
REPORT TO:	FINANCE AND MANAGEMENT	AGENDA ITEM: 8
DATE OF MEETING:	6 DECEMBER 2012	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 APRIL 2012 TO 30 SEPTEMBER 2012	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 April 2012 – 30 September 2012. 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 2012 – 30 September 2012. Figures for the previous six months are given for comparison purposes.

3.0 Executive Summary

Comments, Compliments and Complaints

- 3.1 The comments, compliments and complaints procedure is designed to encourage people to give informal feedback on our services.
- 3.2 No comments, 43 compliments and 28 complaints have been received between 1 April 2012 – 30 September 2012.
- 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 been updated and the current version is available from the Website at www.south-derbys.gov.uk.

- 3.7 A total of 209 Freedom of Information requests have been received between 1 April 2012 – 30 September 2012. This is a decrease of 9 over the corresponding period for 2011/12 and a decrease of 8 over the previous six months.

4.0 Background

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

5.0 Detail

Comments

- 5.1 No comments 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 October 2011 – 31 March 2012	1 April 2012 – 30 September 2012
Env Services	1	0
Total	1	0

Compliments

- 5.2 The table below compares the number of compliments received for the first half of 2012/2013 against the second half of 2011/2012. Compliments generally relate to the quality of the service provided and/or actions of individuals.

Division	1 October 2011 – 31 March 2012	1 April 2012 – 30 September 2012
Customer Services	9*	11*
Environmental Services	12*	15*
Planning	21	17
Housing	7	0**
Community Services	25	7
Corporate	0	2
Total	70	43

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

** When repairs are carried out for tenants of the Council they are asked to complete a satisfaction questionnaire regarding the work undertaken. From the returned forms we have received over 400 compliments relating to the standard of the work and the politeness of the workmen.

Complaints

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

	1 October 2011 – 31 March 2012	1 April 2012 – 30 September 2012
Resolved at Stage 1	17	21
Stage 1 still ongoing	0	0
Resolved at Stage 2	4	7
Stage 2 still ongoing	0	0
Total received	21	28

- 5.4 The 28 complaints received can be broken down as follows

Division	1 October 2011 – 31 March 2012	1 April 2012 – 30 September 2012
Planning Services	2	8
Housing	4	5
Customer Services (including Revenue)	7	7
Environmental Services	6	5
Community Services	0	3

Corporate Services	2	0
Total	21	28

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

5.5 For comparison, the table below shows the total number of complaints over the last four complete years

Division	2008/09	2009/10	2010/11	2011/12	2011/13 6 mths
Planning Services	13	20	9	10*	8
Housing	10	11*	12*	7	5
Customer Services (including Revenue)	8	19*	14*	14	7
Environmental Services	5	7*	14*	10	5
Legal and Democratic	5	3*	4	3	0
Finance and Property	0	1	0	0	0
Community Services	4	8	1	5*	3
Corporate Services	0	0	1*	2	0
Total	45	67	51	50	28

* 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 2012/2013 against the second half of 2011/2012.

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

	1 October 2011 – 31 March 2012	1 April 2012 – 30 September 2012
Number received	216	209
Number replied to within 20 statutory days	205	201
Number replied to after 20 statutory days	11	8
Number of Exemptions or partial exemptions	0	
Number passed to Third Party	29	20
Number withdrawn	1	0

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

Division	1 October 2011 – 31 March 2012	1 April 2012 – 30 September 2012
Environmental Services	60*	61*
Planning Services	17*	18*
Democratic Services	10*	8*
Legal Services	-	4*
Finance	8*	8*
IT	14*	8
Customer Services	23	34*
Housing	9*	17*
Org Development	19*	13
Community Services	19*	5*
Passed to 3 rd Parties	29	20
Corporate Services	23*	13*
Property Services	2	15*
Procurement	2*	0
Chief Executive	0	0
All Departments	1	1

* Same request has involved several divisions

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

5.15 A breakdown of the who originated the Freedom of Information request is attached at **Annexe C.**

6.0 Financial Implications

6.1 None directly stemming from this report.

7.0 Corporate Implications

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

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

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

8.0 Community Implications

8.1 None.

9.0 Background Papers

None.

Comments, Compliments and Complaints - April 2012 – September 2012

Comments

Date	Ward	Subject	Division

Compliments

Date	Ward	Subject	Division
20.04.12	Aston	Thank you for the help and advice given by Building Control Surveyor whilst building house	Planning Services
20.04.12		Thank you for assistance and prompt delivery of information relating to proposed extension	Planning Services
30.04.12		Thank you to one of the Safer Neighbourhood Wardens from a very grateful dog owner. This 'fantastic man' spotted the dog running loose near a heavily trafficked road after escaping from her garden, managed to capture it and return it home.	Environmental Services
08.05.12	Seales	Thank you to Neighbourhood Wardens for their intervention over problems with dog fouling – problem solved.	Environmental Services
08.05.12	Etwall	Commendation for Area Planning Officer and support team on the work detail quality and timeliness of their published report in respect of a wind turbine planning application.	Planning Services
10.05.12	Aston	Thank you to Area Planning Officer for explanation regarding planning application – it's refreshing to be able to ask questions and get answers.	Planning Services
21.05.12		Credit to Safer Communities Manager and all those involved in the SK8 Park meeting. The children involved were really pleased with the number of 'adults' who attended the meeting and with all the agencies working together for the community.	Community Services
21.05.12		Thank you to Performance Monitoring and Development Officer for help with query – most helpful and prompt.	Planning Services
23.05.12		Customer Service Adviser was quick, efficient and pleasant – she was brilliant.	Customer Services
24.05.12	Melbourne	Thank you to all concerned for the prompt response in applying Tree Preservation Orders on two silver birch trees in Melbourne	Democratic Services Community Services Planning Services

Date	Ward	Subject	Division
28.05.12		Thank you to the Cemeteries Officer, who was very professional and very caring in the way she dealt with matters at a very difficult time.	Community Services
31.05.12	Woodville	Thank you for the excellent service received from Customer Services and Waste and Cleansing for the very prompt service of his bin delivery.	Customer Services Environmental Services
06.06.12		Thank you for the 'perfect service' received in delivering their new brown bin – arrived exactly when promised!	Customer Services Environmental Services
08.06.12	Aston	Pleased with the service regarding a replacement bin. Not only was he pleased to have it delivered exactly on the day the advisor said it would be, but how pleasant the advisor was and how easy they made his call. He commented that he was sure we did not always get the recognition for our hard work and kindness.	Customer Services Environmental Services
12.06.12		Thanks to all the people at SDDC involved with the street naming in recognition of his father's (George Newberry) achievements in the 1952 Helsinki Olympic Games. Special thanks to the Building Control Technician to whom he invites to the street naming ceremony.	Planning Services
19.06.12	Midway	Thanks to Customer Services Advisor for being received in a cheerful and helpful manner	Customer Services
19.06.12		Thanks to all for the Swadlincote Jubilee Day	Community Services
25.06.12		Thanks for hard work and speed in which planning application has been processed.	Planning Services
01.07.12		I would like to thank you and congratulate your grounds men on our parks and road islands. The standard has been getting better over the last few years but they have excelled this year and the road islands have never looked better.	Environmental Services
01.07.12		Appreciation of response of Planning Officer to query regarding Section 106	Planning Services
04.07.12	Swadlincote	The quick response in sending a copy of the completion certificate was really appreciated – you've made it stress free by providing it the same day.	Planning Services
06.07.12	Hartshorne and Ticknall	Thank you to several members of staff who worked so hard in helping when their home and garden were flooded due to the recent extreme weather conditions.	Environmental Services Customer Services
10.07.12	Seales	Big thank you to the Customer Services Adviser who sorted out customer's recycling problem.	Customer Services
12.07.12	Aston	Excellent service received from bin men following recent floods.	Environmental Services
13.07.12	Aston	Thank you from Clerk to Elvaston Parish Council to the Planning Officers for all the help, advice and understanding you have afforded me during the last nine years.	Planning Services
25.07.12		Thank you to Community Partnership Officer for his help and encouragement with a Heritage Lottery application.	Community Services

Date	Ward	Subject	Division
25.07.12	Melbourne	Thank you to Heritage Officer for his excellent support and helpful advice throughout the process of replacing modern plastic windows with sash windows. The quality of the end result and the subsequent improvement to the streetscape are in no short measure a result of the considerable time he has put into the project.	Planning Services
26.07.12	Swadlincote	Thank you to Safer Neighbourhoods Officer for his input into increased security measures for their shop in Swadlincote. His time, the information supplied and the research was very much appreciated.	Community Services
26.07.12	Mickleover	Thank you to the Environmental Health Officers and the HPA for their very professional response to an outbreak of possible food poisoning.	Environmental Services
03.08.12		Thank you to the Culture and Community Manager and his staff for organizing the Festival of Leisure. The facilities supplied were perfect and the staff were most helpful and courteous at all times.	Community Services
08.08.12		Praise to Customer Service Adviser, Waste Management Officer and Safer Neighbourhood Warden who all provided an excellent service in sorting out a problem of contamination in her bin. She has not come across such caring staff before.	Customer Services / Environmental Services
10.08.12		Gratitude to Environmental Health Officer and FOI Officer for their swift and efficient response to recent FOI requests. She appreciates the amount of time it takes to gather the information and the tight deadlines imposed.	Environmental Services Corporate Services
15.08.12		Thank you to Development Control Technician for his input and support during their planning application.	Planning Services
21.08.12	Etwall	Very impressed with the service received by all staff involved in dealing with a fly-tipping incident	Environmental Services
30.08.12	Newhall	Thank you to Customer Services and Waste and Cleansing staff who made special journey to empty her bin as she was unable to present on the usual day due to hospitalization.	Customer Services / Environmental Services
05.09.12	Hartshorne	Compliment to Customer Service Adviser who was a credit to the Council for her help when assisting the customer regarding his Housing Benefit application.	Customer Services
05.09.12	Aston	Many thanks for the most helpful and prompt reply received from the Principal Area Planning Officer in connection with a proposed extension. As always, very much appreciated.	Planning Services
13.09.12	Aston	Appreciation of advice and time taken by Principal Area Planning Officer to discuss proposed planning project.	Planning Services
19.09.12	Swadlincote	Customer very grateful for the swift and positive response of the Clean Team to her initial report of a littered pathway and the installation of a new litter bin.	Environmental Services
19.09.12		Compliment to the team who organized the Heritage Open Day coach trips, in particular the Heritage and Conservation Officer who was superb.	Planning Services
20.09.12	Willington	Customer very grateful to the two Customer Service Advisers who helped her with her claim for benefit.	Customer Services
20.09.12	Etwall	Thank you for the great service provided when a replacement bin was requested.	Environmental Services
24.09.12		Thank you for the kind, positive letters sent by Head of Service and the Senior Enforcement Officer in respect renovation work.	Planning Services

Complaints

Date	Ref No	Ward	Subject	Division	Resultant Action Taken	Date response due and date sent
13.04.12	472	Linton	Addressed by former name in recent correspondence	Customer Services	No action relevant	Due: 27.04.12 Sent:: 23.04.12
16.04.12	473	Midway	Erection of gates outside the neighbouring property and the way it has been dealt with by Planning department	Planning Services	No action relevant	Due: 01.05.12 Sent:: 26.04.12
18.04.12	474 2 nd Stage	Newhall	Maintenance of tree in front of property	Community Services	Inspection carried out followed by some pruning. No further action relevant.	Due: 03.05.12 Sent:: 01.05.12 <u>Stage 2</u> Due: 18.05.12 Sent:: 15.05.12
01.05.12	475	Church Gresley	Litter and dog fouling problems on streets of Church Gresley	Environmental Services	Area cleaned by Clean Team. No further action relevant	Due: 16.05.12 Sent:: 17.05.12
08.05.12	476	Newhall	Grass cutting and damage to kerb-stones at front of property	Environmental Services	No action relevant	Due: 22.05.12 Sent:: 17.05.12
16.05.12	477 2 nd Stage	Willington	The siting of a new dwelling under construction next door to complainant's property	Planning Services	No action relevant	Due: 31.05.12 Sent:: 28.05.12 <u>Stage 2</u> Due: 20.06.12 Sent:: 20.06.12
06.06.12	478 2 nd Stage	Walton on Trent	Incidents which have occurred following previous complaints to SDDC	Community Services	No action relevant	Due: 20.06.12 Sent:: 20.06.12 <u>Stage 2</u> Due: 26.07.12 Sent:: 19.07.12

Annexe A

Date	Ref No	Ward	Subject	Division	Resultant Action Taken	Date response due and date sent
07.06.12	479	Seales	Recycling kerbside collection procedures	Environmental Services	No action relevant	Due: 21.06.12 Sent:: 15.06.12
21.06.12	480	Melbourne	Concerns over planning permission granted relating to an extension to neighbouring property	Planning Services	No action relevant	Due: 05.07.12 Sent:: 29.06.12
27.06.12	481	Melbourne	Concerns over planning permission granted relating to an extension to neighbouring property	Planning Services	No action relevant	Due: 11.06.12 Sent:: 29.06.12
02.07.12	482	Swadlincote	Time taken to undertake remedial work following a water leak in the kitchen	Housing	Decoration vouchers for £30 issued. No further action relevant.	Due: 16.07.12 Sent:: 05.07.12
08.07.12	483		Bulky waste collection	Environmental Services	No action relevant	Due: 01.08.12 Holding Letter sent: 01.08.12 Sent: 07.08.12
19.07.12	484	Swadlincote	Dispute concerning Court costs re Council Tax	Customer Services	Court Costs cancelled. No further action relevant.	Due: 02.08.12 Sent:: 01.07.12 <u>Stage 2</u> Due: 21.08.12 Sent:: 23.08.12
23.07.12	485	Out of district	Concerns over way in which Planning Officer has dealt with planning application	Planning Services	No action relevant	Due: 06.08.12 Holding Letter sent: 01.08.12 Sent:: 16.08.12 <u>Stage 2</u> Due: 17.09.12 Sent:: 14.09.12
01.08.12	486	Melbourne	Delay in repairing a hole in the boundary hedge, even though reported several times	Housing	No action relevant	Due: 15.08.12 Sent:: 15.08.12

Date	Ref No	Ward	Subject	Division	Resultant Action Taken	Date response due and date sent
02.08.12	487 2 nd Stage	Repton	Service provided by staff in dealing with a benefit claim	Customer Services	Process revised to avoid reoccurrence.	Due: 16.08.12 Sent:: 08.08.12 <u>Stage 2</u> Due: 24.08.12 Holding Letter sent: 23.08.12 Sent:: 17.09.12
03.08.12	488	Out of district	Bailiff action regarding business rates	Customer Services	No action relevant	Due: 17.08.12 Sent:: 16.08.12
09.08.12	490	Out of district	Issues with allotment	Community Services	Allotment Association contacted with request to tighten up their rules, regulations and policy and procedure regarding site and plot management.	Due: 23.08.12 Sent: 21.08.12 <u>Stage 2</u> Due: 07.09.12 Sent:: 13.09.12
14.08.12	489	Melbourne	Council Tax bill sent to wrong address	Customer Services	No action relevant	Due: 29.08.12 Sent:: 29.08.12
28.08.12	491	Woodville	Planning enforcement issues	Planning Services	No action relevant	Due: 11.09.12 Sent:: 31.08.12
03.09.12	492	Woodville	Refuse collection	Environmental Services	No action relevant	Due: 17.09.12 Sent:: 06.09.12

Annexe A

Date	Ref No	Ward	Subject	Division	Resultant Action Taken	Date response due and date sent
03.09.12	493	Foston	Consultation re planning application	Planning Services	No action relevant	Due: 17.09.12 Holding letter sent: 14.09.12 Sent:: 01.10.12
11.09.12	494 2 nd Stage	Seales	Planning application	Planning Services	No action relevant	Due: 25.09.12 Sent:: 13.09.12 <u>Stage 2</u> Due: 01.10.12 Holding Letter sent: 01.10.12 Sent:: 04.10.12
19.09.12	495	Castle Gresley	Bailiff action on Council Tax account	Customer Services	No action relevant	Due: 03.10.12 Sent:: 27.09.12
20.09.12	496	Church Gresley	Bailiff action relating to previous tenant	Customer Services	No action relevant	Due: 04.10.12 Sent:: 27.09.12
20.09.12	497	Church Gresley	Lack of privacy due to refurbishment and alterations to Council property next door	Housing	No action relevant	Due: 04.10.12 Sent: 02.10.12
26.09.12	498	Etwall	Issues relating to rent arrears	Housing	No action relevant	Due: 10.10.12 Sent:: 08.10.12
28.09.12	499	Coton in the Elms	Dissatisfaction with re-wiring work carried out by sub-contractors	Housing	Closer monitoring of the remaining subcontractors is in place, and performance has greatly improved.	Due: 12.10.12 Sent:: 08.10.12

**South Derbyshire District Council
Freedom of Information Requests
1 April 2012 – 30 September 2012**

Ref	Department		Details	Received	Reply Due	Reply Sent	Exemption
1213-001	Environmental Services	C	Persons who have died with no next of kin	03.04.12	04.05.12	10.04.12	
1213-002	Derbyshire County Council	Org	Social Care Funding	05.04.12	08.05.12	10.04.12	
1213-003	Housing	Org	Housing stock	10.04.12	10.05.12	01.05.12	
1213-004	Derbyshire County Council	I	Child Employment licenses	10.04.12	10.05.12	12.04.12	
1213-005	Environmental Services	C	Waste treatment contracts	13.04.12	14.05.12	11.05.12	
1213-006	Customer Services	C	Unclaimed Credit balances on NNDR accounts	13.04.12	14.05.12	18.04.12	
1213-007	Environmental Services	I	Persons who have died with no next of kin	17.04.12	16.05.12	18.04.12	
1213-008	Customer Services	C	List of credits held on NNDR accounts	17.04.12	16.05.12	18.04.12	
1213-009	Environmental Services	C	Statistics relating to 'on-the-spot' fines issued for environmental offences	17.04.12	16.05.12	10.05.12	
1213-010	Democratic Services	N	Details of flights taken by officers and councilors during last 5 years	18.04.12	17.05.12	01.05.12	
1213-011	Environmental Services	C	Current and future recycling services	18.04.12	17.05.12	10.05.12	
1213-012	Environmental Services	C	Persons who have died with no next of kin	20.04.12	21.05.12	26.04.12	
1213-013	Housing	C	Empty properties under the control of the Authority	20.04.12	21.05.12	10.05.12	
1213-014	Environmental Services	I	Details of dog breeding establishments	20.04.12	21.05.12	10.05.12	
1213-015	Planning Services	I	Section 106 requests	23.04.12	22.05.12	16.05.12	
1213-016	Corporate Services	C	Data Protection Subject Access Requests	23.04.12	22.05.12	22.05.12	
1213-017	Planning Services	C	Charges and terms and conditions for pre-planning application discussions held with Planning Team	25.04.12	24.05.12	26.04.12	

**South Derbyshire District Council
Freedom of Information Requests
1 April 2012 – 30 September 2012**

Ref	Department		Details	Received	Reply Due	Reply Sent	Exemption
1213-018	Housing	N	Warm air district heating systems used to heat blocks of Council housing	25.04.12	24.05.12	27.04.12	
1213-019	Planning Services	N	List of applications which were granted planning or outline planning permission, during 2010/11, but where work has not yet started.	26.04.12	25.05.12	24.05.12	
1213-020	Environmental Services	I	Persons who have died with no next of kin	26.04.12	25.05.12	01.05.12	
1213-021	Environmental Services / Organisational Development	I	Sickness absence rates in Local Government in-house waste and street cleansing operations	27.04.12	28.05.12	24.05.12	
1213-022	Environmental Services	I	Number of Contaminated Land sites determined since 01 April 2007	30.04.12	29.05.12	02.05.12	
1213-023	Organisational Development	C	Headcount of staff for each of last 5 years and total number of vacant posts, split by NJC salary scale categories.	30.04.12	29.05.12	29.05.12	
1213-024	Environmental Services	C	Persons who have died with no next of kin	30.04.12	29.05.12	01.05.12	
1213-025	Customer Services	C	Properties with credits held on NNDR accounts	01.05.12	30.05.12	10.05.12	
1213-026	All Departments	Org	List of organizations contracted to provide services to the public and if records indicate if any of the contractors are religious in nature.	02.05.12	31.05.12	24.05.12	
1213-027	Environmental Services	I	Persons who have died with no next of kin	02.05.12	31.05.12	16.05.12	
1213-028	Democratic Services	I	Job descriptions, person specifications and salary banding information for all roles within the Democratic Services team	02.05.12	31.05.12	29.05.12	
1213-029	Derbyshire County Council	I	Placement Officer for young people in residential care	03.05.12	01.06.12	03.05.12	
1213-030	Customer Services	I	List of empty domestic and commercial properties, class exemption and date they became empty	04.05.12	06.06.12	10.05.12	

**South Derbyshire District Council
Freedom of Information Requests
1 April 2012 – 30 September 2012**

Ref	Department		Details	Received	Reply Due	Reply Sent	Exemption
1213-031	Organisational Development	R	How many people have been made redundant and how many have been re-hired.	04.05.12	06.06.12	09.05.12	
1213-032	IT	N	Wide Area Network Services (WAN)	04.05.12	06.06.12	10.05.12	
1213-033	Corporate Services	MP	How many jobs held by Council employees were transferred to the private sector in the last two years.	09.05.12	08.06.12	10.05.12	
1213-034	Derbyshire County Council	C	Road maintenance	08.05.12	07.06.12	09.05.12	
1213-035	Housing	I	Council house allocations for 2 bedroom bungalows within SDDC area in last 12 months	09.05.12	08.06.12	25.05.12	
1213-036	Planning Services	N	Commuted sums from affordable housing	10.05.12	11.06.12	29.05.12	
1213-037	Environmental Services / Housing / Planning Services	I	Social and affordable housing data	11.05.12	12.06.12	29.05.12	
1213-038	Derbyshire County Council	C	Kingscrest VAT recovery claimants	15.05.12	14.06.12	16.05.12	
1213-039	Democratic Services	Org	Has Authority sold any electoral roll data?	14.05.12	13.06.12	01.06.12	
1213-040	Environmental Services	I	Parking permits, parking zones and parking enforcement officers	15.05.12	14.06.12	16.05.12	
1213-041	Customer Services	I	Commercial land use survey	17.05.12	18.06.12	30.05.12	
1213-042	Customer Services	C	Details of properties with Mandatory charitable relief re NNDR	17.05.12	18.06.12	25.05.12	
1213-043	Planning Services	C	Tree Preservation Orders	17.05.12	18.06.12	07.06.12	
1213-044	Derbyshire County Council	I	Adult Social Care	18.05.12	19.06.12	23.05.12	
1213-045	Environmental Services	I	Persons who have died with no next of kin	21.05.12	20.06.12	23.05.12	
1213-046	Environmental Services	N	Bid for funding re the Weekly Collections Support Scheme	21.05.12	20.06.12	25.05.12	
1213-047	Customer Services	Org	Non-domestic rate assessments in excess of £10,000 RV	21.05.12	20.06.12	25.05.12	

**South Derbyshire District Council
Freedom of Information Requests
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Ref	Department		Details	Received	Reply Due	Reply Sent	Exemption
1213-048	Customer Services	C	Business rate credits on Non-domestic Rate accounts from 1 April 1990	21.05.12	20.06.12	25.05.12	
1213-049	Derbyshire County Council	I	Number of employees who have completed Neuro-Linguistic Programming training course in past three years	22.05.12	21.06.12	23.05.12	
1213-050	Housing	C	Contracts re passenger and goods lifts	22.05.12	21.06.12	07.06.12	
1213-051	Environmental Services	I	Persons who have died with no next of kin	22.05.12	21.06.12	23.05.12	
1213-052	Derbyshire County Council	C	Amount of money spent on highway maintenance during 2011/2012	23.05.12	22.06.12	23.05.12	
1213-053	Derbyshire County Council	I	Children's social care	23.05.12	22.06.12	25.05.12	
1213-054	Housing	C	Largest house provided to household within our area through whatever funding means.	23.05.12	22.06.12	08.06.12	
1213-055	Customer Services	C	List of all properties that have any historic credit on their account	23.05.12	22.06.12	01.06.12	
1213-056	Environmental Services	I	Refuse collection and recycling contracts	23.05.12	22.06.12	07.06.12	
1213-057	IT	C	Supply of contingent labour or permanent IT/ICT staff	24.05.12	25.06.12	25.05.12	
1213-058	IT	I	IT and telecom equipment	24.05.12	25.06.12	25.05.12	
1213-059	Finance	C	Standard payment terms of Authority	25.05.12	26.06.12	25.06.12	
1213-060	Democratic Services	C	Local elections	28.05.12	27.06.12	07.06.12	
1213-061	Corporate Services	C	Revenue collection and benefit provision	28.05.12	27.06.12	26.06.12	
1213-062	Property Services	I	Title information re land transactions	29.05.12	28.06.12	27.06.12	
1213-063	Organisational Development	I	Number of employees dismissed within the last 5 years	29.05.12	28.06.12	27.06.12	
1213-064	Customer Services	C	Accrued NNDR credit balances	30.05.12	29.06.12	27.06.12	
1213-065	Environmental Services	Org	Pet Shop licences	31.05.12	02.07.12	29.06.12	
1213-066	Customer Services	C	Central Contact Centre	01.06.12	03.07.12	02.07.12	

**South Derbyshire District Council
Freedom of Information Requests
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Ref	Department		Details	Received	Reply Due	Reply Sent	Exemption
1213-067	Planning Services / Housing / Property Services	I	Sale of parcels of land for social housing purposes	07.06.12	05.07.12	19.06.12	
1213-068	Environmental Services	MP	Disabled Facilities Grant	07.06.12	05.07.12	03.07.12	
1213-069	Environmental Services	C	Persons who have died with no next of kin	07.06.12	05.07.12	07.06.12	
1213-070	Derbyshire County Council	C	Youth Service Expenditure	07.06.12	05.07.12	07.06.12	
1213-071	Organisational Development	C	Information about permanent employees	08.06.12	06.07.12	09.07.12	
1213-072	Property Services / Housing	C	Leaseholders who have received major works bills in various financial years	08.06.12	06.07.12	03.07.12	
1213-073	Finance Services	C	Profit Share Agreements	08.06.12	06.07.12	05.07.12	
1213-074	Property Services	C	Leasehold Valuation Tribunals	08.06.12	06.07.12	03.07.12	
1213-075	Property Services	C	Leasehold Valuation Tribunals	08.06.12	06.07.12	03.07.12	
1213-076	Environmental Services	C	Information on refuse collectors	08.06.12	06.07.12	03.07.12	
1213-077	Property Services / Housing	C	Leaseholders who have received major works bills in various financial years	11.06.12	09.07.12	03.07.12	
1213-078	Environmental Services	C	List of tattoo studios and ear and body piercing studios/salons	11.06.12	09.07.12	04.07.12	
1213-079	Finance Services	C	How much money spent on taxis fares for Council Employees in various financial years	11.06.12	09.07.12	10.07.12	
1213/080	Organisational Development	C	Organisational Structures	12.06.12	10.07.12	10.07.12	
1213/081	Planning Services	Org	Information of planning application 9/2009/1998	08.06.12	06.07.12	06.07.12	
1213/082	Environmental Services	C	Persons who have died with no next of kin	12.06.12	10.07.12	13.06.12	

**South Derbyshire District Council
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Ref	Department		Details	Received	Reply Due	Reply Sent	Exemption
1213/083	Environmental Services	I	Suitable parking for motorhomes	13.06.12	11.07.12	03.07.12	
1213/084	Corporate Services / Democratic Services	C	Notifications under Data Protection & Election Information re Edited Register opt-out	13.06.12	11.07.12	03.07.12	
1213-085	Derbyshire County Council	C	Parking Enforcement Statistics	18.06.12	16.07.12	03.07.12	
1213-086	Planning Services	I	Information of planning applications from 01.01.06	20.06.12	18.07.12	11.07.12	
1213-087	Finance Services	C	Payments the Council has made to any Christian Churches	20.06.12	18.07.12	16.07.12	
1213-088	Environmental Services	C	Persons who have died with no next of kin	21.06.12	19.07.12	21.06.12	
1213-089	Environmental Services	I	Fly-tipping in 2011/12	21.06.12	19.07.12	16.07.12	
1213-090	Planning Services	I	Number of business/commercial planning applications received in various years	21.06.12	19.07.12	16.07.12	
1213-091	Environmental Services	O	Zoos in our area	22.06.12	20.07.12	06.07.12	
1213-092	Environmental Services	C	Provision of Gypsy Traveller sites	22.06.12	20.07.12	20.07.12	
1213-093	Legal Services	C	Provision of fire extinguishers to be carried within hackney carriages and private hire vehicles	25.06.12	23.07.12	16.07.12	
1213-094	Derbyshire County Council	N	Parenting assessments of families involved with social services	26.06.12	24.07.12	29.06.12	
1213-095	Property Services	N	Level of spending on property services and facilities management	26.06.12	24.07.12	16.07.12	
1213-096	Customer Services / Housing	TV	Information relating to empty homes with our area	26.06.12	24.07.12	24.07.12	
1213-097	Customer Services	C	Business Rates completion notices on commercial buildings	26.06.12	24.07.12	23.07.12	
1213-098	Customer Services	C	Business Rate accounts which have historic credit above £1000	28.06.12	25.07.12	06.07.12	
1213-099	Legal Services	MP	Premises licenses with capacity of more than 2000.	28.06.12	25.07.12	17.07.12	
1213-100	Customer Services	C	NNDR accounts with historic credit	18.05.12	19.06.12	06.07.12	

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Ref	Department		Details	Received	Reply Due	Reply Sent	Exemption
1213-101	Environmental Services	I	Amount spent on gypsies / traveller communities re clean-ups, legal costs etc	02.07.12	30.07.12	17.07.12	
1213-102	Customer Services	C	List of all live Business Rates accounts with a 2010 list RV greater than £25,000	03.07.12	31.07.12	20.07.12	
1213-103	IT	I	ICT and communications information	04.07.12	01.08.12	11.07.12	
1213-104	Environmental Services / Planning Services	I	Noise assessment methodologies used for predicting noise from Multi Use Games Areas	04.07.12	01.08.12	17.07.12	
1213-105	Environmental Services	C	Funeral directors who have assisted with funeral services for the Council	04.07.12	01.08.12	10.07.12	
1213-106	Corporate Services	C	Use of Consultancy services within 2011/12	04.07.12	01.08.12	20.07.12	
1213-107	Housing	Org	Grant funding arrangements and contracts with Housing Associations etc	05.07.12	02.08.12	06.07.12	
1213-108	Environmental Services	Org	Policies/ internal guidelines/ procedures relating to 'food law'	05.07.12	02.08.12	27.07.12	
1213-109	Housing	I	CCTV footage	11.07.12	08.08.12	11.07.12	
1213-110	Environmental Services	N	Cooling Tower register	06.07.12	03.08.12	30.07.12	
1213-111	Derbyshire County Council	W	Qualified Social Workers supplied through recruitment agencies	09.07.12	06.08.12	12.07.12	
1213-112	Finance / Community Services	Org	Spending and engagement with the voluntary sector	10.07.12	07.08.12	27.07.12	
1213-113	Customer Services	C	Value of Council Tax receipts	10.07.12	07.08.12	27.07.12	
1213-114	Customer Services	I	Empty properties	25.06.12	23.07.12	27.07.12	
1213-115	Environmental Services	I	Gypsy and Traveller sites in South Derbyshire	11.07.12	08.08.12	30.07.12	
1213-116	Property Services	I	Electronic Land Charges Register	12.07.12	09.08.12	07.08.12	

**South Derbyshire District Council
Freedom of Information Requests
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Ref	Department		Details	Received	Reply Due	Reply Sent	Exemption
1213-117	Environmental Services	I	Persons who have died with no next of kin	12.07.12	09.08.12	12.07.12	
1213-118	Customer Services	C	NNDR accounts which show a credit	12.07.12	09.08.12	30.07.12	
1213-119	Corporate Services	I	Bailiff services	12.07.12	09.08.12	31.07.12	
1213-120	Derbyshire County Council	C	Children Centres within area	12.07.12	09.08.12	12.07.12	
1213-121	Organisational Development	C	Information of any employees within Corporate Services Division with salaries in excess of £30,000	13.07.12	10.08.12	08.08.12	
1213-122	Organisational Development	C	Information of any employees within Chief Exec's Division with salaries in excess of £30,000	13.07.12	10.08.12	08.08.12	
1213-123	Organisational Development	C	Information of any employees within Operations Directorate with salaries in excess of £30,000	13.07.12	10.08.12	08.08.12	
1213-124	Derbyshire County Council	C	Research into services for people with autism	13.07.12	10.08.12	18.07.12	
1213-125	Property Services	I	Council policies on personal searchers accessing Land Charges Register post 2005	13.07.12	10.08.12	06.08.12	
1213-126	Customer Services	I	Contact Centre system	13.07.12	10.08.12	30.07.12	
1213-127	IT	I	Strategic Alignment in Local Government	16.07.12	13.08.12	18.07.12	
1213-128	Environmental Services	MP	Disabled Facilities Grant	16.07.12	13.08.12	02.08.12	
1213-129	Housing	C	Energy performance of buildings – air conditioning	17.07.12	14.08.12	06.08.12	
1213-130	Environmental Services	I	Persons who have died with no next of kin	17.07.12	14.08.12	06.08.12	
1213-131	Environmental Services	I	Persons who have died with no next of kin	17.07.12	14.08.12	06.08.12	
1213-132	Customer Services	I	Details of all vacant commercial premises with a rateable value of over £5000	17.07.12	14.08.12	06.08.12	
1213-133	Property Services	I	Review into charges for property search products	18.07.12	15.08.12	07.08.12	
1213-134	Property Services	I	Copies of exchanges between Land Charges Dept and IDEA	18.07.12	15.08.12	07.08.12	

**South Derbyshire District Council
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Ref	Department		Details	Received	Reply Due	Reply Sent	Exemption
1213-135	Community Services	I	Charges set by Cemeteries and Crematoria Service	18.07.12	15.08.12	07.08.12	
1213-136	Customer Services	I	Public Register of Houses in Multiply Occupation	18.07.12	15.08.12	07.08.12	
1213-137	Finance	I	Council spend on agency staff	18.07.12	15.08.12	15.08.12	
1213-138	Corporate Services	C	In-sourcing of Local Authority services	18.07.12	15.08.12	07.08.12	
1213-139	Community Services	MP	Anti-social behaviour orders	18.07.12	15.08.12	08.08.12	
1213-140	Environmental Services	C	Persons who have died with no next of kin	19.07.12	16.08.12	08.08.12	
1213-141	Corporate Services / Planning Services	I	Route options re High Speed Rail /communications with HS2 Ltd or Dept of Transport	19.07.12	16.08.12	16.08.12	
1213-142	Planning Services	I	Planning application and associated notes	20.07.12	17.08.12	16.08.12	
1213-143	Democratic Services	N	Copy of this year's electoral register canvass material	20.07.12	17.08.12		
1213-144	Housing	I	Information relating to homes for social rent	20.07.12	17.08.12	08.08.12	
1213-145	Organisational Development	I	Number of Elected Members who are members of the Authority's pension scheme and amounts paid by themselves and by the Authority	23.07.12	20.08.12	21.08.12	
1213-146	Environmental Services	C	Food hygiene inspection results for food businesses	23.07.12	20.08.12	08.08.12	
1213-147	Customer Services	I	Details of all business premises where no relief of any type has been granted	23.07.12	20.08.12	08.08.12	
1213-148	Organisational Development	Org	Amount of money paid to trade unions, the amount of staff time spent on union duties or activities and payment of subscriptions	20.07.12	17.08.12	21.08.12	
1213-149	Environmental Services	Org	Enforcement activities in the Privately rented sector	23.07.12	20.08.12	08.08.12	
1213-150	Housing	I	Information held on all council housing allocations for 1 and 2 bedroom ground floor flats and bungalows within district in the last 12 months. How many of these properties have both light adaptations for the disabled and allow dogs.	23.07.12	20.08.12	09.08.12	
1213-151	Property Services	I	IDOX TLC user group for Land Charge departments	24.07.12	21.08.12	08.08.12	

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Ref	Department		Details	Received	Reply Due	Reply Sent	Exemption
1213-152	Environmental Services	MP	Number of Council officers employed re environmental or climate and change and the allocated budget for last three years	24.07.12	21.08.12	08.08.12	
1213-153		I	Decent homes funding	30.07.12	28.08.12	08.08.12	
1213-154	Derbyshire County Council	C	Contact details of head teachers etc for schools within our area	25.07.12	22.08.12	06.08.12	
1213-155	Environmental Services	W	Dog control orders – public consultation	27.07.12	24.08.12	20.08.12	
1213-156	Customer Services	C	Details of Business Rate accounts with empty rate charge levied since 01.08.12	27.07.12	24.08.12	20.08.12	
1213-157	Property Services	I	Property Searches	27.07.12	24.08.12	20.08.12	
1213-158	Customer Services	C	Business Rate enquiry on behalf of clients	26.07.12	23.08.12	20.08.12	
1213-159	Environmental Services	I	Park Home sites within our area	31.07.12	29.08.12	20.08.12	
1213-160	Environmental Services	C	Cooling tower register of premises within our area	30.07.12	28.08.12	06.08.12	
1213-161	Planning Services	Org	Information shared between SDDC and Lichfield DC regarding expected growth in cross boundary travel and the investment in transport infrastructure	01.08.12	30.08.12	24.08.12	
1213-162	Corporate Services	Org	Dept of Works and Pensions Customer Information System (CIS)	01.08.12	30.08.12	09.08.12	
1213-163	Environmental Services	I	Persons who have died with no next of kin	01.08.12	30.08.12	20.08.12	
1213-164	Environmental Services	C	Persons who have died with no next of kin	01.08.12	30.08.12	20.08.12	
1213-165	Environmental Services	Org	Details of all premises with zoo licences	01.08.12	30.08.12	06.08.12	
1213-166	Corporate Services / Customer Services	N	Council Tax benefit funding and new flexibilities on empty homes and second homes	02.08.12	31.08.12	21.08.12	
1213-167	Community Services	R	Sports facilities operated by SDDC	07.08.12	05.09.12	28.08.12	

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Ref	Department		Details	Received	Reply Due	Reply Sent	Exemption
1213-168	Planning Services	I	Planning Committee	08.08.12	06.09.12	24.08.12	
1213-169	Environmental Services / Planning Services	I	Properties demolished under the Building Act 1984 Section 81 (1) (b)	09.08.12	07.09.12	05.09.12	
1213-170	Derbyshire County Council	I	Cost of supply Broadband to each school within remit of County Council	10.08.12	10.09.12	16.08.12	
1213-171	Customer Services	I	List of commercial properties not receiving small business rate relief	13.08.12	11.09.12	24.08.12	
1213-172	Democratic Services	I	Visits made by the core Royal Family during 2009-10 and costs involved	13.08.12	11.09.12	05.09.12	
1213-173	Community Services	I	Leisure Centres	15.08.12	13.09.12	24.08.12	
1213-174	Derbyshire County Council	I	Troubled Families Programme	16.08.12	15.09.12	16.08.12	
1213-175	Organisational Development	I	Information relating to pay	21.08.12	19.09.12	12.09.12	
1213-176	Environmental Services	I	Parking charges	21.08.12	19.09.12	10.09.12	
1213-177	Corporate Services	I	Council Tax Benefit Reform	22.08.12	20.09.12	14.09.12	
1213-178	Environmental Services	I	Persons who have died with no next of kin	16.08.12	15.09.12	24.08.12	
1213-179	Customer Services / Environmental Services	I	List of derelict properties	22.08.12	20.09.12	05.09.12	
1213-180	Environmental Services	I	Persons who have died with no next of kin	22.08.12	20.09.12	24.08.12	

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Ref	Department		Details	Received	Reply Due	Reply Sent	Exemption
1213-181	Democratic Services	C	Incremental costs over the costs of producing the normal Register of Electors canvass	23.08.12	21.09.12		
1213-182	Environmental Services	I	Study of Council based funerals	24.08.12	24.09.12	30.08.12	
1213-183	Housing	I	Affordable housing to be started within next three years	24.08.12	24.09.12	12.09.12	
1213-184	Corporate Services	I	Details of outsourced contracts or contractors cancelled since July 2012	28.08.12	25.09.12	30.08.12	
1213-185	Environmental Services	C	Persons who have died with no next of kin	28.08.12	25.09.12	30.08.12	
1213-186	IT	I	ICT disposal	28.08.12	25.09.12	30.08.12	
1213-187	IT	N	Council spend on tablet computers in the last financial year.	30.08.12	27.09.12	14.09.12	
1213-188	Customer Services	N	Costs of sending Council Tax related letters from 2005 to present	28.08.12	25.09.12	25.09.12	
1213-189	Customer Services	I	Housing Benefit payments made in May 2012 to private rented sector landlords	03.09.12	01.10.12	14.09.12	
1213-190	Customer Services	C	List of all properties within billing area with credit on their Business Rate account	05.09.12	03.10.12	14.09.12	
1213-191	Finance	C	Monthly spend on leased, hired or loaned vehicles	07.09.12	05.10.12	02.10.12	
1213-192	Property Services	C	Energy Performance Certificates for commercial buildings owned by SDDC	12.09.12	10.10.12	05.10.12	
1213-193	Property Services	I	Information relating to land formerly known as Drakelow Power Station	12.09.12	10.10.12	25.09.12	
1213-194	Corporate Services	TV	List of artworks and antiques with a value of more than £500 owned by the Council	14.09.12	12.10.12	16.10.12	
1213-195	Environmental Services / Derbyshire County Council	W	Parking fines	17.09.12	15.10.12	25.09.12	

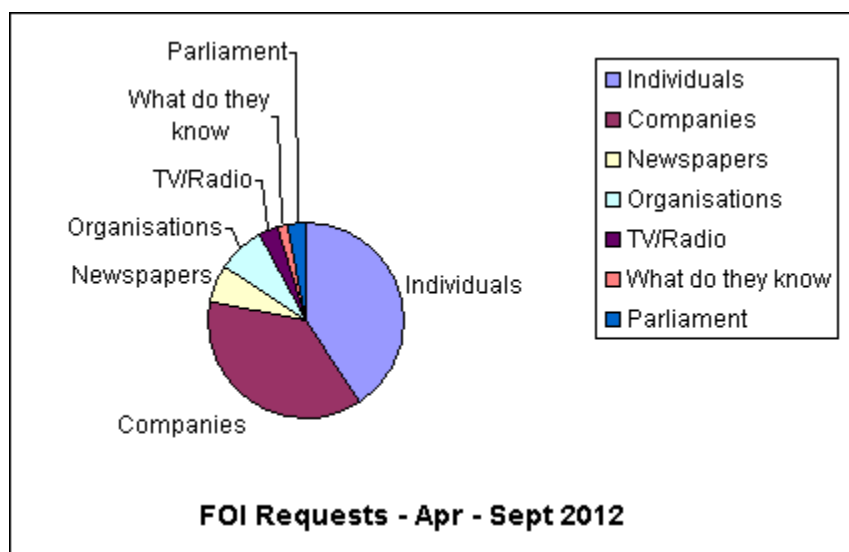
**South Derbyshire District Council
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Ref	Department		Details	Received	Reply Due	Reply Sent	Exemption
1213-196	Environmental Services	C	Persons who have died with no next of kin	17.09.12	15.10.12	20.09.12	
1213-197	Legal Services	R	If SDDC has trademarks which is has rights over.	17.09.12	15.10.12	25.09.12	
1213-198	Customer Services	C	Commercial properties with rateable values between £0 and £18,000 and whether they're receiving small business relief	17.09.12	15.10.12	25.09.12	
1213-199	Environmental Services	I	Persons who have died with no next of kin	19.09.12	17.10.12	20.09.12	
1213-200	Finance Services	W	Grants to CAB	20.09.12	18.10.12	25.09.12	
1213-201	Customer Services	I	Council Tax Benefit and Local Council Tax Support	21.09.12	19.10.12	16.10.12	
1213-202	Planning Services	I	Supply of housing sites	24.09.12	22.10.12	18.10.12	
1213-203	Environmental Services	I	Persons who have died with no next of kin	24.09.12	22.10.12	26.09.12	
1213-204	Environmental Services	Org	Pest control services provided by the Council	24.09.12	22.10.12	26.09.12	
1213-205	Derbyshire County Council	TV	Use of Assessment and Treatment Centres by Social Services	25.09.12	23.10.12	25.09.12	
1213-206	Customer Services	C	General Industrial and storage or distribution properties with rateable values of £100,000 or more which qualify for Empty Property Relief	27.09.12	25.10.12	27.09.12	
1213-207	Planning Services	I	Notes, minutes or decisions of meetings since 2008 concerning the proposed development of warehouses and a road/rail link on land known as Etwall and Egginton Common	27.09.12	25.10.12	25.10.12	
1213-208	Legal Services	I	Legal Services – costs and work undertaken	25.09.12	23.10.12	05.10.12	
1213-209	IT	C	IT service investments and strategies	28.09.12	26.10.12	16.10.12	

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

Breakdown of Freedom of Information request for first 6 months of 2012/13

Individuals	85	41%
Companies	78	37%
Newspapers	13	6%
Organisations	17	8%
TV/Radio	6	3%
What do they know	4	2%
Parliament	6	3%
	209	100%



Individuals = Those sent to individual e-mail address, although probably sent on behalf of a company

Organisations = Big Brother Watch, Tax Payers Alliance, Unison, Naturewatch, Guide Dogs for the Blind, etc

What do they know = Website set up especially for making FOI requests

