
REPORT TO:	FINANCE AND MANAGEMENT	AGENDA ITEM: 15
DATE OF MEETING:	21 JUNE 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 OCTOBER 2011 TO 31 MARCH 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 October 2011 – 31 March 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 October 2011 – 31 March 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 One comment, 70 compliments and 21 complaints have been received between 1 October 2011 – 31 March 2012.
- 3.3 The number of complaints received in the second half of this financial year has decreased compared to the previous six months, and there has been an increase in the number of compliments.

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

Freedom of Information

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

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 216 Freedom of Information requests have been received between 1 October 2011 – 31 March 2012. This is a decrease of one over the corresponding period for 2010/11 and a decrease of two over the previous six months.

4.0 Background

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

5.0 Detail

Comments

- 5.1 One comment has been received over the past six months. Any comments received are carefully considered and, if appropriate, are investigated under the complaints procedure.

Division	1 April 2011 – 30 September 2011	1 October 2011 – 31 March 2012
Planning Services	1	0
Env Services	0	1
Total	1	1

Compliments

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

Division	1 April 2011 – 30 September 2011	1 October 2011 – 31 March 2012
Customer Services	13*	9*
Environmental Services	2*	12*
Planning	36	21
Housing	0	7
Leisure and Community Development	1	25
Corporate	1	0
Total	53	70

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

Complaints

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

	1 April 2011 – 30 September 2011	1 October 2011 – 31 March 2012
Resolved at Stage 1	22	17
Stage 1 still ongoing	0	0
Resolved at Stage 2	6	4
Stage 2 still ongoing	1	0
Total received	29	21

- 5.4 The 21 complaints received can be broken down as follows

Division	1 April 2011 – 30 September 2011	1 October 2011 – 31 March 2012
Planning Services	8*	2
Housing	3	4
Customer Services (including Revenue)	7	7
Environmental Services	4	6
Legal and Democratic	3	0
Leisure and Community	5*	0
Corporate Services	0	2
Total	29	21

* 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
Planning Services	13	20	9	10*
Housing	10	11*	12*	7
Customer Services (including Revenue)	8	19*	14*	14
Environmental Services	5	7*	14*	10
Legal and Democratic	5	3*	4	3
Finance and Property	0	1	0	0
Leisure and Community	4	8	1	5*
Corporate Services	0	0	1*	2
Total	45	67	51	50

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

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

	1 April 2011 – 30 September 2011	1 October 2011 – 31 March 2012
Number received	218	216
Number replied to within 20 statutory days	199	205
Number replied to after 20 statutory days	19	11
Number of Exemptions or partial exemptions	4	0
Number passed to Third Party	27	29
Number withdrawn	1	1

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

Division	1 April 2011 – 30 September 2011	1 October 2011 – 31 March 2012
Environmental Services	62 *	60*
Planning Services	15 *	17*
Legal and Democratic	10 *	10*
Finance	16 *	8*
IT	9	14*
Customer Services	29 *	23
Housing	9 *	9*
Org Development	16	19*
Community Services	12 *	19*
Passed to 3 rd Parties	27 *	29
Corporate Services	15	23*
Property Services	0	2
Procurement	0	2*
Chief Executive	3 *	0
All Departments	0	1

* 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 - 01October 2011 – 31March 2012

Comments

Date	Ward	Subject	Division	Resultant Action Taken/Comments
25.03.12	Hilton	Disturbance of peace by Scrap metal collectors	Env Services	Monitoring being undertaken

Compliments

Date	Ward	Subject	Division
03.10.11	Seales	Compliment on the excellent recycling service	Env Services
03.10.11		Thank you from the Friends of Buxton Museum for the super talk given by the Heritage Officer on Sharpe's and other potteries in South Derbyshire - a fascinating insight into our industrial heritage.	Planning
12.10.11	Aston	Thank you for the prompt and efficient service provided in repairing the black bin.	Env Services
13.10.11	Woodville	Thank you for supplying a new green recycling box within 24 hours of request. A+ service.	Env Services
18.10.11		Sorry to read that Heritage News is discontinuing...it was a very good publication	Planning
19.10.11		Big thanks to Building Control Surveyor for all his efforts – very much appreciated	Planning
27.10.11		Big thank you for arranging the repair of his wheelie bin, very efficient and quick!	Customer Services and Env Services
01.11.11	Coton in the Elms	Thank you to the Engineer for his advice and support in dealing with the drainage issues in the village of Coton in the Elms	Community Services
01.11.11	Aston	Thanks to Planning Officer – many, many thanks for your help and at such speed. I am so grateful.	Planning

14.11.11	Newhall	Compliment to Customer Service Advisers on the cash desk – best Council she's ever dealt with, everyone very helpful.	Customer Services
17.11.11	Melbourne	Thank you for arranging for a new bin to be delivered – very impressed with the service	Customer Services and Env Services
17.11.11	Midway	The bricklayers worked solidly all day, I never saw them have a break at all – they've done a very good job.	Housing
17.11.11	Etwall	The joiner who carried out the work was great, one of the best staff.	Housing
17.11.11		Thank you to Planning Officer for all time and effort to help with their planning application	Planning
22.11.11	Etwall	If all workmen were as good as the plumber who carried out my work, you'd have no worries. Thank you	Housing
23.11.11	Egginton	Thank you to Planning Officer for help and advice regards the investment of land.	Planning
24.11.11		Thank you for the good service received in replacing a green recycling box	Customer Services
25.11.11	Church Gresley	Not only did the plumber do a very good job but also imparted some very good and practical advice.	Housing
28.11.11	Swadlincote	Fireworks at the switch-on of the lights were fantastic – well done, an excellent job.	Community Services
28.11.11	Walton on Trent	Very impressed with SDDC – whenever dealt with the Council everything has been responded to efficiently and effectively. Fantastic work!	Customer Services Env Services
06.12.11	Swadlincote	After dealing with many Licensing departments across the UK, customer found SDDC's to have been by far the most helpful. Keep up the great work.	Env Services
09.12.11		Thank you again for all the help and advice that the Building Control Survey generously provided throughout the duration of our project, it really was appreciated and most valuable.	Planning
15.12.11		Thank you to Planning Officer for prompt response and help with query regarding tree works.	Planning
18.12.11		Thank you for the hard work and inspiration that the Environmental Education Project staff have put into the resources provided for the Woodlands Trust Jubilee Education Programme for 2011 – 2013	Community Services
21.12.11		Thank you to Planning Officer for advice re current renovation being carried out. Also a credit to Planning and Conservation Officers for their exacting standards, as a building renovated 7 years ago still looks as good today as it did then.	Planning
22.12.11	Overseal	We've recently moved into the area and think the Free Tree Scheme is a wonderful idea.	Community Services

22.12.11	Hilton	Thank you for the free trees – I think it is a wonderful scheme and look forward to watching the trees progress and bring wildlife into my garden	Community Services
22.12.11	Church Gresley	Thank you for the free trees – brilliant scheme	Community Services
22.12.11	Melbourne	Free Tree scheme is a wonderful idea – a haven for the birds.	Community Services
22.12.11	Melbourne	The free trees are a perfect addition to the environmental project work within our school	Community Services
22.12.11	Shardlow	The free trees are a lovely idea and look great in our newly fenced school field	Community Services
22.12.11	Swadlincote	We are very grateful for the free trees which will be put into the sensory garden of our residential home.	Community Services
22.12.11	Hilton	It's great to see native trees on offer with the Free Tree Scheme.	Community Services
22.12.11	Hilton	Great that the Council is offering the Free Tree Scheme to support their own communities	Community Services
22.12.11	Aston	Well done SDDC, the Free Tree Scheme is a fantastic environmental idea	Community Services
22.12.11	Midway	Free Tree Scheme is excellent – makes me proud to be South Derbyshire	Community Services
22.12.11	Hatton	Doing a very good job to keep our environment healthy with the Free Tree Scheme	Community Services
22.12.11	Midway	Free Tree Scheme is a wonderful exercise, planning for the future	Community Services
22.12.11	Hilton	The Free Tree Scheme is a fantastic way to make Derbyshire a greener place for all.	Community Services
22.12.11	Willington	The Free Tree Scheme helps educate the children about plants and trees and shows the importance they present to birds and insects.	Community Services
22.12.11	Swadlincote	Thank you to Planning Officer regarding advice about extension – you've been incredibly helpful and I can't thank you enough	Planning
03.01.12	Woodville	What a pleasure it is dealing with SDDC. After moving into the area all my questions regarding Council Tax and waste collection have been answered promptly, professionally and courteously. SDDC is the best Council I have dealt with.	Env Services / Customer Services
03.01.12	Walton	Plumbers attended and repaired a plumbing problem within an hour of it being reported – thank you!	Housing
05.01.12	Seales	The Joiner was extremely thorough and professional, he did a first class job and the response time was fantastic - 15 minutes. Well done and a credit to your department.	Housing

06.01.12	Midway	Appreciation of the wonderful transformation to the ladies changing rooms at the Green Bank Leisure Centre. Compliment to the person responsible for the design and choice of colours.	Community Services
11.01.12	Melbourne	Thank you for the brilliant service in replacing broken green bin.	Customer Services and Env Services
12.01.12	Swadlincote	Appreciation of the Community Services Team in relation to the improvements carried out at Sharpe's Pottery Museum. Without the support of this team I am sure neither project would have been completed to the high standards required. They have not just helped us, but have delivered strategic improvements bringing benefits to both town and District. These improvements to a public facility would not be happening without the energy, commitment and professionalism of your staff.....Thank you !!!!	Community Services
13.01.12		Many thanks for information from Planning Officer. Boy, that was quick!! Who says Planners are slow . . .????	Planning
16.01.12	Aston	Thank you to Development and Building Control Manager for attending Barrow on Trent Parish Council meeting. They thought it a very informative exercise and greatly appreciated being able to ask questions directly and hearing the answers.	Planning
17.01.12	Midway	Plumbers carried out a top quality service from start to finish.	Housing
26.01.12	Aston	Thank you to Planning Officer regarding advice given – you've been incredibly helpful.	Planning
30.01.12	Swadlincote	Thank you to Planning Officers for the time and work put in regarding a planning application.	Planning
06.02.12		Congratulations to all concerned with the production of the 'What's on 2011" booklet.	Community Services
06.02.12		Thanks to the Conservation and Heritage Officer and team for all the help and advice given over the last two years.	Planning
06.02.12		Thank you to Planning Officer for detailed and speedy response to query regarding proposed extension	Planning
13.02.12		Invaluable advice given by Planning Officer regarding a planning enquiry concerning garage conversion / extension.	Planning
14.02.12		Thank you to the Building Control Team for their patience and guidance during a difficult period when trying to complete the new Parish Hall building.	Planning
14.02.12		Firm of solicitors wrote to say how very impressed they have been with the Planning Department and the speed in which the Area Planning Officer dealt with their enquiry.	Planning
15.02.12	Swadlincote	Thank you to everyone at the Council for being good to him during his recent illness – particular thanks to Customer	Customer Services

		Services Advisors.	
20.02.12	Melbourne	Thank you for the prompt action in stopping the contractors from working on part of the Melbourne Playing Field site until further investigations can be carried out.	Community Services
23.02.12	Newhall	Thank you for arranging an assisted bin collection. Customer Services Advisor was extremely helpful and polite. Pleased to say she has never had any problems with the Council	Customer Services
29.02.12	Seales	Thank you for the quick response and help following a request to clear up litter / rubbish from road near Botany Bay. What a fabulous service!	Env Services
05.03.12	Seales	Parish Council would like to thank the Development and Building Control Manager for his continuing efforts and professionalism in the ongoing transfer of land.	Planning
08.03.12		Compliment on the cleanliness of the swimming changing rooms at Green Bank Leisure Centre. An excellent job!	Community Services
09.03.12	Seales	Thank you so much to the Clean Team for cleaning up the lane outside our house. It is really appreciated and looks great now.	Env Services
16.03.12	Ticknall	Delighted and impressed by both the speed and the quality of the clean up performed by the Clean Team when dealing with a fly-tipping incident	Env Services
19.03.12	Etwall	Thank you to all concerned with regard to the work carried out on the baffling of extractor fans on Etwall Leisure Centre. With the noise now baffled he can look forward to enjoying peace in the garden this summer.	Community Services
21.03.12		Thank you to the Heritage Officer for his brilliant talk on South Derbyshire Landscapes to the Voices and Volumes Group. All found it most informative and interesting and learnt more about the heritage of our area.	Planning
23.03.12	Melbourne	After filling in an online request form for action by the Clean Team in Melbourne, a response was received in less than 2 hours, followed by a telephone call to inform me of the action being taken. Now that's what I call service!	Env Services
21.12.12	Church Gresley	Sincere thanks to Open Space and Facilities Development Officer and Head of Communities and Planning for great support and advice provided regarding the Gresley Old Hall Project.	Community Services

Complaints

Date	Ref No	Ward	Subject	Division	Resultant Action Taken	Date response due and date sent
06.10.11	451	Walton on Trent	Cardboard recycling and refusal of request for larger black bin	Env Services	Additional recycling centre provided locally. Council aiming to introduce kerbside collection of cardboard in June 2013.	Due: 21.10.11 Sent: 26.10.11
25.10.11	452		Attitude of refuse lorry driver	Env Services	Customer Care refresher course planned for driver concerned	Due: 08.11.11 Sent: 07.11.11
26.10.11	453	Newhall	Car parking at Civic Offices	Corporate Services	No action relevant	Due: 09.11.11 Sent: 03.11.11
04.11.11	454	Newhall	Time taken to process Tree Preservation Orders	Planning	No action relevant	Due: 18.11.11 Sent: 17.11.11
07.11.11	455	Repton	Incident involving a refuse lorry	Env Services	Customer Care refresher course planned for driver concerned	Due: 21.11.11 Sent: 21.11.11
21.11.11	456	Midway	Benefit forms which have been handed in and 'lost'	Customer Services	No action relevant	Due: 05.12.11 Further information requested on 02.12.11 Holding call: 05.12.11 Sent: 14.12.11
02.12.11	457	Swadlincote	Refuse collection following day of industrial action	Env Services	No action relevant	Due: 16.12.11 Sent: 16.12.11
01.12.11	458	Out of area	Application for Council Flat	Housing	Staff reminded to ensure facts are correct before communicating to customers.	Due: 15.12.11 Sent: 15.12.11
13.12.11	459	Woodville	Length of time taken to issue Council Tax bill for new property	Customer Services	Steps taken to ensure documents indexed to 'dummy' references are regularly monitored.	Due: 04.01.12 Sent: 03.01.12

Date	Ref No	Ward	Subject	Division	Resultant Action Taken	Date response due and date sent
19.12.11	460	Melbourne	Removal and refitting of boiler in kitchen	Housing	Contractor advised to explain to tenants in more detail about the work to be carried out.	Due: 10.01.12 Sent: 09.01.12
04.01.12	461 Stage 2	Out of area	Way in which an insurance claim has been dealt with	Finance	No action relevant	Due: 18.01.12 Sent: 10.01.12 <u>Stage 2</u> Due: 30.01.12 Holding ltr sent on 30.01.12 Sent: 11.04.12
16.01.12	462	Midway	Delay in completing the installation of new central heating	Housing	Appointment system implemented to include tradesmen phoning to advise tenants of their approximate arrival time.	Due: 30.01.12 Sent: 31.01.12
24.01.12	463	Midway	No correspondence received to confirm that requested action had been taken on Council Tax account	Customer Services	Procedure changed to ensure that whenever a transfer of monies is made, however small, a notice will be issued.	Due: 07.02.12 Sent: 26.01.12
02.02.12	464	Swadlincote	Six month Council Tax exemption on empty property	Customer Services	No action relevant	Due: 16.02.12 Sent: 14.02.12
06.02.12	465	Castle Gresley	Housing Benefit payment paid into different account to the one specified.	Customer Services	Issue highlighted to staff to raise awareness and reduce possibility of re-occurrence.	Due: 20.02.12 Further information requested on 14.02.12 Sent: 22.02.12
28.02.12	466 Stage 2	Out of area	Bailiff action on recovery of Council Tax	Customer Services	The Council has confirmed that the presence of a dog of any description, even if away from the debtors property, as in this case, is unacceptable. Instruction by Equita to bailiffs has been re-iterated.	Due: 13.03.12 Holding ltr sent on 13.03.12 Sent: 17.04.12

Date	Ref No	Ward	Subject	Division	Resultant Action Taken	Date response due and date sent
23.02.12	467	Out of area	Council House allocation	Housing	Procedure changed to ensure tenants are not charged until they have the keys.	Due: 08.03.12 Sent: 07.03.12
07.03.12	468	Hilton	Refuse collection procedures	Env Services	Amended refuse collection arrangements agreed and implemented.	Due: 21.03.12 Sent: 20.03.12
15.03.12	469 Stage 2	Out of area	Renewal of Private Hire drivers licence	Env Services		Due: 29.03.12 Sent: 29.03.12 <u>Stage 2</u> Due: 21.05.12 Sent: 22.05.12
28.03.12	470 Stage 2	Melbourne	Issue of Court Costs re Council Tax	Customer Services	No action relevant	Due: 13.04.12 Sent: 05.04.12 <u>Stage 2</u> Due: 18.04.12 Holding ltr sent on 02.05.12 Sent: 22.05.12
29.03.12	471	Aston	Enforcement notices served regarding breach of planning conditions	Planning	No action relevant	Due: 16.04.12 Holding ltr sent on 04.04.12 Sent: 24.04.12

Freedom of Information Requests 01 October 2011 – 31 March 2012

No		Dept	Request	Received	Reply Due	Reply Sent	Exemption
		Dept	Request	Received	Reply Due	Reply Sent	Exemption
1112-219	I	Community	Number of municipal clocks owned by Council	03.10.11	31.10.11	27.10.11	
1112-220	N	Finance	Private Finance Initiative projects / schemes	04.10.11	01.11.11	10.10.11	
1112-221	W	Finance	Copy of current contracts register	06.10.11	03.11.11	20.10.11	
1112-222	C	Derbyshire County Council	Contracts for insurance awarded to County Council	03.10.11	31.10.11	14.10.11	
1112-223	N	Derbyshire County Council	Pupil Referral Units within schools	06.10.11	03.11.11	10.10.11	
1112-224	I	Derbyshire County Council	Money spent on social care within Derbyshire	07.10.11	04.11.11	10.10.11	
1112-225	I	Derbyshire County Council	Unexplained deaths in Derbyshire caused by hospital negligence	07.10.11	04.11.11	10.10.11	
1112-226	I	Env Services	Persons who have died with no known next of kin	07.10.11	04.11.11	04.11.11	
1112-227	I	Env Services	Persons who have died with no known next of kin	07.10.11	04.11.11	04.11.11	
1112-228	N	Housing	Right to Buy Scheme	07.10.11	04.11.11	09.11.11	
1112-229	I	IT	Details of application software used by SDDC	10.10.11	07.11.11		
1112-230	C	Customer Services	Credits held on Business Rates accounts	05.10.11	02.11.11	27.10.11	
1112-231	C	Customer Services	Details of attempted refunds to Business Rate accounts in credit	25.10.11	22.11.11	14.11.11	
1112-232	C		Details of sub-contract security service	13.10.11	10.11.11	09.11.11	
1112-233	C	Procurement / IT	Has management of utilities and mobile phones been outsourced	17.10.11	14.11.11	14.11.11	
1112-234	Org	IT	Disposal of electronic and electrical equipment	17.10.11	14.11.11	14.11.11	
1112-235	C	Env Services	Pest control service	17.10.11	14.11.11	14.11.11	
1112-236	C	Derbyshire County Council	Adoption statistics	19.10.11	16.11.11	25.10.11	
1112-237	C	Customer Services	Credit balances on NNDR accounts from 1990 to present	20.10.11	17.11.11	16.11.11	
1112-238	Org	Env Services	Policy on Recycling Credits	20.10.11	17.11.11	16.11.11	

Freedom of Information Requests 01 October 2011 – 31 March 2012

No		Dept	Request	Received	Reply Due	Reply Sent	Exemption
1112-239	C	Community / IT / Org Dev / Env Services	Identity of firms who have bid for tenders relating to sports facilities, IT services, temporary staff and refuse collection	21.10.11	18.11.11	18.11.11	
1112-240	C	Env Services	Noise complaints received since Jan 2008, particularly relating to small scale wind turbines or air source heat pumps	25.10.11	22.11.11	18.11.11	
1112-241	C	Org Dev	Recruitment Services contract	21.10.11	18.11.11	18.11.11	
1112-242	I	Planning	Inspection of Building Regulations file	12.10.11	09.11.11		
1112-243	N	Property Services	How many charities are in rented Council properties.	26.10.11	23.11.11	18.11.11	
1112-244	C	Env Services	Garden Waste service	27.10.11	24.11.11	18.11.11	
1112-245	TV	Derbyshire County Council	Mis-use of Disabled Parking Badges	28.10.11	25.11.11	07.11.11	
1112-246	TV	Derbyshire County Council	Unaccompanied Asylum seekers	28.10.11	25.11.11	07.11.11	
1112-247	C	Customer Services	East Midlands Ambulance Service – Business Rates	01.11.11	29.11.11	25.11.11	
1112-248	C	Env Services	Waste Collection service	01.11.11	29.11.11	25.11.11	
1112-249	I	Corporate Services	Number of Freedom of Information requests received over last 6 years and the costs involved	02.11.11	30.11.11	29.11.11	
1112-250	C	Customer Services	Credit balances on NNDR accounts from April 1990	02.11.11	30.11.11	25.11.11	
1112-251	Org	Community / Finance	Council's spend on CCTV	03.11.11	01.12.11	25.11.11	
1112-252	I	Organisational Development	Number of redundancies made last year and to date this year	03.11.11	01.12.11	25.11.11	
1112-253	N	Housing	New Homes Bonus Scheme	03.11.11	01.12.11	25.11.11	
1112-254	I	Finance	Income received from Fees and Charges	04.11.11	02.12.11	02.12.11	
1112-255	I	Community	South Derbyshire Youth Provision	04.11.11	02.12.11	25.11.11	
1112-256	C	Env Services	Persons who have died with no known next of kin	04.11.11	02.12.11	02.12.11	
1112-257	C	IT	ICT expenditure	07.11.11	05.12.11	02.12.11	
1112-258	C	Env Services	Persons who have died with no next of kin	08.11.11	06.12.11	02.12.11	

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No		Dept	Request	Received	Reply Due	Reply Sent	Exemption
1112-259	I	Organisational Development	Redundancies over last three years	08.11.11	06.12.11	02.12.11	
1112-260	C	Env Services	Persons who have died with no next of kin	08.11.11	06.12.11	02.12.11	
1112-261	N	Community	Theatres and performance venues owned or managed by SDDC	08.11.11	06.12.11	05.12.11	
1112-262	I		Events, exhibitions etc planned to mark the Queens Diamond Jubilee	09.11.11	07.12.11	05.12.11	
1112-263	C	Customer Services	NNDR – vacant properties with rateable values in excess of £250,000	09.11.11	07.12.11	05.12.11	
1112-264	C	Derbyshire County Council	Provision of school catering services	09.11.11	07.12.11	14.11.11	
1112-265	C	Finance	Cost of translation service	10.11.11	08.12.11	08.12.11	
1112-266	C	Legal & Democratic	Local Land charges register	14.11.11	12.12.11	05.12.11	
1112-267	N	Planning	Legal costs incurred as a result of appeals arising from planning decisions	26.10.11	23.11.11	23.11.11	
1112-268	C	Env Services	Fleet management	15.11.11	13.12.11	09.12.11	
1112-269	C	Organisational Development	Childcare vouchers	16.11.11	14.12.11	06.12.11	
1112-270	MP	Organisational Development	Number of employees who are also Councillors	16.11.11	14.12.11	09.12.11	
1112-271	Org	Derbyshire County Council	Social care	16.11.11	14.12.11	23.11.11	
1112-272	I	Env Services	Persons who have died with no next of kin	17.11.11	15.12.11	09.12.11	
1112-273	I	Community	Money spent on Christmas lights	17.11.11	15.12.11	06.12.11	
1112-274	N	Env Services	Costs of public health funerals	17.11.11	15.12.11	06.12.11	
1112-275	I	Community	Crematoria and cremation services	17.11.11	15.12.11	06.12.11	
1112-276	I	IT	Local Area Network Contract	18.11.11	16.12.11	06.12.11	
1112-277	TV	Env Services	Public Health funerals	21.11.11	19.12.11	06.12.11	
1112-278	C	Planning	Planning applications for change of use from meat processing to slaughter	21.11.11	19.12.11	09.12.11	

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No		Dept	Request	Received	Reply Due	Reply Sent	Exemption
1112-279	C	Env Services	Private Hire Vehicles, Executive exemption	21.11.11	19.12.11	20.12.11	
1112-280	TV	Planning	Unspent Section 106 money	21.11.11	19.12.11	20.12.11	
1112-281	I	Corporate Services	If Authority has funded any payments to coroners for payment of GP reports.	21.11.11	19.12.11	06.12.11	
1112-282	TV	Community	Cost of tickets for events at 2012 London Olympics and Paralympics	21.11.11	19.12.11	20.12.11	
1112-283	N	Community	CCTV cameras	22.11.11	20.12.11	20.12.11	
1112-284	I		Use of private detectives since 2008	23.11.11	21.12.11	20.12.11	
1112-285	C	Customer Services	NNDR accounts with credit balances	23.11.11	21.12.11	21.12.11	
1112-286	I	Derbyshire County Council	External modifications to Heanor Library	21.11.11	19.12.11	25.11.11	
1112-287	I	Legal & Democratic Services	Occasions when Council has acted contrary to legal advice	23.11.11	21.12.11	22.12.11	
1112-288	I	IT	ICT staffing levels and associated costs	24.11.11	22.12.11	22.12.11	
1112-289	N	Derbyshire County Council	Correspondence between Local Education Department and SACRE	25.11.11	23.12.11	05.12.11	
1112-290	N	Legal & Democratic Services	Activities of ceremonial mayor	29.11.11	04.01.12	03.01.12	
1112-291	I	Organisational Development	How many staff were paid by PAYE system last month	01.12.11	06.01.12	22.12.11	
1112-292	I	Organisational Development	Local Authority work related stress	01.12.11	06.01.12	06.01.12	
1112-293	C	Customer Services	Empty property lists	02.12.11	09.01.12	09.01.12	
1112-294	I	Corporate Services	Pension investment	02.12.11	09.01.12	23.12.11	
1112-295	I	Env Services	Persons who have died with no next of kin	05.12.11	10.01.12	09.01.12	
1112-296	C	Procurement	Contracts Register / Procurement List	06.12.11	11.01.12	09.01.12	
1112-297	C	Communities	Contact details for Leisure Centre Managers for supply of information re pumps	08.12.11	13.01.12	23.12.11	
1112-298	W	Derbyshire County Council	Supervised contracts for children in care	09.12.11	16.01.12	16.12.11	

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No		Dept	Request	Received	Reply Due	Reply Sent	Exemption
1112-299	N	Derbyshire County Council	Winter maintenance vehicles, including gritters and snow ploughs	12.12.11	17.01.12	16.01.11	
1112-300	Org	Env Services Corporate Services Legal Services Community Services	Local Authority's use of Regulation of Investigatory Powers Act (RIPA)	12.12.11	17.01.12	12.01.12	
1112-301	C	Planning Env Services	Information regarding demolition of outhouse	12.12.11	17.01.12	13.01.12	
1112-302	W	Derbyshire County Council	Qualified social workers supplied through recruitment agencies	13.12.11	18.01.12	16.12.11	
1112-303	I	Corporate Services	Any Council owned property which is currently rented or leased to any political party, trade union or Member of Parliament	14.12.11	19.01.12	23.12.11	
1112-304	C	Planning	Building Regulations, Local Plans etc	14.12.11	19.01.12	18.01.12	
1112-305	C	Planning		15.12.11	20.01.12	18.01.12	
1112-306	C	Env Services	Persons who have died with no next of kin	09.12.11	16.01.12	12.01.12	
1112-307	C	Legal & Democratic Services / Planning / Env Services	Personal Property Search Data	19.12.11	24.01.12	23.01.12	
1112-308	C	Env Services	Number of private hire operators	19.12.11	24.01.12	23.12.11	
1112-309	TV	Housing	Details of accommodating homeless people in bed and breakfast accommodation	20.12.11	25.01.12	19.01.12	
1112-310	I	Corporate Services	How Government cuts are affected local councils	15.12.11	20.01.12	18.01.12	
1112-311	I	Housing	Information relating to Council Houses	03.01.12	31.01.12	26.01.12	
1112-312	I	Env Services	Persons who have died with no next of kin	03.01.12	31.01.12	12.01.12	
1112-313	N	Property Services	Overview of properties within South Derbyshire District Council	04.01.12	01.02.12	30.01.12	
1112-314	I	All Departments	Celebrity appearances at Council run talks, events, conferences, dinners etc	04.01.12	01.02.12	27.01.12	

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No		Dept	Request	Received	Reply Due	Reply Sent	Exemption
1112-315	C	Env Services	Services for wheelie bins	04.01.12	01.02.12	12.01.12	
1112-316	N	Finance	Amount of money spent on Council owned credit cards and itemised list of purchases	09.01.12	06.02.12	08.02.12	
1112-317	C	Env Services	Persons who have died with no next of kin	09.01.12	06.02.12	12.01.12	
1112-318	C	Customer Services	Credit balances on NNDR accounts	10.01.12	07.02.12	18.01.12	
1112-319	W	Env Services	Display lasers for entertainment purposes – licencing and enforcement	10.01.12	07.02.12	02.02.12	
1112-320	TV	Derbyshire County Council	Funding received from Central Govt regarding respite care / short breaks	10.01.12	07.02.12	11.01.12	
1112-321	I	Derbyshire County Council	Police officers based as school sites	10.01.12	07.02.12	11.01.12	
1112-322	I	Env Services	Persons who have died with no next of kin	10.01.12	07.02.12	12.01.12	
1112-323	C	Env Services	Persons who have died with no next of kin	11.01.12	08.02.12	13.01.12	
1112-324	I	Organisational Development	Headcount of Council staff in post at beginning of year and at the end of the year for last 5 years	12.01.12	09.02.12	06.02.12	
1112-325	N	Customer Services	Local Housing Allowance paid to private landlords in 2011-2012	13.01.12	10.02.12	24.01.12	
1112-326	N	Legal & Democratic Services	Information relating to Mayor	16.01.12	13.02.12	13.02.12	
1112-327	C	Organisational Development	Number of staff directly employed by Authority	16.01.12	13.02.12	01.02.12	
1112-328	C	Derbyshire County Council	Information relating to Children's services	16.01.12	13.02.12	18.01.12	
1112-329	N	Finance	Pensions strain charges re early retirements and retirements on ill-health grounds	17.01.12	14.02.12	14.02.12	
1112-330	C	Planning	Land Use of meat processing plant	17.01.12	14.02.12	14.02.12	
1112-331	C	IT	Mobile communications	17.01.12	14.02.12	25.01.12	
1112-332	I	Env Services	Persons who have died with no next of kin	17.01.12	14.02.12	18.01.12	

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No		Dept	Request	Received	Reply Due	Reply Sent	Exemption
1112-333	I	Env Services / Housing / Communities / Corporate Services	Use of private investigators	18.01.12	15.02.12	19.01.12	
1112-334	I	IT	ICT contract	18.01.12	15.02.12	08.02.12	
1112-335	N	IT	Number of telephone calls made by staff to the Speaking Clock and Directory Enquiries	19.01.12	16.02.12	25.01.12	
1112-336	C	Customer Services	Details of credits held on business rate accounts and amounts written-off during the last 12 months	20.01.12	17.02.12	25.01.12	
1112-337	C	Housing	Social Housing Fraud	20.01.12	17.02.12	27.01.12	
1112-338	R	Env Services	Number of parking fines issued during 2010/11 and so far in 2011/12. Value of fines paid and number of Civil Enforcement Officers employed.	23.01.12	20.02.12	31.01.12	
1112-339	Org	Env Services	Number and location of disabled parking bays within our town.	23.01.12	20.02.12	30.01.12	
1112-340	Org	Housing / Communities	Requests for 'ghost investigators' to visit Council run historic buildings and if any social housing tenants have mentioned ghosts or spirits.	24.01.12	21.02.12	27.01.12	
1112-341	Org	Planning	Number and details of planning applications received during 2010/11	24.01.12	21.02.12	22.02.12	
1112-342	N	Env Services	Number of illegal traveller encampments recorded in last three years. Officer time spent dealing with these and costs involved	24.01.12	21.02.12	07.02.12	
1112-343	TV	Communities / Env Services / Housing	Fees and Charges information over last three years	25.01.12	22.02.12	08.02.12	
1112-344	W	IT	Breakdown of Council's hardware maintenance and costs.	26.01.12	23.02.12	08.02.12	
1112-345	C	Customer Services	Commercial properties with rateable value exceeding £25,000, which are currently vacant.	26.01.12	23.02.12	31.01.12	
1112-346	C	Corporate Services	Contact details of Head of Business Transformation	26.01.12	23.02.12	30.01.12	

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No		Dept	Request	Received	Reply Due	Reply Sent	Exemption
1112-347	N	Legal & Democratic Services	Authority's use of RIPA	27.01.12	24.02.12	30.01.12	
1112-348	N	Env Services	Council's spend on legal fees to remove travellers from illegal sites and costs of cleaning up and safe-guarding sites after departure.	27.01.12	24.02.12	20.02.12	
1112-349	C	Env Services	Departments which specifically deal with 'energy saving' and 'sustainability'	27.01.12	24.02.12	21.02.12	
1112-350	I	Derbyshire County Council	Contact details for Directors responsible for passenger transport, parking, highways and transportation and street lighting	30.01.12	27.02.12	31.01.12	
1112-351	I	Planning	List of sub-contractors, suppliers and consultants involved in the improvements to Swadlincote town centre	31.01.12	28.02.12	21.02.12	
1112-352	C	Env Services	Persons who have died with no next of kin	01.02.12	29.02.12	14.02.12	
1112-353	I	Derbyshire County Council	Youth Offending Programme	01.02.12	29.02.12	01.02.12	
1112-354	I		Contact details for senior Public Health Officers	02.02.12	01.03.12	06.02.12	
1112-355	I	Derbyshire County Council	Contact details or Senior Adult Social Care Officers	02.02.12	01.03.12	03.02.12	
1112-356	I	Derbyshire County Council	Contact details of Senior Children's Social Care Officers	02.02.12	01.03.12	03.02.12	
1112-357	I	Corporate Services	Contact details of Senior Finance and IT Officers	02.02.12	01.03.12	06.02.12	
1112-358	I	Organisational Development	Contact details of Senior Procurement and Communications Officers	02.02.12	01.03.12	06.02.12	
1112-359	I	Corporate Services	Contact details of Senior Directors	02.02.12	01.03.12	06.02.12	
1112-360	C	Env Services	Household waste collection	02.02.12	01.03.12	08.02.12	
1112-361	C	Customer Services	Empty commercial properties with a rates payable of £40,000 and above	03.02.12	02.03.12	14.02.12	
1112-362	N	Customer Services	Business rates paid in relation to Authority's own vacant property for last 5 years	03.02.12	02.03.12	21.02.12	
1112-363	I	Corporate Services	Contact details for Senior Officers and Councillors	06.02.12	05.03.12	21.02.12	

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No		Dept	Request	Received	Reply Due	Reply Sent	Exemption
1112-364	I	Corporate Services	Buildings / Property Portfolio	06.02.12	05.03.12	14.02.12	
1112-365	I	Env Services	Persons who have died with no next of kin	08.02.12	07.03.12	14.02.12	
1112-366	C	Env Services	Persons who have died with no next of kin	08.02.12	07.03.12	14.02.12	
1112-367	I	Corporate Services	Use of Interim Managers	06.02.12	05.03.12		Withdrawn
1112-368	N	Corporate Services	Queen's Diamond Jubilee celebrations	09.02.12	08.03.12	20.02.12	
1112-369	N	Finance / Organisational Development	Pay Policies	09.02.12	08.03.12	07.03.12	
1112-370	Org	Env Services	Use of Power of Entry	10.02.12	09.03.12	07.03.12	
1112-371	Org	Communities	Acceptable Behaviour Contracts	10.02.12	09.03.12	20.02.12	
1112-372	I	Legal Services / IT	E-discovery software	13.02.12	12.03.12	24.02.12	
1112-373	I	IT	Mobile phone contracts	14.02.12	13.03.12	27.02.12	
1112-374	R	Organisational Development	How many employees were paid through companies rather than through PAYE	16.02.12	15.03.12	24.02.12	
1112-375	I	Env Services	Persons who have died with no next of kin	16.02.12	15.03.12	21.02.12	
1112-376	C	Env Services	Number of wash/dry toilets provided through Disabled Facilities Grants in 2010/11	17.02.12	16.03.12	20.02.12	
1112-377	C	Derbyshire County Council	Information relating to swimming participation within our local area	17.02.12	16.03.12	21.02.12	
1112-378	C	Planning	List of developments for which planning permission was granted with a requirement for on site affordable housing	17.02.12	16.03.12	13.03.12	
1112-379	Org	Env Services	Primates licences issued under the Dangerous Wild Animals Act 1976	20.02.12	19.03.12	21.02.12	
1112-380	C	Customer Services	Bailiff services	20.02.12	19.03.12	16.03.12	

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No		Dept	Request	Received	Reply Due	Reply Sent	Exemption
1112-381	C	Legal Services	List of properties sold under the Right to Buy scheme since 2000	20.02.12	19.03.12	21.03.12	
1112-382	C	Customer Services	Empty properties with current rateable value above £50,000	20.02.12	19.03.12	21.02.12	
1112-383	I	Community	Date of sub-contractors for the construction of the new football/cricket/bowls/tennis grounds at Melbourne Recreation Ground	20.02.12	19.03.12	24.02.12	
1112-384	C	Customer Services	List of empty commercial properties within our area	21.02.12	20.03.12	24.02.12	
1112-385	Org	Organisational Development	Number of employees who are members of the Local Government Pension scheme during the last five years	22.02.12	21.03.12	12.03.12	
1112-386	I	Corporate	Do the Authority hold any contracts with the Serco Group	23.02.12	22.03.12	12.03.12	
1112-387	N	Derbyshire County Council	Cases where children and parents have sued a local education authority because of an incident on the school grounds	24.02.12	23.03.12	24.02.12	
1112-388	TV	Planning	Open space sites	24.02.12	23.03.12	22.03.12	
1112-389	I	Corporate	Post of Senior Information Risk Officer (SIRO) position	24.02.12	23.03.12	26.03.12	
1112-390	I	Planning	106 Agreements re Drakelow Park Developments, Drakelow	24.02.12	23.03.12	23.03.12	
1112-391	I	Planning	Number of planning applications received during last three years	01.03.12	29.03.12	22.03.12	
1112-392	I	Organisational Development	Use of formal coaching for staff	01.03.12	29.03.12	19.03.12	
1112-393	I	Derbyshire County Council	School contact details	05.03.12	02.04.12	06.03.12	
1112-394	N		Third Sector services or projects	05.03.12	02.04.12	26.03.12	
1112-395	MP	Corporate Services	Members Allowances and employer contributions to Local Govt pension scheme	05.03.12	02.04.12	22.03.12	
1112-396	N	Derbyshire County Council	Children excluded for sexual misconduct	06.03.12	03.04.12	06.03.12	
1112-397	C	Customer Services	List of vacant properties with a Rateable Value in excess of £2,600	01.03.12	29.03.12	22.03.12	
1112-398	C	Planning	Developments on greenbelt, Greenfield and brownfield land since 2007	06.03.12	03.04.12	29.03.12	

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No		Dept	Request	Received	Reply Due	Reply Sent	Exemption
1112-399	C	Env Services	Persons who have died with no next of kin	06.03.12	03.04.12	26.03.12	
1112-400	C		Compulsory Purchase Orders	06.03.12	03.04.12	26.03.12	
1112-401	C	Organisational Development	Interim staff	06.03.12	03.04.12	26.03.12	
1112-402	I	IT	Provision for Lone Worker Devices and Telecare Equipment	07.03.12	04.04.12	10.04.12	
1112-403	MP	Env Services	How many gypsies and travellers have been evicted from authorised sites in each of last three years	08.03.12	05.04.12	26.03.12	
1112-404	Org	Env Services	Pet shop licensing	09.03.12	10.04.12	26.03.12	
1112-405	C	Env Services	Persons who have died with no next of kin	09.03.12	10.04.12	26.03.12	
1112-406	W	Env Services	Stray dogs	12.03.12	11.04.12	26.03.12	
1112-407	I	Env Services	Licensed Premises	12.03.12	11.04.12	03.04.12	
1112-408	C	Organisational Development	Employee sickness	13.03.12	12.04.12	12.04.12	
1112-409	I	Organisational Development	Number of employees employed by SDDC, the average salary and average number of days taken as sick leave	13.03.12	12.04.12	12.04.12	
1112-410	R		Communications between Councillors / Officers and High Speed Two (HS2) Ltd	14.03.12	13.04.12	03.04.12	
1112-411	C	Customer Services	Live Business Rates accounts with a 2010 Rateable Value of £25,000 or above	14.03.12	13.04.12	26.03.12	
1112-412	C	Derbyshire County Council	Occupational Therapy Managers and Occupational Therapy Team Leaders	15.03.12	16.04.12	16.03.12	
1112-413	I	Env Services	Noise abatement orders served regarding pianos in residential properties in the last 5 years	15.03.12	16.04.12	26.03.12	
1112-414	C	Communities	Has the Council bought any tickets for Olympic events	15.03.12	16.04.12	26.03.12	
1112-415	I	Legal & Democratic Services	Number of Councillors and whether any vacancies.	16.03.12	17.04.12	26.03.12	
1112-416	C	Env Services	Guidance document for moving travellers on from unauthorised sites	16.03.12	17.04.12	03.04.12	
1112-417	C	Env Services	Information relating to an accident	13.03.12	12.04.12	14.03.12	

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No		Dept	Request	Received	Reply Due	Reply Sent	Exemption
1112-418	C	Customer Services	List of all NNDR account which are currently overpaid and in credit	19.03.12	18.04.12	29.03.12	
1112-419	C	Customer Services	List of all NNDR accounts which are currently in receipt of Mandatory Relief	19.03.12	18.04.12	29.03.12	
1112-420	C		Private sector delivery of public services, re Housing and Waste Management	20.03.12	19.04.12	10.04.12	
1112-421	I	Env Services	Details of complaints made by neighbours	27.02.12	26.03.12	27.03.12	
1112-422	C	Organisational Development	Staff Turnover – redundancies, resignations and newly recruited staff.	20.03.12	19.04.12	17.04.12	
1112-423	C	Customer Services	List of vacant / empty property	20.03.12	19.04.12	03.04.12	
1112-424	C	Corporate	New Homes Bonus funding	21.03.12	20.04.12	03.04.12	
1112-425	MP	Derbyshire County Council	Services for young people	19.03.12	18.04.12	04.04.12	
1112-426	I	Env Services	Persons who have died with no next of kin	21.03.12	20.04.12	04.04.12	
1112-427	N	Planning	Planning applications received for developments in areas identified as flood risk areas	23.03.12	24.04.12	13.04.12	
1112-428	C	Housing	Council Housing maintenance budget and procurement policy	26.03.12	25.04.12	19.04.12	
1112-429	C	Env Services	Public health funerals	26.03.12	25.04.12	04.04.12	
1112-430	C	Customer Services	List of all credits on business rate accounts held by company	19.03.12	18.04.12	04.04.12	
1112-431	I	Env Services	Food standard and hygiene reports carried out for all hospital within our area	28.03.12	27.04.12	04.04.12	
1112-432	O	Env Services	CCTV systems relating to taxis and private hire vehicles	28.03.12	27.04.12	03.04.12	
1112-433	I	Derbyshire County Council	Asbestos in schools	29.03.12	01.05.12	03.04.12	
1112-434	N	Derbyshire County Council	Child prostitution	30.03.12	02.05.12	03.04.12	

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