
REPORT TO:	FINANCE AND MANAGEMENT	AGENDA ITEM: 14
DATE OF MEETING:	23 June 2011	CATEGORY: DELEGATED
REPORT FROM:	CHIEF EXECUTIVE	OPEN
MEMBERS' CONTACT POINT:	KEVIN STACKHOUSE (595811) HEAD OF CORPORATE SERVICES Kevin.stackhouse@south-derbys.gov.uk	DOC:
SUBJECT:	COMPLAINTS & FREEDOM OF INFORMATION REQUESTS 01 OCTOBER 2010 TO 31 MARCH 2011	REF: KS/JHM
WARD(S) AFFECTED:	ALL	TERMS OF REFERENCE: CE6

1.0 Recommendations

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

2.0 Purpose of Report

This report provides:

- 2.1 A summary of official comments, compliments and complaints received by the Council for the period 1 October 2010 – 31 March 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 October 2010 – 31 March 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, 65 compliments and 18 complaints have been received between 1 October 2010 – 31 March 2011
- 3.3 The number of complaints received in the second half of this financial year has decreased compared to the previous six months, as have the number of comments, although there has been an increase 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.
- 3.6 Under the Freedom of Information Act, South Derbyshire District Council has a duty to adopt and maintain a Publication Scheme describing:
- The classes of information it publishes
 - How and where such information is published (e.g. website, paper copy, etc.) and
 - Whether or not a charge is made for such information

The purpose of a Publication scheme is to let everyone know what information will be automatically or routinely published by the Council and to ensure that a significant amount of information is available to the public, without the need for a specific request to be made. The publication scheme is available from the Website at www.south-derbys.gov.uk.

- 3.7 A total of 217 Freedom of Information requests have been received between 1 October 2010 – 31 March 2011. This is an increase of 65 over the corresponding period for 2009/10 and an increase of 45 over the previous six months.

4.0 Background

- 4.1 The Comments, Compliments and Complaints customer leaflet and procedure is available for download from the Website at www.south-derbys.gov.uk, or can be completed using an electronic form.
- 4.2 The aim of The Freedom of Information Act 2000, which came into force on 1st January 2005, is to extend the right to allow public access to information that the Council holds.

5.0 Detail

Comments

- 5.1 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.

Division	1 April 2010 – 30 September 2010	1 October 2010 – 31 March 2011
Environmental Services	3	1
Total	3	1

Compliments

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

Division	1 April 2010 – 30 September 2010	1 October 2010 – 31 March 2011
Customer Services	10*	8*
Environmental Services	5*	2*
Planning	31	44
Housing	18*	11
Leisure and Community Development	0	1
Total	61	65

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

Complaints

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

	1 April 2010 – 30 September 2010	1 October 2010 – 31 March 2011
Resolved at Stage 1	23	11
Stage 1 still ongoing	0	1
Resolved at Stage 2	7	5
Stage 2 still ongoing	0	0
Complaint withdrawn	3	1
Total received	33	18

- 5.4 The 18 complaints received can be broken down as follows

Division	1 April 2010 – 30 September 2010	1 October 2010 – 31 March 2011
Planning Services	4	5
Housing	9*	3
Customer Services (including Revenue)	10*	4
Environmental Services	10*	4*
Legal and Democratic	2	2
Leisure and Community	1	0
Corporate Services	0	1*
Total	33	18

* 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

Division	2008/09	2009/10	2010/11
Planning Services	13	20	9
Housing	10	11	12
Customer Services (including Revenue)	8	19	14
Environmental Services	5	7	14
Legal and Democratic	5	3	4
Finance and Property	0	1	0
Leisure and Community	4	8	1
Corporate Services	0	0	1
Total	45	69	55

- 5.6 The schedule, giving details of the comments, compliments and complaints received, with a brief description of the outcome, any decisions/actions taken and improvements made. The schedule is attached as **Annex A**.
- 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 2010/2011 against the second half of 2010/2011.

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

	1 April 2010 – 30 September 2010	1 October 2010 – 31 March 2011
Number received	172	217
Number replied to within 20 statutory days	157	206
Number replied to after 20 statutory days	15	11
Number of Exemptions or partial exemptions	1	4
Number passed to Third Party	19	14
Number withdrawn	0	1

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

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

Division	1 April 2010 – 30 September 2010	1 October 2010 – 31 March 2011
Environmental Services	39*	54*
Planning Services	17*	13*
Legal and Democratic	21*	25*
Finance and Property	27*	30*
IT and Business Imp	15*	15
Customer Services	26*	16*
Housing	10*	15*
Org Development	18*	15
Leisure and Community	8*	14*
Passed to 3 rd Parties	19	14
Corporate	3	4

* 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 - 01 October 2010 – 31 March 2011

Comments

Date	Ward	Subject	Division	Resultant Action Taken/Comments
04.10.10	Aston	Concern that a small additional bag of rubbish was refused when their bin was emptied	Env Services	Responded to by Waste & Cleansing Officer

Compliments

Date	Ward	Subject	Division
50. 01.10.10	Swadlincote	Compliment on annual report sent to all Housing tenants. Found it easy to read and very impressive	Housing
51. 01.10.10	Church Gresley	Compliment on annual report sent to all Housing tenants. Great deal of thought must have gone into it, very well set out and easy to read and understand.	Housing
52. 01.10.10	Findern	Compliment on annual report sent to all Housing tenants First Class document	Housing
53. 01.10.10	Swadlincote	Compliment on annual report sent to all Housing tenants Best present received since moving to area – the calendar included with the report will be very useful	Housing
54. 01.10.10	Netherseal	Compliment on annual report sent to all Housing tenants Feels in good hands, with all the Council's knowledge	Housing
55. 01.10.10	Newhall	Compliment on annual report sent to all Housing tenants Very clearly presented information and nice touch to include a calendar. Very pleased to hear of Apprenticeship scheme	Housing
56. 01.10.10	Swadlincote	Compliment on annual report sent to all Housing tenants Congratulations to the author for making it so clear and understandable – lay-out of report was excellent, and impressed with inclusion of calendar	Housing
57. 01.10.10	Overseal	Compliment on annual report sent to all Housing tenants Many thanks for the report – found it most enlightening.	Housing
58. 01.10.10	Repton	Compliment on annual report sent to all Housing tenants First Class publication and very informative	Housing

59. 01.10.10	Newhall	Compliment on annual report sent to all Housing tenants Both very happy with Council and sponsor's work – thank you for giving them the opportunity to live here	Housing
60. 04.10.10	Willington	Compliment on annual report sent to all Housing tenants Most impressed with the report and the calendar	Housing
61. 04.10.10	Netherseal	Compliment on annual report sent to all Housing tenants Pleasantly shocked and surprised at the quality of the report – expertly done	Housing
62. 05.10.10	Melbourne Ticknall	Congratulations on service provided from Planning Department, with particular thanks to Planning Officer for taking ownership of problem and resolving it quickly	Planning
63 14.10.10.	Stenson	Thank you for prompt and informative response from Planning Officer	Planning
64. 15.10.10		Thank you to Planning Officer for help and support in recent planning application	Planning
65. 15.10.10		Swift action by Planning Officer greatly appreciated	Planning
66. 18.10.10	Willington and Findern	Grateful for assistance given by Planning Officer at meeting and that subsequently given by other colleagues in organizing further information needed.	Planning
67. 22.10.10		Thank you for taking trouble to have telephone conversation which quickly solved problems, rather than e-mail which can be time wasting and cause confusion	Planning
68. 26.10.10	Midway	Grateful for assistance of the Heritage Officer	Planning
69. 29.10.10		Thank you to the Heritage Officer for his work on the Barrow leaflet	Planning
70. 18.11.10		Thank you for excellent answers to the questions posed at the Extraordinary Parish Council Meeting – most people were appreciative	Planning
71. 22.11.10		Very impressed with talk given by Heritage Officer to Derbyshire Historic Gardens Trust, on 'Five South Derbyshire Landscapes, Melbourne, Calke, Sealwood, Swarkestone and Repton Park	Planning
72. 23.11.10	Stenson Fields	Thank you for excellent service provided by Customer Services. Everyone helpful and efficient when dealing with his enquiries	Customer Services
73. 26.11.10	Church Broughton	Extremely grateful for finding a pragmatic way forward regarding street signs and their location.	Planning
74. 01.12.10	Midway	Really appreciated the rapid response from Planning officer to her enquiry re property extensions and works to trees	Planning
75. 01.12.10	Repton	Thank you for detailed explanation re his enquiry.	Planning

76. 02.12.10	Church Broughton	Thank you to Planning Officer for explaining the planning law so clearly	Planning
77. 03.12.10		Thank you to Planning Officers for their helpful and guidance	Planning
78. 06.12.10	Woodville	Thank you for understanding regarding recent communications, I appreciate patience shown	Planning
79. 06.12.10	Woodville	Thank you to Customer Services Advisor for the great service and patience shown when ordering a new bin	Customer Services
80. 07.12.10	Woodville	Thank you to the Enforcement Officer for the speed in resolving a problem	Planning
81. 07.12.10		Thank you to Planning Officers for ensuring local planning conditions are followed and supermarket lights are now switched off and no longer causing a hazard	Planning
82. 15.12.10	Etwall	Re Proposed additional car park at John Port School - Compliment on being the most approachable planning authority with whom they work.	Planning
83. 21.12.10	Etwall	Thank you for speedy responses from Planning Officers re garage conversion	Planning
84. 22.12.10		Thank you for kind and helpful e-mail from Planning Officer and the very prompt reply	Planning
85. 23.12.10		Thank you to Head of Planning for her help in locating her glasses, which she inadvertently left in the building following a committee meeting	Planning
86. 07.01.11		Thank you for dealing with planning application so quickly and positively.	Planning
87. 07.01.11	Mickleover	Thank you for preserving a sycamore tree by issuing a Tree Preservation Order	Planning
88. 07.01.11		Thank you to Planning Officer for the quick response and clear information – much appreciated	Planning
89. 10.01.11		Thank you to Customer Services staff who were very patient and understanding when dealing with her	Customer Services
90. 11.01.11		Thank you for help with locating war memorials – speedy and helpful response – a credit to the Council	Customer Services
91. 12.01.11	Mickleover	Thank you to the Heritage Officer for his 'fascinating paper' on Repton Park	Planning
92. 12.01.11		Thank you to Planning Officer for the help and very clear instructions – very much appreciated	Planning
93. 14.01.11		Thank you for prompt reply and assistance given	Planning

94. 18.01.11		Thank you to Heritage Officer for his presentation on Swarkestone Hall and Weston Hall at a Derbyshire Archaeology Day held on 15 January.	Planning
95. 27.01.11	Willington	Customer delighted with the service she received from everyone concerned with collecting and delivering new waste bins.	Customer Services / Environmental Services
96. 27.01.11	Ticknall	Thank you for the investigation carried out and the prompt response	Planning
97. 31.01.11	Netherseal	Compliment to Planning Officer who is a credit to his profession and has been very approachable during the whole planning process	Planning
98. 31.01.11	Swarkestone	Swift response much appreciated re planning permission at Swarkestone Cricket Club	Planning
99. 03.02.11	Swarkestone	Thank you to Planning Officer for his prompt and helpful response to query regarding Swarkestone Nursery car park	Planning
100. 04.02.11		Compliments to the Street Cleaning team for the 'fantastic service' they provide	Environmental Services
101. 07.02.11	Hilton	Compliment on the quality of service provided by the Engineering Technician when dealing with surface water drainage. "He was extremely helpful and provided a much better response than the private sector."	Leisure and Community Development
102. 07.02.11	Hilton	Thank you from Parish Council to Building Control Surveyor for help and support re Astro Turf lighting columns. "Not sure what we would have done without your fast response, expertise and professional contacts".	Planning
103. 02.03.11		Impressed with speed at which his call was answered when phoning in regard to a Benefit query. Prior to ringing SDDC he has rung another Council and had to wait 20 minutes.	Customer Services

Complaints

Date	Ref No	Ward	Subject	Division	Outcome / Action	Date response due and date sent
15.10.10	404 2 nd Stage	Church Gresley	Housing Application	Housing	No action relevant, as homeless application and application to be re-housed were dealt with appropriately and correctly by law.	Due: 29.10.10 Sent: 01.11.10 <u>Stage 2</u> Due: 02.12.10 Sent: 15.12.10
27.10.10	405	Hilton	Brown bin consistently not emptied	Env Services	Contaminated bin replaced and advice given regarding compostable items and our recycling scheme	Due: 10.11.10 Sent: 09.11.10
27.10.10	406	Church Gresley	Housing Benefit payments made directly to tenant	Customer Services	No action relevant, as following a meeting the complaint was withdrawn	Due: 10.11.10 Sent: 08.11.10 Complaint withdrawn
04.11.10	407 2 nd Stage	Aston on Trent	Planning issues at Weston on Trent Chalet Park	Planning	No action relevant.	Due: 18.11.10 Sent: 12.11.10 <u>Stage 2</u> Due: 09.12.10 Sent: 09.12.10

Date	Ref No	Ward	Subject	Division	Outcome / Action	Date response due and date sent
08.11.10	408	Midway	Failure to provide information requested regarding 'untidy' site	Planning	No action relevant, as Building Regulations being dealt with by a private company.	Due: 22.11.10 Sent: 12.11.10
04.11.10	409 2 nd Stage	Bretby	Pest control	Env Services	The Pest Control Service had carried out all reasonable action.	Due: 18.11.10 Sent: 16.11.10 <u>Stage 2</u> Due: 03.12.10 Sent: 02.12.10
08.12.10	410	Newhall	Time taken to respond to question asked at Area meeting regarding parking issues.	Legal & Democratic Services	Dealt with by Police, who are monitoring the parking situation.	Due: 22.12.10 Sent: 16.12.10
15.12.10	411	Newhall	The way Housing Officer is dealing with Anti-social behaviour problem	Housing	Anti-social behaviour case still ongoing	Due: 06.01.11 Holding ltr: 06.01.11 Sent: 11.01.11
16.12.10	412	Hilton	Single Occupier Discount review for Council Tax and illegal traveler sites	Corporate Services and Env Services	Combined with similar comments received, there was some refinement to the SPD review process.	Due: 07.01.11 Sent: 06.01.11

Date	Ref No	Ward	Subject	Division	Outcome / Action	Date response due and date sent
04.01.11	413	Melbourne	Waste collection	Env Services	Review of refuse collection arrangements during inclement weather to be carried out in 2011	Due: 18.01.11 Holding ltr: 18.01.11 Sent: 19.01.11
10.01.11	414 2 nd Stage	Hilton	Issues surrounding planning application	Planning	Checking procedures tightened	Due: 24.01.11 Sent: 14.01.11 <u>Stage 2</u> Due: 10.02.11 Sent: 04.02.11
20.01.11	415	Hatton	Council Tax payments	Customer Services	New payment arrangements set out and agreed.	Due: 03.02.11 Sent: 31.01.11
01.02.11	416	Newhall	Housing Benefit	Customer Services	The case was dealt with in accordance with Housing Benefit Regulations. No further action required.	Due: 15.02.11 Sent: 10.02.11
11.02.11	417	Etwall	Planning permission re wind turbine	Planning	Notification was carried out in accordance with Council's adopted and published procedure.	Due: 25.02.11 Sent: 15.02.11
21.02.11	418	Woodville	Housing Officer's visit to his mother in Woodville	Housing	Agreed that future appointments will be made through son, so he can be present.	Due: 07.03.11 Sent: 25.02.11

Date	Ref No	Ward	Subject	Division	Outcome / Action	Date response due and date sent
04.03.11	419 2 nd Stage	Church Gresley	Issues regarding planning permission regarding his bungalow	Planning	Further copy of decision notice was issued free of charge	Due: 18.03.11 Holding ltr: 17.03.11 Sent: 22.03.11 <u>Stage 2</u> Due: 12.04.11 Sent: 06.04.11
08.03.11	420	Melbourne	Administration issues at Licencing Hearing on 6 July 2007	Legal & Democratic Services	Ongoing	Due: 22.03.11 Holding ltr: 23.03.11 Sent: 06.04.11
24.03.11	421	Woodville	Housing Benefit payments	Customer Services	Benefit payments made to a satisfactory level. No further action required.	Due: 07.04.11 Sent: 05.04.11

South Derbyshire District Council

Freedom of Information Requests

No	Dept	Request	Received	Reply Due	Reply Sent	Exemption
1011/173	Env Services / Housing	Use of powers under the Housing Health and Safety Ratings system	06.10.10	03.11.10	04.11.10	
1011/174	Planning Services	Planning applications for telecommunications equipment / masts	06.10.10	03.11.10	10.11.10	Requested clarification on 21.10 rec'd that on 10.11.
1011/175	Planning Services	Number of applications received for wind turbines	06.10.10	03.11.10	08.10.10	
1011/176	Finance & Property	Accounts payable process	07.10.10	04.11.10	14.10.10	
1011/177	Legal & Democratic Services	Electoral Register data sold to third parties	11.10.10	08.11.10	08.11.10	
1011/178	Leisure & Community	Regeneration Services Contracts	11.10.10	08.11.10	14.10.10	
1011/179	Finance & Property	Consultancy spend	12.10.10	09.11.10	08.11.10	
1011/180	Env Services	Asbestos Surveying and Monitoring Services	12.10.10	09.11.10	26.10.10	
1011/181	Env Services	Information relating to persons dying without any next of kin	14.10.10	11.11.10	26.10.10	
1011/182	IT & Business Improvement	IT Software and Network infrastructure	15.10.10	12.11.10	26.10.10	Partial exemption Section 43
1011/183	Leisure & Community	Costs of work carried out at Swadlincote Mill Pond	15.10.10	12.11.10	15.11.10	

South Derbyshire District Council

Freedom of Information Requests

No	Dept	Request	Received	Reply Due	Reply Sent	Exemption
1011/184	Env Services	Information relating to persons dying without any next of kin	15.10.10	12.11.10	26.10.10	
1011/185	Env Services	Information relating to persons dying without any next of kin	14.10.10	11.11.10	26.10.10	
1011/186	Organisational Development	Severance agreements and payments	18.10.10	15.11.10	15.11.10	Partial exemption Section 40
1011/187	Env Services	Number of bins used by residents and amount collected in fines for bin offences	18.10.10	15.11.10	15.11.10	
1011/188	Legal & Democratic Services	Structure of local government and allowances paid to Members	21.10.10	18.11.10	15.11.10	
1011/189	Finance & Property	Outsourcing of Council Services	25.10.10	22.11.10	18.11.10	
1011/190	Chief Executive	Correspondence and spend with Common Purpose	25.10.10	22.11.10	22.11.10	
1011/191	Legal & Democratic Services	Environmental Information Refunds and personal searches of Land Charges Register	26.10.10	23.11.10	23.11.10	
1011/192	IT & Business Improvement	Reducing carbon emissions specifically associated with internal ICT/IT services	26.10.10	23.11.10	18.11.10	
1011/193	Housing	Number of people registered for decent and affordable housing	27.10.10	24.11.10	23.11.10	
1011/194	Finance & Property Services	Changes to local authority funding for the voluntary sector	28.10.10	25.11.10	18.11.10	

South Derbyshire District Council

Freedom of Information Requests

No	Dept	Request	Received	Reply Due	Reply Sent	Exemption
1011/195	IT & Business Improvement	Does the Authority have a Twitter, Facebook or any other social network page	29.10.10	26.11.10	18.11.10	
1011/196	Legal & Democratic Services	Information on Councillors Allowances	29.10.10	26.11.10	18.11.10	
1011/197	Env Services	Bans within area for selling a particular foodstuff or drink	01.11.10	29.11.10	24.11.10	
1011/198	Env Services	Information re persons who have died intestate with no known next of kin	01.11.10	29.11.10	23.11.10	
1011/199	Legal / Leisure & Com Dev / Customer Services / Housing / Env Services	Number of times the Council authorised use of investigatory powers covered by the Regulation of Investigatory Powers Act since 12 May 2010	04.11.10	02.12.10	02.12.10	
1011/200	Housing	List of Residential Leasehold Addresses	05.11.10	03.12.10	02.12.10	
1011/201	Finance & Property	1st Class Rail travel	05.11.10	03.12.10	07.12.10	
1011/202	Housing	User of Construction Skills Certification Scheme	09.11.10	07.12.10	07.12.10	
1011/203	Housing	Structure charts for Housing Department	09.11.10	07.12.10	07.12.10	
1011/204	IT	Number of leased communication lines linking buildings in Council's remit	09.11.10	07.12.10	07.12.10	
1011/205	Customer Services	Housing Benefit payments to Landlords	09.11.10	07.12.10	10.11.10	Requested clarification on 10.11 and 24.11, but no response

South Derbyshire District Council

Freedom of Information Requests

No	Dept	Request	Received	Reply Due	Reply Sent	Exemption
1011/206	Customer Services	National Non Domestic Rate accounts with credit balance	09.11. 10	07.12.10	07.12.10	
1011/207	All Departments	Number of 'Away Days' and costs incurred	10.11.10	08.12.10	09.12.10	
1011/208	Finance & Property	Expenditure on advertising and notices	10.11.10	08.12.10	07.12.10	
1011/209	Finance & Property	Out of court settlements	10.11.10	08.12.10	07.12.10	
1011/210	Leisure & Community	Funding for Arts Projects	11.11.10	09.12.10	07.12.10	
1011/211	Env Services	Information re persons who have died intestate with no known next of	11.11.10	09.12.10	07.12.10	
1011/212	Legal & Democratic Services	Standard response used	12.11.10	10.12.10	10.12.10	
1011/213	Legal & Democratic Services	Property Searches	15.11.10	13.12.10	10.12.10	
1011/214	Env Services	Copy of letter sent to public house	15.11.10	13.12.10	22.11.10	
1011/215	Leisure & Community / Planning Services	Public Space projects	17.11.10	15.12.10	10.12.10	
1011/216	IT Services	Purchase of Nintendo Products	17.11.10	15.12.10	14.12.10	
1011/217	Legal & Democratic Services / Planning	Proposed contingent liability in Statement of Account	18.11.10	16.12.10	17.12.10	
1011/218	Finance and Property	Details of Chief Exec's salary and travel expenses	22.11.10	20.12.10	17.12.10	

South Derbyshire District Council

Freedom of Information Requests

No	Dept	Request	Received	Reply Due	Reply Sent	Exemption
1011/219	Derbyshire County Council	Premises registered to store fireworks	22.11.10	20.12.10	17.10.10	
1011/220	Planning Services	Number of Planning Officers over last 5 years	19.11.10	17.12.10	26.11.10	
1011/221	IT Services	IT spend	23.11.10	21.12.10	24.11.10	
1011/222	Organisational Development	Job reductions due to Treasury Requirements	23.11.10	21.12.10	25.11.10	
1011/223	Env Services	Details of anyone who has died with no known next of kin from March 2010 to present	24.11.10	22.12.10	21.12.10	
1011/224	Housing	Number of home adaptations in Housing Stock & DFG's	25.11.10	23.12.10	21.12.10	
1011/225	IT Services	Dept structure, names, addresses and phone numbers incl. Persons who deals with the Council's IT security	26.11.10	24.12.10	26.11.10	
1011/226	Env Services	Details of how much grit and salt has in reserve for use on road and pavements this winter	30.11.10	05.01.11	21.12.10	
1011/227	Customer Services	Bailiff services contract	01.12.10	06.01.11	23.12.10	
1011/228	Finance and Property / Legal & Democratic Services	Sale of personal details to third parties	02.12.10	07.01.11	06.01.11	
1011/229	IT Services	Details of IT department and equipment	02.12.10	07.01.11	23.12.10	
1011/230	Planning Services	Strategic Housing Market Assessment – affordable housing targets	03.12.10	08.01.11	23.12.10	

South Derbyshire District Council

Freedom of Information Requests

No	Dept	Request	Received	Reply Due	Reply Sent	Exemption
1011/231	Finance & Property / Legal & Democratic Services	Sale of personal details to third parties	08.12.10	13.01.11	10.01.11	
1011/232	Env Services	Display Energy Certificates	09.12.10	14.01.10	24.12.10	
1011/233	IT Services	Dept structure, names, addresses and phone numbers incl. Persons who deals with the Council's IT security	09.12.10	14.01.11	10.01.11	
1011/234	Legal & Democratic Services	Changes in property search market since the introduction of the new Form CON29	10.12.10	17.01.11	12.01.11	
1011/235	Finance & Property	Postal services and the spend for 2009 and 2010	13.12.10	18.01.11	24.12.10	
1011/236	Env Services	Food Hygiene ratings	13.12.10	18.01.11	07.01.11	Withdrawn
1011/237	Legal & Democratic Services	Copies of correspondence and enclosures form the LGA re repayment of Environmental fees charged for conducting property searches	14.12.10	19.01.11	02.02.11	
1011/238	Housing	Details of caravan sites owned by SDDC	15.12.10	20.01.11	24.12.10	
1011/239	Finance & Property	Details of Third Party Organisations that received either grant or project funding during 2010/2011	15.12.10	20.01.11	10.01.11	
1011/240	Customer Services	Details of empty commercial properties with rates payable of £18,000 and above	15.12.10	20.01.11	24.12.10	

South Derbyshire District Council

Freedom of Information Requests

No	Dept	Request	Received	Reply Due	Reply Sent	Exemption
1011/241	Customer Services	Details of owners of properties which have NNDR rate in excess of £100,000	07.12.10	12.01.11	24.12.10	
1011/242	Corporate Services	Details of population, number of homes and average income	06.12.10	11.01.10	24.12.10	
1011/243	Env Services	Details of anyone who has died with no known next of kin from Jan 2010 to present	20.12.10	25.01.11	10.01.11	
1011/244	Organisational Development	Information re employee absenteeism/sickness over last 2 years	21.12.10	26.01.11	25.01.11	
1011/245	Customer Services	Local Housing Allowance calculations	21.12.10	26.01.11	10.01.11	
1011/246	IT Services	Details of IT department and managers	22.12.10	27.01.11	10.01.11	
1011/247	Customer Services	Details of all licensed properties showing credit	24.12.10	31.01.11	17.01.11	
1011/248	Customer Services	List of addresses within area which have been empty for 12 months or more	04.01.11	01.02.11	17.01.11	
1011/249	Env Services	Civil Enforcement Officer (parking) Uniform	04.01.11	01.02.11	18.01.11	
1011/250	Leisure & Community	Waiting lists for allotments	04.01.11	01.02.11	20.01.11	
1011/251	Env Services	List of food businesses within our area	04.01.11	01.02.11	10.01.11	
1011/252	Env Services / Housing / Finance & Property	Details of current contract for asbestos related services	04.01.11	01.02.11	20.01.11	

South Derbyshire District Council

Freedom of Information Requests

No	Dept	Request	Received	Reply Due	Reply Sent	Exemption
1011/253	Leisure & Community	Number of childrens' playgrounds	04.01.11	01.02.11	10.01.11	
1011/254	Legal & Democratic Services	Personal search fees	05.01.11	02.02.11	02.02.11	
1011/255	Organisational Development	Staff sickness	04.01.11	01.02.11	31.01.11	
1011/256	Organisational Development	Number of staff, and costs incurred, studying for an MBA, MPA or equivalent management qualification	04.01.11	01.02.11	31.01.11	
1011/257	Env Services	Number of fixed penalty notices issued for environmental crimes	04.01.11	01.02.11	01.02.11	
1011/258	Env Services	Refuse Collection frequency	05.01.11	02.02.11	31.01.11	
1011/259	Customer Services	How much Council Tax remains uncollected for last financial year and Authority's total arrears back to 1993	06.01.11	03.02.11	20.01.11	
1011/260	IT Services	Details of IT equipment and software	07.01.11	04.02.11	20.01.11	
1011/261	Housing / Finance & Property	Details of Council-owned abandoned/empty or vacant buildings which have been empty for more than 6 months up to end of November	07.01.11	04.02.11	20.01.11	
1011/262	Organisational Development	Total annual figures for compromise agreements	10.01.11	07.02.11	24.01.11	
1011/263	Organisational Development	Past service reserves in the Council pension fund	10.01.11	07.02.11	13.01.11	

South Derbyshire District Council

Freedom of Information Requests

No	Dept	Request	Received	Reply Due	Reply Sent	Exemption
1011/264	Derbyshire County Council	Claims relating to damage to cars due to potholes and compensation paid	11.01.11	08.02.11	13.01.11	
1011/265	Organisational Development	Use of language when dealing with one another or with the public	11.01.11	08.02.11	31.01.11	
1011/266	Customer Services	Business Rate data	12.01.11	09.02.11	01.02.11	
1011/267	Derbyshire County Council	Guidance given to lollipop men/women	13.01.11	10.02.11	13.01.11	
1011/268	Env Services	Fly Posting Policy	17.01.11	14.02.11	20.01.11	
1011/269	Planning Services	Planning applications received for solar panels	17.01.11	14.02.11	20.01.11	
1011/270	Organisational Development	Workplace conflict resolution	18.01.11	15.02.11	31.01.11	
1011/271	All Departments	Annual spend on leaflets and posters	18.01.11	15.02.11	01.02.11	
1011/272	Env Services	Details of anyone who has died intestate with no living relatives from 01.06.10	18.01.11	15.02.11	20.01.11	
1011/273	Derbyshire District Council	Child Protection	19.01.11	16.02.11	01.02.11	
1011/274	Env Services	Workplace Parking Levy	18.01.11	15.02.11	20.01.11	
1011/275	Finance & Property	Chief Executive's Pay	18.01.11	15.02.11	07.02.11	
1011/276	Derbyshire County Council	School dinners	18.01.11	15.02.11	20.01.11	
1011/277	Derbyshire County Council	Highways, including potholes	19.01.11	16.02.11	20.01.11	

South Derbyshire District Council

Freedom of Information Requests

No	Dept	Request	Received	Reply Due	Reply Sent	Exemption
1011/278	Env Services	Food standards and food hygiene reports for all hospitals within our area	20.01.11	17.02.11	07.02.11	
1011/279	Finance & Property	Money allocated to charities and voluntary organizations	20.01.11	17.02.11	07.02.11	
1011/280	Housing	Right to Buy sales	21.01.11	18.02.11	07.02.11	Partial exemption – Section 40
1011/281	IT Services	Case Analysis Reports from CRM	24.01.11	21.02.11	18.02.11	
1011/282	IT Services	Details of IT software	25.01.11	22.02.11	07.02.11	
1011/283	Organisational Development	Redundancy payments during current financial year	26.01.11	23.02.11	07.02.11	
1011/284	Customer Services	NNDR relief for Valuation Period 2010-2015	26.01.11	23.02.11	18.02.11	
1011/285	Env Services	Complaints received about excessive rubbish on private property	27.01.11	24.02.11	23.02.11	
1011/286	Env Services	Health and Safety Report re car wash site	28.01.11	25.02.11	16.02.11	
1011/287	Leisure & Community	Communal graves	28.01.11	25.02.11	21.02.11	
1011/288	Env Services	Parking Permits	28.01.11	25.02.11	07.02.11	
1011/289	Finance & Property	Printing and photocopying facilities	28.01.11	25.02.11	16.02.11	
1011/290	Finance & Property	Outreach programmes for Muslim community	28.01.11	25.02.11	16.02.11	

South Derbyshire District Council

Freedom of Information Requests

No	Dept	Request	Received	Reply Due	Reply Sent	Exemption
1011/291	Customer Services / Env Services	Use of third party debt recovery agencies	31.01.11	28.02.11	21.02.11	
1011/292	Legal & Democratic Services	Personal Search Charges	01.02.11	01.03.11	01.03.11	
1011/293	Organisational Development	Mileage Allowance payments	02.02.11	02.03.11	25.02.11	
1011/294	Env Services	Data relating to waste management	02.02.11	02.03.11	01.03.11	
1011/295	Finance & Property	Cars bought or leased by Members and staff	02.02.11	02.03.11	21.02.11	
1011/296	Env Services	Public Health Funerals	03.02.11	03.03.11	21.02.11	
1011/297	Legal & Democratic Services / Leisure & Community Housing	Celebrity bookings for Council events	03.02.11	03.03.11	01.03.11	
1011/298	Env Services	Persons dying with no known next of kin	03.02.11	03.03.11	21.02.11	
1011/299	Planning Services	Copies of relevant certificates / documents for electricity, gas and drainage plans	03.02.11	03.03.11	01.03.11	
1011/300	IT Services	Affect of Government spending cuts on IT	04.02.11	04.03.11	01.03.11	
1011/301	Finance & Property / Legal & Democratic Services	Sale of personal data	04.02.11	04.03.11	04.03.11	
1011/302	Env Services	Prosecutions, fines etc issued for breaches in bin policies	04.02.11	04.03.11	04.03.11	

South Derbyshire District Council

Freedom of Information Requests

No	Dept	Request	Received	Reply Due	Reply Sent	Exemption
1011/303	Finance & Property	Grants made to social enterprise/mobility/improvement groups	07.02.11	07.03.11	04.03.11	
1011/304	Env Services	Waste Collection	07.02.11	07.03.11	04.03.11	
1011/305	Finance & Property	Pfi Contracts	10.02.11	10.03.11	07.03.11	
1011/306	Env Services	List of all recycling sites and contractors	14.02.11	14.03.11	14.03.11	
1011/307	Env Services	Legal definition of waste and how second hand clothing is treated	14.02.11	14.03.11	14.03.11	
1011/308	Finance & Property	Job losses and redundancy payments	14.02.11	14.03.11	14.03.11	
1011/309	Derbyshire County Council	Revisions to budget for young peoples services	14.02.11	14.03.11	07.03.11	
1011/310	IT Services	Use of GIS system	15.02.11	15.03.11	08.03.11	
1011/311	Env Services	Persons who have died with no known next of kin	17.02.11	17.03.11	07.03.11	
1011/312	Legal & Democratic Services / Leisure & Community	Celebrity speakers paid to attend Council functions	17.02.11	17.03.11	07.03.11	
1011/313	Housing / Env Services / Finance & Property / Planning Services	Constitution, Policies, Rules and procedures relating to electrical work carried out	21.02.11	21.03.11	15.03.11	
1011/314	Derbyshire County Council	Blue Badge parking scheme	17.02.11	17.03.11	22.02.11	

South Derbyshire District Council

Freedom of Information Requests

No	Dept	Request	Received	Reply Due	Reply Sent	Exemption
1011/315	Organisational Development	Newly created posts	18.02.11	18.03.11	16.03.11	
1011/316	Customer Services	Business rate information	18.02.11	18.03.11	07.03.11	
1011/317	Env Services	Persons who have died with no known next of kin	18.02.11	18.03.11	07.03.11	
1011/318	Finance & Property / Leisure & Community	Grants and contracts to voluntary and community sector organizations	21.02.11	21.03.11	16.03.11	
1011/319	Env Services	Schemes run or supported by Council which promote use of non-disposable nappies	21.02.11	21.03.11	16.03.11	
1011/320	Legal & Democratic Services	Firms and organizations with whom the Council have enjoyed a solicitor/client relationship since 2004	21.02.11	21.03.11	16.03.11	
1011/321	Customer Services	List of Council Tax accounts in credit for 2008/09	21.02.11	21.03.11	16.03.11	
1011/322	Env Services	Dangerous Wild Animal licenses	22.02.11	22.03.11	22.03.11	
1011/323	Finance & Property	Twinning Arrangements	22.02.11	22.03.11	07.03.11	
1011/324	Finance & Property	Changes to funding to voluntary and community sector organizations	23.02.11	23.03.11	07.03.11	
1011/325	Derbyshire County Council	DNA/Fingerprints/other biometric data profiling	24.02.11	24.03.11	07.03.11	

South Derbyshire District Council

Freedom of Information Requests

No	Dept	Request	Received	Reply Due	Reply Sent	Exemption
1011/326	Legal & Democratic Services	Amount paid to Electoral Reform Society under grants, consultancies or contracts	24.02.11	24.03.11	22.03.11	
1011/327	Derbyshire County Council	Trading Standards	28.02.11	28.03.11	07.03.11	
1011/328	Derbyshire County Council	Compensation paid to individuals for the damage caused by potholes	28.02.11	28.02.11	07.03.11	
1011/329	Legal & Democratic Services	The Statement of Persons Nominated/Notice of Poll for elections held on 01.05.97, 07.06.01 and 05.05.05.	02.03.11	30.03.11	Awaiting response	
1011/330	Organisational Development	Trade Union posts within Council; Purchase of alcohol; Twinning arrangements; Five highest redundancy payments since March 2010	02.03.11	30.03.11	22.03.11	Partial exemption Section 40
1011/331	Finance & Property	Council's annual spend on insurance and insurance products	03.03.11	31.03.11	22.03.11	
1011/332	Legal & Democratic Services	Local Land Charges	03.03.11	31.03.11	31.03.11	
1011/333	Planning Services	Charges for Building Regulation information	03.03.11	31.03.11	31.03.11	
1011/334	Env Services	Details of persons dying with no known next of kin	07.03.11	04.04.11	07.03.11	
1011/335	Legal & Democratic Services	Local Land Charge budget	07.03.11	04.04.11	11.04.11	

South Derbyshire District Council

Freedom of Information Requests

No	Dept	Request	Received	Reply Due	Reply Sent	Exemption
1011/336	Customer Services / Env Services / Planning / Leisure & Community / Housing	Confirmation of services made available to consumers through the Post Office network	07.03.11	04.04.11	08.03.11	
1011/337	Env Services	Residential Bulky Waste / Special Collections	07.03.11	04.04.11	31.03.11	
1011/338	Finance & Property	Reductions in departmental administration spend and measures taken to reduce postal charges	08.03.11	05.04.11		Clarification requested on 21.03.11 but not received
1011/339	Env Services	Persons who have died with no known next of kin	08.03.11	05.04.11	31.03.11	
1011/340	Organisational Development	Job evaluation scheme	09.03.11	06.04.11	31.03.11	
1011/341	Organisational Development	No of employees allowed to act full time on trade union duties	10.03.11	07.04.11	08.04.11	
1011/342	Corporate Services	List of all public services currently contracted out to the private sector	10.03.11	07.04.11	08.04.11	
1011/343	Planning Services	Plans or specifications for outer wall at Bretby Hall	11.03.11	08.04.11	11.04.11	
1011/344	Env Services	Persons who have died with no known next of kin	11.03.11	08.04.11	08.04.11	
1011/345	Env Services	Revenue received from parking charges	14.03.11	11.04.11	11.04.11	

South Derbyshire District Council

Freedom of Information Requests

No	Dept	Request	Received	Reply Due	Reply Sent	Exemption
1011/346	Env Services / Legal & Democratic Services	Number of applications for royal wedding street parties Details of any wedding presents to be sent by Council	14.03.11	11.04.11	11.04.11	
1011/347	Derbyshire County Council	Request for Public Health and Social Health	15.03.11	12.04.11	11.04.11	
1011/348	Finance & Property	Details of Third Party Organisations that received either grant or project funding during 2010/2011	16.03.11	13.04.11	11.04.11	
1011/349	Legal & Democratic Services	Access to Full Electoral Roll	15.03.11	13.04.11	Awaiting response	
1011/350	Finance & Property	Changes to funding for the Voluntary Sector	18.03.11	15.04.11	11.04.11	
1011/351	Planning Services	Marina application – Swarkestone canal	18.03.11	15.04.11	11.04.11	
1011/352	Env Services / Housing / Leisure & Community	CCTV cameras and microchips in rubbish bins	21.03.11	18.04.11	18.04.11	
1011/353	Env Services	Details of persons dying with no next of kin	21.03.11	18.04.11	11.04.11	
1011/354	Leisure & Community	Cemeteries and burial sites	22.03.11	19.04.11	19.04.11	
1011/355	Legal & Democratic	Details of Chair's car	23.03.11	20.04.11	19.04.11	
1011/356	Derbyshire County Council	Serious Case Reviews	25.03.11	26.04.11	11.04.11	
1011/357	Derbyshire County Council	Schools – development and quality assurance	25.03.11	26.04.11	21.04.11	

South Derbyshire District Council

Freedom of Information Requests

No	Dept	Request	Received	Reply Due	Reply Sent	Exemption
1011/358	Env Services	Food Premises information	29.01.11	28.04.11	21.04.11	
1011/359	Env Services	Recycling sites	29.03.11	28.04.11	28.04.11	
1011/360	Corporate Services	Local Government Association Fees	29.03.11	28.04.11	28.04.11	
1011/361	Env Services	Details of persons dying with no known next of kin	29.03.11	28.04.11	28.04.11	
1011/362	Env Services	Number of hot takeaways food retailers	31.03.11	04.05.11	03.05.11	

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