

<b>REPORT TO:</b>	<b>FINANCE AND MANAGEMENT COMMITTEE</b>	<b>AGENDA ITEM: 9</b>
<b>DATE OF MEETING:</b>	<b>30 NOVEMBER 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 Dec 2017 .
<b>SUBJECT:</b>	<b>COMMENTS, COMPLIMENTS, COMPLAINTS &amp; FREEDOM OF INFORMATION REQUESTS 1 APRIL 2017 TO 30 SEPTEMBER 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 April 2017 to 30 September 2017. Figures for the corresponding period in 2016/17 are given for comparison purposes.
- 2.2 A summary of the Freedom of Information (FOI) requests received by the Council for the period 1 April 2017 to 30 September 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 1 comment, 47 compliments and 38 complaints have been received between 1 April 2017 to 30 September 2017.

- 3.3 The number of complaints received in the second half of this financial year has increased compared to the corresponding period of 2016/17, and the number of compliments received has also increased.
- 3.4 Members are informed via e-mail (enclosing a copy of the original complaint) when a complaint is received relating to their ward. This is for information purposes only.

### **Freedom of Information**

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

### **Publication Scheme**

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

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

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

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

- 3.7 A total of 313 Freedom of Information requests have been received from 1 April 2017 to 30 September 2017. This is a decrease of 7 over the corresponding period for 2016/17.

## **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 1 comment was 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 April 2016 – 30 September 2016</b>	<b>1 April 2017 – 30 September 2017</b>
Planning (Enforcement)	2	1
<b>Total</b>	<b>2</b>	<b>1</b>

### **Compliments**

- 5.2 The table below compares the number of compliments received for the first half of 2016/2017 against the first half of 2017/2018. Compliments generally relate to the quality of the service provided and/or actions of individuals.

<b>Department</b>	<b>1 April 2016 – 30 September 2016</b>	<b>1 April 2017 – 30 September 2017</b>
Customer Services	2*	1*
Environmental Services	5	10*
Planning	6	1
Housing	0	25
Client Services	2*	0
Community Services	12	7*
Corporate	0	0
Policy and Communications	0	3
<b>Total</b>	<b>27</b>	<b>47</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 April 2016 – 30 September 2016</b>	<b>1 April 2017 – 30 September 2017</b>
Resolved at Stage 1	21	29
Stage 1 still ongoing	0	0
Resolved at Stage 2	2	9
Stage 2 still ongoing	0	0
<b>Total received</b>	<b>23</b>	<b>38</b>

5.4 The 38 complaints received can be broken down as follows:-

<b>Department</b>	<b>1 April 2016 – 30 September 2016</b>	<b>1 April 2017 – 30 September 2017</b>
Planning Services	4	7
Housing	8	10
Customer Services* (including Revenue)	2*	6*
Environmental Services	3	9
Community Services	0	2
Legal and Democratic Services	3	2
Corporate Services	2*	1
Licensing	1	0
Finance & Property	0	1*
<b>Total</b>	<b>23</b>	<b>38</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>2014/15</b>	<b>2015/16</b>	<b>2016/17</b>	<b>2017/18 (½ Year)</b>
Planning Services	14	15	6	7
Housing	26*	21	17	10
Customer Services (including Revenue)	22*	15	4*	6*
Environmental Services	12*	10	7	9
Community Services	3	2	1*	2
Legal and Democratic Services	8	6	4	2
Finance & Property	0	1	0	1*
Corporate Services	2	3	1*	1
Derbyshire County Council	2	1	0	0
Licensing	0	0	1	0
Client Services	0	0	2	0
<b>Total</b>	<b>89</b>	<b>74</b>	<b>43</b>	<b>38</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 first half 2016/2017 against the first half of 2017/2018.

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

	<b>1 April 2016 – 30 September 2016</b>	<b>1 April 2017 – 30 September 2017</b>
Number received	320	313
Number replied to within 20 statutory days	299	293
Number replied to after 20 statutory days	21	20
Number of Exemptions or partial exemptions	8	11
Number passed to Third Party	49	45
Number withdrawn	0	5

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

Department	1 April 2016 – 30 September 2016	1 April 2017 – 30 September 2017
Environmental Services	48*	57*
Planning Services	29*	19*
Legal & Democratic	22*	20*
Financial Services	8*	12*
IT	15*	14*
Customer Services	53*	62*
Housing Services	32*	40*
Organisational Dev.	15*	10*
Community Services	15*	13*
Passed to 3 <sup>rd</sup> Parties	46	45
Corporate Services	17*	8*
Property Services	9*	9*
Procurement	6*	4*
Communications	4*	0
All Departments	1*	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.

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### Comments

Date	Ward	Subject	Division	Resultant Action Taken/Comments
11.07.17	Newhall & Stanton	Taxis/minibus parked at the Chapel site	Planning	Advised that this will be dealt with, as an alleged breach of planning control.

### Compliments

Date	Ward	Subject	Division
03.04.17	Aston	Can you pass my thanks on to whoever removed the large piece of metal from a ditch in Shardlow. Looking at the large bare patch it left behind it must have been a bit of a job.	Clean Team
05.04.17	Aston	Just a quick note to say thank you very much for getting the slide fixed. It was finally done on Monday and looks as good as new, many thanks to all involved.	Community Services/ Grounds Maintenance
13.04.17	Seales	I just wanted you to pass on my heartfelt thanks to your employees that collect the bins today in Netherseal. I was riding my horse, who was a bit nervous at all the noise and movement of the lorry, and the guys stopped what they were doing, turned the lorry off and allowed me to pass. They even got out to talk to him to reassure him going past. That in my book goes above and beyond, not everyone is so kind!! Thanks from both of us!!	Waste Management
28.04.17	Woodville	Many thanks for sorting out the missed black bin. It was empty when I got home yesterday. Have a good weekend.	Waste Management
16.05.17	Woodville	Appreciation and thanks for the exceptional work done on my behalf. My family and I feel that a simple 'thank you' is not enough and would like to express our gratitude to the individual, the department and all involved in a job well done. We also believe that the individual deserves a special commendation and consideration for going above and beyond 'the call of duty' ensuring my disability needs were met.	Housing Services
22.05.17	Swadlincote	Re: Eureka Park Event – Fantastic idea! The range and quality of activities was great. Please pass on my thanks and appreciation to all those involved in the organisation and delivery. It's lovely to see so much support for our local young people.	Community Services
23.05.17	All	Please could you pass on our thanks to all of the Customer Service staff who took booking calls on behalf of Liberation Day. As always, we've received very positive feedback from attendees (98% found Customer Services 'very helpful' or 'helpful' when asked how they found the service).	Community Services/ Customer Services
09.06.17	All	Just wanted to thank you for looking after us media so well last night – honestly, I don't think I've ever been	Communications



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		so nicely treated as a member of the press! Well, apart from at the last election of course.	
09.06.17	All	Just a quick one to thank you for all your help last night. It really went well for me and without your help in getting the candidates over for me to have a word I would really have been stuck.	Communications
12.06.17	All	Amazing service from Customer Services. Always been impressed by my local council, thanks everybody – know it's appreciated.	Customer Services
13.06.17	All	Belated thanks for help on election night. Truth be told I didn't really have a clue how covering elections worked beforehand and you were great.	Communications
29.06.17	Midway	The person who works/manages the Midway Community Centre is fabulous. Not only is the centre extremely tidy and clean, also deals with the odd child coming in from the estate nearby, which is above and beyond the role I would say. A credit to you and the centre. Always very approachable and nothing is too much trouble, I thought it was worth a contact, as we don't hear too many good news stories these days and conscientious staff are hard to come by.	Community Services
03.07.17	Woodville	Tenant would not have been able to remain in her property without the support from Housing Services and are very grateful for everything we have done over the years – if there has been a repair it has been explained how old the tenant is and we have responded accordingly. Went on to say that they "could not praise us enough".	Housing Services
04.07.17	Newhall	Re replacement for damaged black bin - I must congratulate you on the quality of your refuse collection service – it seems very efficient and effective. We have moved from Gwynedd – the similar service there was also good but yours is better – maybe it is the lack of mountains! As expected - excellent service! Many thanks.	Waste Management
05.07.17	Woodville	On a visit to Customer Services, member of public asked that we thank the refuse crew who service the mobile caravan park. Today the driver of the vehicle had an issue with a parked van causing obstruction for the emptying of the bins. The driver managed to reverse the vehicle in order for the whole site to be serviced. She commented that people are all too quick to complain nowadays and wanted to ensure that her personal thanks were passed on.	Waste Management
14.07.17	Swadlincote	Thank you for cutting the branches on the trees on Springfield Road. Please pass on my thanks to the relevant department.	Grounds Maintenance
10.07.17	Swadlincote	Re Newhall Football Festival at Woodside Rec The event ran a lot smoother this year and we received really positive feedback from all the teams who attended. The pitches were in much better condition this year and to the standard expected. So many thanks - to you.	Community Services/ Grounds Maintenance
24.07.17	Swadlincote	I would just like to thank you for installing the exercise equipment on the park. I am one person who will definitely make use of it. I just hope steps are taken to prevent it being vandalized, I did notice this morning that the bolts fastening it together look easily accessible, may I suggest that the	Community Services

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		bolts are made tamper proof before the resident morons get to work with a spanner and Allen key. I hope this equipment is available for a long, long time for the benefit of us all. Once again thanks.	
27.07.17	Melbourne	Very helpful in sorting out our goal sockets that were damaged by de-compacting work. Good job of making sure the sockets are repaired and the goals can be put up.	Community Services/ Grounds Maintenance
01.08.17	Aston	Letter from tenant to Housing Officer "thank you for your support, you are a lovely lady".	Housing Services
03.08.17	Willington & Findern	Customer has just phoned to say thank you for the very speedy delivery of a new inner caddy for his green bin, says it is excellent service.	Waste Management
16.08.17	Newhall	Thank you to the Housing & Homeless Team for treating me with kindness and compassion at a very stressful time.	Housing Services
24.08.14	Seales	Thank you for all your help with my situation, it's greatly appreciated and to the rest of the team who played a part into rehousing. I could not have achieved this alone.	Housing Services
24.08.17	Willington & Findern	Phoned to thank you very much, she ordered a replacement food caddy and when she got up this morning it was on her drive. She says excellent service.	Waste Management
04.09.17	Linton	I was going to be made homeless but Housing intervened with my Landlord on my behalf with regard to my tenancy and kept me up to date with what was going on.	Housing Services
04.09.17	Newhall	Was a quick response thank you.	Housing Services
05.09.17	Midway	They have gone the extra mile to help me. Very good at their job and do more than they need to really to help people.	Housing Services
06.09.17	Seales	Very polite, friendly workman.	Housing Services
06.09.17	Aston	Thanks to the plumber he was very friendly and carried out the work very efficiently no trouble and no mess.	Housing Services
07.09.17	Midway	Resolved, the issue, very good work, very polite.	Housing Services
07.09.17	Not specified	I would like to congratulate S.D.D.C. on their superb Refuse & Recycling Collection Operators. I have always received very good service from pleasant and helpful personnel. They do their job in all weathers with a cheerful, efficient attitude. As I live in a lane where access by large vehicles is restricted, the drivers have to be skilled to reach my bins each week. Do they ever complain? No. On Monday, 4th Sept 2017, one of my brown bins was "swallowed up" by the machine. I rang your office yesterday, 6th September, explaining what had happened to a very pleasant and helpful person, and today, 7th September, I received a replacement bin, delivered by two cheerful and pleasant young men. Superb service. What more could one ask for? I consider that I am extremely fortunate to receive such an efficient service from my local Council. So often people are very quick to complain, but not so quick to praise, so 'thank you' S.D.D.C. you are doing a brilliant job, and long may it continue. It would be appreciated if you passed on my comments to everyone concerned.	Waste Management & Customer Services

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08.09.17	Midway	Very polite, good work, I'm pleased.	Housing Services
08.09.17	Hatton	Thank you for everything again, wonderful service.	Housing Services
08.09.17	Swadlincote	Very happy with work and time it took to be reported and done. Wonderful service as always thank you.	Housing Services
08.09.17	Swadlincote	Unable to fault any aspect of the work or service I received.	Housing Services
11.09.17	Willington & Findern	My Gran recently called about a missed bin and spoke to a person who apologised and arranged for an immediate bin collection. Even followed this up with a phone call the next day to ensure the bins had been emptied. I am absolutely thrilled at the service my Gran received, she is 85 and not very mobile these days so to have her problem rectified within 48 hours was amazing customer service. So, a really big thank you, the service you provided was outstanding.	Waste & Cleansing
11.09.17	Midway	I am very happy with the work.	Housing Services
11.09.17	Hilton	The lock on my door was broken, within 2 hours of my calling the door was fixed the carpenter and office staff were very nice, very good service thank you.	Housing Services
11.09.17	Midway	Emergency repair man was out within 15 mins, very nice man. Thank you.	Housing Services
12.09.17	Newhall	Thank you for getting the fuse box covered so quickly. The engineer was polite, quick and very tidy	Repair Services
14.09.17	Hatton	Thank you for being really helpful and I appreciate your advice and such a speedy response	Planning Services
14.09.17	Aston	As usual from phoning SDDC until the work was done, the service was excellent.	Housing Services
15.09.17	Swadlincote	Thank you for return of crew to empty a missed bin and also thanks to Customer Services for originally taking the call.	Waste & Cleansing and Customer Services
18.09.17	Stenson	Helped me to keep my private accommodation.	Housing Services
22.09.17	N/A	Very helpful and kind.	Housing Services
25.09.17	Newhall	Very pleasant work persons	Housing Services
27.09.17	Church Gresley	Excellent service provided – following a bereavement. I couldn't afford the accommodation I was currently in and had received notice to move. We weren't expecting the service to be so quick. They went above and beyond with the service they provided.	Housing Services

## Complaints

Date	Ref No	Ward	Subject	Division	Resultant Action Taken	Date response due and date sent
18.04.17	783	Hilton	Overdue council tax notice	Customer Services	N/A	Due: 03.05.17 Sent: 27.04.17
21.04.17	784	Willington & Findern	Court Costs re Council Tax Account 30606720	Customer Services	Improved communication skills	Due: 08.05.17 Sent: 24.04.17

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21.04.17	785	Church Gresley	Spraying of weed killer; killing off part of her lawn	Environmental Services	Advice to operatives on care when using weed killer.	Due: 08.05.17 Sent: 24.04.17
24.04.17	786	Swadlincote	No follow up procedure by Careline	Housing Services	Staff member received extra training and support	Due: 09.05.17 Sent: 03.05.17
26.04.17	787	Hilton	Treatment of tenant by members of Customer Services staff	Customer Services	None	Due: 11.05.17 Sent: 10.05.17
05.05.17	788	Woodville	Complaint regarding Council Officer	Environmental Services	Nil	Due: 19.05.17 Sent: 15.05.17  Stage 2 Rec'd: 17.05.17 Due: 01.06.17 Sent: 01.06.17
05.05.17	789	Woodville	Planning issues regarding privacy from an adjacent development	Planning Services	N/A	Due: 19.05.17 Sent: 19.05.17
08.05.17	790	Woodville	Grass Cutting	Environmental Services	N/A	Due: 22.05.17 Sent: 09.05.17
09.05.17	791	Midway	Removal of details from Register of Electors due to change of address	Legal and Democratic Services	N/A	Due: 23.05.17 Sent: 18.05.17
09.05.17	792	Melbourne	Shower and attitude of staff	Housing Services	1) Improvement to the feedback loop from the Electrical Contractor when access is difficult. 2) Customer Awareness is to feature in the 'Delivering a First Class Repair Service' Project.	Due: 23.05.17 Holding letter sent 18.05.17 Now due: 02.06.17 Sent: 02.06.17
10.05.17	793	Midway	Untidy Garden at 113 Chestnut Avenue, Midway	Housing Services	Informal discussion with officer on customer care, keeping complainants informed and updated of progress	Due: 24.05.17 Sent: 15.05.17
22.05.17	794	Linton	Front garden driveway	Housing Services	A review of the void process and	Due: 06.06.17

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			issues/ lack of response from Housing		procedures will commence in the near future	Sent: 02.06.17  Stage 2 Rec'd: 02.06.17 Due: 16.06.17 Sent: 07.06.17
25.05.17	795	Etwall	Damaged paper/ cardboard container	Waste and Cleansing	Replacement caddy issued, changes made to replacement container work allocation process	Due: 09.06.17 Sent: 26.05.17
02.06.17	796	Church Gresley	Proposed Development at Woodlands, Cadley Hill Road, Swadlincote	Planning	None	Due: 16.06.17 Sent: 14.06.17
12.06.17	797	Midway	Complaint about Repairs Department – back gate and toilet seat	Housing Services	Policy for minor repairs to be published on the Councils website	Due: 26.06.17 Sent: 26.06.17
13.06.17	798	Willington & Findern	Electoral Registration Process	Legal & Democratic Services	Review of issue of poll cards	Due: 27.06.17 Sent: 27.06.17  Stage 2 Rec'd: 28.06.17 Due: 12.07.17 Sent: 12.07.17
15.06.17	799	Aston on Trent	Council Tax and Housing Benefit	Customer Services	None – as outside SDDC control ... Capita formatting of letters	Due: 29.06.17 Sent: 29.06.17
15.06.17	800	Etwall	Etwall Leisure Centre	Community Services	N/A	Due: 29.06.17 Sent: 29.06.17  Stage 2 Rec'd: 10.07.17 Due: 24.07.17 Sent: 15.08.17

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19.06.17	801	Willington	Co-op Retail Store Willington	Planning Services	Not a complaint – Planning Enforcement investigating	Due: 03.07.17 Sent: CLOSED
22.06.17	802	Newhall & Stanton	Council Staff at Build Base in Newhall	Housing Services	None as the complaint was not upheld although the Mobile Working Solution will provide efficiencies in the provision of van stock which was related to this complaint	Due: 06.07.17 Sent: 05.07.17
26.06.17	803	Egginton	Overgrown grass verges	Environmental Services	Scheduled cut now complete	Due: 10.07.17 Sent: 30.06.17
30.06.17	804	Midway	Issues with neighbour's condensing pipe	Planning Services	None	Due: 14.07.17 Sent: 12.07.17  Stage 2 Rec'd: 13.07.17 Due: 27.07.17 Sent: 26.07.17
05.07.17	805	Woodville	Grass cutting	Environmental Services	Team advised that grass cutting must not take place at this location on a Saturday prior to 8am.	Due: 19.07.17 Sent: 11.07.17  Stage 2 Rec'd: 12.07.17 Due: 26.07.17 Holding letter sent 26.07.17 Due: 09.08.17 Sent: 04.08.17
24.07.17	806	Newhall & Stanton	Damage to staircase	Housing Services	Raised with the Trades team concerned. Damage to the staircase was made good. Trades staff reminded of the need to respect the tenants homes and is being included and recorded in 1-1's for all trades staff during July/August 2017.	Due: 07.08.17 Sent: 03.08.17
25.07.17	807	Newhall & Stanton	Ref: 70079562 – Debt Recovery	Customer Services	None, processes followed.	Due: 18.08.17 Sent: 07.08.17

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		(now lives Wales)				
25.07.17	808	Newhall & Stanton	Ref: 70107061 Debt recovery	Customer Services	No change as policies and procedures followed.	Due: 18.08.17 Sent: 08.08.17
01.08.17	809	Etwall	Re Planning Application ref 9/2016/1227	Planning Services	None	Due: 15.08.17 Sent: 03.08.17  Stage 2  Rec'd: 10.08.17 Due: 24.08.17 Sent: 07.09.17
02.08.17	810	Woodville	Damage to lawn and concrete edgings caused by refuse vehicle reversing	Environmental Services	All drivers advised about running vehicles on soft landscaping.	Due: 16.08.17 Sent: 07.08.17
09.08.17	811	Swadlincote	Council house bidding and homeless	Housing Services	None	Due: 23.08.17 Sent: 16.08.17
16.08.17	812	Linton	Damage to vehicle – Insurance Claim	Finance Services	None required.	Due: 31.08.17 Sent: 23.08.17
21.08.17	813	Swadlincote	Lack of response to email requests to bring non animal circus to Swadlincote	Community Services	Apology and named direct contact given.	Due: 05.09.17 Sent: 24.08.17
04.09.17	814	Linton	Housing Development	Planning Services	N/A	Due: 18.09.17 Sent: 15.09.17
08.09.17	815	Willington & Findern	Fly Tipping on field accessway, Staker Lane, near Findern Roundabout on A38	Environmental Services	Prompted to explore proactive ways to prevent fly tipping incidents at this hot spot.	Due: 22.09.17 Sent: 15.09.17
14.09.17	816	Newhall & Stanton	Taxis/minibus parked at the Chapel site	Planning Services	N/A	Due: 28.09.17 Sent: 19.09.17
14.09.17	817	Woodville	TPO No. 472	Planning Services	None	Due: 28.09.17 Sent: 22.09.17

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						Stage 2 Rec'd: 29.09.17 Due: 13.10.17 Sent: 13.10.17
18.09.17	818	Midway	Length of time of land search and Council Tax	Customer Services/ Property Services	None, complainant was mistaken.	Due: 02.10.17 Sent: 29.09.17
20.09.17	819	Woodville	Issues about Housing Officer and Housing Maintenance	Housing Services	Work re-inspected by Property Inspector and sent out to be completed by contractor.	Due: 04.10.17 Sent: 03.10.17
28.09.17	820	Linton	Japanese Knotweed – Arnold Close, Castle Gresley	Environmental Services	Program established to eradicate invasive weeds.	Due: 12.10.17 Sent: 12.10.17



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Ref:	Cat	Department	Details	Received	Reply Due	Reply Sent	Exempt
1718-001	C	Customer Services	Credit balances (Business Rates Accounts)	03.04.17	04.05.17	25.04.17	
1718-002	I	Environmental Services	Japanese Knotweed, Council Car Park – Arnold Close, Castle Gresley	03.04.17	04.05.17	07.04.17	
1718-003	I	Customer Services	Business rates accounts with a credit balance	04.04.17	05.05.17	25.04.17	
1718-004	I	Customer Services	Council Tax accounts with a credit balance	04.04.17	05.05.17	25.04.17	
1718-005	C	Customer Services	Business rates account in credit	04.04.17	05.05.17	25.04.17	
1718-006	C	Customer Services	Rating assessments with private school classification and private hospital classification	06.04.17	09.05.17	25.04.17	
1718-007	I	Housing Services	Right to buy fraud	06.04.17	09.05.17	05.05.17	
1718-008	C	Customer Services	Business Rates Data	07.04.17	10.05.17	03.05.17	
1718-009	I	Corporate Services	GDPR – General Data Protection Regulation	07.04.17	10.05.17	10.04.17	
1718-010	C	Planning Services	Planning App Ref 9/2016/1035/FM Erect. 2 x storey dwellings – The Potlocks Willington	10.04.17	11.05.17	N/A	Duplication of FOI 1617-653
1718-011	C	Planning Services	Waste Land adjacent 45 The Potlocks, Willington	10.04.17	11.05.17	20.04.17	
1718-012	C	Environmental Services	Noise nuisance complaints 2016	11.04.17	12.05.17	13.04.17	
1718-013	I	IT Services	Telephone equipment	12.04.17	15.05.17	15.05.17	
1718-014	C	Organisational Planning	Access Officers	11.04.17	12.05.17	12.04.17	
1718-015	O	Corporate Services	Local Authority Counter Fraud Resources	12.04.17	15.05.17	20.04.17	
1718-016	M	Environmental Services	Number of food safety & hygiene environmental health inspectors	12.04.17	15.05.17	13.04.17	

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Ref:	Cat	Department	Details	Received	Reply Due	Reply Sent	Exempt
1718-017	O	Housing Services	Social Housing B&B	13.04.17	16.05.17	09.05.17	
1718-018	M	Environmental Services	Household Waste Recycling Centres	13.04.17	16.05.17	13.04.17	
1718-019	M	Legal & Democratic Services	Zoo Inspection Reports	13.04.17	16.05.17	13.04.17	
1718-020	I	Derbyshire County Council	Resettlement of disabled refugees	18.04.17	17.05.17	18.04.17	
1718-021	I	Derbyshire County Council	Children at risk of child sexual exploitation	18.04.17	17.05.17	18.04.17	
1718-022	I	Derbyshire County Council	Missing children	18.04.17	17.05.17	18.04.17	
1718-023	O	Finance Services/ Legal Services/ Housing Services	Council house builds, funding, sales and housing of servicemen & women and their families.	18.04.17	17.05.17	10.05.17	
1718-024	I	Planning Services/ Environmental Services	Electric Vehicle Charging infrastructure	18.04.17	17.05.17	10.05.17	
1718-025	N	Derbyshire County Council	Parking Fines	19.04.17	18.05.17	19.04.17	
1718-026	I	Environmental Services	Abatement Order, land to the rear of 137-149 Woodville Road, Overseal	19.04.17	18.05.17	20.04.17	
1718-027	I	Housing Services	Right to Buy replacement acquisitions	19.04.17	18.05.17	28.04.17	
1718-028	I	Environmental Services	Welfare Funerals	19.04.17	18.05.17	20.04.17	Exempt under Sect. 31(1) (a)
1718-029	W	Legal & Democratic Services	Lists of Accessible Taxis under S167 Equality Act 2010	20.04.17	19.05.17	02.05.17	
1718-030	I	Legal & Democratic Services	Primate Licensing	20.04.17	19.05.17	20.04.17	
1718-031	O	Legal & Democratic Services	Details of animals requiring licensing under the Dangerous Wild Animals Act 1976	21.04.17	22.05.17	25.04.17	

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Ref:	Cat	Department	Details	Received	Reply Due	Reply Sent	Exempt
1718-032	I	Environmental Services	Health & Safety offences with regards to Food Safety & Hygiene offences	21.04.17	22.05.17	21.04.17	
1718-033	C	Customer Services	Councillors issued with Council Tax reminders/summons	24.04.17	23.05.17	12.05.17	
1718-034	C	Environmental Services/Finance Services	Grass Maintenance Spend	24.04.17	23.05.17	18.05.17	
1718-035	O	Housing Services	Wheelchair accessible properties	24.04.17	23.05.17	09.05.17	
1718-036	I	Environmental Services	Household recycling instructions	24.04.17	23.05.17	25.04.17	
1718-037	C	Environmental Services	Probate Departments and Contacts	25.04.17	24.05.17	26.04.17	
1718-038	C	Organisational Development	Administration Services	25.04.17	24.05.17	26.04.17	
1718-039	C	Property Services	SDDC privately owned companies	26.04.17	25.05.17	26.04.17	
1718-040	I	Environmental Services	Residual Collection	26.04.17	25.05.17	27.04.17	
1718-041	I	Finance Services	Financial Services Information	27.04.17	26.05.17	Closed 26.05.17 Clarification not received.	
1718-042	C	Customer Services	Business Rates Accounts	27.04.17	26.05.17	04.05.17	
1718-043	O	Environmental Services	Enforcement Action against private landlords	27.04.17	26.05.17	10.05.17	
1718-044	I	Environmental Services	Welfare Funerals	27.04.17	26.05.17	28.04.17	Exempt under Section 31(1)(a)
1718-045	I	Customer Services	Business Rates	28.04.17	30.05.17	04.05.17	
1718-046	O	Housing Services	People aged 16-24 referred as at risk of homelessness	28.04.17	30.05.17	18.05.17	

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Ref:	Cat	Department	Details	Received	Reply Due	Reply Sent	Exempt
1718-047	I	Corporate Services	ERDF & ESF Funding	28.04.17	30.05.17	28.04.17	
1718-048	M	Corporate Services	Income from car parking machines	28.04.17	30.05.17	28.04.17	
1718-049	M	Environmental Services	Fly-tipping	28.04.17	30.05.17	02.05.17	
1718-050	I	Derbyshire County Council	Next steps on the NHS Five Year Forward View	02.05.17	31.05.17	02.05.17	
1718-051	C	Customer Services	Credit balances (Business Rates)	02.05.17	31.05.17	04.05.17	
1718-052	I	Derbyshire County Council	How many have transferred out of defined benefit pension scheme	02.05.17	31.05.17	02.05.17	
1718-053	M	Property Services	Authority's commercial property investment from 2012 to date	03.05.16	01.06.17	03.05.17	
1718-054	C	Procurement Services	Hardscape Products Ltd	02.05.16	31.05.17	12.05.17	
1718-055	O	Customer Services	NNDR accounts for car washes, nail bars and massage parlours	03.05.16	01.06.17	04.05.17	
1718-056	I	Environmental Services	Contact information	03.05.17	01.06.17	04.05.17	
1718-057	M	Housing Services	Assaults reported against Housing staff 2016/17	04.05.17	02.06.17	08.05.17	
1718-058	O	Derbyshire County Council	Mental Health Commissioner contacts	05.05.17	05.06.17	05.05.17	
1718-059	I	Derbyshire County Council	Funding for 'health protections'	05.05.17	05.06.17	05.05.17	
1718-060	I	Planning Services & Financial Services	Planning Permission approvals granted to Redrow Homes, 106 obligations and financial contribution	08.05.17	06.06.17	01.06.17	
1718-061	I	Environmental Services	Commercial Waste & Enforcement	09.05.17	07.06.17	10.05.17	
1718-062	I	Derbyshire County Council	School Crossing Patrol	10.05.17	08.06.17	10.05.17	

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Ref:	Cat	Department	Details	Received	Reply Due	Reply Sent	Exempt
1718-063	O	Derbyshire County Council	Domiciliary Care Service specification and questionnaire	10.05.17	08.06.17	10.05.17	
1718-064	C	IT Services	Cyber Attacks	11.05.17	09.06.17	26.05.17	
1718-065	N	Derbyshire County Council	Agency Fees	11.05.17	09.06.17	11.05.17	
1718-066	O	Community Services	Provision of works at our Leisure Facilities	11.05.17	09.06.17	12.05.17	
1718-067	M	Environmental Services	Community Protection Notices	12.05.17	12.06.17	15.05.17	
1718-068	O	Derbyshire County Council	Employment support Services for People with Learning Disabilities	12.05.17	12.06.17	12.05.17	
1718-069	C	Environmental Services	Wallfield House Food Hygiene Reports	15.05.17	13.06.17	06.06.17	
1718-070	C	Environmental Services	Contaminated Land	15.05.17	13.06.17	22.05.17	
1718-071	I	IT Services/Finance Services	Windows XP	15.05.17	13.06.17	02.06.17	
1718-072	I	Planning Services	Consultation Process Local Plan Part 2	16.05.17	14.06.17	14.06.17	
1718-073	I	Housing Services	Homeless deaths	16.05.17	14.06.17	18.05.17	
1718-074	I	Derbyshire County Council	Pension investments	16.05.17	14.06.17	16.05.17	
1718-075	I	Customer Services	New liabilities	16.05.17	14.06.17	06.06.17	
1718-076	O	Housing Services	Telecare and Community Equipment Services	16.05.17	14.06.17	25.05.17	
1718-077	M	IT Services	Windows XP	16.05.17	14.06.17	19.06.17	
1718-078	C	Derbyshire County Council	Potholes	16.05.17	14.06.17	16.05.17	
1718-079	I	Legal & Democratic Services	Contact details for Managers dealing with various licences within the Authority	17.05.17	15.06.17	18.05.17	

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Ref:	Cat	Department	Details	Received	Reply Due	Reply Sent	Exempt
1718-080	C	Planning Services	Provision of information in relation to Planning Application 9.2014/1013/OS – Blackwell Lane, Melbourne	17.05.17	15.06.17	15.06.17	
1718-081	I	Derbyshire County Council	Domestic violence victim capacity & accommodation	18.05.17	16.06.17	19.05.17	
1718-082	I	Derbyshire County Council	Domestic Violence refuges	18.05.17	16.06.17	19.05.17	
1718-083	W	Planning Services	Public Notices re TROS Path Diversions & Planning Enforcement Notices	18.05.17	16.06.17	02.06.17	
1718-084	O	Planning Services	Developments of more than 10 dwellings	19.05.17	19.06.17	21.06.17	
1718-085	O	Derbyshire County Council	Domestic Abuse services funding for 13-17 year olds	19.05.17	19.06.17	19.05.17	
1718-086	I	Housing Services	Refugee Resettlement	22.05.17	20.06.17	25.05.17	
1718-087	C	Environmental Services	Vehicle fleet	23.05.17	21.06.17	23.05.17	
1718-088	C	Housing Services	Cleaning contracts and staff	23.05.17	21.06.17	16.06.17	
1718-089	M	Environmental Services	Travellers	24.05.17	22.06.17	22.06.17	
1718-090	C	Derbyshire County Council	Special Education Needs and Disabilities	24.05.17	22.06.17	24.05.17	
1718-091	I	Planning Services	Building works at 123 High Street, Woodville	24.05.17	22.06.17	31.05.17	
1718-092	C	IT Services	Mobile phone applications	25.05.17	22.06.17	21.06.17	
1718-093	C	Housing Services	Assistive Technology Service	25.05.17	22.06.17	19.06.17	
1718-094	I	Housing/Procurement Services	Public Buying Organisations	26.05.17	26.06.17	21.06.17	
1718-095	C	Planning Services	Financial contributions of S106 agreements	26.05.17	26.06.17		

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Ref:	Cat	Department	Details	Received	Reply Due	Reply Sent	Exempt
1718-096	C	Customer Services	Business Rates	26.05.17	26.06.17	06.06.17	
1718-097	I	Procurement Services	Public Buying Organisation	26.05.17	26.06.17	01.06.17	
1718-098	C	Community Services	List of approved memorial masons & sculptors	26.05.17	26.06.17	30.05.17	
1718-099	C	Environmental Services	Cost and number of public health funerals	30.05.17	27.06.17	19.06.17	
1718-100	C	Community Services	CCTV Woodville Recreation area	31.05.17	28.06.17	31.05.17	
1718-101	I	Finance Services	Length of time to pay supplier invoices	31.05.17	28.06.17	01.06.17	
1718-102	I	Housing Services	Social Housing & Sustainability Measures	31.05.16	28.06.17	27.06.17	
1718-103	C	Customer Services	Credit balances on business rates accounts	01.06.17	29.06.17	06.06.17	
1718-104	O	Community Services	CCTV control	01.06.17	29.06.17	01.06.17	
1718-105	I	Environmental Services	Welfare funerals	01.06.17	29.06.17	02.06.17	Exempt under Sect. 31(1) (a)
1718-106	I	Chief Executive	Local Contractors for Local Council	02.06.17	30.06.17	22.06.17	
1718-107	I	Community Services	Public Space Surveillance Equipment – Swadlincote	01.06.17	29.06.17	19.06.17	
1718-108	I	Legal Services & Property Services	Community Field at Barrow upon Trent	05.06.17	03.07.17	23.06.17	Part Exempt under Sect. 42 & 43
1718-109	C	Housing Services	Disabled Home Adaptations with automatic Wash/dry toilets	05.06.17	03.07.17	06.06.17	
1718-110	C	Customer Services	Business Rates	05.06.17	03.07.17	07.07.17	

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Ref:	Cat	Department	Details	Received	Reply Due	Reply Sent	Exempt
1718-111	I	Finance/ Environmental Services/ Organisational Development	Contact details Fin Dir; Fleet Mgr; Sustainability/Climate/Energy Mgr; Mileage payments; Carbon reduction targets	05.06.17	03.07.17	12.06.17	
1718-112	I	Customer Services	Business Rates	05.06.17	03.07.17	05.07.17	
1718-113	C	Customer Services	Business Rates	06.06.17	04.07.17	06.06.17	
1718-114	C	Environmental Services	Dog Fouling	06.06.17	04.07.17	09.06.17	
1718-115	C	Environmental Services	Weed killer spraying in Willington	07.06.17	05.07.17	13.06.17	
1718-116	C	Customer Services	Business Rates	07.06.17	05.07.17	12.06.17	
1718-117	C	Organisational Development	Head of Departments names & email addresses	08.06.17	06.07.17	09.06.17	
1718-118	C	Corporate Services	Contract for Swadlincote Depot	08.06.17	06.07.17	08.06.17	
1718-119	C	Financial Services	2016 & 2017 budget	09.06.17	07.07.17	12.06.17	
1718-120	I	Legal & Democratic Services	Legal Services questions	12.06.17	10.07.17	07.07.17	
1718-121	C	Derbyshire County Council	Car Park Ticket Machines	13.06.17	11.07.17	13.06.17	
1718-122	C	Property Services	Official Search Certificates	13.06.17	11.07.17	13.06.17	
1718-123	C	Environmental Services	Private Water Abstractions	13.06.17	11.07.17	06.07.17	
1718-124	C	I.T Services	Digital Transformation within the Public Sector	13.06.17	11.07.17	15.06.17	
1718-125	M	Environmental Services	Recorded incidents of refuse collectors assaulted by members of the public	14.06.17	12.07.17	15.06.17	
1718-126	O	Legal & Democratic Services	Licensing questions re Taxis	14.06.17	12.07.17	22.06.17	



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Ref:	Cat	Department	Details	Received	Reply Due	Reply Sent	Exempt
1718-127	I	Finance Services (also Housing & Customer Services)	Direct Debits	14.06.17	12.07.17	20.07.17	
1718-128	C	Procurement Services	Confirmation of price of successful quotation & the consultant – re Blackwell Lane, Melbourne	15.06.17	13.07.17	12.07.17	
1718-129	I	Customer Services	Business Rates	16.06.17	14.07.17	22.06.17	
1718-130	C	Environmental Services	Anyone who has died with no next of kin	19.06.17	17.07.17	19.06.17	Exempt under Sect. 31(1)(a)
1718-131	C	Planning Services	Planning Resources	19.06.17	17.07.17	14.07.17	
1718-132	I	Housing Services	Safety (High rise flats)	19.06.17	17.07.17	20.06.17	
1718-133	M	Housing Services	South Derbyshire (Tall buildings)	20.06.17	18.07.17	20.06.17	
1718-134	C	Derbyshire County Council	Commissioned services and community pharmacy	20.06.17	18.07.17	20.06.17	
1718-135	I	Procurement /Housing Services	Energy Management Systems	20.06.17	18.07.17	18.07.17	
1718-136	M	Housing Services	Fire risk assessment on council house tenants where the building has more than six floors	20.06.17	18.07.17	23.06.17	
1718-137	C	Environmental Services	Legionella statistics	20.06.17	18.07.17	27.06.17	
1718-138	C	Derbyshire County Council	Adult Social Care	20.06.17	18.07.17	20.06.17	
1718-139	C	Housing/Finance/Legal Services	Request initiative on behalf of Shelter the housing charity	21.06.17	19.07.17	19.07.17	
1718-140	MP	Housing Services	Section 202 and 204	21.06.17	19.07.17	28.06.17	
1718-141	C	Customer Services	Discretionary Housing Payments	21.06.17	19.07.16	12.07.17	
1718-142	C	Customer Services	Business Rates	21.06.17	19.07.17	22.06.17	

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Ref:	Cat	Department	Details	Received	Reply Due	Reply Sent	Exempt
1718-143	M	Housing Services	Cladding	21.06.17	19.07.17	23.06.17	
1718-144	I	Housing Services	Temporary Accommodation	22.06.17	20.07.17	07.07.17	
1718-145	I	Property Services	Ownership of Land	22.06.17	20.07.17	23.06.17	
1718-146	I	Housing Services	Fire risk assessments and tower blocks	22.06.17	20.07.17	26.06.17	
1718-147	W	Planning Services	Tree Preservation Orders Digital Format	23.06.17	21.07.17	25.07.17	
1718-148	M	Environmental Services	Garden Waste	23.06.17	21.07.17	23.06.17	
1718-149	C	Housing Services	Foundations Questionnaire on Disabled Facilities Grant	26.06.17	24.07.17	01.08.17	
1718-150	C	Environmental & Planning Services	Fence and movement sensor flood lights	26.06.17	24.07.17	20.07.17	
1718-151	M	Derbyshire County Council	Public Footpaths & Rights of Way	26.06.17	24.07.17	27.06.17	
1718-152	I	Housing Services	Cladding	26.06.17	24.07.17	30.06.17	
1718-153	M	Derbyshire County Council	Sexual Health Services from the BMJ	26.06.17	24.07.17	27.06.17	
1718-154	C	Customer Services	Business Rates	27.06.17	25.07.17	28.06.17 Withdrawn	
1718-155	M	Housing Services	Residential Tower Blocks	27.06.17	25.07.17	27.07.17	
1718-156	I	Legal & Democratic Services	No. of registered voters for whom insufficient time to produce polling cards	28.06.17	26.07.17	01.08.17	
1718-157	C	Customer Services	Business Rates – Refund Cheques	29.06.17	27.07.17	03.07.17	
1718-158	I	Environmental Services	Empty Homes	29.06.17	27.07.17	03.07.17	
1718-159	I	Housing Services	Homeless questions	29.06.17	27.07.17	30.06.17	

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Ref:	Cat	Department	Details	Received	Reply Due	Reply Sent	Exempt
1718-160	C	Organisational Development	RIDDOR data	30.06.17	28.07.17	Closed 06.07.17	No response required. HSE collating joint response.
1718-161	C	Customer Services	Business Rates	30.06.17	28.07.17	03.07.17	
1718-162	C	Customer Services	Business Rates	03.07.17	31.07.17	03.07.17	
1718-163	C	Environmental Services	List of fly tipping clearances	03.07.17	31.07.17	05.07.17	
1718-164	I	Housing Services	Smoke Safety Mask, Housing Stock and Fire Incidents	03.07.17	31.07.17	05.07.17	
1718-165	I	Derbyshire County Council	Parking in Cycle Lanes	03.07.17	31.07.17	03.07.17	
1718-166	I	Customer Services	Business Rates	05.07.17	02.08.17	27.07.17	
1718-167	C	IT & Corporate Services	Structure of IT/Information Security Dept	05.07.17	02.08.17	27.07.17	
1718-168	I	Customer Services	Business Rates	06.07.17	03.08.17	24.07.17	
1718-169	I	IT Services	Oracle relational database software	07.07.17	04.08.17	03.08.17	
1718-170	I	Derbyshire County Council	Menu description breaches/non compliance	07.07.17	04.08.17	10.07.17	
1718-171	O	Housing Services	Tenant Casualties	07.07.17	04.08.17	27.07.17	
1718-172	I	Community Services	Sports & Leisure – Pool and swimming facilities and services	07.07.17	04.08.17	10.07.17	
1718-173	N	Environmental Services	Pest Control Revenue and Profit	07.07.17	04.08.17	10.07.17	
1718-174	N	Environmental Services	Pest Control Incidents and Treatments	07.07.17	04.08.17	01.08.17	

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Ref:	Cat	Department	Details	Received	Reply Due	Reply Sent	Exempt
1718-175	I	Legal & Democratic/Finance Services	Spend on services of external law firms and barristers	07.07.17	04.08.17	21.07.17	
1718-176	C	Property Services	LGC Research into property portfolio	11.07.17	08.08.17	01.08.17	
1718-177	C	Environmental Services	Graffiti cleaning 2016-17	11.07.17	08.08.17	12.07.17	
1718-178	I	Housing Services	Private Sector Rental	12.07.17	09.08.17	13.07.17	
1718-179	W	Customer Services	Complete Non-residential/Business Property Rates Data	12.07.17	09.08.17	24.07.17	
1718-180	I	Planning Services	Use & practice of Environmental Impact Assessment	12.07.17	09.08.17		
1718-181	C	Organisational Development/IT/Finance/Housing Services	Various HR, IT, Housing, Finance questions	13.07.17	10.08.17	15.08.17	
1718-182	MP	Derbyshire County Council	Educational Needs	14.07.17	11.08.17	14.07.17	
1718-183	I	Derbyshire County Council	Buckford Lane, Derbyshire (carriageway)	14.07.17	11.08.17	14.07.17	
1718-184	W	Finance Services	Overseas Trips	17.07.17	14.08.17	19.07.17	
1718-185	I	Environmental Services	Public Health Funerals	17.07.17	14.08.17	17.07.17	Exempt under Sect. 31(1)(a)
1718-186	I	Customer Services	NNDR	17.07.17	14.08.17	24.07.17	
1718-187	I	Housing Services	Private Sector HMO Licensing	17.07.17	14.08.17	18.07.17	
1718-188	C	Finance Services	Mileage	18.07.17	15.08.17	21.07.17	
1718-189	M	Legal & Democratic Services	Polling district data	20.07.17	17.08.17	08.08.17	

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Ref:	Cat	Department	Details	Received	Reply Due	Reply Sent	Exempt
1718-190	I	Organisational Development	Illegal workers	20.07.17	17.08.17	20.07.17	
1718-191	I	Customer Services	NNDR accounts	20.07.17	17.08.17	24.07.17	
1718-192	M	IT Services	Cyber attacks	20.07.17	17.08.17	21.08.17	
1718-193	I	Customer Services	Empty Homes, second homes and unoccupied properties	24.07.17	21.08.17	24.07.17	
1718-194	O	Housing Services	Private Rented Sector Offers	24.07.17	21.08.17	26.07.17	
1718-195	C	Housing/Customer Services	Right to Buy and Universal Credit	24.07.17	21.08.17	18.08.17	
1718-196	C	Customer Services	Unclaimed business rate credit balances	24.07.17	21.08.17	25.07.17	
1718-197	O	Customer Services	Housing Benefit Claims in unsupported temporary accommodation	25.07.17	22.08.17	01.08.17	
1718-198	I	Legal & Democratic Services	SDDC Minutes before 01.06.81	25.07.17	22.08.17	07.08.17	
1718-199	C	Property Services	Road, Rail or Traffic Schemes in regards to CON29R questions	26.07.17	23.08.17	16.08.17	
1718/200	O	Housing Services	Have staff been instructed to ask individuals applying for housing if they have served in the Armed Forces	27.07.17	24.08.17	16.08.17	
1718-201	I	Planning Services	Information regarding Community Centre at Stenson Fields – 9/2007/0020	27.07.17	24.08.17	23.08.17	
1718-202	I	Derbyshire County Council	Information Governance Traded Support Offer	27.07.27	24.08.17	27.07.17	
1718-203	I	Finance Services	Corporate Peer Challenge	27.07.17	24.08.17	28.07.17	
1718-204	C	Environmental Services	Arboriculture/tree surgery contracts	28.07.17	25.08.17	28.07.17	
1718-205	C	Customer Services	Revaluation Relief	31.07.17	29.08.17	14.09.17	

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Ref:	Cat	Department	Details	Received	Reply Due	Reply Sent	Exempt
1718-206	I	Customer Services	Credit Balances	31.07.17	29.08.17	21.08.17	
1718-207	I	Derbyshire County Council	Trading Standards	31.07.17	29.08.17	31.08.17	
1718-208	C	Customer Services	Business Rates	31.07.17	29.08.17	21.08.17	
1718-209	O	Legal & Democratic Services	Tax and private hire licenses	31.07.17	29.08.17	04.08.17	
1718-210	I	Housing Services	Housing adaptations	01.08.17	30.08.17	30.08.17 Withdrawn	
1718-211	C	Customer Services	Credit balances Business Rates	01.08.17	30.08.17	21.08.17	
1718-212	I	Customer Services	Business responsible for business rates	01.08.17	30.08.17	21.08.17	
1718-213	I	Derbyshire County Council	Broadband ICT provision to schools	01.08.17	30.08.17	01.08.17	
1718-214	I	Organisational Development/ Environmental Services	Vehicle fleet/Manager	01.08.17	30.08.17	04.08.17	
1718-215	O	Customer Services	Business Rates Relief Scheme	02.08.17	31.08.17	22.08.17	
1718-216	C	Customer Services	Business Rates – Premier Car Supermarket, Carriers Road, Egginton	02.08.17	31.08.17	22.08.17	
1718-217	M	Environmental Services	Air Quality Data	02.08.17	31.08.17	03.08.17	
1718-218	M	Derbyshire County Council	Children's residential care homes	03.08.17	01.09.17	03.08.17	
1718-219	I	Housing Services/ Env Services/ Planning Services	Airbnb	03.08.17	01.09.17	03.08.17	
1718-220	I	Environmental Services	Welfare Funerals	03.08.17	01.09.17	03.08.17	Exempt under Sect. 31(1)(a)

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Ref:	Cat	Department	Details	Received	Reply Due	Reply Sent	Exempt
1718-221	C	I.T Services	Print Data	07.08.17	05.09.17	25.09.17	
1718-222	I	Planning Services	Community Infrastructure Levy	07.08.17	05.09.17	07.08.17	
1718-223	W	Derbyshire County Council	Organisational Structure Chart for all Heads of Educational Psychology Depts	07.08.17	05.09.17	07.08.17	
1718-224	O	Environmental Services	Duties of Environmental Health Officer	07.08.17	05.09.17	09.08.17	
1718-225	I	Environmental Services	Food Hygiene Inspectors' Full Reports	08.08.17	06.09.17	31.08.17	Exempt under Sect. 12
1718-226	I	Derbyshire County Council	Social Care	08.08.17	06.09.17	08.08.17	
1718-227	C	Property & Housing Services	Electricity Consumption	08.08.17	06.09.17	24.08.17	
1718-228	O	Housing Services	Wheelchair Accessible House	08.08.17	06.09.17	16.08.17	
1718-229	O	Leader	Adoption of the IHRA Definition	08.08.17	06.09.17	11.08.17	
1718-230	C	Community Services	National Hate Crime	09.08.17	07.09.17	23.08.17	
1718-231	N	Financial Services	Council Loans	09.08.17	07.09.17	10.08.17	
1718-232	M	Housing Services	Fire Safety Costs	09.08.17	07.09.17	31.08.17	
1718-233	I	Legal and Democratic Services	Details of Private Hire Drivers, Vehicle Proprietors & Operators, Hackney Carriage Drivers and Vehicle Proprietors	09.08.17	07.09.17	01.09.17	
1718-234	O	Housing Services	Cats Protection League Questionnaire – Social Housing	11.08.17	11.09.17	16.08.17	
1718-235	C	Corporate Services	Tech Solutions & Digital Transformation	14.08.17	12.09.17	N/A Withdrawn	
1718-236	I	Planning Services	Conserving biodiversity	14.08.17	12.09.17	18.08.17	

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Ref:	Cat	Department	Details	Received	Reply Due	Reply Sent	Exempt
1718-237	O	Customer Services	Business Rates Pub Relief	14.08.17	12.09.17	06.09.17	
1718-238	M	Housing Services	Temporary Accommodation	15.08.17	13.09.17	16.08.17	
1718-239	C	Environmental Services	Fixed Penalty Notices/waste collections	15.08.17	13.09.17	29.08.17	
1718-240	C	Customer Services	Business Rates	15.08.17	13.09.17	22.08.17	
1718-241	I	Customer Services	Business Rates	16.08.17	14.09.17	06.09.17	
1718-242	O	Community Services	Wild animals in circuses on Council land	16.07.17	14.09.17	24.08.17	
1718-243	C	Customer/Community & Housing Services	Lost items	17.08.17	15.09.17	11.09.17	
1718-244	I	Environmental Services	Noise Complaints	17.08.17	15.09.17	30.08.17	
1718-245	C	Customer Services	Business Rates Credits	17.08.17	15.09.17	22.08.17	
1718-246	I	Customer Services	Charitable Rate Relief	18.08.17	18.09.17	22.08.17	
1718-247	O	Legal & Democratic Services	Cost of Administering Elections	18.08.17	18.09.17	21.09.17	
1718-248	C	Customer Services	Council Tax	18.08.17	18.09.17	23.08.17	
1718-249	I	Environmental Services	Fly tipping	21.08.17	19.09.17	07.09.17	
1718-250	I	Derbyshire County Council	Care home abuse	21.08.17	19.09.17	21.08.17	
1718-251	W	IT Services	Print	22.08.17	20.09.17	09.10.17	
1718-252	C	Customer Services	Business Rates	22.08.17	20.09.17	23.08.17	
1718-253	M	Environmental Services	Public Health Funerals	22.08.17	20.09.17	06.09.17	Exempt under Section 31 (1)(a)



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Ref:	Cat	Department	Details	Received	Reply Due	Reply Sent	Exempt
1718-254	I	Derbyshire County Council	Organisations that work with children	23.08.17	21.09.17	24.08.17	
1718-255	C	Derbyshire County Council	S17 housing	25.08.17	25.09.17	25.08.17	
1718-256	M	Legal & Democratic Services	Taxi Drivers	29.08.17	26.09.17	30.08.17	
1718-257	C	IT Services	IT Structure	29.08.17	26.09.17	21.09.17	
1718-258	C	Customer Services	DHP BGET Survey	29.08.17	26.09.17	21.09.17	
1718-259	I	Planning Services	Community Infrastructure Levy Gresley FC	30.08.17	27.09.17	31.08.17	
1718-260	I	I.T Services	IT Documents	30.08.17	27.09.17	04.09.17	
1718-261	I	Customer & Corporate Services	Waiting times for people visiting local government locations	30.08.17	27.09.17	13.09.17	
1718-262	C	Environmental Services	Retail premises inspected for health & safety compliance	31.08.17	28.09.17	08.09.17	
1718-263	C	Customer Services	Business Rates	31.08.17	28.09.17	06.09.17	
1718-264	I	Customer Services	Business Rates	31.08.17	28.09.17	18.09.17	
1718-265	O	Community Services	Public Space Protection Orders	31.08.17	28.09.17	20.09.17	
1718-266	O	Community Services	Community Protection Notices	31.08.17	28.09.17	13.09.17	
1718-267	O	Derbyshire County Council	Levels of Activity in Residential Care Homes	31.08.17	28.09.17	01.09.17	
1718-268	C	Customer Services	Business Rates	01.09.17	29.09.17	06.09.17	
1718-269	C	Legal & Democratic & Environmental Services	Premises Licences & Caravan Site Licences	01.09.17	29.09.17	11.09.17	
1718-270	C	Environmental Services	Reported neighbour complaints	01.09.17	29.09.17	11.09.17	

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Ref:	Cat	Department	Details	Received	Reply Due	Reply Sent	Exempt
1718-271	I	Derbyshire County Council	Request off-street car parking provision in your local authority area	04.09.17	02.10.17	04.09.17	
1718-272	I	Customer Services	Non-payment of business rates	04.09.17	02.10.17	06.09.17	
1718-273	I	Environmental Services	Public health funerals	04.09.17	02.10.17	11.09.17	Exempt under Section 31(1)(a)
1718-274	C	Customer Services	Council Tax Credit Account	04.09.17	02.10.17	06.09.17	
1718-275	M	Planning Services	A5 Planning Applications	04.09.17	02.10.17	03.09.17	
1718-276	W	Customer Services	Council Tax Arrears	05.09.17	03.10.17	18.09.17	
1718-277	M	Environmental Services	Fixed Penalty Notices	05.09.17	03.10.17	22.09.17	
1718-278	N	Community Services	Community Protection Notice	05.09.17	03.10.17	11.09.17	
1718-279	I	Customer Services	Business Rates	06.09.17	04.10.17	18.09.18	
1718-280	N	Community Services	Public Space Protection Orders	06.09.17	04.10.17	11.09.17	
1718-281	C	Derbyshire County Council	Number of road complaints	06.09.17	04.10.17	07.09.17	
1718-282	C	Customer Services	Business Rates	07.09.17	05.10.17	02.10.17	
1718-283	N	Derbyshire County Council	Looked after Vietnamese Children	08.09.17	06.10.17	08.09.17	
1718-284	I	Environmental Services	Grounds Maintenance Information	08.09.17	06.10.17	26.09.17	
1718-285	I	Environmental Services	Contract data	11.09.17	09.10.17	19.09.17	
1718-286	C	Environmental/Planning Services	EV Charging Points	11.09.17	09.10.17	19.09.17	
1718-287	M	Derbyshire County Council	Penalty Charge Notices (Parking & Driving)	11.09.17	09.10.17	12.09.17	

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Ref:	Cat	Department	Details	Received	Reply Due	Reply Sent	Exempt
1718-288	W	Derbyshire County Council	Car Clocking	12.09.17	10.10.17	12.09.17	
1718-289	M	Derbyshire County Council	Road Maintenance	12.09.17	10.10.17	12.09.17	
1718-290	C	Environmental/Finance Services	Leased/Finance/Owned Vehicles	12.09.17	10.10.17	05.10.17	
1718-291	I	Housing Services	Charges to housing tenants for supply of water	13.09.17	11.10.17	14.09.17	
1718-292	I	Customer Services	Council Tax & Empty Homes	14.09.17	12.10.17	02.10.17	
1718-293	C	Finance Services	Council's budget 2018/19	14.09.17	12.10.17	16.10.17	
1718-294	W	Finance Services	Cost Codes	15.09.17	13.10.17	15.09.17	
1718-295	I	Environmental Services	Welfare Funerals	15.09.17	13.10.17	15.09.17	Exempt under Section 31(1)(a)
1718-296	MP	Community Services	Museums owned by the Council	15.09.17	13.10.17	18.09.17	
1718-297	I	Derbyshire County Council	2016/7 figures re children under 18 reunited with family	18.09.17	16.10.17	18.09.17	
1718-298	I	Customer Services	2017 Rateable Value	18.09.17	16.10.17	09.10.17	
1718-299	C	Planning Services	Section 106 funding	19.08.17	17.10.17	16.10.17	
1718-300	O	Organisational Development	Council's policy on use of e-cigarettes & vaping	20.09.17	18.10.17	11.10.17	
1718-301	C	Organisational Development	Apprenticeships (Councils)	21.09.17	19.10.17	11.10.17	
1718-302	I	Legal & Democratic Services	DWA, Zoo & Travelling circus licences	21.09.17	19.10.17	26.09.17	
1718-303	I	Customer Services	Business Rates	22.09.17	20.10.17	09.10.17	
1718-304	O	Customer Services	Use of bailiffs/enforcement agents in 2016/17	22.09.17	20.10.17	05.10.17	

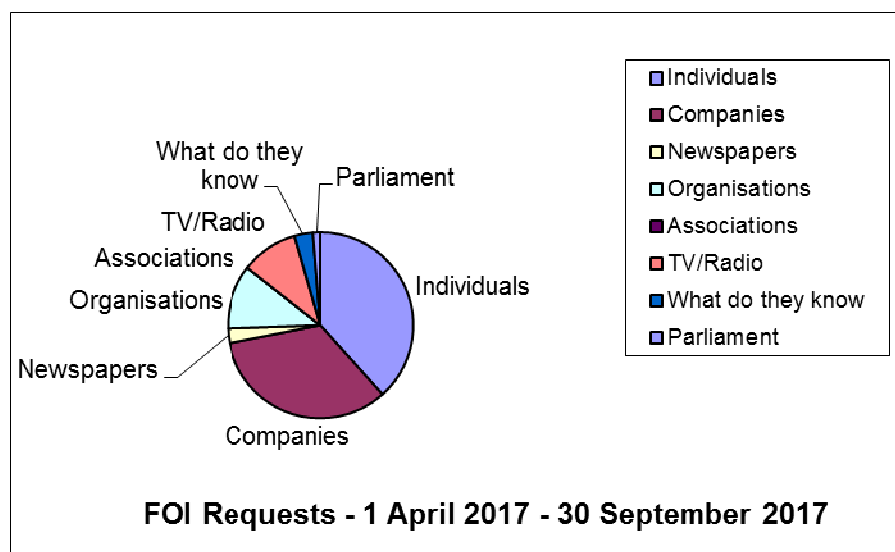
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Ref:	Cat	Department	Details	Received	Reply Due	Reply Sent	Exempt
1718-305	C	Organisational Development	Policy Officer & Research Officer numbers	25.09.17	23.10.17	26.09.17	
1718-306	MP	Environmental Services/Organisational Development	Housing Standards Enforcement	25.09.17	23.10.17	11.10.17	
1718-307	I	Property/Housing/Environmental/Finance & Procurement Services	Staffing Structures	25.09.17	23.10.17	19.10.17	
1718-308	C	Housing Services	Home adaptations for disabled tenants	26.09.17	24.10.17	03.10.17	
1718-309	I	Derbyshire County Council	Resurfacing – Buckford Lane, Stenson	27.09.17	25.10.17	27.09.17	
1718-310	I	Customer Services	Business Rates	28.09.17	26.10.17	09.10.17	
1718-311	C	Legal & Democratic Services	Copy of Compulsory Purchase Order – 25.09.1951	29.09.17	27.10.17	16.10.17	
1718-312	M	Legal & Democratic Services	Dangerous Wild Animal Licences	29.09.17	27.10.17	03.10.17	
1718-313	C	IT Services	Outbound Mail	29.09.17	27.10.17	26.10.17	

## ANNEXE C

### Breakdown of Freedom of Information requests for first 6 months of 2017/18

Individuals	120	313	38%
Companies	105	313	34%
Newspapers	8	313	3%
Organisations	35	313	11%
Associations	0	313	0%
TV/Radio	31	313	10%
What do they know	10	313	3%
Parliament	4	313	1%
	313	313	100%



Individuals =  
Organisations =  
What do they know =

Those sent to individual e-mail address, although probably sent on behalf of a company  
Big Brother Watch, Tax Payers Alliance, Unison, Naturewatch, Guide Dogs for the Blind, etc  
Website set up especially for making FOI requests



