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<b>REPORT TO:</b>	<b>FINANCE AND MANAGEMENT</b>	<b>AGENDA ITEM: 9</b>
<b>DATE OF MEETING:</b>	<b>3 DECEMBER 2009</b>	<b>CATEGORY: DELEGATED</b>
<b>REPORT FROM:</b>	<b>DIRECTOR OF CORPORATE SERVICES</b>	<b>OPEN</b>
<b>MEMBERS' CONTACT POINT:</b>	<b>PAM CARROLL (595784) NIGEL GLOSSOP (595703)</b>	<b>DOC:</b>
<b>SUBJECT:</b>	<b>COMPLAINTS &amp; FREEDOM OF INFORMATION REQUESTS 01 APRIL 2009 TO 30 SEPTEMBER 2009</b>	<b>REF: NG/JHM</b>
<b>WARD(S) AFFECTED:</b>	<b>ALL</b>	<b>TERMS OF REFERENCE: FM11</b>

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## **1.0 Recommendations**

1.1 Members are asked to note the contents of this report.

## **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 2009 – 30 September 2009. 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 2009 – 30 September 2009. 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, 18 compliments and 31 complaints have been received between 1 April 2009 – 30 September 2009.
- 3.3 The number of complaints received in the first half of this financial year has increased compared to the previous six months. It is also worth noting that Planning has received more compliments than complaints during the last six months.
- 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](http://www.south-derbys.gov.uk).

- 3.7 A total of 127 Freedom of Information requests have been received between 1 April 2009 – 30 September 2009. This is an increase of 47 over the corresponding period for 2008/09.

### 4.0 Background

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

### 5.0 Detail

#### Comments

- 5.1 The table below compares the number of comments received for the first half of 2009/2010 against the second half of 2008/2009.

<b>Division</b>	<b>01 October 2008 to 31 March 2009</b>	<b>1 April 2009 – 30 September 2009</b>
Environmental Services	0	0
Planning Services	0	0
Customer Services	0	0
Housing	0	0
Leisure & Community Development	1	0
<b>Total</b>	<b>1</b>	<b>0</b>

## Compliments

- 5.2 The table below compares the number of compliments received for the first half of 2009/2010 against the second half of 2008/2009.

It is planned that an item be published in the 'Better' magazine requesting departments to pass on any compliments they may receive in order that they can be included in future reports.

<b>Division</b>	<b>01 October 2008 to 31 March 2009</b>	<b>1 April 2009 – 30 September 2009</b>
Customer Services	13 *	6*
Environmental Services	4*	1*
Planning	3	12
Housing	0	0
Leisure and Community Development	1	0
Finance & Property	0	0
Legal & Democratic	0	0
<b>Total</b>	<b>17</b>	<b>18</b>

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

## Complaints

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

	<b>01 October 2008 to 31 March 2009</b>	<b>1 April 2009 – 30 September 2009</b>
Resolved at Stage 1	18	24
Stage 1 still ongoing	0	0
Resolved at Stage 2	8	6
Stage 2 still ongoing	0	0
Complaint withdrawn	1	1
<b>Total received</b>	<b>27</b>	<b>31</b>

- 5.4 The 31 complaints received can be broken down as follows

<b>Division</b>	<b>01 October 2008 to 31 March 2009</b>	<b>1 April 2009 – 30 September 2009</b>
Planning Services	9	6
Housing	6	8*
Customer Services (including Revenue)	3	9*
Environmental Services	2	3
Finance and Property Services	0	1
Legal and Democratic	5	1
Leisure and Community	2	4
IT and Business Dev	0	0
<b>Total</b>	<b>27</b>	<b>31</b>

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

- 5.6 The schedule, giving details of the comments, compliments and complaints received, actions taken and improvements made is attached at **Annexe A**.

NB On the schedule there is a column headed 'Resultant Action' which shows any changes/improvements made as a result of the complaint. It is not always relevant for resultant action to be taken, e.g. if the complaint concerns the issue of a reminder for unpaid Council Tax when payment has not been made.

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.

### **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 2009/2010 against the second half of 2008/09. Note: the figures also include any requests that have been made under EIR (Environmental Information Regulations).

	<b>01 October 2008 to 31 March 2009</b>	<b>1 April 2009 – 30 September 2009</b>
Number received	111	127
Number replied to within 20 statutory days	100	114
Number replied to after 20 statutory days (unavoidably delayed within department)	11	13
Number of Exemptions or partial exemptions	1	0

Number passed to Third Party	1	7
Number withdrawn	0	0

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	01 October 2008 to 31 March 2009	1 April 2009 – 30 September 2009
Environmental Services	26*	28*
Planning Services	16*	9
Legal and Democratic	18*	12*
Finance and Property	21*	19*
IT and Business Dev	11*	14
Customer Services	20*	18*
Housing	10*	9*
Org Development	8*	15*
Leisure and Community	6*	14*
Passed to 3 <sup>rd</sup> Parties	-	7

\* 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 - April 2009 – March 2010

Annexe A

### Comments

Date	Name & Address	Ward	Subject	Division	Resultant Action Taken/Comments

### Compliments

Date	Ward	Subject	Division	Resultant Action Taken/Comments
1. 02.04.09	Melbourne	Thank you for help and care re work on barn	Planning Services	
2. 07.04.09	Swadlincote	Thank you for help and kindness with benefit application	Customer Services	
3. 07.04.09		Thank you to Heritage Officer, for the stimulating and imformative presentation at Guild's recent Trade and Education event .	Planning Services	
4. 07.04.09		Thank you to Customer Services Visiting Officer for her kindness and help sorting out Pension Credits	Customer Services	
5. 11.04.09	Walton	Thank you to Heritage Officer for his encouragement on planning proposals	Planning Services	
6. 11.05.09	Church Gresley	Thank you to staff for the helpful assistance given on the development at Gresley Old Hall project over the years.	Planning Services	
7. 15.05.09	Etwall	Thank you for excellent service when booking a bulky collection.	Customer Services	
8. 22.05.09		Thank you to Heritage Officer for an interesting and enjoyable evening – IBC Talk and Tour of	Planning Services	

		Sharpes Pottery		
9. 08.06.09		Thank you to Customer Services for helping and explaining her benefit application.	Customer Services	
10. 29.06.09		Very impressed by service given from both Customer Service Staff and Pest Officer on booking a pestie call.	Customer Services & Environmental Services	
11. 26.07.09		Thank you for being so helpful and friendly when registering for Gold Cards	Customer Services	
12. 03.09.09		Thank you to Development Control Officer concerning planning application	Planning Services	
13. 11.09.09	Etwall	Thank you for sorting out dangerous stone work at bottom of Highfields Happy Hens drive making it safe.	Planning Services	
14. 14.09.09		Heritage Open Day at Repton – congratulations for a well set out site, informative boards and pleasant enthusiastic person in charge.	Planning Services	
15. 14.09.09		Heritage Open Weekend – praise for the overall organisation being excellent.	Planning Services	
16. 14.09.09		Thank you for making exhibition at Twyford a tremendous success due to publicity skills	Planning Services	
17. 14.09.09	Etwall	Thank you for the help and co-operation of Development Control Technician during the process of submitting plans	Planning Services	
18. 30.09.09		Thank you for efforts and assistance during application process and presentation to Councillors at Development Control Committee for planning approval for Aldi Stores Ltd	Planning Services	



## Complaints

Date	Ref No	Ward	Subject	Division	Resultant Action Taken	Date response due and date sent
09.04.09	304	Gresley	Gresley Cemetery	Leisure and Community Development	Reiterated to staff the need to be careful when removing objects from graves	Due: 27.04.09 Sent: 23.04.09
15.04.09	305	Gresley	Gresley Cemetery	Leisure & Community Development	Reiterated to staff the need to be careful when removing objects from graves	Due: 12.05.09 Sent: 08.05.09
17.04.09	306	Midway	Empty property rates	Customer Services	No action relevant	Due: 01.05.09 Sent: 23.04.09
27.04.09	307	Hilton	Housing Officer	Housing	No action relevant	Due: 12.05.09 Holding call – 12.05.09 Sent: 14.05.09
08.05.09	308	Hartshorne	Enforcement issue	Planning Services	No action relevant	Due: 22.05.09 Sent: 21.05.09
11.05.09	309		Planning Application	Planning Services		Withdrawn
15.05.09	310	Newhall	Former Tenancy arrears – Overseal	Housing	Termination of Tenancy process to be investigated to ensure it does not happen again	Due: 29.05.09 Sent: 28.05.09
21/05/09	311  2 <sup>nd</sup> Stage	Newhall	Planning Application	Planning Services	No action relevant	Due: 05.06.09 Sent: 29.05.09  <u>Stage 2</u> Due: 24.06.09 Sent: 24.06.09
29.05.09	312	Walton on Trent	Refuse Collectors	Environmental Services	Extra monitoring of service to property to ensure no repeats and ensure good practice becomes habitual.	Due: 12.06.09 Sent: 11.06.09
29.05.09	313	Swadlincote	Proposed sale of land	Finance and Property Services	Need to ensure third parties acting on behalf of the Council are sensitive to	Due: 12.06.09 Sent: 09.06.09

					local issues, especially where it concerns development.	
02.06.09	314	Newhall	Licencing department	Environmental Services	Systems reviewed and streamlined to cope with higher workloads	Due: 16.06.09 Sent: 12.06.09
04.06.09	315 2 <sup>nd</sup> Stage	Woodville	Defects to property	Housing	Repairs carried out	Due: 18.06.09 Sent: 18.06.09  <u>Stage 2</u> Due: 03.07.09 Holding ltr 02.07.09 Sent: 31.07.09
05.06.09	316	Hatton	Refusal of planning permission	Planning Services	No action relevant	Due: 19.06.09 Holding ltr 19.06.09 Requested further details Sent: 07.09.09
10.06.09	317	Ticknall	Bailiff letter	Customer Services	Letter of apology from Bailiff and re-training for Equita staff.	Due: 24.06.09 Sent: 19.06.09
22.06.09	318	Melbourne	Council Tax	Customer Services	No action relevant	Due: 07.07.09 Sent: 02.07.09
09.07.09	319	Swadlincote	Lack of communication	Planning Services	Officers reminded to check that addresses are complete when sending out correspondence	Due: 23.07.09 Sent: 15.07.09
13.07.09	320	Etwall	Tidying untidy garden	Housing	No action relevant	Due 28.07.09 Sent: 22.07.09
17.07.09	321	Newhall	Damage to plants and bushes	Housing	No action relevant	Due: 31.07.09 Sent: 22.07.09
20.07.09	322	Bretby	Council Tax Account	Customer Services	Officers re-trained to check and validate if there are live accounts where name is identical.	Due: 03.08.09 Sent: 30.07.09
21.07.09	323	Stenson Fields	Council Tax Account	Customer Services	No action relevant	Due: 13.08.09 Holding ltr: 12.08.09 Sent: 15.09.09

03.08.09	324 2 <sup>nd</sup> Stage	Melbourne	Development Control Committee	Legal and Democratic Services	No action relevant	Due: 17.08.09 Sent: 18.08.09  <u>Stage 2</u> Due: 21.09.09 Holding ltr Sent: 08.10.09
14.08.09	325	Swadlincote	Council Tax	Customer Services	Meeting with Equita (Bailiff partner) to establish 'code of conduct'.	Due: 28.08.09 Holding Ltr Sent: 03.09.09
24.08.09	326	Findern	Grounds Maintenance	Leisure & Community Development	Temporary collection of mown grass and informal counseling of staff member.	Due: 08.09.09 Sent: 04.09.09
24.08.09	327	Etwall	Etwall Leisure Centre	Leisure & Community Development	No action relevant	Due: 08.09.09 Sent: 02.09.09
26.08.09	328 2 <sup>nd</sup> Stage	Midway	Housing Maintenance issues	Housing	Repairs carried out and £25 compensation paid	Due: 10.09.09 Sent: 11.09.09  <u>Stage 2</u> Due: 28.09.09 Holding ltr – 25.09.09 Sent: 16.10.09
26.08.09	329	Hilton	Housing application for transfer	Housing	No action relevant	Due: 10.09.09 Sent: 07.09.09
01.09.09	330	Melbourne	Council Tax account	Customer Services	Single Resident Discount awarded	Due: 15.09.09 Sent: 15.09.09
08.09.09	331 2 <sup>nd</sup> Stage	Swadlincote	Accredited landlord scheme	Housing / Customer Services	Arrears compensation of £253.84 paid	Due: 22.09.09 Sent 15.09.09  <u>Stage 2</u> Due: 29.09.09 Holding ltr 29.09.09 Sent: 13.10.09

07.09.09	332	Midway	Issue of summons relating to Council Tax	Customer Services	No action relevant	Due: 21.09.09 Sent: 15.09.09
15.09.09	333 2 <sup>nd</sup> Stage	Etwall	Planning procedure	Planning Services	Acknowledgement letter to applicants now states decisions may be subject to conditions	Due: 29.09.09 Sent: 29.09.09  <u>Stage 2</u> Due: 13.10.09 Sent: 13.10.09
14.09.09	334	Repton	Brook Farm Tea Room	Environmental Services	No action relevant	Due: 28.09.09 Holding ltr.29.09.09 Sent: 21.10.09

**Freedom of Information Requests - 01 April – 30 September 2009**

**Annexe B**

<b>Ref No</b>	<b>Dept</b>	<b>Request</b>	<b>Received</b>	<b>Reply Due</b>	<b>Reply Sent</b>	<b>Exemption</b>
75712 910/1	Housing	Development of Dementia Centre in Swadlincote	01.04.09	29.04.09	28.04.09	
75805 910/2	IT & Business Improvement	Data loss	01.04.09	29.04.09	28.04.09	
75869 910/3	Customer Services	Credit balances on rate accounts	02.04.09	30.04.09	29.04.09	
764319 10/4	Legal & Democratic / Finance & Property	Councillors overseas travel expenses	03.04.09	06.05.09	29.04.09	
76432 910/5	Environmental Services	Private Sector Housing/Land Charge queries	03.04.09	06.05.09	29.04.09	
76433 910/6	Environmental Services	Pet Shop Licences	03.04.09	06.05.09	05.05.09	
76434 910/7	Planning Services	Section 106	06.04.09	07.05.09	05.05.09	
76435 910/8	Finance & Property / Organisational Development	Bonus payments	06.04.09	07.05.09	30.04.09	
76816 910/9	Customer Services	Business Rate accounts in receipt of mandatory relief	06.04.09	07.05.09	05.05.09	
76818 910/10	Customer Services	Business Rate accounts in credit	06.04.09	07.05.09	05.05.09	
76819 910/11	Chief Executive	Future of District Councils	08.04.09	11.05.09	11.05.09	

76821 910/12	Planning Services / Legal and Democratic	Planning information/Land charges	09.04.09	12.05.09	13.05.09	
76829 910/13	Environmental Services	Traffic Wardens	09.04.09	12.05.09	06.05.09	
76832 910/14	Environmental Services	Household and Commercial Waste Collection charges	09.04.09	12.05.09	14.05.09 07.07.09	
76835 910/15	Customer Services	Translation services	09.04.09	12.05.09	14.05.09	
76837 910/16	IT & Business Improvement	ICT structure and information	16.04.09	15.05.09	08.05.09	
76838 910/17	Housing	Decent Home Standard Questionnaire	16.04.09	15.05.09	14.05.09	
77769 910/18	IT & Business Improvement	Details of structure	17.04.09	18.05.09	28.04.09	
77790 910/19	Customer Services / Finance & Property	Costs of Translation service	21.04.09	20.05.09	22.05.09	
77793 910/20	Environmental Services	Purchase of Road Salt	27.04.09	27.05.09	27.05.09	
77946 910/21	Leisure & Community	Incentives for healthy or good behaviour	17.04.09	18.05.09	18.05.09	
77948 910/22	Leisure & Community / Finance & Property	Sell off of public parks	23.04.09	22.05.09	22.05.09	
77953 910/23	Finance & Property	Chief Exec's expenses	29.04.09	28.05.09	03.06.09	

77958 910/24	Leisure & Community	No of football pitches, swimming pools, athletic tracks and sports halls owned by Council	29.04.09	28.05.09	28.05.09	
77960 910/25	Environmental Services	Details of persons dying with no next of kin	29.04.09	28.05.09	29.05.09	
77968 910/26	Environmental Services	Information re Noise Disturbance	30.04.09	29.05.09	29.05.09	
78215 910/27	Leisure & Community	Financial rewards for public for information re crime	01.05.09	02.06.09	28.05.09	
78291 910/28	Customer Services	Housing Benefit	05.05.09	03.06.09	03.06.09	
78652 910/29	Planning Services	Information re planning application	05.05.09	03.06.09	03.06.09	
78654 910/30	Organisational Development	Annual Leave	07.05.09	05.06.09	22.05.09	
78659 910/31	Customer Services	Empty Commercial Properties	08.05.09	08.06.09	08.06.09	

910/32	Customer Services	Complaints	14.05.09	12.06.09	12.06.09	
910/33	Legal and Democratic	Structure chart of Legal Services	14.05.09	12.06.09	11.06.09	
910/34	Environmental Services	Part B and A2 Processes	19.05.09	17.06.09	02.06.09	
910/35	Legal and Democratic	Councillors allowances and expenses	20.05.09	18.06.09	22.06.09	
910/36	Environmental Services	Motor Salvage and Scrap Metal Dealer registers	22.05.09	22.06.09	25.06.09	
910/37	Legal and Democratic	Special Responsibility Allowances	27.05.09	24.06.09	25.06.09	
910/38	Environmental Services	Parking and motoring regulations	01.06.09	29.06.09	29.06.09	
910/39	IT & Business Improvement	Budget and Staff information	01.06.09	29.06.09	29.06.09	
910/40	Environmental Services	Cooling Tower Register	03.06.09	01.07.09	29.06.09	
910/41	Environmental Services	Mortuaries and Funerals	04.06.09	02.07.09	29.06.09	
910/42	Customer Services / Finance and Property	Translation service costs	04.06.09	02.07.09	02.07.09	
910/43	Finance and Property	Consultancy Service Spend	05.06.07	03.07.09	09.07.09	



910/44	Environmental Services	Cooling Tower Register	09.06.09	07.07.09	29.06.09	
910/45	IT & Business Improvement	Contract details	10.06.09	08.07.09	02.07.09	
910/46	Customer Services / Environmental Services	Bailiff services re enforcement of Council Tax and NNDR Liability Orders	17.06.09	15.07.09	02.07.09	
910/47	Environmental Services	Bailiff services re Road Traffic Act and Traffic Management Act penalties	17.05.09	15.07.09	16.07.09	
910/48	Planning Services	Section 106 monies	17.06.09	15.07.09	26.06.09	
910/49	IT & Business Improvement	Green policies	18.06.09	16.07.09	29.06.09	
910/50	Finance and Property	Financial Strategies and Plans 2009/10	22.06.09	20.07.09	20.07.09	
910/51	Housing	Council Housing	24.06.09	22.07.09	02.07.09	
910/52	Housing	Properties which are defective, PRC or non-standard construction	24.06.09	22.07.09	22.07.09	
910/53	Environmental Services	Scrap metal at recycling centres	25.06.09	23.07.09	09.07.09	
910/54	Organisational Development	Current contracts issued to external organisations	26.06.09	24.07.09	24.07.09	

910/55	Housing Environmental Services Customer Services Leisure & Community Legal & Democratic	Regulation of Investigatory Powers Act	01.07.09	29.07.09	03.08.09	
910/56	Legal & Democratic	Chauffeuring costs	02.07.09	30.07.09	30.07.09	
910/57	Derbyshire County Council	Treating/caring of Dementia	30.06.07	28.07.09	08.07.09	Referred to County
910/58	Leisure & Community	Sports venues	01.07.09	29.07.09	03.08.09	
910/59	Derbyshire County Council	Teaching staff	01.07.09	29.07.09	02.07.09	Referred to County
910/60	Leisure & Community	Funding of software	02.07.09	30.07.09	31.07.09	
910/61	Leisure & Community	Sourcing and procuring UK produced food	03.07.09	31.07.09	31.07.09	
910/62	Leisure & Community	Grounds maintenance contracts	06.07.09	03.08.09	09.07.09	
910/63	Environmental Services	Under age sale of tobacco products	06.07.09	03.08.09	14.07.09	
910/64	Housing Services	Rent arrears	08.07.09	05.08.09	03.08.09	
910/65	IT & Business Improvement	Contract for Computer/Server hardware maintenance	09.07.09	06.08.09	06.08.09	

910/66	Organisational Development / Finance & Property	Staff sick leave and suspensions	08.07.09	05.08.09	27.08.09	
910/67	Environmental Services	Complaints received against Alpha cars	09.07.09	06.08.09	25.08.09	
910/68	Housing / Finance & Property	Environmental measures on council owned/rented buildings	10.07.09	07.08.09	06.08.09	
910/69	Derbyshire County Council	Trading Standards, DCC	13.07.09	10.08.09	14.07.09	
910/70	Legal & Democratic	Visits by foreign dignitaries and other overseas visitors	14.07.09	11.08.09	10.08.09	
910/71	Finance & Property	Expense claims of the CE & DCE	15.07.09	12.08.09	12.08.09	
910/72	Environmental Services	Disabled facility grants	16.07.09	13.08.09	13.08.09	
910/73	Finance & Property / Organisational Development	Costs of consultants / agency staff	20.07.09	17.08.09	14.08.09	
910/74	Legal & Democratic / Finance & Property	Information on Councillor Allowances	21.07.09	18.08.09	17.08.09	
910/75	Finance & Property	Chief Officer Pay	21.07.09	18.08.09	17.08.09	
910/76	Finance & Property	QRW4 Returns	21.07.09	18.08.09	17.08.09	
910/77	Organisational Development	Staffing and post numbers	21.07.09	18.08.09	17.08.09	

910/78	Finance & Property	Annual revenue outturn return	21.07.09	18.08.09	17.08.09	
910/79	IT & Business Improvement	Amount spent on IT equipment	22.07.09	19.08.09	17.08.09	
910/80	Environmental Services	Noise disturbance	23.07.09	20.08.09	18.08.09	
910/81	Organisational Development	Pay and Grading information	23.07.09	20.08.09		Waiting for info from HR
910/82	Derbyshire County Council	Personal budgets for care products & services	23.07.09	20.08.09	28.07.09	Referred to County
910/83	Organisational Development	Details of job vacancies	27.07.09	24.08.09	09.09.09	
910/84	Organisational Development	Suspensions	27.07.09	24.08.09	24.08.09	
910/85	Derbyshire County Council	Prosecutions for truancy connected with Lesbian, Gay, Bisexual, Transgender History Month	27.07.09	24.08.09	03.08.09	Referred to County
910/86	Environmental Services	Swine flu	28.07.09	25.08.09	05.08.09	
910/87	Planning Services	Affordable homes	29.07.09	26.08.09	26.08.09	
910/88	Customer Services	Bailiff enforcement contract	31.07.09	28.08.09	27.08.09	
910/89	IT & Business Improvement	Procurement/purchasing frameworks	29.07.09	26.08.09	18.08.09	

910/90	Organisational Development / Finance and Property	Staffing information	03.08.09	01.09.09	28.08.09	
910/91	Planning	Review of Impact of housing development on garden land	03.08.09	01.09.09	28.08.09	
910/92	Organisational Development	Childcare vouchers	04.08.09	02.09.09	01.09.09	
910/93	Planning Services	Planning applications featuring Change of Use A1	05.08.09	03.09.09	02.09.09	
910/94	Customer Services / Housing	Council Tax Benefit / Housing Benefit and Housing Register	06.08.09	04.09.09		Awaiting info from Housing
910/95	Housing	List of subcontractors re Decent Homes Improvement Programme	07.08.09	07.09.09	07.09.09	
910/96	IT & Business Improvement	Use of non-geographic telephone numbers	11.08.09	09.09.09	01.09.09	
910/97	Legal & Democratic	Publicity campaigns – use of celebrities	12.08.09	10.09.09	08.09.09	
910/98	Leisure & Community	CCTV Smart cars	12.08.09	10.09.09	09.09.09	
910/99	Legal & Democratic / Leisure & Community	Information re RIPA	12.08.09	10.09.09	03.09.09	
910/100	IT & Business Improvement	GIS projects	12.08.09	10.09.09	09.09.09	
910/101	Organisational Development	Schemes promoting / informing achievements of the Council	18.08.09	16.09.09	14.09.09	

910/102	Planning Services	The Prince's Foundation for the Built Environment	18.08.09	16.09.09	15.09.09	
910/103	Environmental Services	Bailiff services re Enforcement of Road Traffic Act and Road Traffic Management Act penalties	20.08.09	18.09.09	10.09.09	
910/104	Customer Services	Bailiff services re enforcement of Council Tax and NNDR	20.08.09	18.09.09	10.09.09	
910/105	Environmental Services	Information relating to private hire service	21.08.09	21.09.09	10.09.09	
910/106	Customer Services	Housing Benefits	24.08.09	22.09.09	10.09.09	
910/107	Customer Services	List of empty properties, both domestic and commercial	26.08.09	24.09.09	10.09.09	
910/108	Derbyshire County Council	Child obesity	26.08.09	24.09.08	28.08.09	
910/109	Derbyshire County Council	Trading Standards – counterfeit tobacco	26.08.09	24.09.09	28.08.09	
910/110	Legal & Democratic	RIPA – use of under 18's	27.08.09	25.09.09	25.09.09	
910/111	Environmental Services	Licence conditions regarding drinking vessels	01.09.09	29.09.09	29.09.09	
910/112	Finance & Property	Standard payment terms re suppliers etc	02.09.09	30.09.09	14.09.09	
910/113	Legal & Democratic / Leisure & Community	Publicity campaigns – use of celebrities	07.09.09	05.10.09	14.09.09	

910/114	Environmental Services	Details of persons dying with no next of kin	07.09.09	05.10.09	09.09.09	
910/115	Leisure & Community	Allotments	07.09.09	05.10.09	25.09.09	
910/116	Environmental Services	Income from parking fines and levies	08.09.09	06.10.09	06.10.09	
910/117	Derbyshire County Council	Blue Badge Parking	10.09.09	08.10.09	11.09.09	Referred to County
910/118	Leisure & Community Development	Information re RIPA	10.09.09	08.10.09	29.09.09	
910/119	IT & Business Improvement	Structure of Procurement and Purchasing departments	16.09.09	14.10.09	29.09.09	
910/120	Organisational Development	Website information	16.09.09	14.10.09	29.09.09	
910/121	Planning	Planning consents granted for wind turbines	18.09.09	16.09.09	23.09.09	
910/122	IT & Business Improvement	IT systems	21.09.09	19.10.09	16.10.09	
910/123	Environmental Services	Illegal dumping of waste oils	22.09.09	20.10.09	16.10.09	
910/124	IT & Business Improvement	Information Assurance	23.09.09	21.10.09	29.09.09	
910/125	Customer Services	Bailiff Services	25.09.09	23.10.09	23.10.09	

910/126	Customer Services	Business Rate Accounts without Small Business Rate Relief	25.09.09	23.10.09	02.10.09	
910/127	Finance & Property Services / Organisational Development	Provisions for staff pay rises in 2009-10	28.09.09	26.10.09	02.10.09	

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