I	IT Services	LAN maintenance information	28.10.16	25.11.16	21.11.16	
<b>1617-375</b>	C	Environmental Services	Indicators of street cleanliness	31.10.16	28.11.16	31.10.16	
<b>1617-376</b>	W	Customer Services/ Legal & Democratic	Debt & Court Statistics SDDC	31.10.16	28.11.16	24.11.16	
<b>1617-377</b>	O	Derbyshire County Council	Compensation to motorists	31.10.16	28.11.16	31.10.16	
<b>1617-378</b>	C	Organisational Development	People with a visual impairment, learning disability, challenging behavior, autism	31.10.16	28.11.16	11.11.16	

South Derbyshire District Council  
Freedom of Information Requests  
1 October 2016 – 31 March 2017

Ref:	Cat	Department	Details	Received	Reply Due	Reply Sent	Exempt
1617-379	C	Planning Services	Self-build & Custom Housebuilding – number of Register registrations on 31.10.16	01.11.16	29.11.16	02.11.16	
1617-380	C	Planning Services	Self-build & Custom Housebuilding – information about Registers and land availability	01.11.16	29.11.16	25.11.16	
1617-381	C	Customer Services	Credit Balances (Business Rates Accounts)	01.11.16	29.11.16	08.11.16	
1617-382	C	Community Services/ Financial Services	Council Spend on Christmas Lights	01.11.16	29.11.16	11.11.16	
1617-383	C	Legal & Democratic Services	Use of IVR telephone systems by private hire operators	01.11.16	29.11.16	24.11.16	
1617-384	I	Environmental Services	Blocked drains – Kings Mill Lane, Weston on Trent	01.11.16	29.11.16	21.11.16	
1617-385	I	Planning Services	Validation/Completion of Planning Applications	02.11.16	30.11.16		
1617-386	I	Community Services	Waste Management at Public Events	03.11.16	01.12.16	N/A	Not an FOI
1617-387	O	Derbyshire County Council	Meals on Wheels	03.11.16	01.12.16	03.11.16	
1617-388	I	Planning Services	Weston Hill Park	03.11.16	01.12.16	07.11.16	
1617-389	I	Organisational Development	Virtual Learning Environments, Learning Management Systems, E-Learning	04.11.16	02.12.16	28.11.16	
1617-390	I	Customer Services	Tribunals, Courts & Enforcement Act 2007 - Enforcement Agents	04.11.16	02.12.16	15.11.16	
1617-391	C	Customer Services	Business Rates	04.11.16	02.12.16	16.11.16	
1617-392	O	Legal & Democratic & Directors	Regulation of Investigatory Powers Act 2000	07.11.16	05.12.16	09.11.16	

South Derbyshire District Council  
Freedom of Information Requests  
1 October 2016 – 31 March 2017

Ref:	Cat	Department	Details	Received	Reply Due	Reply Sent	Exempt
<b>1617-393</b>	W	Customer Services	Complete Non-residential/Business Property Rates Data	07.11.16	05.12.16	09.11.16	
<b>1617-394</b>	M	Organisational Development	Spend on Management Consultants in past 10 years	07.11.16	05.12.16	10.11.16	
<b>1617-395</b>	I	Legal & Democratic Services/Financial Services	Council spend on the services of external law firms and barristers	08.11.16	06.12.16	09.11.16	
<b>1617-396</b>	C	Derbyshire County Council	Adult Social Care	09.11.16	07.12.16	09.11.16	
<b>1617-397</b>	O	Derbyshire County Council	Children in care going missing	10.11.16	08.12.16	10.11.16	
<b>1617-398</b>	I	Customer Services	Businesses & charities liable for non domestic rates between 25.10.16-10.11.16	11.11.16	09.12.16	21.11.16	
<b>1617-399</b>	O	Planning Services	Payments under Section 106 Planning Agreements	14.11.16	12.12.16		
<b>1617-400</b>	I	Planning Services	Breach of Condition Notices	14.11.16	12.12.16	29.11.16	
<b>1617-401</b>	I	Customer Services	Unclaimed/non refunded credits on Business Rates	14.11.16	12.12.16	16.11.16	
<b>1617-402</b>	I	Housing Services	Application numbers and waiting lists for your Council's housing register	15.11.16	13.12.16	05.12.16	
<b>1617-403</b>	I	Planning Services	Total value of Section 106 Agreements reached over the last five years	15.11.16	13.12.16		
<b>1617-404</b>	MP	Derbyshire County Council	Drug & alcohol treatment and rehabilitation	16.11.16	14.12.16	18.11.16	
<b>1617-405</b>	W	Housing Services & Derbyshire County Council	Services for women experiencing multiple disadvantage	16.11.16	14.12.16	28.11.16	
<b>1617-406</b>	I	Customer Services	Business Rates SBRR	17.11.16	15.12.16	21.11.16	

South Derbyshire District Council  
Freedom of Information Requests  
1 October 2016 – 31 March 2017

Ref:	Cat	Department	Details	Received	Reply Due	Reply Sent	Exempt
<b>1617-407</b>	I	Planning Services	Street Naming and Numbering	17.11.16	15.12.16	09.12.16	
<b>1617-408</b>	C	Community Services	Christmas lights switch on	18.11.16	16.12.16	21.11.16	
<b>1617-409</b>	M	Housing Services	Bird Control	18.11.16	16.12.16	24.11.16	
<b>1617-410</b>	O	Corporate Services	FOI systems	18.11.16	16.12.16	22.11.16	
<b>1617-411</b>	M	Housing Services	Gross cost of Bed & Breakfast and Temporary Accommodation	18.11.16	16.12.16	08.12.16	
<b>1617-412</b>	I	Customer Services	Newly registered businesses and charities	21.11.16	19.12.16	21.11.16	
<b>1617-413</b>	O	Environmental Services	Alternate Weekly Collections	21.11.16	19.12.16	25.11.16	
<b>1617-414</b>	M	Derbyshire County Council	Parking Fines	21.11.16	19.12.16	21.11.16	
<b>1617-415</b>	M	Environmental; Customer, Housing, Finance Services	Flooding, C/TAX, Business rate relief; grants, repairs, etc.	22.11.16	20.12.16	08.12.16	
<b>1617-416</b>	C	IT Services & Finance Services	Cyber Security Budgets 2015	22.11.16	20.12.16	24.11.16	
<b>1617-417</b>	C	Community & Environmental Services	Public Spaces Protection Order and Community Protection Notice	22.11.16	20.12.16	25.11.16	
<b>1617-418</b>	C	Environmental Services	Fly Tipping	23.11.16	21.12.16	24.11.16	
<b>1617-419</b>	M	IT Services & Financial Services & Organisational Dvt	Printing	23.11.16	21.12.16		
<b>1617-420</b>	M	Derbyshire County Council	LADOs – referrals relating to teachers	23.11.16	21.12.16	24.11.16	
<b>1617-421</b>	M	Housing Services	Questions relating to Social Housing	24.11.16	22.12.16	14.12.16	

South Derbyshire District Council  
Freedom of Information Requests  
1 October 2016 – 31 March 2017

Ref:	Cat	Department	Details	Received	Reply Due	Reply Sent	Exempt
<b>1617-422</b>	O	Housing Services	HMO Licensing Consultations	28.11.16	03.01.17	29.11.16	
<b>1617-423</b>	C	Customer Services	Public Houses/Pub Restr with Rateable values between £100 and £12k etc	30.11.16	05.01.17	30.11.16	
<b>1617-424</b>	M	Derbyshire County Council	Child Sexual Exploitation Teams	30.11.16	05.01.17	30.11.16	
<b>1617-425</b>	O	Community Services	Questions in relation to Leisure Services	30.11.16	05.01.17	16.12.16	
<b>1617-426</b>	I	Environmental Services	Welfare Funerals	30.11.16	05.01.17	02.12.16	Exempt under Section 31(1)(a)
<b>1617-427</b>	M	Derbyshire County Council	Unaccompanied Asylum Seeking Children	30.11.16	05.01.17	30.11.16	
<b>1617-428</b>	M	Environmental Services	Gypsy & Traveller Sites	30.11.16	05.01.17	05.01.17	
<b>1617-429</b>	I	Customer Services	Credit balances – Business Rates Accounts	01.12.16	06.01.17	05.12.16	
<b>1617-430</b>	O	Organisational Development	Unison Local Authority Pay Bill Costs 2016	01.12.16	06.01.17	23.12.16	
<b>1617-431</b>	M	Environmental Services	Private rented sector housing	01.12.16	06.01.17	09.01.17	
<b>1617-432</b>	I	IT Services	Software supplier and product name for various Council IT functions	01.12.16	06.01.17	23.12.16	
<b>1617-433</b>	I	Environmental Services	Waste Management & Fly Tipping	02.12.16	09.01.17	09.01.17	
<b>1617-434</b>	I	Licensing Services	Licensing Act 2003	05.12.16	10.01.17	15.12.16	
<b>1617-435</b>	C	Customer Services	Business Rates	05.12.16	10.01.17	06.12.16	
<b>1617-436</b>	I	Environmental Services	Bin collections	05.12.16	10.01.17	06.12.16	
<b>1617-437</b>	I	Customer Services	New Liabilities	06.12.16	11.01.17	23.12.16	

South Derbyshire District Council  
Freedom of Information Requests  
1 October 2016 – 31 March 2017

Ref:	Cat	Department	Details	Received	Reply Due	Reply Sent	Exempt
<b>1617-438</b>	C	Environmental Services	Residential Park Home Sites	06.12.16	11.01.17	08.12.16	
<b>1617-439</b>	I	Environmental Services	Litter – Fixed Penalty Notices	08.12.16	13.01.17	08.12.16	
<b>1617-440</b>	C	IT Services	IT Service Questions	08.12.16	13.01.17	22.12.16	
<b>1617-441</b>	M	Environmental Services	Welfare Funerals	08.12.16	13.01.17	08.12.16	
<b>1617-442</b>	M	Environmental Services	Public Space Protection Orders & Information on people sleeping rough	08.12.16	13.01.17	09.12.16	
<b>1617-443</b>	M	Housing Services	Repairs to Housing Stock	09.12.16	16.01.17	11.01.17	
<b>1617-444</b>	I	Corporate Services	Business Process Automation	09.12.16	16.01.17	09.12.16	
<b>1617-445</b>	O	Housing/Environmental Services	Landlord Immigration Checks Policy	12.12.16	17.01.17	11.01.17	
<b>1617-446</b>	O	Derbyshire County Council	School Capacity	12.12.16	17.01.17	12.12.16	
<b>1617-447</b>	C	Planning Services	Rose Hill, Woodville, Swadlincote	12.12.16	17.01.17	12.12.16	
<b>1617-448</b>	I	Environmental Services	Tracing agents/Welfare Funerals	12.12.16	17.01.17	11.01.17	
<b>1617-449</b>	O	Housing Services	Council House Waiting Lists	12.12.16	17.01.17	11.01.17	
<b>1617-450</b>	C	Environmental Services	Public Health Funerals	12.12.16	17.01.17	12.01.17	
<b>1617-451</b>	C	Licensing Services	Pub Complaints	12.12.16	17.01.17	15.12.16	
<b>1617-452</b>	C	Customer Services	Business Rates	13.12.16	18.01.17	14.12.16	
<b>1617-453</b>	I	Environmental Services	Pruning, pollarding and cutting of trees	13.12.16	18.01.17	13.01.17	
<b>1617-454</b>	C	Customer Services	Business Rate Accounts	13.12.16	18.01.17	23.12.16	



South Derbyshire District Council  
Freedom of Information Requests  
1 October 2016 – 31 March 2017

Ref:	Cat	Department	Details	Received	Reply Due	Reply Sent	Exempt
<b>1617-455</b>	C	Customer Services	Non Domestic Business Rates	13.12.16	18.01.16	12.01.17	
<b>1617-456</b>	M	Derbyshire County Council	Referrals to LADOs relating to abuse	15.12.16	20.01.17	15.12.16	
<b>1617-457</b>	N	Environmental Services	Private rented sector enforcement	15.12.16	20.01.17	16.12.16	
<b>1617-458</b>	O	Customer Services	Vacant Properties	15.12.16	20.01.17	23.12.16	
<b>1617-459</b>	I	Customer Services	Business Rates	15.12.16	20.01.17	23.12.16	
<b>1617-460</b>	I	Planning Services	2016/17 Annual network Update Plans for Mobile Telecommunication installations	16.12.16	23.01.17	19.12.16	
<b>1617-461</b>	O	Planning Services	Article 4 direction re HMO's securing planning permission	19.12.16	24.01.17	21.12.16	
<b>1617-462</b>	O	Customer Services	Non collection – Council Tax & Business Rates	20.12.16	25.01.17	18.01.17	
<b>1617-463</b>	A	Licensing Services	Scrap Metal Dealers Act 2013	20.12.16	25.01.17	17.01.17	
<b>1617-464</b>	I	Customer Services	New Benefit Cap	21.12.16	26.01.17	18.01.17	
<b>1617-465</b>	O	Community Services	Melbourne Sporting Partnership	21.12.16	26.01.17	26.01.17	
<b>1617-466</b>	O	Environmental /Housing Services	Contact Information	21.12.16	26.01.17	22.12.16	
<b>1617-467</b>	I	Customer Services	Council Tax Payments	21.12.16	26.01.17	06.01.17	
<b>1617-468</b>	I	Customer Services	Business Rates	21.12.16	26.01.17	23.12.16	
<b>1617-469</b>	O	Environmental Services	Pest Control Services	23.12.16	27.01.17	04.01.17	
<b>1617-470</b>	M	Derbyshire County Council	Parking Challenges	03.01.17	31.01.17	03.01.17	

South Derbyshire District Council  
Freedom of Information Requests  
1 October 2016 – 31 March 2017

Ref:	Cat	Department	Details	Received	Reply Due	Reply Sent	Exempt
<b>1617-471</b>	O	Environmental Services	Paupers funerals	03.01.17	31.01.17	17.01.17	
<b>1617-472</b>	M	Derbyshire County Council	Unpaid Parking Fines to foreign registered vehicles	03.01.17	31.01.17	03.01.17	
<b>1617-473</b>	I	Corporate Services	FOI responses for the last calendar year	03.01.17	31.01.17	03.01.17	
<b>1617-474</b>	M	Environmental Services	EIR request recycling and plastic	03.01.17	31.01.17	17.01.17	
<b>1617-475</b>	O	Derbyshire County Council	Childcare provision costs	03.01.17	31.01.17	03.01.17	
<b>1617-476</b>	C	Customer Services	Credit balances (Business Rate Accounts)	03.01.17	31.01.17	06.01.17	
<b>1617-477</b>	I	Environmental Services	Microchipping of Dogs	03.01.17	31.01.17	05.01.17	
<b>1617-478</b>	O	Customer/Corporate Services	Monitoring the progress of Agent's performance	03.01.17	31.01.17	Not an FOI	
<b>1617-479</b>	I	Community Services/ Environmental Services	Biodiversity Action Plan	03.01.17	31.01.17	04.01.17	
<b>1617-480</b>	I	Customer Services	Complete list of Commercial Properties	03.01.17	31.01.17	06.01.17	
<b>1617-481</b>	M	Customer Services	Non payment of Council Tax	03.01.17	31.01.17	13.01.17	
<b>1617-482</b>	O	Customer Services	Council Tax Debt	03.01.17	31.01.17	17.01.17	
<b>1617-483</b>	O	Planning Services	Infinity Garden Village	03.01.17	31.01.17	25.01.17	
<b>1617-484</b>	W	Organisational Development	Organisational Structure	04.01.17	01.02.17	05.01.17	
<b>1617-485</b>	I	Organisational Development & IT Services	Number of staff within organisation & IT questions	04.01.17	01.02.17	30.01.17	
<b>1617-486</b>	O	Corporate Services	Council Tax Support Scheme 2017-18	04.01.17	01.02.17	04.01.17	

South Derbyshire District Council  
Freedom of Information Requests  
1 October 2016 – 31 March 2017

Ref:	Cat	Department	Details	Received	Reply Due	Reply Sent	Exempt
1617-487	I	Planning Services	Planning Applications submitted after 01.10.13 where no decision made within 26 weeks	04.01.17	01.02.17		
1617-488	I	Customer Services	Business Rates	04.01.17	01.02.17	06.01.17	
1617-489	I	Environmental Services	Agricultural Bird Scaring Devices	05.01.17	02.02.17	17.01.17	
1617-490	I	Community Services	Management of Leisure Facilities	05.01.17	02.02.17	13.01.17	
1617-491	C	Finance Services/IT Services	Accounts Receivable/Payable and IT	06.01.17	03.02.17	24.01.17	
1617-492	C	Organisational Dev/ Stuart Batchelor	Health Trainer programmes, smoking, single point of access/referral hub, exercise on referral scheme, Healthy Lifestyle services	09.01.17	06.02.17	13.01.17	
1617-493	C	Customer Services	Business Rates Credits that have been written off	09.01.17	06.02.17	19.01.17	
1617-494	C	Customer Services	Business Rates accounts in credit	09.01.17	06.02.17	31.01.17	
1617-495	C	IT Services	IT Infrastructure	09.01.17	06.02.17	17.01.17	
1617-496	C	Customer Services	Completion Notices for Business Rates since 04.11.16	09.01.17	06.02.17	20.01.17	
1617-497	C	Derbyshire County Council	Maintenance Contract	09.01.17	06.02.17	09.01.17	
1617-498	N	Procurement	Procurement/Credit Card Spending	10.01.17	07.02.17	17.01.17	
1617-499	C	Property Services/ Finance Services	Empty Buildings	10.01.17	07.02.17	30.01.17	
1617-500	N	Derbyshire County Council	At home care for the elderly and/or infirm	10.01.17	07.02.17	10.01.17	

South Derbyshire District Council  
Freedom of Information Requests  
1 October 2016 – 31 March 2017

Ref:	Cat	Department	Details	Received	Reply Due	Reply Sent	Exempt
<b>1617-501</b>	I	Corporate Services	Information required to apply for Discretionary Housing Payments	11.01.17	08.02.17	01.02.17	
<b>1617-502</b>	W	Director of Finance & Corporate Services	Vehicle Provision	11.01.17	08.02.17	13.01.17	
<b>1617-503</b>	I	Derbyshire County Council	Looked after children/children leaving care	11.01.17	08.02.17	11.01.17	
<b>1617-504</b>	I	Planning Services	Land south of Wragley Way, Stenson Fields - Infinity Garden Village	11.01.17	08.02.17	02.02.17	
<b>1617-505</b>	C	Corporate Services	Number of Parking Meters	12.01.17	09.02.17	12.01.17	
<b>1617-506</b>	C	Corporate Services	Revenue Generated from Parking Meters	12.01.17	09.02.17	12.01.17	
<b>1617-507</b>	N	Environmental Services	Work-related deaths	12.01.17	09.02.17	17.01.17	
<b>1617-508</b>	C	Community Services	'Prevent' scheme	12.01.17	09.02.17	17.01.17	
<b>1617-509</b>	C	Customer Services	Support and funding for small businesses – small business rate relief, charitable relief, rural rate relief	13.01.17	10.02.17	20.01.17	
<b>1617-510</b>	I	Property Services	Council buildings empty and for sale	13.01.17	10.02.17	24.01.17	
<b>1617-511</b>	M	Environmental Services	Garden Waste	16.01.17	13.02.17	17.01.17	
<b>1617-512</b>	I	IT & Organisational Development	Questions re employees/locations/managed print services/Multi-functional devices/contracts	16.01.17	13.02.17	13.02.17	
<b>1617-513</b>	I	Environmental Services	Public & Welfare Funerals	16.01.17	13.02.17	17.01.17	Exempt under Section 31(1)(a)
<b>1617-514</b>	I	Derbyshire County Council	Occupational Therapy	16.01.17	13.02.17	17.01.17	

South Derbyshire District Council  
Freedom of Information Requests  
1 October 2016 – 31 March 2017

Ref:	Cat	Department	Details	Received	Reply Due	Reply Sent	Exempt
<b>1617-515</b>	O	Derbyshire County Council	Car Parking Tickets	17.01.17	14.02.17	17.01.17	
<b>1617-516</b>	C	Customer Services	Council Tax Credits	17.01.17	14.02.17	20.01.17	
<b>1617-517</b>	M	Derbyshire County Council	Motorists stationary Idling fines	17.01.17	14.02.17	17.01.17	
<b>1617-518</b>	I	Derbyshire County Council	Schools and Education Information	17.01.17	14.02.17	17.01.17	
<b>1617-519</b>	I	Customer Services	Companies and charities registering for business rates between 01.01.17-15.01.17	17.01.17	14.02.17	20.01.17	
<b>1617-520</b>	I	Derbyshire County Council	Council funded care homes	18.01.17	15.02.17	18.01.18	
<b>1617-521</b>	I	Housing Services	Lift Contract Repairs and Callouts	18.01.17	15.02.17	08.02.17	
<b>1617-522</b>	N	Environmental Services	Refuse and Recycling Incidents	19.01.17	16.02.17	24.01.17	
<b>1617-523</b>	O	Derbyshire County Council	Penalty Charge Notices issued for moving traffic offences on roads	19.01.17	16.02.17	20.01.17	
<b>1617-524</b>	O	Derbyshire County Council	Number of cameras used to enforce moving traffic offences on roads	19.01.17	16.02.17	20.01.17	
<b>1617-525</b>	C	IT Services	Electronic Fax Management/Telephony systems	19.01.17	16.02.17	24.01.17	
<b>1617-526</b>	A	Derbyshire County Council	Medical Conditions Policy re schools	20.01.17	17.02.17	20.01.17	
<b>1617-527</b>	N	Environmental Services	Contaminated land	20.01.17	17.02.17	09.02.17	
<b>1617-528</b>	N	Derbyshire County Council	Trees	23.01.17	20.02.17	23.01.17	
<b>1617-529</b>	O	Derbyshire County Council	Street Lights	23.01.17	20.02.17	23.01.17	

South Derbyshire District Council  
Freedom of Information Requests  
1 October 2016 – 31 March 2017

Ref:	Cat	Department	Details	Received	Reply Due	Reply Sent	Exempt
<b>1617-530</b>	C	Customer Services	Rateable Values re Biffa Waste Services Ltd, New Elvaston Quarry	23.01.17	20.02.17	10.02.17	
<b>1617-531</b>	C	IT Services	Cybersecurity Practices	24.01.17	21.02.17	16.02.17	
<b>1617-532</b>	I	Derbyshire County Council	Discretionary Social Fund – Furniture & White Goods	25.01.17	22.02.17	25.01.17	
<b>1617-533</b>	M	Environmental Services	Recycling	25.01.17	22.02.17	25.01.17	
<b>1617-534</b>	I	Housing Services	Housing Waiting List	25.01.17	22.02.17	03.02.17	
<b>1617-535</b>	I	Community Services	Municipal Tree Works	25.01.17	22.02.17	13.02.17	
<b>1617-536</b>	I	Housing Services	Housing Waiting List/accommodation	25.01.17	22.02.17	03.02.17	
<b>1617-537</b>	W	IT Services	Organisation structure chart IT middle management	26.01.17	23.02.17	13.02.17	
<b>1617-538</b>	C	Planning Services	Urban Design skills survey	26.01.17	23.02.17	14.02.17	
<b>1617-539</b>	I	Organisational Development	Maternity, paternity, adoption leave policy for Councillors	26.01.17	23.02.17	27.01.17	
<b>1617-540</b>	I	IT Services & Organisational Dev	LLPG and GIS Roles	26.01.17	23.02.17	27.01.17	
<b>1617-541</b>	I	Environmental Services	Public Health Funerals	27.01.17	24.02.17	06.02.17	
<b>1617-542</b>	O	Community Services	Weight Management Service	27.01.17	24.02.17	27.01.17	
<b>1617-543</b>	I	Organisational Development	Interim Staff	27.01.17	24.02.17	16.02.17	
<b>1617-544</b>	O	Community Services	Budget for Parks	30.01.17	27.02.17	01.02.17	
<b>1617-545</b>	C	Customer Services	Business Rates	31.01.17	28.02.17	09.02.17	

South Derbyshire District Council  
Freedom of Information Requests  
1 October 2016 – 31 March 2017

Ref:	Cat	Department	Details	Received	Reply Due	Reply Sent	Exempt
<b>1617-546</b>	C	Derbyshire County Council	Medical Conditions Policy	31.01.17	28.02.17	31.01.17	
<b>1617-547</b>	I	Environmental Services	Deceased with no known next of kin	01.02.17	01.03.17	01.02.17	
<b>1617-548</b>	M	Community Services/ Finance	Sport	01.02.17	01.03.17	16.02.17	
<b>1617-549</b>	C	Customer Services	Credit balances (Business Rates Accounts) Ref: C30mC34mD3	01.02.17	01.03.17	09.02.17	
<b>1617-550</b>	O	Community Services	Strategy for Parks	31.01.17	28.02.17	24.02.17	
<b>1617-551</b>	M	Environmental Services	Recycling	01.02.17	01.03.17	01.02.17	
<b>1617-552</b>	O	IT Services/Derbyshire County Council	IT budgets/ Adult Social Care IT Systems	31.01.17	28.02.17	06.02.17	
<b>1617-553</b>	I	Housing & Environmental Services	Contractors working on public sector and private sector homes for bathroom adaptations	01.02.17	01.03.17	28.02.17	
<b>1617-554</b>	O	Derbyshire County Council	Care Leavers Online Courses	01.02.17	01.03.17	01.02.17	
<b>1617-555</b>	C	Property Services/ Organisational Dev	Structure for Estates Department	02.02.17	02.03.17	02.02.17	
<b>1617-556</b>	I	IT Services	Document Management	02.02.17	02.03.17	16.03.17	
<b>1617-557</b>	I	Derbyshire County Council	School holidays	03.02.17	03.03.17	03.02.17	
<b>1617-558</b>	C	Financial Services	Average time to pay suppliers invoices	06.02.17	06.03.17	13.02.17	
<b>1617-559</b>	C	Planning Services	Community Infrastructure Levy	07.02.17	07.03.17	07.02.17	

South Derbyshire District Council  
Freedom of Information Requests  
1 October 2016 – 31 March 2017

Ref:	Cat	Department	Details	Received	Reply Due	Reply Sent	Exempt
<b>1617-560</b>	I	Planning Services	Drains at 5 Lark Hill, Mickleover	07.02.17 (31.01.17)	07.03.17 (28.01.17)	13.02.17	
<b>1617-561</b>	I	Derbyshire County Council	Play Clubs	07.02.17	07.03.17	07.02.17	
<b>1617-562</b>	W	Housing Services/ Client Services	Households affected by the household benefit cap	07.02.17	07.03.17	03.03.17	
<b>1617-563</b>	I	Derbyshire County Council	Immigration Act	08.02.17	08.03.17	08.02.17	
<b>1617-564</b>	W	Customer Services	Business Rates Occupiers	08.02.17	08.03.17	09.02.17	
<b>1617-565</b>	C	Customer Services	Business Rates benefitting from mandatory relief	10.02.17	10.03.17	01.03.17	
<b>1617-566</b>	C	Environmental Services	Survey 1 EIR 2004 LA – How effective are they? Jan 16-Dec 16	13.02.17	13.03.17	14.02.17	
<b>1617-567</b>	C	Environmental Services	Survey 2 EIR 2004 LA – How effective are they? Jan 05-Dec 05	13.02.17	13.03.17	14.02.17	
<b>1617-568</b>	I	Customer Services	Commercial properties	13.02.17	13.03.17	14.02.17	
<b>1617-569</b>	I	Housing Services/Derbyshire County Council	Unaccompanied refugee children	13.02.17	13.03.17	15.02.17	
<b>1617-570</b>	I	Housing Services	Grit bins	13.02.17	13.03.17	07.03.17	
<b>1617-571</b>	I	Corporate /Housing Services	Business rates retention, temporary housing and sheltered housing	13.02.17	13.03.17	03.03.17	
<b>1617-572</b>	I	Financial Services	Accidents involving council vehicles	13.02.17	13.03.17	13.03.17	
<b>1617-573</b>	I	Environmental Services	Nuisance noise complaints	13.02.17	13.03.17	14.02.17	



South Derbyshire District Council  
Freedom of Information Requests  
1 October 2016 – 31 March 2017

Ref:	Cat	Department	Details	Received	Reply Due	Reply Sent	Exempt
<b>1617-574</b>	C	Customer Services	Unclaimed Business Rates Credit Balances	14.02.17	14.03.17	14.02.17	
<b>1617-575</b>	M	Derbyshire County Council	Adult Learning Disabilities	16.02.17	16.03.17	16.02.17	
<b>1617-576</b>	O	Environmental Services	Microchip notices	16.02.17	16.03.17	16.02.17	
<b>1617-577</b>	I	IT Services	IT Documents	16.02.17	16.03.17	09.03.17	
<b>1617-578</b>	C	Derbyshire County Council	Oxford Home Schooling	16.02.17	16.03.17	16.02.17	
<b>1617-579</b>	C	Corporate Services	Number of FOI requests received	17.02.17	17.03.17	23.02.17	
<b>1617-580</b>	N	Environmental Services	Public Space Protection Orders	17.02.17	17.03.17	20.02.17	
<b>1617-581</b>	O	Derbyshire County Council	Care packages	17.02.17	17.03.17	17.02.17	
<b>1617-582</b>	C	Customer Services	Business Rates	17.02.17	17.03.17	07.03.17	
<b>1617-583</b>	O	Customer Services	Business Rates	20.02.17	20.03.17	10.03.17	
<b>1617-584</b>	I	Legal & Democratic Services	EU Referendum Results	21.02.17	21.03.17	16.03.17	
<b>1617-585</b>	C	Environmental Services/Planning Services	Wind Farm Noise	21.02.17	21.03.17	21.03.17	
<b>1617-586</b>	M	Corporate Services	Parking Charges	21.02.17	21.03.17	21.02.17	
<b>1617-587</b>	I	Customer Services	High Streets	21.02.17	21.03.17	08.03.17	
<b>1617-588</b>	I	IT /Finance/Procurement Services	Photocopiers/MFD's/Desktop Printers	22.02.17	22.03.17	21.03.17	

South Derbyshire District Council  
Freedom of Information Requests  
1 October 2016 – 31 March 2017

Ref:	Cat	Department	Details	Received	Reply Due	Reply Sent	Exempt
<b>1617-589</b>	O	Derbyshire County Council	Commissioned services for survivors of domestic violence and abuse	22.02.17	22.03.17	22.02.17	
<b>1617-590</b>	I	Environmental Services	Charges for green waste collections	22.02.17	22.03.17	23.02.17	
<b>1617-591</b>	I	Planning Services	3 Grange Court, Linton, DE12 6RP	22.02.17	22.03.17	23.02.17	
<b>1617-592</b>	O	Customer Services	Business Rates	22.02.17	22.03.17	07.03.17	
<b>1617-593</b>	I	Housing Services	Cost of temporary accommodation	22.02.17	22.03.17	13.03.17	
<b>1617-594</b>	O	Environmental Services	Animal Welfare Enforcement	23.02.17	23.03.17	27.02.17	
<b>1617-595</b>	C	Customer Services	Business Rates Account Credits	23.02.17	23.03.17	07.03.17	
<b>1617-596</b>	C	IT Services	Cyber Security Strategy	24.02.17	24.03.17		
<b>1617-597</b>	M	Environmental Services	Waste and recycling	24.02.17	24.03.17	14.03.17	
<b>1617-598</b>	C	Environmental Services	Contaminated Land Register	24.02.17	24.03.17	27.02.17	
<b>1617-599</b>	I	Derbyshire County Council	Potholes	24.02.17	24.03.17	24.02.17	
<b>1617-600</b>	I	Housing Services	Direct communication magazines	27.02.17	27.03.17	10.03.17	
<b>1617-601</b>	I	Customer Services	Business Rates	27.02.17	27.03.17	09.03.17	
<b>1617-602</b>	C	Licensing Services	Taxi & private hire vehicle licenses	27.02.17	27.03.17	16.03.17	
<b>1617-603</b>	I	Customer Services	Local Housing Allowance for private and social housing	27.02.17	27.03.17	28.02.17	
<b>1617-604</b>	I	Planning/Housing Services	Self Build Data	27.02.17	27.03.17	27.03.17	

South Derbyshire District Council  
Freedom of Information Requests  
1 October 2016 – 31 March 2017

Ref:	Cat	Department	Details	Received	Reply Due	Reply Sent	Exempt
<b>1617-605</b>	I	Customer Services	Companies responsible for paying business rates between 1 Feb- 20 Feb 17	28.02.17	28.03.17	07.03.17	
<b>1617-606</b>	C	Customer Services	Non-domestic properties un-refunded or outstanding credits	28.02.17	28.03.17	08.03.17	
<b>1617-607</b>	I	Derbyshire County Council	Children's Services	28.02.17	28.03.17	28.02.17	
<b>1617-608</b>	C	Customer Services	Credit balances (Business Rates)	01.03.17	29.03.17	08.03.17	
<b>1617-609</b>	I	Environmental Services	Public Health Funerals	01.03.17	29.03.17	02.03.17	
<b>1617-610</b>	O	Derbyshire County Council	Incidents of Sexual Violence	01.03.17	29.03.17	01.03.17	
<b>1617-611</b>	I	Environmental Services	Public Health Funerals	01.03.17	29.03.17	02.03.17	
<b>1617-612</b>	I	Organisational Development	eLearning	01.03.17	29.03.17	24.03.17	
<b>1617-613</b>	I	Customer Services	Number of 18-21 yr olds receiving Housing Benefit	02.03.17	30.03.17	09.03.17	
<b>1617-614</b>	I	Corporate Services	Contact details for Heads of Service	02.03.17	30.03.17	02.03.17	
<b>1617-615</b>	C	Housing Services	Costs associated with rectifying construction work	03.03.17	31.03.17	07.03.17	
<b>1617-616</b>	C	Property Services	Compulsory Purchase Orders since 01.04.10	03.03.17	31.03.17	07.03.17	
<b>1617-617</b>	I	Customer Services	A2 rate payers	06.03.17	03.04.17	20.03.17	
<b>1617-618</b>	C	Customer Services	Business rates	06.03.17	03.04.17	08.03.17	
<b>1617-619</b>	I	Financial Services	Financial System	07.03.17	04.04.17	08.03.17	

South Derbyshire District Council  
Freedom of Information Requests  
1 October 2016 – 31 March 2017

Ref:	Cat	Department	Details	Received	Reply Due	Reply Sent	Exempt
<b>1617-620</b>	O	Environmental Services	Littering from Public Spaces Protection Order 2017	07.03.17	04.04.17	15.03.17	
<b>1617-621</b>	W	Housing Services	Non-traditional housing	08.03.17	05.04.17	08.03.17	
<b>1617-622</b>	C	Derbyshire County Council	Management & maintenance of the road network	08.03.17	05.04.17	08.03.17	
<b>1617-623</b>	C	Corporate Services	Discretionary Housing Payment	08.03.17	05.04.17	08.03.17	
<b>1617-624</b>	I	Organisational Development	HR questions	08.03.17	05.04.17	08.03.17	
<b>1617-625</b>	I	Organisational Development	HR questions	10.03.17	07.04.17	13.03.17	
<b>1617-626</b>	C	Environmental Services	Genealogist, probate researcher or tracing agent	13.03.17	10.04.17	20.03.17	
<b>1617-627</b>	I	Environmental Services	Factors making restaurants vulnerable to closure	13.03.17	10.04.17	15.03.17	
<b>1617-628</b>	C	I.T Services	Printing Services	13.03.17	10.04.17	14.03.17	
<b>1617-629</b>	C	Housing/Property Services	Unoccupied Council owned properties	14.03.17	11.04.17	31.03.17	
<b>1617-630</b>	I	Environmental Services	Food waste recycling	14.03.17	11.04.17	15.03.17	
<b>1617-631</b>	M	Planning Services	Exceptional Quality Isolated New Homes	14.03.17	11.04.17	15.03.17	
<b>1617-632</b>	I	Environmental Services	Welfare Funerals	14.03.17	11.04.17	16.03.17	Exempt under Section 31(1)(a)
<b>1617-633</b>	C	Housing Services	Disabled Facilities Grants	15.03.17	12.04.17	31.03.17	
<b>1617-634</b>	I	Financial Services	Personal injury claims and work related accident claims	15.03.17	12.04.17	06.04.17	

South Derbyshire District Council  
Freedom of Information Requests  
1 October 2016 – 31 March 2017

Ref:	Cat	Department	Details	Received	Reply Due	Reply Sent	Exempt
<b>1617-635</b>	C	Legal & Democratic Services	List of Animal Boarding Services	15.03.17	12.04.17	16.03.17	
<b>1617-636</b>	O	Environmental Services	Hygiene rating of Albany Cakes, Newhall	15.03.17	12.04.17	24.03.17	
<b>1617-637</b>	C	Housing Services	Housing Allocation Policy Questions	15.03.17	12.04.17	31.03.17	
<b>1617-638</b>	I	Organisational Development	Employment Referencing Procedures	16.03.17	13.04.17	04.04.17	
<b>1617-639</b>	C	Planning Services	Register of brownfield sites and assets	16.03.17	13.04.17	31.03.17	
<b>1617-640</b>	I	Environmental Services	Refuse collections and locations	16.03.17	13.04.17	28.03.17	
<b>1617-641</b>	I	Environmental Services	Air quality monitoring and reporting	17.03.17	14.04.17	03.04.17	
<b>1617-642</b>	I	Environmental Services	Littering and Dog Fouling	20.03.17	19.04.17	22.03.17	
<b>1617-643</b>	C	Derbyshire County Council	Over-vend from car parking meters/machines	21.03.17	20.04.18	21.03.17	
<b>1617-644</b>	W	Organisational Development	Workforce Management	21.03.17	20.04.17	13.04.17	
<b>1617-645</b>	M	Environmental Services	Big Belly solar powered bins	22.03.17	21.04.17	22.03.17	
<b>1617-646</b>	C	Derbyshire County Council	Public Health Services	22.03.17	21.04.17	22.03.17	
<b>1617-647</b>	O	Organisational Development & Finance Services	Redundancies, compulsory/voluntary & redundancy payouts	22.03.17	21.04.17	05.04.17	
<b>1617-648</b>	I	Derbyshire County Council	Pothole faults/repairs	22.03.17	21.04.17	22.03.17	
<b>1617-649</b>	I	Planning Services	Locations of existing mine shafts, adits & quarry extents for mineral extraction	24.03.17	25.04.17	24.03.17	

South Derbyshire District Council  
Freedom of Information Requests  
1 October 2016 – 31 March 2017

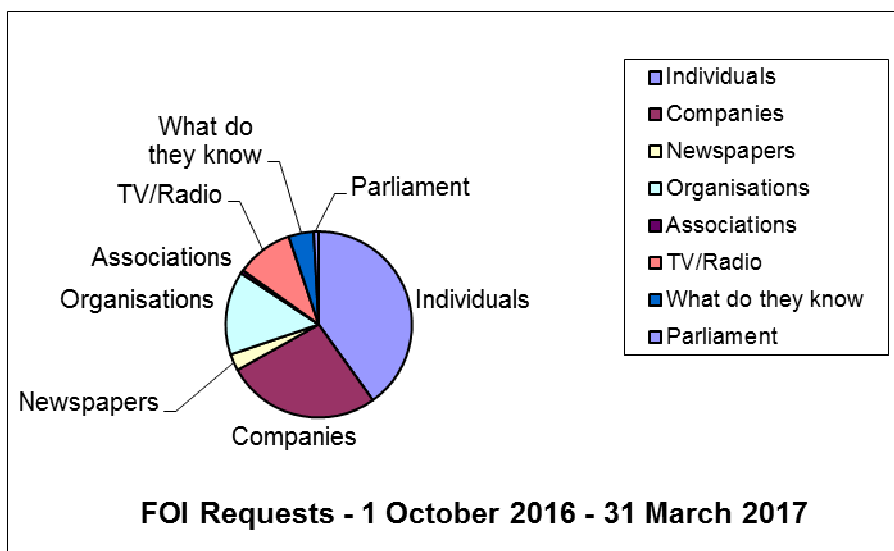
Ref:	Cat	Department	Details	Received	Reply Due	Reply Sent	Exempt
<b>1617-650</b>	I	Planning Services	Housing development planning permissions	24.03.17	25.04.17	18.04.17	
<b>1617-651</b>	C	Corporate Services	Names & emails for Housing & Business Transformation	24.03.17	25.04.17	27.03.17	
<b>1617-652</b>	C	Planning Services	Copies of structural drawings	24.03.17	25.04.17	19.04.17	
<b>1617-653</b>	C	Planning Services	Planning Application Ref 9/2016/1035/M Land adjacent to the Potlocks, Willington	27.03.17	26.04.17	20.04.17	
<b>1617-654</b>	O	Derbyshire County Council	Asbestos in schools	27.03.17	26.04.17	27.03.17	
<b>1617-655</b>	I	Customer Services	Business Rates	28.03.17	27.04.17	19.04.17	
<b>1617-656</b>	M	Derbyshire County Council	Runaways (Children)	28.03.17	27.04.17	28.03.17	
<b>1617-657</b>	C	Corporate Services	Contact & Email addresses	28.03.17	27.04.17	28.03.17	
<b>1617-658</b>	I	Housing Services	Distribution of size of households	28.03.17	27.04.17	19.04.17	
<b>1617-659</b>	C	Environmental Services	Weston Hill Park	29.03.17	28.04.17	26.04.17	
<b>1617-660</b>	W	Customer Services	Complete Non residential/Business Property Rates Data	29.03.17	28.04.17	20.04.17	
<b>1617-661</b>	C	IT Services/Financial Services	Council spend on computers and laptops, etc	29.03.17	28.04.17		
<b>1617-662</b>	I	Environmental Services	Food seized or voluntarily surrendered	29.03.17	28.04.17	31.03.17	
<b>1617-663</b>	C	Customer Services	Non domestic properties with empty rate charge since 1st April 2010	29.03.17	28.04.17	20.04.17	
<b>1617-664</b>	W	Derbyshire County Council	Number of women in South Derbyshire with learning difficulties who have had their children removed into LA care	30.03.17	02.05.17	30.03.17	

South Derbyshire District Council  
Freedom of Information Requests  
1 October 2016 – 31 March 2017

Ref:	Cat	Department	Details	Received	Reply Due	Reply Sent	Exempt
<b>1617-665</b>	MP	Derbyshire County Council	Troubled Families Programme	31.03.17	03.05.17	31.03.17	
<b>1617-666</b>	I	Customer Services	Business Rates	31.03.17	03.05.17	25.04.17	

**Breakdown of Freedom of Information requests for second 6 months of 2016/17**

Individuals	138	344	40%
Companies	92	344	27%
Newspapers	10	344	3%
Organisations	50	344	15%
Associations	2	344	1%
TV/Radio	34	344	10%
What do they know	15	344	4%
Parliament	3	344	1%
	344	344	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



