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<b>REPORT TO:</b>	<b>FINANCE AND MANAGEMENT</b>	<b>AGENDA ITEM: 7</b>
<b>DATE OF MEETING:</b>	<b>01 DECEMBER 2011</b>	<b>CATEGORY: DELEGATED</b>
<b>REPORT FROM:</b>	<b>CHIEF EXECUTIVE</b>	<b>OPEN</b>
<b>MEMBERS' CONTACT POINT:</b>	<b>KEVIN STACKHOUSE (595811) HEAD OF CORPORATE SERVICES <a href="mailto:Kevin.stackhouse@south-derbys.gov.uk">Kevin.stackhouse@south-derbys.gov.uk</a></b>	<b>DOC:</b>
<b>SUBJECT:</b>	<b>COMPLAINTS &amp; FREEDOM OF INFORMATION REQUESTS 01 APRIL 2011 TO 30 SEPTEMBER 2011</b>	<b>REF: KS/JHM</b>
<b>WARD(S) AFFECTED:</b>	<b>ALL</b>	<b>TERMS OF REFERENCE: CE6</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 2011 – 30 September 2011. Figures for the previous six months are given for comparison purposes.
- 2.2 A summary of the Freedom of Information (FOI) requests received by the Council for the period 1 April 2011 – 30 September 2011. Figures for the previous six months are given for comparison purposes.

## **3.0 Executive Summary**

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

- 3.1 The comments, compliments and complaints procedure is designed to encourage people to give informal feedback on our services.
- 3.2 One comment, 53 compliments and 29 complaints have been received between 1 April 2011 – 30 September 2011.
- 3.3 The number of complaints received in the first half of this financial year has increased compared to the previous six months, and there has been a decrease in the number of compliments.

- 3.4 Members are informed when a complaint is received relating to their ward. This is for information purposes only.

### **Freedom of Information**

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

### **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 has recently been updated and the new version is available from the Website at [www.south-derbys.gov.uk](http://www.south-derbys.gov.uk).

- 3.7 A total of 218 Freedom of Information requests have been received between 1 April 2011 – 30 September 2011. This is an increase of 46 over the corresponding period for 2010/11 and an increase of one over the previous six months.

## **4.0 Background**

- 4.1 The Comments, Compliments and Complaints customer leaflet and procedure is available for download from the Website at [www.south-derbys.gov.uk](http://www.south-derbys.gov.uk), or can be completed using an electronic form.

- 4.2 The aim of The Freedom of Information Act 2000, which came into force on 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 One comment has been received over the past six months. Any comments received are carefully considered and, if appropriate, are investigated under the complaints procedure.

<b>Division</b>	<b>1 October 2010 – 31 March 2011</b>	<b>1 April 2011 – 30 September 2011</b>
Planning Services	1	1
<b>Total</b>	<b>1</b>	<b>1</b>

## Compliments

5.2 The table below compares the number of compliments received for the first half of 2011/2012 against the second half of 2010/2011. Compliments generally relate to the quality of the service provided and/or actions of individuals.

<b>Division</b>	<b>1 October 2010 – 31 March 2011</b>	<b>1 April 2011 – 30 September 2011</b>
Customer Services	8*	13*
Environmental Services	2*	2*
Planning	44	36
Housing	11	0
Leisure and Community Development	1	1
Corporate	0	1
<b>Total</b>	<b>65</b>	<b>53</b>

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

## Complaints

5.3 The table below compares the number of official complaints received

	<b>1 October 2010 – 31 March 2011</b>	<b>1 April 2011 – 30 September 2011</b>
Resolved at Stage 1	11	22
Stage 1 still ongoing	1	0
Resolved at Stage 2	5	6
Stage 2 still ongoing	0	1
Complaint withdrawn	1	0
<b>Total received</b>	<b>18</b>	<b>29</b>

5.4 The 29 complaints received can be broken down as follows

<b>Division</b>	<b>1 October 2010 – 31 March 2011</b>	<b>1 April 2011 – 30 September 2011</b>
Planning Services	5	8*
Housing	3	3
Customer Services (including Revenue)	4	7
Environmental Services	4*	4
Legal and Democratic	2	3
Leisure and Community	0	5*
Corporate Services	1*	0
<b>Total</b>	<b>18</b>	<b>29</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 three complete years

<b>Division</b>	<b>2008/09</b>	<b>2009/10</b>	<b>2010/11</b>	<b>2011/12 to date</b>
Planning Services	13	20	9	8*
Housing	10	11*	12*	3
Customer Services (including Revenue)	8	19*	14*	7
Environmental Services	5	7*	14*	4
Legal and Democratic	5	3*	4	3
Finance and Property	0	1	0	0
Leisure and Community	4	8	1	5*
Corporate Services	0	0	1*	0
<b>Total</b>	<b>45</b>	<b>67</b>	<b>51</b>	<b>29</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**.

NB On the schedule there is a column headed 'Resultant Action' which shows any changes/improvements made as a result of the complaint. It is not always relevant for resultant action to be taken. If a complaint is not as a result of incorrect procedures or working practices then resultant action is not always appropriate.

5.7 A questionnaire is sent to each Head of Service following a complaint. This will give details of actions taken and improvements made as a consequence of a complaint.

5.8 If a complaint cannot be resolved at Stage 2 of our procedure, it can be taken to the Local Government Ombudsman for independent consideration. These complaints are the subject of a separate annual report.

### **Freedom of Information Requests**

5.8 Although the Freedom of Information Act 2000 creates a general right of access to information, it also sets out information that we do not have to make available for specific reasons. This is information, which, if published, might prejudice the health, safety or security of the Council, our staff, systems, services or property.

5.9 We make as much information available as possible without charging for it. We do however reserve the right to levy a reasonable charge where the information request is extensive and would require more than 2 days' staff time to satisfy the request.

5.10 The Council deals with hundreds of routine requests for information every day by phone and by letter. These are referred to as "business as usual requests". We will deal with these in the normal way. However, information that is not readily available and that has to be prepared or extracted is handled differently. We are entitled to make a charge for this kind of information.

5.11 Requests for information under Freedom of Information have to be processed within 20 working days. However, requests for details under the Freedom of Information Act can be turned down if they fall within certain exemption criteria.

5.12 The table below compares the Freedom of Information requests received for the first half of 2011/2012 against the second half of 2010/2011.

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

	<b>1 October 2010 – 31 March 2011</b>	<b>1 April 2011 – 30 September 2011</b>
Number received	217	218
Number replied to within 20 statutory days	206	199
Number replied to after 20 statutory days	11	19
Number of Exemptions or partial exemptions	4	4
Number passed to Third Party	14	27
Number withdrawn	1	1

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

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

<b>Division</b>	<b>1 October 2010 – 31 March 2011</b>	<b>1 April 2011 – 30 September 2011</b>
Environmental Services	54*	62 *
Planning Services	13*	15 *
Legal and Democratic	25*	10 *
Finance and Property	30*	16 *
IT	15	9
Customer Services	16*	29 *
Housing	15*	9 *
Org Development	15	16
Community Services	14*	12 *
Passed to 3 <sup>rd</sup> Parties	14	27 *
Corporate Services	4	15
Chief Executive	0	3 *

\* Same request has involved several divisions

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

## **6.0 Financial Implications**

6.1 None directly stemming from this report.

## **7.0 Corporate Implications**

7.1 Under the Complaints procedure the Council will write to the complainant within 5 working days, telling them who is dealing with their complaint and when they can expect to receive a reply. In most cases a full reply will be sent within ten working days.

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

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

## **8.0 Community Implications**

8.1 None.

## **9.0 Background Papers**

None.

## Comments, Compliments and Complaints - 01April 2011 – 30 September 2011

### Comments

Date	Ward	Subject	Division
17.09.11	Swadlincote	Health and Safety concerns over bollards erected on the Delph	Planning

### Compliments

Date	Ward	Subject	Division
1. 01.04.11		Feedback and assistance with Building Inspection greatly appreciated	Planning
2. 01.04.11	Seales and Linton	Thank you for the quick response and feedback re former Cricket Club, Strawberry Lane, Rosliston	Planning
3. 01.04.11		Client praised Building Inspector who'd been extremely helpful	Planning
4. 06.04.11	Swadlincote	Appreciation of the prompt inspection and issue of completion certificate by Building Inspector	Planning
5. 06.04.11	Repton	Thank you for clear and very helpful advice re solar panels	Planning
6. 12.04.11	Woodville	Grateful for help with Benefit application	Customer Services
7. 12.04.11	Aston on Trent	Thank you for help and support given by Planning Officer to Clerk to Parish Council during time served	Planning
8. 14.04.11	Melbourne	Thank to you staff who were involved in the collection of her bin – very impressed with service	Env Services and Customer Services
9. 15.04.11		Compliment on the brilliant support received from Customer Services team from a company who help vulnerable with finance issues	Customer Services
10. 18.04.11		Thanks to Building Control Technician for the help given in locating documents and liaising with Environmental Services on his behalf	Planning

<b>Date</b>	<b>Ward</b>	<b>Subject</b>	<b>Division</b>
11. 18.04.11	Church Gresley	Thank you for assistance and quick response with and enquiry on the Local Plan.	Planning
12. 20.04.11	Willington	Thank you for positive response relating to a Land and Property search	Planning
13. 10.05.11	Swadlincote	Thank you for help and support given by Customer Services team to CVS regarding Liberation Day	Customer Services
14. 10.05.11	Hatton	Visit to the offices was a 'really pleasant experience' – everyone had been really helpful	Customer Services
15. 18.05.11	Melbourne	Appreciation of the valuable input from Conservation Officer, Heritage Officer and Planning Officer	Planning
16. 20.05.11	Castle Gresley	Appreciation for the speed in which an application was processed by the Planning Officer	Planning
17. 23.05.11		Appreciation of time and service provided by Building Inspector in comparison to other Councils	Planning
18. 16.06.11	Midway	Thank you to Customer Services Advisors for kindness and help with Benefit application	Customer Services
19. 22.06.11	Midway	Thank you to Planning Officer for extremely helpful e-mailed response	Planning
20. 23.06.11		Appreciation of such a quick response from Planning Officer to query	Planning
21. 14.07.11	Hilton	Thank you Planning Officer for assistant and excellent communications re Tree Preservation	Planning
22. 15.07.11	Newhall	Thank you to Area Planning Officer for taking the time and trouble to help – 'fantastic that people like you see helping others more than just the job'.	Planning
23. 18.07.11	Willington	Compliment at service received from Customer Services compared to Derby City	Customer Services
24. 19.07.11		Thank you to Client Officer for all the help given regarding her Single Resident Discount	Corporate Services
25. 21.07.11	Overseal	Thank you for help with setting up direct debit – impressed with service received from Customer Services on every occasion she's telephoned.	Customer Services
26. 28.07.11	Etwall	Impressed with service received from Customer Services in registering for Council Tax – details taken over phone and she appreciated the more personal touch rather than answer phone as at previous authority.	Customer Services

<b>Date</b>	<b>Ward</b>	<b>Subject</b>	<b>Division</b>
27. 04.08.11		Expression of appreciation of the professionalism and detail the Planning Officers showed regarding a S106 query. 'True assets to SDDC'	Planning
28. 05.08.11		Thank you to Planning Officer for all the help and support provided over the past months	Planning
29. 09.08.11	Church Gresley	Thank you for support of Councillors and Planning staff in successfully fighting a planning appeal	Planning
30. 10.08.11		Impressed with query being answered at first point of contact and at speed and efficiency of answering the phone, compared to other Authorities.	Customer Services
31. 11.08.11	Church Gresley	Compliment to those who keep Maurice Lee Park in such excellent condition – it's a real pleasure to walk around	Leisure & Community
32. 15.08.11	Seales	Appreciation of help and assistance from Planning Officer re proposed tree work	Planning
33. 17.08.11		Formal thank you to Licensing Officer for being so helpful. After varying experiences of customer service, the officer was a 'breath of fresh air' in making things clear.	Env Services
34. 17.08.11	Midway	Wrote to applaud the refurbishment of Swadlincote Town Centre – an excellent piece of work	Planning
35. 30.08.11		Compliment on how easy it was to book a Building Control inspection compared to other neighbouring authorities. Pleasure to deal with.	Customer Services
36. 31.08.11	Swadlincote	Thank you for lovely flower displays on the islands, hanging baskets and Eureka Park – such a joy to gladden the heart and the eye.	Environmental Services
37. 02.09.11		Thank you for the excellent service from Planning department	Planning
38. 06.09.11		That's sad about the demise of Heritage News, I shall miss it, always enjoyed it & found it stimulating.	Planning
39. 02.09.11		Just recd the latest, and last edition of Heritage News! Shame, and after 12 years too, just shows there is more than enough of interest in South Derbyshire. I always enjoyed it and fwd copies to my curator daughter in Australia. It will be missed.	Planning

<b>Date</b>	<b>Ward</b>	<b>Subject</b>	<b>Division</b>
40. 06.09.11		Appreciation of the Heritage News publication and sorry to see it discontinued	Planning
41. 07.09.11		Thank you to Planning Officer for the time spent in discussing issue – it was very helpful	Planning
42. 08.09.11		Thank you for Heritage News and very sorry to see it will not be published again	Planning
43. 09.09.11		Well done for producing the Heritage News – an exemplary publication. Sad to see it discontinued	Planning
44. 12.09.11		Appreciation for the wealth of educational, interesting and pleasurable reading in the Heritage News issues over the past 12 years.	Planning
45. 12.09.11		We very much enjoyed the Heritage open days on 10.09.11. Repton Park was a complete and delightful unknown.	Planning
46. 12.09.11		I wanted to congratulate you on the presentation literature you prepared on the sites in South Derbyshire that we visited over the weekend, they were excellent. We went to Repton Park and Swarkestone Old Hall and were very impressed by the amount of information and by its presentation, clearly a lot of work had gone into bringing it all together.	Planning
47. 12.09.11		Just to express, on behalf of Willington History Group, our regrets re the notice in issue 33 that it will be the last one. It's sad that something so valuable will be lost as an outlet for local knowledge. Can I thank you, on our Group's behalf, for all the effort you have put into making it such a success? It was much appreciated.	Planning
48. 14.09.11		Truly appreciate the time and guidance given by Planning Officer	Planning
49. 15.09.11	Findern	Thank you for great service received in supplying new green box.	Customer Services
50. 17.09.11		Thank you for responding to query over St John's church, Newhall, and sorry to see the Heritage News come to an end - may I commend you on a job well done.	Planning
51. 20.09.11		I am writing to applaud the refurbishment of Swadlincote Town Centre, I think it is an excellent piece of work. I think the Delph has been transformed and the light coloured stone has brightened up the area generally. Carry on the good work, money well spent.	Planning
52. 20.09.11		Appreciation and thanks for help over the past 5 years with regards to a dispute with developers.	Planning
53. 23.09.11	Woodville	Thank you to Customer Services Adviser who dealt with my enquiry very efficiently and professionally.	Customer Services

## Complaints

Date	Ref No	Ward	Subject	Division	Resultant Action Taken	Date response due and date sent
05.04.11	422  2 <sup>nd</sup> Stage	Midway	Standard of service in handling of Council Tax account	Customer Services	Issue arose during transition period of new automated system for loading valuation changes. System now working well and delays no longer occur.	Due: 19.04.11 Sent: 18.04.11  <u>Stage 2</u>  Due: 18.05.11 Holding ltr sent – 23.05.11 Sent: 01.06.11
07.04.11	423	Newhall	Council owned properties and land which are untidy and overgrown	Environmental Services	No action relevant	Due: 21.04.11 Sent: 21.04.11
12.04.11	424	Midway	Delay in dealing with Japanese Knotweed problem	Environmental Services	Staff training in dealing with complaints	Due: 03.05.11 Sent: 21.04.11
21.04.11	425  2 <sup>nd</sup> Stage	Newhall	Standard of service in handling homelessness case	Housing	No action relevant	Due: 11.05.11 Sent: 06.05.11  <u>Stage 2</u>  Due: 01.06.11 Holding ltr sent - 01.06.11 Sent: 03.06.11
27.04.11	426	Unknown	Issues regarding the Chair's car	Legal and Democratic Services	No action relevant	Due: 13.05.11 Holding ltr sent: 13.05.11 Sent: 19.05.11
27.04.11	427	Woodville	Suspicious of address being given out without permission	Legal and Democratic Services	No action relevant	Due: 27.04.11 Sent: 13.05.11

Date	Ref No	Ward	Subject	Division	Resultant Action Taken	Date response due and date sent
11.05.11	428	Castle Gresley	Proposed development at Land south of Cadley Hill Industrial Estate	Planning	No action relevant	Due: 25.05.11 Sent: 25.05.11
19.05.11	429	Woodville	Electoral Roll information	Legal and Democratic Services	No action relevant	Due: 03.06.11 Sent: 02.06.11
27.05.11	430	Seales	Council Tax account	Customer Services	Debt recovery process reviewed to tighten up the process.	Due: 13.06.11 Sent: 07.06.11
06.06.11	431 2 <sup>nd</sup> Stage	Newhall	Standard of service received from Housing Officers	Housing	No action relevant	Due: 20.06.11 Sent: 16.06.11  <u>Stage 2</u>  Due: 27.07.11 Sent: 26.07.11
15.06.11	432 2 <sup>nd</sup> Stage	Out of District	Repayment of Post Entry training	Customer Services	No action relevant	Due: 29.06.11 Holding ltr sent - 30.06.11 Sent: 15.07.11  <u>Stage 2</u>  Due: 10.08.11 Holding ltr sent - 03.08.11 Sent: 02.09.11
21.06.11	433	Mickelover	Housing Benefit and Council Tax Benefit	Customer Services	Processing delay addressed as part of workload management.	Due: 05.07.11 Sent: 30.06.11

Date	Ref No	Ward	Subject	Division	Resultant Action Taken	Date response due and date sent
27.06.11	434  2 <sup>nd</sup> Stage	Stenson Fields	Court costs re late payment of Council Tax	Customer Services	No action relevant	Due: 11.07.11 Sent: 07.07.11  <u>Stage 2</u>  Due: 04.08.11 Sent: 29.07.11
28.06.11	435	Out of District	Homelessness application for Housing	Housing	Changes have been made to the way bed and breakfast accommodation is booked. Management processes have also been tightened around the time taken to notify applicants of a decision on their homelessness application.	Due: 12.07.11 Sent: 13.07.11
05.07.11	436  2 <sup>nd</sup> Stage	Melbourne	Issues relating to planning permission granted	Planning	No action relevant	Due: 19.07.11 Holding ltr sent - 18.07.11 Sent: 29.07.11  <u>Stage 2</u>  Due: 12.08.11 Sent: 09.08.11
18.07.11	437	Swadlincote	Direct Debit payments for Council Tax	Customer Services	No action relevant	Due: 01.08.11 Sent: 19.07.11

Date	Ref No	Ward	Subject	Division	Resultant Action Taken	Date response due and date sent
21.07.11	438 2 <sup>nd</sup> Stage	Willington and Findern	Planning permission objections	Planning	No action relevant	Due: 04.08.11 Sent: 28.07.11  <u>Stage 2</u>  Due: 12.08.11 Sent: 09.08.11
01.08.11	439	Newhall & Stanton	The way in which a planning application has been dealt with	Planning	No action relevant	Due: 15.08.11 Holding ltr sent - 12.08.11 Sent: 19.08.11
02.08.11	440	Aston on Trent	Bailiff action on Council Tax account	Customer Services	Issue raised with Bailiff and assurance received that correct procedure will be reiterated to bailiffs.	Due: 16.08.11 Sent: 16.08.11
04.08.11	441	Seales	Breach of conditions imposed following recent change of use application	Planning	Ongoing enforcement monitoring will be undertaken.	Due: 18.08.11 Sent: 16.08.11
08.08.11	442 2 <sup>nd</sup> Stage	Newhall	Time taken to respond to e-mails and grass cutting issues	Planning and Environmental Services	Ongoing	Due: 22.08.11 Sent: 17.08.11  <u>Stage 2</u>  Request for further information before taking further sent on 05.09.11

<b>Date</b>	<b>Ref No</b>	<b>Ward</b>	<b>Subject</b>	<b>Division</b>	<b>Resultant Action Taken</b>	<b>Date response due and date sent</b>
08.08.11	443	Midway	Concerns over state of Green Bank Leisure Centre	Leisure and Community Development	On going process to refurbish the Leisure Centre	Due: 22.08.11 Sent: 11.08.11
08.08.11	444	Seales	Planning Application not taken before Planning Committee as expected	Planning	No action relevant	Due: 22.08.11 Sent: 16.08.11
19.08.11	445	North East	Refuse collection team	Environmental Services	No action relevant	Due: 05.09.11 Holding ltr sent - 05.09.11 Sent: 09.09.11
23.08.11	446	Hartshorne	Taxi driver licence	Environmental Services	Policy and procedures reviewed and verified.	Due: 07.09.11 Holding ltr sent: 09.09.11 Sent: 12.09.11
31.08.11	447		Planning permission granted for Woodville Woodlands	Planning	No action relevant	Due: 14.09.11 Holding ltr sent - 14.09.11 Sent: 28.09.11
16.09.11	448	Newhall	Pine Tree on Newhall Park	Leisure and Community Development	Tree to be removed, no other action relevant	Due: 30.09.11 Sent: 28.09.11
19.09.11	449	Newhall	Pine Tree on Newhall Park	Leisure and Community Development	Tree to be removed, no other action relevant	Due: 03.10.11 Sent: 28.09.11
20.09.11	450	Newhall	Pine Tree on Newhall Park and lack of Litter Bin/Dog mess	Leisure and Community Development	Tree to be removed and dog litter bin installed, no other action relevant	Due: 04.10.11 Sent: 28.09.11

## Freedom of Information Requests 01 April 2011 – 30 September 2011

No	Dept	Request	Received	Reply Due	Reply Sent	Exemption
1112-001	Derbyshire County Council	Adult Learning Disability Register	01.04.11	04.05.11	03.05.11	
1112-002	Organisational Development	Details of HR, Health & Safety Officers etc	01.04.11	04.05.11	03.05.11	
1112-003	Environmental Services	Persons who have died with no next of kin	01.04.11	04.05.11	03.05.11	
1112-004	Corporate Services	How FOI requests are recorded	01.04.11	04.05.11	03.05.11	
1112-005	Finance	Insurance claims in respect of children's play areas	04.04.11	05.05.11	04.05.11	
1112-006	Organisational Development	Job losses	04.01.11	05.05.11	04.05.11	
1112-007	Corporate Services	Budget information	05.04.11	06.04.11	04.05.11	
1112-008	Environmental Services	Copy of Fixed Penalty Notice re litter	06.04.11	09.05.11	09.05.11	
1112-009	Planning Services	Documents concerning barn conversion	08.04.11	10.06.11	03.06.11	
1112-010	Customer Services	List of properties with credits on Business Rate accounts	11.04.11	12.05.11	11.05.11	
1112-011	Environmental Services	Costs for evicting travellers and gypsies from illegal sites	12.04.11	13.05.11	11.05.11	
1112-012	Customer Services	List of all NNDR account who are currently in receipt of mandatory relief	12.04.11	13.05.11	11.05.11	
1112-013	Environmental Services	Parking Service	15.04.11	19.05.11	16.05.11	
1112-014	Legal & Democratic Services	Councillors expenses for last 2 years	15.04.11	19.05.11	18.05.11	

**Freedom of Information Requests  
01 April 2011 – 30 September 2011**

No	Dept	Request	Received	Reply Due	Reply Sent	Exemption
1112-015	Environmental Services	Details of persons who have died with no next of kin	15.04.11	19.05.11	19.05.11	
1112-016	Organisational Development	Costs of consultancy services to Authority for 2010-11	19.04.11	23.05.11	20.05.11	
1112-017	Environmental Services	Details of taxi, mini cab and private hire companies within area	19.04.11	23.05.11	20.05.11	
1112-018	Environmental Services	Details of persons who have died with no next of kin	21.04.11	25.05.11	20.05.11	
1112-019	Environmental Services	Stray dogs and dog breeding establishments	21.04.11	25.05.11	10.05.11	
1112-020	Finance	Services to disabled people and the impact of budget cuts	21.04.11	25.05.11	20.05.11	
1112-021	Finance	Details of council attendance at award ceremonies and conferences	21.04.11	25.05.11	25.05.11	
1112-022	Legal & Democratic Services	Personal Search fees	26.04.11 02.05.11	02.06.11	01.06.11	
1112-023	Housing	Number of council owned buildings	26.04.11	26.05.11	26.05.11	
1112-024	Finance	Annual Revenue Budget Return for 2011-12	26.04.11	26.05.11	25.05.11	
1112-025	Corporate Services	How many staff from this Authority are based in Brussels	26.04.11	26.05.11	25.05.11	
1112-026	Derbyshire County Council	Trading Standards	26.04.11	26.05.11	25.05.11	
1112-027	Planning Services	Supermarket Planning Gain	26.04.11	26.05.11	26.05.11	
1112-028	Environmental Services	Statutory inspections carried out under Street Works legislation	28.04.11	31.05.11	26.05.11	
1112-029	Environmental Services	Details of persons who have died with no next of kin	03.05.11	01.06.11	01.06.11	

**Freedom of Information Requests  
01 April 2011 – 30 September 2011**

No	Dept	Request	Received	Reply Due	Reply Sent	Exemption
1112-030	Corporate Services	Companies owned solely or partly by the Council	03.05.11	01.06.11	01.06.11	
1112-031	Finance	Spend on repairing kerbs, pavements etc and amount paid as a result of insurance claims from accidents	03.05.11	01.06.11	01.06.11	
1112-032	Environmental Services	List of food businesses registered within South Derbyshire	05.05.11	03.06.11	01.06.11	
1112-033	Environmental Services	Details of persons who have died with no next of kin	05.05.11	03.06.11	01.06.11	
1112-034	Derbyshire County Council	Adult Social Services	05.05.11	03.06.11	01.06.11	
1112-035	Organisational Development	Misconduct procedure relating to staff	05.05.11	03.06.11	01.06.11	
1112-036	IT	Money spent on Council's website over last five years	05.05.11	03.06.11	01.06.11	
1112-037	IT	The number of Council owned computers	05.05.11	03.06.11	02.06.11	
1112-038	Corporate Services	Use of private companies re detective work and law enforcement	06.05.11	06.06.11	15.06.11	
1112-039	Housing / Derbyshire County Council	Number of young runaways (under 18)	06.05.11	06.06.11	02.06.11	
1112-040	Environmental Services	How much motorists overpaid for parking using pay and display machines	09.05.11	07.06.11	02.06.11	
1112-041	Legal & Democratic Services	Copy of all correspondence received by and sent to Tinklers Solicitors	09.05.11	07.06.11	02.06.11	
1112-042	Environmental Services	Illicit shipments of used clothing to Poland	09.05.11	07.06.11	02.06.11	
1112-043	Environmental Services	Details of persons who have died with no next of kin	09.05.11	07.06.11	02.06.11	
1112-044	Customer Services	Information relating to property in Aston on Trent	09.05.11	07.06.11	24.05.11	

## Freedom of Information Requests 01 April 2011 – 30 September 2011

No	Dept	Request	Received	Reply Due	Reply Sent	Exemption
1112-045	IT	Disposal of IT equipment	11.05.11	09.06.11	06.06.11	
1112-046	Community Services	Applications for Town-Village Green status	11.05.11	09.06.11	06.06.11	
1112-047	Environmental Services	Details of persons who have died with no next of kin	12.05.11	10.06.11	06.06.11	
1112-048	Corporate Services	Senior Management on secondment from a private sector company	12.05.11	10.06.11	06.06.11	
1112-049	Customer Services	List of businesses on NNDR which are in credit	12.05.11	10.06.11	06.06.11	
1112-050	Customer Services	List of empty property owned by Authority and private ownership	12.05.11	10.06.11	06.06.11	
1112-051	Housing / Derbyshire County Council	Contracts re Building Maintenance and Highways Maintenance	13.05.11	13.06.11	06.06.11	
1112-052	Housing	Details of Council houses that have been bought since 2000	09.05.11	07.06.11	06.06.11	
1112-053	Planning Services	Naming and re-naming of street names	13.05.11	13.06.11	06.06.11	
1112-054	Environmental Services	Details of persons who have died with no next of kin	16.05.11	14.06.11	06.06.11	
1112-055	Organisational Development	Recruitment of staff from outside the UK	17.05.11	15.06.11	06.06.11	
1112-056	Environmental Services	Purchase of ice cleats	18.05.11	16.06.11	06.06.11	
1112-057	Housing	Number of Council buildings which could be affected by the Literary and Scientific Institutions Act of 1854.	17.05.11	15.06.11	15.06.11	
1112-058	Environmental Services	Copy of investigation report into accident at supermarket	20.05.11	24.06.11	23.06.11	
1112-059	Environmental Services	Number of reported bed bug infestations	20.05.11	20.06.11	15.06.11	

**Freedom of Information Requests  
01 April 2011 – 30 September 2011**

No	Dept	Request	Received	Reply Due	Reply Sent	Exemption
1112-060	Corporate Services	Does your council use the normal dictionary definitions in the Council policy statements of the words "Fraud, Corruption"? and has your Council ever changed the definition of the words "Fraud, Corruption"?	19.05.11	17.06.11	21.06.11	
1112-061	Environmental Services	Pest control service and refuse collection service	23.05.11	21.06.11	21.06.11	
1112-062	Environmental Services	Information relating to traffic wardens or traffic enforcement officers	25.05.11	23.06.11	21.06.11	
1112-063	Finance	Minimum limit the Council sets for its general reserve balances	26.05.11	24.06.11	21.06.11	
1112-064	Finance	GPC Visa purchasing cards spending	26.05.11	24.06.11	23.06.11	
1112-065	Derbyshire County Council	Occupational Therapy and Sensory Impairment disability teams	25.05.11	24.06.11	03.06.11	
1112-066	Customer Services	NNDR assessments in excess of £30,000	26.05.11	24.06.11	23.06.11	
1112-067	Customer Services	Empty commercial properties with RV in excess of £45,000	26.05.11	24.06.11	23.06.11	
1112-068	Housing	Number of Council house and social housing tenants earning high salaries	27.05.11	27.06.11	27.06.11	
1112-069	Environmental Services	Staff Parking	27.05.11	27.06.11	23.06.11	
1112-070	Corporate Services	Details of Freedom of Information Officer	27.05.11	27.06.11	29.06.11	
1112-071	Planning Services / Env Services	Staff numbers and number of fee earning applications received by Building Control	31.05.11	28.06.11	11.07.11	
1112-072	Housing	Council house waiting list	31.05.11	28.06.11	27.06.11	
1112-073	Organisational Development	Staff sickness	31.05.11	28.06.11	27.06.11	

**Freedom of Information Requests  
01 April 2011 – 30 September 2011**

No	Dept	Request	Received	Reply Due	Reply Sent	Exemption
1112-074	Planning Services	Details of planning application and contact details of Economic Development Officer	31.05.11	28.06.11	12.07.11	
1112-075	Community Services	Burial sites	31.05.11	28.06.11	30.06.11	
1112-076	Derbyshire County Council	Number of racial incidents reported across all schools	31.05.11	28.06.11	06.06.11	
1112-077	Organisational Development	Social media training courses	01.06.11	29.06.11	29.06.11	
1112-078	Derbyshire County Council	Learning Disability Services	02.06.11	30.06.11	06.06.11	
1112-079	Environmental Services	Details of persons who have died with no next of kin	03.06.11	01.07.11	27.06.11	
1112-080	Environmental Services	List of places which hold licences for live venues	03.06.11	01.07.11	03.06.11	
1112-081	Customer Services	Council Tax reminder letters sent to Councillors	06.06.11	04.07.11	27.06.11	
1112-082	Derbyshire County Council	Responsibilities towards street lights, traffic lights etc	07.06.11	05.07.11	30.06.11	
1112-083	Corporate Services	Number of tickets for the Olympics the Authority applied for	07.06.11	05.07.11	30.06.11	
1112-084	Finance	Government procurement cards	07.06.11	05.07.11	04.07.11	
1112-085	Community Services	Number of cremations performed by public owned crematoria in South Derbyshire	08.06.11	06.07.11	04.07.11	
1112-086	Environmental Services	Incidents where refuse collectors were assaulted by members of the public	09.06.11	07.07.11	04.07.11	
1112-087	Customer Services	Credit balances on NNDR accounts from 1 April 1990	01.06.11	29.06.11	04.07.11	

**Freedom of Information Requests  
01 April 2011 – 30 September 2011**

No	Dept	Request	Received	Reply Due	Reply Sent	Exemption
1112-088	Community Services	'Witch's hat' type roundabouts in playgrounds within South Derbyshire	13.06.11	11.07.11	04.07.11	
1112-089	Environmental Services	List of addresses where dog bins are sited	13.06.11	11.07.11	04.07.11	
1112-090	Derbyshire County Council	Trading Standards test purchases	13.06.11	11.07.11	17.06.11	
1112-091	Environmental Services	Details of persons who have died with no next of kin	14.06.11	12.07.11	04.07.11	
1112-092	Environmental Services	Enforcement activities in the private rented sector	14.06.11	12.07.11	07.07.11	
1112-093	Customer Services	List of all Rateable Value assessments between £500 and £12,000	15.06.11	13.07.11	04.07.11	
1112-094	Environmental Services	Waste Electrical and Electronic Equipment and Batteries tender	14.06.11	12.07.11	04.07.11	
1112-095	IT	Customer Relationship Management systems	17.06.11	15.07.11	04.07.11	
1112-096	Legal & Democratic Services	Correspondence relating to fees for personal searches	20.06.11	18.07.11	14.07.11	
1112-097	Housing	PRC Houses	20.06.11	18.07.11	14.07.11	
1112-098	Environmental Services	Hackney carriage and private hire vehicle numbers	20.06.11	18.07.11	04.07.11	
1112-099	Env Services / Customer Services	Empty properties in local authority area	20.06.11	18.07.11	15.07.11	
1112-100	Derbyshire County Council	Trading Standards	21.06.11	19.07.11	28.06.11	

**Freedom of Information Requests  
01 April 2011 – 30 September 2011**

No	Dept	Request	Received	Reply Due	Reply Sent	Exemption
1112-101	Chief Exec	Details of spending on Chief Executive's Council credit card	21.06.11	19.07.11	04.07.11	
1112-102	Legal & Democratic Services / Chief Exec	Council use of flights	22.06.11	20.07.11	12.07.11	
1112-103	Corporate Services	Chief Exec's expenses for last 3 years	23.06.11	21.07.11	26.07.11	
1112-104	Legal & Democratic Services	Council meetings attended by Councillors, seats un-contested, length of service of current Councillors, average response rate re constituents correspondence and average attendance at constituency surgeries	23.06.11	21.07.11	07.07.11	
1112-105	Chief Exec	Details of conferences, training etc attended by Chief Exec. Cost of travel and accommodation	23.06.11	21.07.11	26.07.11	
1112-106	Environmental Services	Details of persons who have died with no known next of kin	24.06.11	22.07.11	04.07.11	
1112-107	Environmental Services	Details of persons who have died with no known next of kin	24.06.11	22.07.11	04.07.11	
1112-108	IT	Mobile phones and computers paid for by Council	24.06.11	22.07.11	26.07.11	
1112-109	Organisational Development	Council staff suspended on full pay	24.06.11	22.07.11	27.07.11	
1112-110	Organisational Development	Publicity paid for by Council	24.06.11	22.07.11	20.07.11	
1112-111	Derbyshire County Council	Deprivation of Liberty Orders	28.06.11	26.07.11	28.06.11	

**Freedom of Information Requests  
01 April 2011 – 30 September 2011**

No	Dept	Request	Received	Reply Due	Reply Sent	Exemption
1112-112	Environmental Services	Whether information was passed to police	23.06.11	21.07.11	11.07.11	Exemptions Section 40 and Section 30 (1)
1112-113	Finance	How many cheques were issued and how many cheques received in last financial year	29.06.11	27.07.11	20.07.11	
1112-114	Customer Services	Contract with third party bailiff companies	29.06.11	27.07.11	26.07.11	
1112-115	Organisational Development	Details relating to Support Staff and Manual workers employed by Council	30.06.11	28.07.11	30.08.11	
1112-116	Derbyshire County Council	Number of schools sued by parents over past five years	30.06.11	28.07.11	30.06.11	
1112-117	Organisational Development	Public sector pay for last 6 years	04.07.11	01.08.11		Request sent to redefine request
1112-118	Community Services	Complaints from allotment holders re other allotment holders	04.07.11	01.08.11	11.07.11	
1112-119	Finance	Authority's spend with Capita Group over last 3 years	06.07.11	03.08.11	26.07.11	
1112-120	IT	ICT contracts relating to mobile phones and software licensing	07.07.11	04.08.11	26.07.11	
1112-121	Corporate Services	Log of FOI requests made to Council over the last 12 months	11.07.11	08.08.11	05.08.11	
1112-122	Customer Services	NNDR accounts in credit	11.07.11	08.08.11	11.07.11	
1112-123	Customer Services	Policy on name changes regarding Council Tax accounts	11.07.11	08.08.11	14.07.11	
1112-124	Community Services	Contact details for various posts within Authority	12.07.11	09.08.11	05.08.11	

**Freedom of Information Requests  
01 April 2011 – 30 September 2011**

No	Dept	Request	Received	Reply Due	Reply Sent	Exemption
1112-125	Environmental Services	Persons who have died with no next of kin	12.07.11	09.08.11	26.07.11	
1112-126	Customer Services	Details of NNDR accounts with credit balances	12.07.11	09.08.11	14.07.11	
1112-127	Environmental Services	Noise pollution by wind turbines	13.07.11	10.08.11	14.07.11	
1112-128	Customer Services	Unclaimed credit balances on NNDR accounts	14.07.11	11.08.11	26.07.11	
1112-129	Environmental Services	Persons who have died with no next of kin	14.07.11	11.08.11	05.08.11	
1112-130	Environmental Services	Number of Dangerous Wild Animal licenses issued	18.07.11	15.08.11	18.08.11	
1112-131	Corporate Services	Bailiff contracts	18.07.11	15.08.11	05.08.11	
1112-132	Customer Services	Rateable Value and liabilities for all schools within South Derbyshire	20.07.11	17.08.11	12.08.11	
1112-133	Customer Services	Empty commercial properties within Westminster Borough Council area	22.07.11	19.08.11	10.08.11	
1112-134	Derbyshire County Council	Number of people enrolled at public libraries within our area	25.07.11	22.08.11	27.07.11	
1112-135	Planning Services	Planning permissions granted for new builds /extensions to public buildings.	25.07.11	22.08.11	16.08.11	
1112-136	Planning Services	Section 106 agreements agreed by Council over last 10 years	26.07.11	23.08.11	12.08.11	
1112-137	Derbyshire County Council	Un-adopted Highways	25.07.11	22.08.11	12.08.11	
1112-138	Derbyshire County Council	Un-adopted Highways	26.07.11	23.08.11	12.08.11	
1112-139	Customer Services	NNDR accounts in credit	27.07.11	24.08.11	12.08.11	

**Freedom of Information Requests  
01 April 2011 – 30 September 2011**

No	Dept	Request	Received	Reply Due	Reply Sent	Exemption
1112-140	Environmental Services	Money generated from recycling collections	27.07.11	24.08.11	16.08.11	
1112-141	Environmental Services	Fly-tipping, skip permits and bulky waste collections	28.07.11	25.08.11	22.08.11	
1112-142	Environmental Services	Motorway service stations under the jurisdiction of SDDC	29.07.11	26.08.11	16.08.11	
1112-143	Environmental Services	Details of persons who have died with no next of kin	01.08.11	30.08.11	22.08.11	
1112-144	IT	Council's PBX maintenance contracts	01.08.11	30.08.11	22.08.11	
1112-145	Corporate Services	Contact details	02.08.11	31.08.11	31.08.11	
1112-146	Environmental Services	Details of persons who have died with no next of kin	02.08.11	31.08.11	22.08.11	
1112-147	Community Services	Number of playing pitches lost on council-run public parks in the past 10 years	02.08.11	31.08.11	22.08.11	
1112-148	Organisational Development	Total amount of money paid to trade unions and staff time given to trade unions	03.08.11	01.09.11	30.08.11	
1112-149	IT	Inappropriate images held on Council computers	03.08.11	01.09.11	30.08.11	
1112-150	Environmental Services	Council spend on gypsy / traveller encampments	03.08.11	01.09.11	01.09.11	
1112-151	All departments	Details of internal data loss	04.08.11	02.09.11	31.08.11	
1112-152	Derbyshire County Council	Young people and adults with special needs	05.08.11	05.09.11	10.08.11	
1112-153	Community Services	Anti Social Behaviour Policies and Procedures	08.08.11	06.09.11	31.08.11	
1112-154	Planning Services	Maps showing land owned by Authority, green belt, brown field, landbank land, village greens and allotments	08.08.11	06.09.11	31.08.11	
1112-155	Customer Services	Companies liable for more than one rating assessment / account	09.08.11	07.09.11	31.08.11	

**Freedom of Information Requests  
01 April 2011 – 30 September 2011**

<b>No</b>	<b>Dept</b>	<b>Request</b>	<b>Received</b>	<b>Reply Due</b>	<b>Reply Sent</b>	<b>Exemption</b>
1112-156	Environmental Services	Copies of letters sent to residents	09.08.11	07.09.11	01.09.11	
1112-157	Environmental Services	Copies of letters re high hedge complaint	09.08.11	07.09.11	01.09.11	
1112-158	Customer Services	Empty commercial properties within the area	10.08.11	08.09.11	18.08.11	
1112-159	Organisational Development	Voluntary early retirements, redundancies, agency workers and apprentices	10.08.11	08.09.11	06.09.11	
1112-160	Finance / Community Services	Council expenditure in Leisure area	11.08.11	09.09.11	07.09.11	
1112-161	Derbyshire County Council	Trading Standards	11.08.11	09.09.11	18.08.11	
1112-162	Planning Services	Details of planning application	11.08.11	09.09.11	01.09.11	
1112-163	Planning Services	Local Plan, number of staff in department and budget	12.08.11	10.09.11	06.09.11	
1112-164	Environmental Services	Details of persons who have died with no next of kin	12.08.11	10.09.11	06.09.11	
1112-165	Corporate Services	Number of staff and time spent dealing with FOI and Data Protection requests	15.08.11	13.09.11	13.09.11	
1112-166	Derbyshire County Council	Traffic control and street furniture	15.08.11	13.09.11	31.08.11	
1112-167	Customer Services	Residential Council Tax collected, written off or passed to Bailiffs	16.08.11	14.09.11	09.09.11	
1112-168	Legal & Democratic Services	Councillor details	16.08.11	14.09.11	31.08.11	
1112-169	Derbyshire County Council	Vulnerable children and adults	16.08.11	14.09.11	18.08.11	

## Freedom of Information Requests 01 April 2011 – 30 September 2011

No	Dept	Request	Received	Reply Due	Reply Sent	Exemption
1112-170	Environmental Services	Stray animals	17.08.11	15.09.11	13.09.11	
1112-171	Community Services	Information relating to crematoria and cemeteries	17.08.11	15.09.11	19.08.11	
1112-172	Legal & Democratic Services	Personal searches of the Local Land Charge register	18.08.11	16.09.11	12.09.11	Partial exemption Section 42
1112-173	Environmental Services	Details of persons who have died with no next of kin	18.08.11	16.09.11	12.09.11	
1112-174	Environmental Services	Details of persons who have died with no next of kin	18.08.11	16.09.11	12.09.11	
1112-175	Legal & Democratic Services	Correspondence between Land Charges staff and all other bodies regarding specific subjects	19.08.11	19.09.11	16.09.11	
1112-176	Planning Services	Planning applications submitted since 01.08.11 re Mosques, Islamic Institutes, Community Centres, Cultural Centres and Islamic Schools/colleges	22.08.11	20.09.11	07.09.11	
1112-177	Planning Services	Copies of correspondence regarding a public house in Willington	22.08.11	20.09.11	10.11.11	Partial exemption Section 40
1112-178	Environmental Services	Details of information on Pest Control	24.08.11	22.09.11	27.09.11	
1112-179	Corporate Services	Service Level Agreements	23.08.11	21.09.11	23.08.11	Withdrawn
1112-180	Environmental Services	Details of persons who have died with no next of kin	24.08.11	22.09.11	12.09.11	
1112-181	Customer Services	Business Rate accounts for properties up to a rateable value threshold of £12,000	24.08.11	22.09.11	13.09.11	
1112-182	Derbyshire County Council	Youth Service Provision	24.08.11	22.09.11	31.08.11	

**Freedom of Information Requests  
01 April 2011 – 30 September 2011**

No	Dept	Request	Received	Reply Due	Reply Sent	Exemption
1112-183	Environmental Services	Garra rufa fish treatments	25.08.11	23.09.11	13.09.11	
1112-184	Legal & Democratic Services	Copies of all files in which APPS is mentioned	25.08.11	23.09.11	12.10.11	
1112-185	Environmental Services	Details of persons who have died with no next of kin	26.08.11	26.09.11	13.09.11	
1112-186	Finance	Cost of providing a translation service for last 3 years	30.08.11	27.09.11	13.09.11	
1112-187	Derbyshire County Council	Parking charges	31.08.11	28.09.11	13.09.11	
1112-188	Customer Services	Details of business properties with historic credit on their accounts	31.08.11	28.09.11	30.09.11	
1112-189	Community Services	Allotment tenancy agreements	31.08.11	28.09.11	29.09.11	
1112-190	Planning Services	Correspondence between SDDC and DCC relating to Willington Picnic Area Development	31.08.11	28.09.11	10.11.11	Partial exemption Section 40
1112-191	Environmental Services	Incidents of pest infestation during last two years	01.09.11	30.09.11	03.10.11	
1112-192	Finance	Primary Authority Partnership payments	05.09.11	03.10.11	30.09.11	
1112-193	IT	Wide Area Network	05.09.11	03.10.11	30.09.11	
1112-194	Customer Services	Equita bailiff company	06.09.11	04.10.11	04.10.11	
1112-195	Environmental Services	Impact of Animal Welfare Legislation on Local Authorities	06.09.11	04.10.11	27.09.11	
1112-196	Derbyshire County Council	Applications for new registrations of 'common land'	07.09.11	05.10.11	04.10.11	
1112-197	Organisational Development	Number of employees at SDDC	08.09.11	06.10.11	29.09.11	

## Freedom of Information Requests 01 April 2011 – 30 September 2011

No	Dept	Request	Received	Reply Due	Reply Sent	Exemption
1112-198	Planning Services	Biodiversity and habitat offsetting schemes – planning permission granted	09.09.11	07.10.11	05.10.11	
1112-199	Customer Services	Credits and Debits on NNDR accounts	09.09.11	07.10.11	23.09.11	
1112-200	Finance	Payments to Conference and Event Organisers over last three financial years	12.09.11	10.10.11	04.10.11	
1112-201	Organisational Development	Compensation following accidents at work	12.09.11	10.10.11	04.10.10	
1112-202	Community Services	List of all public space surveillance camera positions	12.09.11	10.10.11	11.10.11	
1112-203	Customer Services	List of credits held on clients current and historic business rates	12.09.11	10.10.11	12.09.11	
1112-204	Derbyshire County Council	Staffing and budget information relating to Connexions	13.09.11	11.10.11	23.09.11	
1112-205	Planning Services	National Planning Policy Framework	13.09.11	11.10.11	23.09.11	
1112-206	Environmental Services	Persons who have died with no known next of kin	16.09.11	14.10.11	13.10.11	
1112-207	Customer Services	Property occupied from April 2010 onwards	16.09.11	14.10.11	29.09.11	
1112-208	Derbyshire County Council	What is the LA's policy & practice on recording of meetings with the LA by service users especially in Social Services matter under the Children's Act 1989	19.09.11	17.10.11	11.10.11	
1112-209	Environmental Services	Total Annual Expenditure for Stray Dog Control	19.09.11	17.10.11		
1112-210	Environmental Services	Winter service road surface gritting resources and trigger temperature	20.09.11	18.10.11	11.10.11	
1112-211	Derbyshire County Council	Information relating to street lighting	21.09.11	19.10.11	29.09.11	

**Freedom of Information Requests  
01 April 2011 – 30 September 2011**

No	Dept	Request	Received	Reply Due	Reply Sent	Exemption
1112-212	Environmental Services	Private Hire Vehicle Licensing – dealt with under Data Protection	21.09.11	19.10.11	10.10.11	
1112-213	Finance	Copy of current contracts register	26.09.11	24.10.11	20.10.11	
1112-214	Housing	People identified by the Council of being homeless and at risk of losing their homes	26.09.11	24.10.11	14.10.11	
1112-215	Organisational Development	Pension information	27.09.11	25.10.11	14.10.11	
1112-216	Finance	Details of the provider for vehicle renting and leasing service.	29.09.11	27.10.11	10.10.11	
1112-217	Derbyshire County Council	Fees paid to residential units per child per week	29.09.11	27.10.11	10.10.11	
1112-218	Customer Services	Breakdown of amounts written off by Council for last three years	27.09.11	25.10.11	21.10.11	

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