

REPORT TO:	FINANCE AND MANAGEMENT COMMITTEE	AGENDA ITEM: 14
DATE OF MEETING:	16 JUNE 2016	CATEGORY: DELEGATED
REPORT FROM:	DIRECTOR OF FINANCE AND CORPORATE SERVICES	OPEN
MEMBERS' CONTACT POINT:	KEVIN STACKHOUSE (595811) kevin.stackhouse@south-derbys.gov.uk	DOC: s:\cent_serv\complaints\committee reports\working papers for June 2016 2015\Complaints and FOI report for June 2016 .
SUBJECT:	COMPLAINTS, COMPLIMENTS & FREEDOM OF INFORMATION REQUESTS 1 OCTOBER 2015 TO 31 MARCH 2016	REF: KS/SH/RW/CS
WARD(S) AFFECTED:	ALL	TERMS OF REFERENCE: FM 11

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 2015 to 31 March 2016. Figures for the corresponding period in 2014/15 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 2015 to 31 March 2016. Figures for the corresponding period in 2014/15 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 0 comments, 29 compliments and 29 complaints have been received between 1 October 2015 to 31 March 2016.

- 3.3 The number of complaints received in the first half of this financial year has decreased compared to the corresponding period of 2014/15, and the number of compliments received has increased.
- 3.4 Members are informed via e-mail (enclosing a copy of the original complaint) when a complaint is received relating to their ward. This is for information purposes only.

Freedom of Information

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

Publication Scheme

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

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

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

http://www.south-derbys.gov.uk/council_and_democracy/data_protection_and_freedom_of_information/default.asp

- 3.7 A total of 287 (2 were duplicated) Freedom of Information requests have been received from 1 October 2015 to 31 March 2016. This is an increase of 5 over the corresponding period for 2014/15.

4.0 Background

- 4.1 The Comments, Compliments and Complaints customer leaflet and procedure is available for download from the Website at or can be completed using an electronic form:

http://www.south-derbys.gov.uk/council_and_democracy/complaints/comment_compliment_or_complaint_form/default.asp

- 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 0 comments were received over the past six months. Any comments received are carefully considered and, if appropriate, are investigated under the complaints procedure.

Department	1 October 2014 – 31 March 2015	1 October 2015 - 31 March 2016
	0	0
Total	0	0

Compliments

- 5.2 The table below compares the number of compliments received for the second half of 2014/2015 against the second half of 2015/2016. Compliments generally relate to the quality of the service provided and/or actions of individuals.

Department	1 October 2014 – 31 March 2015	1 October 2015 – 31 March 2016
Customer Services	1	0
Environmental Services	1	10*
Planning	1	7
Housing	0	2
Community Services	10*	9*
Corporate	0	1
Policy and Communications	0	0
Total	13	29

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

Complaints

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

	1 October 2014 – 30 March 2015	1 October 2015 – 31 March 2016
Resolved at Stage 1	37	21
Stage 1 still ongoing	0	0
Resolved at Stage 2	0	8
Stage 2 still ongoing	0	0
Total received	37	29

5.4 The 29 complaints received can be broken down as follows:-

Department	1 October 2014 – 31 March 2015	1 October 2015 – 31 March 2016
Planning Services	4	6*
Housing	9	8*
Customer Services (including Revenue)	9	4
Environmental Services	8	5
Community Services	3	2*
Legal and Democratic Services	4	2
Corporate Services	0	1
Property	0	1
Derbyshire County Council	0	0
Total	37	29

* 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:-

Department	2012/13	2013/14	2014/15	2015/16
Planning Services	12	10	14	15
Housing	11	20	26*	21
Customer Services (including Revenue)	16	17	22*	15
Environmental Services	12*	6*	12*	10
Community Services	7*	4	3	2
Legal and Democratic Services	2	0	8	6
Finance and Property	0	0	0	0
Corporate Services	0	2	2	3
Property	0	1	0	1
Derbyshire County Council	0	0	2	1
Total	59	60	89	74

* 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 **Annex A**.

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

5.7 Directors of Service are asked to complete a questionnaire following each complaint. This provides details of actions taken and improvements made as a consequence of a complaint.

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

Freedom of Information Requests

- 5.9 Although the Freedom of Information Act 2000 creates a general right of access to information, it also sets out information that we do not have to make available for specific reasons. This is information, which, if published, might prejudice the health, safety or security of the Council, our staff, systems, services or property.
- 5.10 We make as much information available as possible without charging for it. We do however reserve the right to levy a reasonable charge where the information request is extensive and would require more than 2 days' staff time to satisfy the request.
- 5.11 The Council deals with hundreds of routine requests for information every day by phone and by letter. These are referred to as "business as usual requests". We will deal with these in the normal way. However, information that is not readily available and that has to be prepared or extracted is handled differently. We are entitled to make a charge for this kind of information.
- 5.12 Requests for information under Freedom of Information have to be processed within 20 working days. However, requests for details under the Freedom of Information Act can be turned down if they fall within certain exemption criteria.
- 5.13 The table below compares the Freedom of Information requests received for the second half 2014/2015 against the second half of 2015/2016.

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

	1 October 2014 – 31 March 2015	1 October 2015 – 31 March 2016
Number received	292	287
Number replied to within 20 statutory days	278	268
Number replied to after 20 statutory days	12	19
Number of Exemptions or partial exemptions	3	9
Number passed to Third Party	41	42
Number withdrawn	2	1

* **Annex B** shows 285 requests - a duplicate number was used.

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

Department	1 October 2014 – 31 March 2015	1 October 2015 – 31 March 2016
Environmental Services	37	41*
Planning Services	13	16
Legal & Democratic	23	15*
Financial Services	8	7
IT	12	7*
Customer Services	60	61*
Housing Services	30	44*
Organisational Dev.	19	11*
Community Services	19	10*
Passed to 3 rd Parties	43	43*
Corporate Services	9	9*
Property Services	3	2*
Procurement	10	5*
Communications	1	4*
All Departments	5	12*

* Same request has involved several divisions

5.15 The details of the Freedom of Information requests received are attached at **Annex B**.

5.16 A breakdown of who originated the Freedom of Information request is attached at **Annex C**.

6.0 Financial Implications

6.1 None directly stemming from this report.

7.0 Corporate Implications

7.1 Under the Complaints procedure the Council will write to the complainant within 5 working days, telling them who is dealing with their complaint and when they can expect to receive a reply. In most cases a full reply will be sent within 10 working days.

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

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

8.0 Community Implications

8.1 None.

9.0 **Background Papers**

None

South Derbyshire District Council
Comments, Compliments and Complaints 1 October 2015 – 31 March 2016

Comments

There were no comments for the period 1 October 2015 to 31 March 2016.

Compliments

Date	Ward	Subject	Division
01.10.15	Seales	Thanks to Planning Staff for professional approach, very helpful and overall first class manner	Planning Services
05.10.15	Hilton	Excellent speed of response to oil spill on road left be refuse lorry during collections	Environmental Services
19.10.15	Seales	Compliments on another lovely Civic Service	Community Services
05.11.15	Melbourne	Impressed with hard work of Cultural Services Technician in helping to sort out the drainage problems at the Assembly Rooms	Community Services
16.11.15	Linton	Honesty of 2 x bin men who found and returned gentleman's wallet on his drive	Environmental Services
19.11.15	Hilton	Many thanks for prompt and detailed response to a TPO query	Planning Services
07.12.15	Etwall	Compliments to Community Services Staff re AGP	Community Services
09.12.15	Hilton	Thanks to Direct Service Team member for retrieving ladies door keys that she had dropped down a gully opposite her home	Environmental Services
09.12.15	Midway	Thank you to Clean Team for clearing up job in Salisbury Drive	Environmental Services
11.12.15	Barrow on Trent	Thanks for prompt action in dealing with tree works – Ash Tree at St Wilfrid's Church	Community & Environmental Services
12.12.15	Swadlincote	Thanks for waste bin collection	Environmental Services
16.12.15	Coton in the Elms	Thanks to Building Control staff for excellent service	Planning Services
22.12.15	-	Thanks to Building Control staff for efficient and dependable service	Planning Services
04.01.16	Cauldwell - Linton	3year old insisted bin men were "beautiful elves"	Environmental Services
08.01.15	Woodville	Appreciation for support in identifying opportunity to improve Recreation Ground football pitch	Planning Services
13.01.16	Drakelow	Excellent cleaning services – dog fouling on Rosliston Road South approaching footbridge	Environmental Services
14.01.16	Melbourne	Support from the Council has been fantastic & unexpected re Kings Newton Bowls Club	Community Services
15.01.16	Swadlincote	Appreciation of great service provided by team cutting back tree at rear of Ensor Close, Frank Bodicote estate	Community & Environmental Services
17.01.16	Linton	Members commented that collections over Christmas period arranged very successfully	Environmental Services

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21.01.16	Seales	Compliment to Planning Staff re Acresford, Overseal – brilliant work at Committee	Planning Services
21.01.16	-	Compliment to Planning Staff for professionalism and advice during planning process and for quick planning application turn around	Planning Services
22.02.16	Elvaston	Gratitude to the refuse team whilst riding my horse they were most courteous and even getting out of the wagon to see what traffic was approaching. Thank you for keeping our roads safe.	Environmental Services
25.02.16	Newhall	Recommendation for recognition of Community Services Staff, whose efforts towards the improvement of Newhall Park having worked with Friends of Newhall Park, contributed to its upgrade.	Community Services
25.02.16	Newhall	Thanks for a wonderful evening at Community Day, special to receive the award for the work with Friends of Newhall Park.	Community Services
10.03.16	Church Gresley	A massive compliment to the refuse crew who were emptying brown bins in Unity Close today. There was a funeral leaving one of the properties and the men respectfully waited until the hearse and all cars had left before starting to empty the bins.	Environmental Services
14.03.16	Church Gresley	Thanking the Council for being so thoughtful for delivering the water to her and her neighbours on Friday night. She stated it was delivered by a lovely young man.	Housing Services
14.03.16	Ticknall	Thanks to staff for delivery of bottled water	Housing Services
16.03.16	-	Thanks to everyone for the prompt response, just wish every else we dealt with were as efficient & professional	Corporate Services
24.03.16	Rosliston	Thank you to Rosliston EEP team. Their staff were absolutely blown away with the whole experience, children loved getting muddy and couldn't stop talking about it. One teacher remarked that the trip was one of the best/most rewarding he'd ever done.	Community Services

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Complaints

Date	Ref No	Ward	Subject	Division	Resultant Action Taken	Date response due and date sent
01.10.15	710	Resident of SDDC	Complaint about Customer Services – call handling	Customer Services	Reminded all the Customer Services Team to let unhappy customers speak and try not to 'butt in' until the customer has finished speaking.	Due: 15.10.15 Sent: 14.10.15
06.10.15	711	Woodville	Complaint re dogs off lead and hedge at rear of garden	Housing Services	None	Due: 20.10.15 Sent: 08.10.15
07.10.15	712	Linton	Dog breeding licence lack of confidentiality	Licensing Services	N/A	Due: 21.10.15 Sent: <u>22.10.15</u>
07.10.15	713	Hartshorne	Overgrown & untidy site – Hartshill Road, Hartshorne, Swadlincote, Derbyshire	Housing Services	Action being taken against SDDC tenant for unkempt gardens; breach of tenancy	Due: 21.10.15 Sent 08.10.15
09.10.15	714	Rosliston	Complaint concerning the completion of an agreement made under S106 of the Town & Country Planning Act 1990 relating to development of land at Burton Road, Rosliston	Planning Services	No action	Due: 23.10.15 Sent: 06.11.15 STAGE 2 Due: 30.11.15 Sent: 27.11.15
09.10.15	715	Woodville	Replace glass in internal door at Council property	Housing Services	Tenant gave notice to terminate tenancy and moved out so no further action taken	Due: 23.10.15 Sent: 04.11.15 STAGE 2 Due: 26.11.15 Sent: 19.11.15

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12.10.15	716	Woodville	Discrimination against a wheelchair user	Housing Services	Tenant gave notice to terminate tenancy and moved out so no further action taken	Due: 26.10.15 Sent: 04.11.15
19.10.15	717	Hatton	Moving house final council tax payment	Customer Services	Response email sent but not received by customer. Due to the number of emails sent each day by individual team member it is impractical for "read receipt".	Due: 02.11.15 Sent: 22.10.15
26.10.15	718	Melbourne	Planning Department's poor customer service	Planning Services	No Action. Complainant went to Ombudsman	Due: 09.11.15 Sent: 10.11.15 STAGE 2 Due: 27.11.15 Sent: 26.11.15
29.10.15	719	Etwall	Planning Committee Meeting 27.10.15 and the Hackwood Farm Application	Planning Services	N/A	Due: 12.11.15 Sent: 05.11.15
09.11.15	720	Linton	Withholding housing benefit	Housing Services	N/A	Due: 20.11.15 Sent: 09.11.15
10.11.15	721	Woodville	Council request to tidy up garden & living conditions	Housing Services	No changes made	Due: 24.11.15 Sent: 20.11.15
10.11.15	722	Newhall	Housing Options Adviser contact with Social Services re 2yr old daughter	Housing Services	None	Due: 24.11.15 Sent: 24.11.15
11.11.15	723	Repton	Failure of Renuvo to keep an appointment to carry out annual safety check at the property.	Housing Services	None	Due: 25.11.15 Sent: 17.11.15 STAGE 2 Due: 03.12.15 Sent: 15.12.15

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12.11.15	724	Hilton	Request for exemption on Council Tax for empty property	Customer Services	Discretion exercised	Due: 26.11.15 Sent: 17.11.15
17.11.15	725	Etwall	Enforcement of the No Smoking Legislation – Etwall Village	Environmental Services	None	Due: 01.12.15 Sent: 20.11.15 STAGE 2 Due: 07.12.15 Sent: 08.12.15
30.11.15	726	Measham	Greenbank Leisure Centre	Environmental Services	Amended Service inspection timings	Due: 14.12.15 Sent: 01.12.15
01.12.14	727	Swadlincote	Library car park	Community & Planning	N/A	Due: 15.12.15 Sent: 07.12.15
14.12.15	728	Seales	Rat Infestation	Environmental Services	None. Rat infestation a difficult problem to solve and one which can only be resolved through trial and error	Due: 04.01.16 Sent: 23.12.15
23.12.15	729	Swadlincote	Housing exchange & anti-social behaviour issues	Housing Services & Community Services	None	Due: 14.01.16 Sent: 06.01.16
11.01.16	730	Hilton	Application No: 9/2015/0688	Planning Services	N/A	Due: 25.01.16 Sent: 26.01.16 STAGE 2 Due: 29.02.16 Holding Letter sent: 29.02.16 Due: 14.03.16

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						Sent: 09.03.16
18.01.16	731	Swadlincote	Parking issues at Pennine Way	Democratic Services	N/A	Due: 29.01.16 Sent: 19.01.16
18.01.16	732	Woodville	Planning application at Burton Road, Woodville, together with customer service issues	Planning Services	None	Due: 01.02.16 Sent: 29.01.16
21.01.16	733	Stenson Fields	Installation of new boiler by Renuvo	Environmental Services	None	Due: 04.02.16 Sent: - 18.03.16 STAGE 2 Rec'd: 04.03.16 Due: 18.03.16 Sent: 18.03.16
17.02.16	734	Etwall	Council Tax Liability	Customer Services	No action	Due: 02.03.16 Sent: 04.03.16
22.02.16	735	Church Gresley	Council Tax Benefits	Client Services (Ray Keech)	Training matter with individual Officer	Due: 04.03.16 Sent: 04.03.16
01.03.16	736	Midway	Right to Buy	Property Services	N/A	Due: 11.03.16 Sent: 10.03.16 STAGE 2 Due: 30.03.16 Sent: 21.03.16
07.03.16	737	Newhall	Large garage/ (small dwelling) built- Sunnyside	Planning	Enforcement Notice – not complaint	Due: 21.03.16 Sent: n/a

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07.03.16	738	Weston on Trent	Sewage on the driveway	Environmental Services	In our view the complaint was tit for tat motivated. We have taken legal action because water supply was illegally disconnected	Due: 21.03.16 Sent: 11.03.16
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South Derbyshire District Council
Freedom of Information Requests
1 October 2015 – 31 March 2016

Ref:		Department	Details	Received	Reply Due	Reply Sent	Exempt
1516-284	N	Community Services	Cost of Christmas lights for past 5 years	02.10.15	29.10.15	07.10.15	
1516-285	C	Corporate Services	Corporate/strategic, Department & procurement risk register	02.10.15	29.10.15	05.10.15	
1516-286	C	Customer Services	Business rates with credit over £1000	02.10.15	29.10.15	12.10.15	
1516-287	W	Customer Services	Business rates	02.10.15	29.10.15	02.10.15	Duplicate of 1516-259
1516-288	I	Environmental Services	Deceased, no next of kin from 01.01.15	05.10.15	30.10.15	06.10.15	Exempt 31(1)(a)
1516-289	MP	Housing Services	Housing list: who has priority, any veterans, how many in total on list	06.10.15	02.11.15	22.10.15	
1516-290	C	Customer Services	Local discount scheme for business rates relief	06.10.15	02.11.15	10.11.15	
1516-291	C	Customer Services	Charitable & Discretionary rate relief	06.10.15	02.11.15	05.11.15	
1516-292	C	Environmental Services	Public health funerals since 01.06.15	07.10.15	03.11.15	07.10.15 Clarification required 24.11.15	Exempt 31(1)(a)
1516-293	C	Customer Services	Customer satisfaction feedback	07.10.15	03.11.15	08.10.15 Clarification required 26.10.15	
1516-294	I	Housing Services	Alterations at 23 Princess Close	07.10.15	03.11.15	04.11.15	

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Ref:		Department	Details	Received	Reply Due	Reply Sent	Exempt
1516-295	I	Housing Services	Disabled bungalows that meet building regs in South Derbyshire & their location	08.10.15	04.11.15	04.11.15	
1516-296	C	Community Services	Leisure facility queries	08.10.15	04.11.15	14.10.15	
1516-297	I	Housing Services	Grant, inspection, refusal for footpath	08.10.15	04.11.15	04.11.15	
1516-298	MP	Environmental Services	Public health funeral 2010-2015	08.10.15	04.11.15	21.10.15	
1516-299	C	Customer services	Credits on business rates from 1990	09.10.15	05.11.15	05.11.15	
1516-300	I	Derbyshire County Council	Commissioned Home Care visits	09.10.15	05.11.15	09.10.15	
1516-301	C	Customer Services	Credits on business rates	09.10.15	05.11.15	12.10.15	
1516-302	C	Customer Services	Credits on business rates	12.10.15	06.11.15	12.10.15	
1516-303	I	IT, Housing, Finance	Department software packages	12.10.15	06.11.15	13.10.15	
1516-304	C	Client Services	Discretionary Housing Payments	12.10.15	06.11.15	02.12.15	
1516-305	A	Legal & Democratic	Equestrian establishments with license	12.10.15	06.11.15	13.10.15	
1516-306	I	Planning Services	Apps 9/2014/1145 & 1141 copies of all correspondence from 01.01.13	13.10.15	09.11.15	24.11.15	
1516-307	I	Customer Services	Various council tax payment queries	13.10.15	09.11.15	18.11.15	
1516-308	I	Legal & Democratic	Legal Challenges	13.10.15	09.11.15	02.11.15	
1516-309	C	Financial Services	Payment terms with suppliers	14.10.15	10.11.15	15.10.15	
1516-310	W	IT Services	Software development	14.10.15	10.11.15	15.10.15	

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Ref:		Department	Details	Received	Reply Due	Reply Sent	Exempt
1516-311	C	Environmental Services	PHF/estate research/house clearance	14.10.15	10.11.15	21.10.15	
1516-312	C	Customer services	Vacant commercial property rates >18k	14.10.15	10.11.15	19.10.15	
1516-313	I	Legal & Democratic, Community Services, Environmental Services	Health & Safety for escapologists	15.10.15	11.11.15	16.10.15	
1516-314	C	Planning Services	Copies of 2 s106 & 2 consultants reports	16.10.15	12.11.15	16.11.15	
1516-315	I	Environmental Services	PHF with no next of kin	16.10.15	12.11.15	20.10.15	Exempt 31(1)(a)
1516-316	I	Customer Services	Companies/charities for business rates	16.10.15	12.11.15	19.10.15	
1516-317	C	Derbyshire County Council	Adult Learning Disability Services	19.10.15	13.11.15	19.10.15	
1516-318	A	Derbyshire County Council	Residents parking permits 2010-2014	20.10.15	16.11.15	20.10.15	
1516-319	I	Financial Services	LEP membership & funding	20.10.15	16.11.15	22.10.15	
1516-320	I	Legal & Democratic	Pricing structure for hackney & PH taxis	21.10.15	17.11.15	22.10.15	
1516-321	I	Procurement	SDDC mobile phone contracts	23.10.15	19.11.15	26.10.15	
1516-322	W	Customer Services	HB claimants & how much paid for 'exempt' properties	23.10.15	19.11.15	26.10.15	
1516-323	C	Customer Services & Financial Services	Unpresented business rate refund cheques	27.10.15	23.11.15	09.11.15	
1516-324	C	Corporate Services	FOIs relating to 'Re-use of public sector'	27.10.15	23.11.15	28.10.15	
1516-325	MP	Derbyshire County Council	Dependent, Hazardous & alcohol abusers	27.10.15	23.11.15	27.10.15	

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Ref:		Department	Details	Received	Reply Due	Reply Sent	Exempt
1516-326	C	Organisational Development	Training course for First Aid	27.10.15	23.11.15	28.10.15	
1516-327	I	Derbyshire County Council	Raids relating to trading standards	28.10.15	24.11.15	28.10.15	
1516-328	I	Housing Services & Planning Services	Did anyone in departments attend MIPIM	28.10.15	24.11.15	29.10.15	
1516-329	C	Customer Services	Business Rates	29.10.15	25.11.15	09.11.15	
1516-330	C	Environmental Services	Deaths with no known next of kin	29.10.15	25.11.15	29.10.15	Exempt 31(1)(a)
1516-331	I	Environmental Services	Deaths with no known next of kin	29.10.15	25.11.15	20.11.15	Exempt 31(1)(a)
1516-332	I	Housing Services	Homelessness in 2015	29.10.15	25.11.15	26.11.15	
1516-333	O	Legal & Democratic Services	Dog breeding licenses	30.10.15	26.11.15	05.11.15	
1516-334	C	Legal & Democratic Services	Civil parishes	02.11.15	27.11.15	24.11.15	
1516-335	I	Housing Services	List of contractors for Housing Grants Dept	29.10.15	26.11.15	21.12.15	
1516-336	I	Environmental Services	Use of powers under the Anti-Social Behavior Crime & Policing Act 2014	02.11.15	30.11.15	05.11.15	
1516-337	I	Refer back to requester not SDDC	List of empty properties in Milton Keynes	02.11.15	30.11.15	05.11.15	
1516-338	I	Customer Services	List of new liabilities for business rates	02.11.15	30.11.15	09.11.15	
1516-339	C	Legal & Democratic Services	Societies that are licensed to promote lotteries	04.11.15	02.12.15	20.11.15	

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Ref:		Department	Details	Received	Reply Due	Reply Sent	Exempt
1516-340	I	Legal & Democratic Services	Pet shops licensed to sell puppies	06.11.15	04.12.15	20.11.15	
1516-341	C	Customer Services	Business Rates	06.11.15	04.12.15	12.11.15	
1516-342	N	Environmental Services	Putting down of dogs	06.11.15	04.12.15	10.11.15	
1516-343	I	Derbyshire County Council	Child Sexual Protection	09.11.15	07.12.15	09.11.15	
1516-344	M	Derbyshire County Council	Spend on Children's Services in last 3 years	09.11.15	07.12.15	09.11.15	
1516-345	I	Customer Services	Business Rates	11.11.15	09.12.15	18.11.15	
1516-346	O	Derbyshire County Council	Special Educational Needs Caseworkers	11.11.15	09.12.15	12.11.15	
1516-347	C	Customer Services	Business Rates	13.11.15	11.12.15	16.11.15	
1516-348	C	Derbyshire County Council	All roadworks/maintenance/emergency repairs	13.11.15	11.12.15	13.11.15	
1516-349	I	Derbyshire County Council	Penalty Charge Notices	13.11.15	11.12.15	9.12.15	
1516-350	I	Corporate Services	Liability Orders obtained for non-payment of Council Tax	13.11.15	11.12.15	26.11.15	
1516-351	C	Licensing Services	Puppy Farming	13.11.15	11.12.15	20.11.15	
1516-352	N	Housing Services	Complaints to Tenancy Relations Officer	16.11.15	14.12.15	18.11.15	
1516-353	I	Corporate Services	Time spent handling FOI requests	16.11.15	14.12.15	25.11.15	
1516-354	C	Environmental Services	Public Health Funerals	16.11.15	14.12.15	09.12.15	Part Exempt – Q.2 under Sect. 31(1)(a)

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Ref:		Department	Details	Received	Reply Due	Reply Sent	Exempt
1516-355	I	Environmental Services	Public or Welfare Funerals	16.11.15	14.12.15	19.11.15	Exempt under Section 31(1)(a)
1516-356	C	Licensing Services	Pet Shops selling puppies	16.11.15	14.12.15	20.11.15	
1516-357	C	Housing Services & Property Services	Empty public buildings & opening them to homeless this winter	17.11.15	15.12.15	09.12.15	
1516-358	I	Housing Services & Property Services	Empty public buildings & opening them to homeless this winter	17.11.15	15.12.15	09.12.15	
1516-359	O	Derbyshire County Council	Melbourne Neighbourhood Planning Team query on parking wardens in Melbourne over past 12 months and how many parking tickets.	13.11.15	11.12.15	09.12.15	
1516-360	I	Housing Services	How many buildings are currently unoccupied, which could accommodate homeless people	19.11.15	17.12.15	19.11.15	
1516-361	C	Customer Services	Business Rates	19.11.15	17.12.15	07.12.15	
1516-362	O	IT Services	Electronic Systems for passwords	19.11.15	17.12.15	24.11.15	
1516-363	C	Corporate Services	Crematoria under control of the Council	20.11.15	18.12.15	20.11.15	
1516-364	O	Organisational Development	Unison pay spine	20.11.15	18.12.15	10.12.15	
1516-365	I	Customer Services	Council Tax	23.11.15	21.12.15	10.12.15	
1516-366	I	Customer Services	NNDR	23.11.15	21.12.15	24.11.15	
1516-367	I	Customer Services	Unclaimed Business Rates	23.11.15	21.12.15	07.12.15	
1516-368	I	Environmental Services	Intestate Estates passed/or being passed to Treasury Solicitor's Dept	23.11.15	21.12.15	24.11.15	

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Ref:		Department	Details	Received	Reply Due	Reply Sent	Exempt
1516-369	C	Housing Services	Affordable Housing	23.11.15	21.12.15	25.11.15	
1516-370	I	Housing Services	Housing Revenue Account	23.11.15	21.12.15	18.12.15	
1516-371	I	Derbyshire County Council	Street lights	25.11.15	23.12.15	26.11.15	
1516-372	C	I.T, Communications, Community; Housing & Corporate Services	DMS else Intranet Lists Ref 2015.11.26 DMEI	27.11.15	24.12.15	08.12.15 Add info 23.12.15	
1516-373	C	Housing Services	Housing Data	30.11.15	04.01.16	03.12.15	
1516-374	I	Customer Services	Business Rates	01.12.15	05.01.16	07.12.15	
1516-375	C	Customer Services	List of ratepayers benefiting from any type of relief	02.12.15	06.01.16	07.12.15	
1516-376	I	Environmental Services	Public Health Funerals	02.12.15	07.01.16	03.12.15	
1516-377	C	Customer Services	Business Rates	02.12.15	07.01.16	07.12.15	
1516-378	C	Environmental Services	List of Thermal Oxidisers	02.12.15	07.01.16	06.01.16	
1516-379	I	Housing Services	Right to Buy	03.12.15	07.01.16	16.12.15	
1516-380	O	Finance Services	Statement of Accounts	03.12.15	07.01.16	08.12.15	
1516-381	I	Procurement & Environmental Services	Procurement Questions & Public Health Funerals	03.12.15	07.01.16	04.12.15	
1516-382	C	Communications	Digital Governance	07.12.15	12.01.16	24.12.15	
1516-383	O	Environmental Services	Pest Control Services	07.12.15	12.01.16	08.12.15	

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Ref:		Department	Details	Received	Reply Due	Reply Sent	Exempt
1516-384	O	Derbyshire County Council	Social Care Assessments	08.12.15	13.01.16	08.12.15	
1516-385	I	Derbyshire County Council	Social Care of Children	09.12.15	14.01.16	09.12.15	
1516-386	I	Organisational Development	ICT Apprenticeships	09.12.15	14.01.16	10.12.15	
1516-387	I	Housing Services	Social Housing	10.12.15	15.01.16 Extended to 12.02.16	04.02.16	
1516-388	I	Environmental, Housing & Property Services	Squatting	11.12.15	16.01.16	15.12.15	
1516-389	M	Derbyshire County Council	Meat identification Test	14.12.15	20.01.16	15.12.15	
1516-390	C	Derbyshire County Council	Fostering Services	14.12.15	20.01.16	14.12.15	
1516-391	I	Customer Services	Businesses liable for business rates	15.12.15	21.01.16	08.01.16	
1516-392	C	I.T Services	LAN Maintenance & Services	15.12.15	21.01.16	25.01.16	
1516-393	I	Planning Services	TPO 386	15.12.15	21.01.16	22.01.16	
1516-394	I	Property Services	Right to Buy	16.12.15	22.01.16	17.12.15	
1516-395	I	Housing Services	Bathroom Adaptations	22.12.15	27.01.16	20.01.16	
1516-396	C	Planning Services	Hartshorne Conservation Area Review	22.12.15	27.01.16	N/A	Withdrawn by requester
1516-397	C	Organisational Development	Compromise Agreements	24.12.15	29.01.16	28.01.16	

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Ref:		Department	Details	Received	Reply Due	Reply Sent	Exempt
1516-398	C	Customer Services	Enforcement Agencies for C/Tax & NNDR	04.01.16	01.02.16	14.01.16	
1516-399	C	Housing Services	Fuel Poverty	04.01.16	01.02.16	18.01.16	
1516-400	I	Finance Services	Financial Management/ERP Systems	04.01.16	01.02.16	08.01.16	
1516-401	N	Environmental Services	Incidents of fly tipping	04.01.16	01.02.16	26.01.16	
1516-402	I	Finance Services	ICT related expenditure & professional services new department or systems/infrastructure & upgrades	04.01.16	01.02.16	27.01.16	
1516-403	I	Community Services	Public Space Protection Orders & homeless people's tents, makeshift accommodation - confiscated or cleared by the Council during 2015	04.01.16	01.02.16	06.01.16	
1516-404	C	Client Services	Income Management System	04.01.16	01.02.16	10.02.16	
1516-405	C	Customer Services	Business Rates	04.01.16	01.02.16	08.01.16	
1516-406	I	Derbyshire County Council	Info on works/reports re road surface/pot holes in Willington, specifically around Etwall Rd junction with Findern Lane	04.01.16	01.02.16	04.01.16	
1516-407	C	Customer Services	Business Rates	04.01.16	01.02.16	08.01.16	
1516-408	M	Housing Services	Social Housing	05.01.16	02.02.15	25.01.16	
1516-409	I	Organisational Development	Council Employees	05.01.16	02.02.16	29.01.16	
1516-410	I	Environmental Services	Over past 5 years charges for rubbish uplift and Christmas tree removal.	05.01.16	02.02.16	26.01.16	
1516-411	I	Housing Services	Temporary Accommodation/Emergency Accommodation supplier network	05.01.16	02.02.16	21.01.16	

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Ref:		Department	Details	Received	Reply Due	Reply Sent	Exempt
1516-412	I	Customer Services	Business Rates	05.01.16	02.02.16	12.01.16	
1516-413	C	Customer Services	Business Rates	05.01.16	02.02.16	12.01.16	
1516-414	O	Legal & Democratic Services	Zoo Licensing Act 1981	06.01.16	03.02.16	12.01.16	
1516-415	N	Planning Services	Major and ordinary development applications	06.01.16	03.02.16	07.04.16	
1516-416	I	Derbyshire County Council	Asylum seeker children	06.01.16	03.02.16	07.01.16	
1516-417	O	Client Services	Council Tax Support Scheme	06.01.16	03.02.16	15.01.16	
1516-418	O	Housing Services	RTB Process	07.01.16	04.02.16	27.01.16	
1516-419	I	Derbyshire County Council	Children Missing from Care	07.01.16	04.02.16	07.01.16	
1516-420	I	Derbyshire County Council	Parents assessed by psychologists	08.01.16	05.02.16	08.01.16	
1516-421	O	Planning Services	Planning refusals	08.01.16	05.02.16	02.02.16	
1516-422	I	Communications	Advertising and marketing	08.01.16	05.02.16	18.01.16	
1516-423	I	Organisational Development/Finance Services	Temporary staff costs	08.01.16	05.02.16	27.01.16	
1516-424	I	Environmental Services	Public or Welfare Funerals	11.01.16	08.02.16	13.01.16	
1516-425	TV	Housing Services	Housing complaints	11.01.16	08.02.16	01.02.16	
1516-426	I	Derbyshire County Council	Human trafficking	11.01.16	08.02.16	11.01.16	

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Ref:		Department	Details	Received	Reply Due	Reply Sent	Exempt
1516-427	O	Environmental Services	Food establishments	11.01.16	08.02.16	13.01.16	
1516-428	I	Community & Housing Services	External lighting design	11.01.16	08.02.16	14.01.16	
1516-429	I	Derbyshire County Council	Special Needs (SEN)	12.01.16	09.02.16	12.01.16	
1516-430	O	Customer Services	Business Rates Liability	12.01.16	09.02.16	19.01.16	
1516-431	I	Customer Services	Business Rates	13.01.16	10.02.16	19.01.16	
1516-432	MP	Derbyshire County Council	Work of the Director of Public Health	14.01.16	11.02.16	14.01.16	
1516-433	I	Community Services	Public Space Protection Orders	15.01.16	12.02.16	19.01.16	
1516-434	O	Organisational Development	HR & Payroll Solution/Services	15.01.16	12.02.16	20.01.16	
1516-435	O	Customer Services	Business Rates	15.01.16	12.02.16	20.01.16	
1516-436	I	Customer Services	Business Rates	15.01.16	12.02.16	29.01.16	Duplicate – also see 442
1516-437	I	Customer Services	Business Rates	15.01.16	12.02.16	20.01.16	
1516-438	O	Customer Services	Housing Benefit Refusals	18.01.16	15.02.16	12.02.16	
1516-439	I	Housing Services	Homeless people who have committed suicide or died	18.01.16	15.02.16	01.02.16	
1516-440	I	Client Services & Finance Services	Council Tax Rates and CTS	18.01.16	16.02.16	20.01.16	
1516-441	C	Planning Services	Report re 2 Blithe Close, Hilton	18.01.16	16.02.16	05.02.16	
1516-442	I	Customer Services	Business Rates	18.01.16	16.02.16	29.01.16	Duplicate – also see 436

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Ref:		Department	Details	Received	Reply Due	Reply Sent	Exempt
1516-443	C	Derbyshire County Council	Charging orders placed on residents properties relating to care home charges	18.01.16	16.02.16	18.01.16	
1516-444	C	Customer Services	NNDR accounts in credit	18.01.16	16.02.16	20.01.16	
1516-445	MP	Derbyshire County Council	Libraries	19.01.16	17.02.16	18.01.16	
1516-446	C	Organisational Development	How many staff at SDDC	19.01.16	17.02.16	20.01.16	
1516-447	I	Environmental Services	Public Space Protection Orders	19.01.16	17.02.16	20.01.16	
1516-448	I	Derbyshire County Council	Social Care	22.01.16	22.02.16	22.01.16	
1516-449	I	Corporate Services	Funding to organisations	25.01.16	23.02.16	26.01.16	
1516-450	I	Corporate Services	Does Council own any limited companies	25.01.16	23.02.16	27.01.16	
1516-451	I	Housing Services	Ex-serviceman	25.01.16	23.02.16	29.01.16	
1516-452	O	Customer Services	Business Rates	26.01.16	24.02.16	01.02.16	
1516-453	I	Derbyshire County Council	Supported Living	27.01.16	25.02.16	28.01.16	
1516-454	I	Environmental Services	Welfare Funerals	27.01.16	25.02.16	01.02.16	
1516-455	I	Housing Services	Kitchen amenities	28.01.16	26.02.16	16.02.16	
1516-456	N	Environmental Services	Welfare Funerals	28.01.16	26.02.16	05.02.16	
1516-457	I	IT Services	W-fi Provider Contracts	28.01.16	26.02.16	29.01.16	
1516-458	N	Customer Services	Bedroom Tax	28.01.16	26.02.16	10.02.16	

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Ref:		Department	Details	Received	Reply Due	Reply Sent	Exempt
1516-459	I	Derbyshire County Council	Service Managers (street lighting, highways, school transport, etc)	29.01.16	26.02.16	29.01.16	
1516-460	I	Client Services	Revenues & Benefits supplier	29.01.16	26.02.16	29.01.16	
1516-461	O	Legal & Democratic Services	People eligible to Vote	29.01.16	26.02.16	25.02.16	
1516-462	O	Environmental Services	Refuse Vehicles	29.01.16	26.02.16	01.02.16	
1516-463	N	Planning Services	Planning Permissions	01.02.16	29.02.16	02.02.16	
1516-464	I	Environmental Services	Littering fines	02.02.16	01.03.16	05.02.16	
1516-465	I	Legal & Democratic Services	Compulsory Purchase Orders	03.02.16	02.03.16	03.02.16	
1516-466	O	Environmental Services	Licensed Campsites	03.02.16	02.03.16	12.02.16	
1516-467	I	Customer Services	Discretionary Housing Payment data	03.02.16	02.03.16		
1516-468	I	Housing Services	Housing Allocations List	03.02.16	02.03.16	18.02.16	
1516-469	I	Housing Services	Social Housing Properties	04.02.16	03.03.16	18.02.16	
1516-470	I	Customer Services	Business Rates	04.02.16	03.03.16	12.02.16	
1516-471	I	Planning Services	Planning Applications - Hilton	05.02.16	04.03.16	09.02.16	
1516-472	O	Customer Services	Business Rates Accounts in Credit	05.02.16	04.03.16	12.02.16	
1516-473	M	HR, IT & Finance Services	Employees dismissed/website access	05.02.16	04.03.16	29.02.16	
1516-474	O	Comms & Finance Services	Newspaper, Copyright & Media Licenses	05.02.16	04.03.16	29.02.16	

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Ref:		Department	Details	Received	Reply Due	Reply Sent	Exempt
1516-475	O	Client Services	Surveillance & Private Investigators	08.02.16	07.03.16	01.03.16	
1516-476	O	Derbyshire County Council	Traffic Light Systems	08.02.16	07.03.16	08.02.16	
1516-477	I	Housing Services	Right to Buy Social Mobility Fund	08.02.16	07.03.16	26.02.16	
1516-478	TV	Community Services	Council owned CCTV & ANPR cameras, name of streets, time cameras are active, annual day/hours of activity	08.02.16	07.03.16	08.02.16	
1516-479	C	Derbyshire County Council	School places	10.02.16	09.03.16	11.02.16	
1516-480	C	Housing Services	Structure of Housing Management, Needs, Supported Housing & Maintenance	10.02.16	09.03.16	12.02.16	
1516-481	I	Environmental & Planning Services	Records relating to Willington Road, Etwall	11.02.16	10.03.16	24.02.16	
1516-482	I	Planning Services	Planning applications determined after 26 weeks from October 2013	11.02.16	10.03.16	07.03.16	
1516-483	O	Community Services	Number of Domestic Homicide Reviews since January 2010	11.02.16	10.03.16	11.02.16	
1516-484	I	Customer Services	Business Rates	11.02.16	10.03.16	12.02.16 Clarification required 22.03.16	
1516-485	I	Customer Services	Business Rates - schools	11.02.16	10.03.16	12.02.16	
1516-486	I	Derbyshire County Council	Roadworks/road maintenance projects	11.02.16	10.03.16	11.02.16	
1516-487	O	Housing Services	Cleaning Services	12.02.16	11.03.16	01.03.16	

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Ref:		Department	Details	Received	Reply Due	Reply Sent	Exempt
1516-488	I	Communications	Film Related Revenue	12.02.16	11.03.16	15.02.16	
1516-489	O	Legal & Democratic Services	Pet Shop Licensing	12.02.16	11.03.16	17.02.16	
1516-490	O	Customer Services	Business Rates	15.02.16	14.03.16	19.02.16	
1516-491	I	Customer Services	Business Rates	15.02.16	14.03.16	22.02.16	
1516-492	MP	Property Services, Economic Development, Financial Services	Spending and amount borrowed for purchases of land/property and regeneration/building development	15.02.16	14.03.16	01.03.16	
1516-493	I	Housing Services	Burton YMCA Campaign	16.02.16	15.03.16	16.02.16	
1516-494	I	Planning Services	Section 106 affordable housing	16.02.16	15.03.16		
1516-495	N	Corporate Services/ Communications	FOI responses	17.02.16	16.03.16	N/A	Withdrawn by requester
1516-496	O	Legal & Democratic Services	License fees for Taxi and Driver Licenses	17.02.16	16.03.16	18.02.16 Clarification required 11.03.16	
1516-497	O	Environmental Services	Information re Grounds Maintenance, Arboriculture & Street Cleansing	17.02.16	16.03.16	03.03.16	
1516-498	I	Customer Services	Business Rates	17.02.16	16.03.16	22.02.16	
1516-499	O	Customer Services	Business Rates	22.02.16	21.03.16	09.03.16	
1516-500	O	Housing Services	Housing Related Support Services	22.02.16	21.03.16	01.03.16	

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Ref:		Department	Details	Received	Reply Due	Reply Sent	Exempt
1516-501	MP	Derbyshire County Council	Roads maintained by the Council	22.02.16	21.03.16	22.02.16	
1516-502	MP	Derbyshire County Council	Traffic Lights and Road Signage	22.02.16	21.03.16	22.02.16	
1516-503	MP	Derbyshire County Council	Speed Cameras	22.02.16	21.03.16	22.02.16	
1516-504	O	Customer Services	Business Rates	22.02.16	21.03.16	23.02.16	
1516-505	O	Planning Services	CIL-based Funding for Education	24.02.16	23.03.16	24.03.16	
1516-506	N	Derbyshire County Council	Schools and Catchment Areas	24.02.16	23.03.16	24.02.16	
1516-507	M	Organisational Development	Disparity in gender pay & bonuses	25.02.16	24.03.16	18.03.16	
1516-508	I	Customer Services	Business Rates	25.02.16	24.03.16	09.03.16	
1516-509	I	Housing Services/ Client Services	Various questions on Social Sector Housing/Benefit cuts	25.02.16	24.03.16	18.03.16	
1516-510	O	Customer Services	Council Tax Registration & tenure data	25.02.16	24.03.16	26.02.16	
1516-511	O	Procurement	Social Value	25.02.16	24.03.16	17.03.16	
1516-512	O	Corporate Services	Admin function at SDDC	25.02.16	24.03.16	26.02.16	
1516-513	C	Customer Services	Business Rates	26.02.16	29.03.16	09.03.16	
1516-514	O	Planning, Env Services, Licensing, Housing, Property, Procurement	Specification of Competent Persons to Undertake Electrical Work	29.02.16	30.03.16	23.03.16	
1516-515	I	Customer Services	Business Rates	01.03.16	31.03.16	11.03.16	

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Ref:		Department	Details	Received	Reply Due	Reply Sent	Exempt
1516-516	N	Derbyshire County Council	Extremism Referrals/under 18's	02.03.16	01.04.16	02.03.16	
1516-517	I	Environmental Services	Public/Welfare Funerals	02.03.16	01.04.16	03.03.16	Exempt 31(1)(a)
1516-518	M	Housing Services	Social Housing & Translators	04.03.16	05.04.16	11.03.16	
1516-519	C	Customer Services	Business Rates/Council Tax	04.03.16	05.04.16	11.03.16	
1516-520	I	Organisational Development	Charges on tips for Hospitality	07.03.16	06.04.16	08.03.16	
1516-521	C	Customer Services	Business Rates for Bretby Crematorium	07.03.16	06.04.16	11.03.16	
1516-522	I	Customer Services	NNDR for Businesses and Charities	04.03.16	05.04.16	11.03.16	
1516-523	C	Environmental Services	Food Safety Inspection Reports	04.03.16	05.04.16	11.03.16	
1516-524	O	Housing Services	Internal Procedures Relating to Electrical Work	07.03.16	06.04.16	24.03.16	
1516-525	I	Housing Services	Housing Refusals	07.03.16	06.04.16	10.03.16	
1516-526	I	Planning Services	Planning Applications, Church Gresley	07.03.16	06.04.16	24.03.16	
1516-527	O	Client Services	Council Tax Support Scheme	07.03.16	06.04.16	10.03.16	
1516-528	I	Client Services	Document Management	08.03.16	07.04.16	24.03.16	
1516-529	M	Procurement	Contracts with SME's	08.03.16	07.04.16	18.03.16	
1516-530	MP	Environmental Services	Waste Collection	08.03.16	07.04.16	09.03.16	
1516-531	I	Housing Services	Local Welfare Assistance/Provision Schemes	09.03.16	08.04.16	11.03.16	

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Ref:		Department	Details	Received	Reply Due	Reply Sent	Exempt
1516-532	I	Legal & Democratic Services	List of licensees of Unicorn Inn, Newton Solney	10.03.16	11.04.16	10.03.16	
1516-533	M	Environmental & Property Services	Public toilet closures	10.03.16	11.04.15	18.03.16	
1516-534	W	Finance Services	Financial & Workforce Efficiencies	11.03.16	12.04.16	16.03.16	
1516-535	I	Organisational Development	Council's Role in Securing Apprenticeships	14.03.16	13.04.16	06.04.16	
1516-536	C	Community Services/Economic Opportunities/Housing Services	Regarding those responsible for Swimming pools, leisure centres, childrens play, water slides; buying construction materials and Council's Marketing	14.03.16	13.04.16	15.03.16	
1516-537	I	Customer Services	Rate relief on independent schools	14.03.16	13.04.16	13.05.16	
1516-538	C	Housing Services	Homelessness Strategy	15.03.16	14.04.16	31.03.16	
1516-539	I	IT Services	Digital Strategy, Cloud & Office 365	15.03.16	14.04.16	30.03.16	
1516-540	I	Licensing Services	Licence applications	16.03.16	15.04.16	29.03.16	
1516-541	N	Environmental Services	Public health funerals	16.03.16	15.04.16	23.03.16	
1516-542	I	Housing Services	Social Housing	16.03.16	15.04.16	18.03.16	
1516-543	C	Licensing Services	Primate Licensing	16.03.16	15.04.16	29.03.16	
1516-544	O	Environmental Services	Public Spaces Protection Orders re dogs	17.03.16	18.04.16	18.03.16	
1516-545	I	Environmental Services	Persons dying with no known next of kin/ welfare funerals	18.03.16	19.04.16	21.03.16	Exempt 31(1)(a)

South Derbyshire District Council
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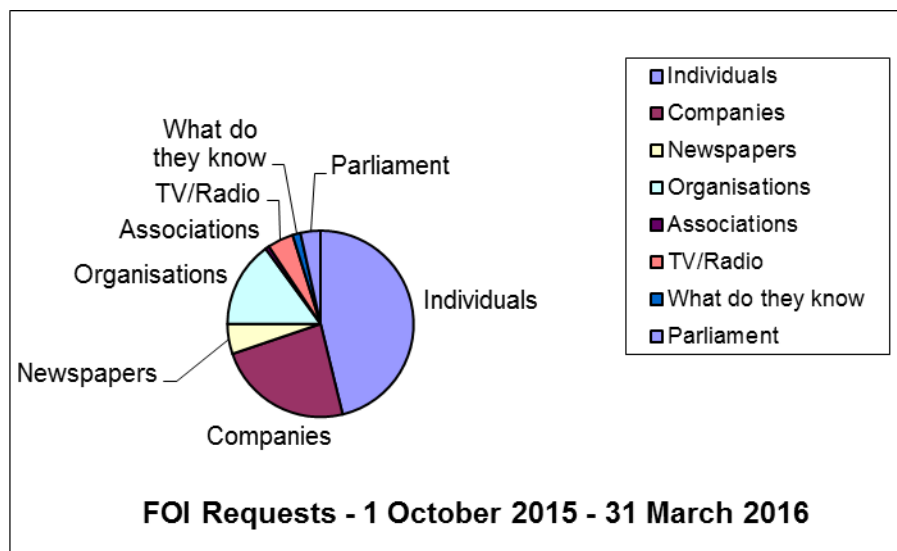
Ref:		Department	Details	Received	Reply Due	Reply Sent	Exempt
1516-546	M	Housing Services	Disabled Facilities Grants	18.03.16	19.04.16	27.04.16	
1516-547	I	Legal & Democratic Services	Taxi Licensing	18.03.16	19.04.16	24.03.16	
1516-548	I	Community Services	Children's Play Areas	18.03.16	19.04.16	11.04.16	
1516-549	I	Environmental Services	Street Cleaning	18.03.16	19.04.16	11.04.16	
1516-550	I	Derbyshire County Council	Parking Charges and parking fines	21.03.16	20.04.16	23.03.16	
1516-551	C	Derbyshire County Council	Parking Permits	21.03.16	20.04.16	21.03.16	
1516-552	I	Housing Services	Social Housing	21.03.16	20.04.16	23.03.16	
1516-553	C	Environmental Services	Part 2a & Hazardous Substance Consent	21.03.16	20.04.16	14.04.16	
1516-554	O	Planning Services	Proposed developments of pub buildings	22.03.16	21.04.16		
1516-555	I	Customer Services	Business Rates	22.03.16	21.04.16	07.04.16	
1516-556	I	Housing Services	Change of tenancy due to violence	22.03.16	21.04.16	30.03.16	
1516-557	C	Procurement /Organisational Development	Procurement procedures, processes/ staff in procurement roles since launch of National Procurement Strategy for Local Government in July 2014	22.03.16	21.04.16	24.03.16	
1516-558	C	Planning Services	Breaches and enforcement action taken due to non-compliance with Approved Document J and G of Building Regulations	23.03.16	22.04.16	01.04.16	
1516-559	C	Environmental Services	Searches for next of kin/welfare funerals	23.03.16	22.04.16	12.04.16	

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Ref:		Department	Details	Received	Reply Due	Reply Sent	Exempt
1516-560	N	Derbyshire County Council	Speed cameras	24.03.16	25.04.16	24.03.16	
1516-561	M	Derbyshire County Council	Children taken into care	24.03.16	25.04.16	24.03.16	
1516-562	I	Environmental Services	Pest Control Service	24.03.16	25.04.16	29.03.16	
1516-563	I	Derbyshire County Council	Health & Social Care/Adult Services & Children's Services	24.03.16	25.04.16	24.03.16	
1516-564	I	Environmental Services	Public Toilets	24.03.16	25.04.16	29.03.16	
1516-565	N	Derbyshire County Council	Care Home Chores	29.03.16	26.04.16	29.03.16	
1516-566	I	Community Services/Derbyshire County Council	Share Space Roads/Space Public Realm	29.03.16	26.04.16	04.04.16	
1516-567	I	Customer Services	Enforcement (Bailiff) Services	29.03.16	26.04.16	14.04.16	
1516-568	I	Housing Services	Temporary Accommodation	30.03.16	27.04.16	19.04.16	
1516-569	C	Financial Services	Payment Services Framework Agreement	30.03.16	27.04.16	19.04.16	
1516-570	M	Environmental Services	Waste Collection Complaints	31.03.16	28.04.16	22.04.16	
1516-571	I	Housing Services	Syrian Vulnerable Person Resettlement	31.03.16	28.04.16	01.04.16	

Breakdown of Freedom of Information requests for second 6 months of 2015/16

Individuals	133	287	46%
Companies	68	287	24%
Newspapers	15	287	5%
Organisations	43	287	15%
Associations	2	287	1%
TV/Radio	13	287	5%
What do they know	4	287	1%
Parliament	10	287	3%
	287	287	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