

---

<b>REPORT TO:</b>	<b>FINANCE AND MANAGEMENT</b>	<b>AGENDA ITEM: 13</b>
<b>DATE OF MEETING:</b>	<b>18 JUNE 2015</b>	<b>CATEGORY: DELEGATED</b>
<b>REPORT FROM:</b>	<b>DIRECTOR OF FINANCE AND CORPORATE SERVICES</b>	<b>OPEN</b>
<b>MEMBERS' CONTACT POINT:</b>	<b>KEVIN STACKHOUSE (595811)</b> <a href="mailto:kevin.stackhouse@south-derbys.gov.uk">kevin.stackhouse@south-derbys.gov.uk</a>	<b>DOC:</b> s:\cent_serv\complaints\committee reports\Complaints and FOI report for June 2015 .
<b>SUBJECT:</b>	<b>COMPLAINTS, COMPLIMENTS &amp; FREEDOM OF INFORMATION REQUESTS</b> <b>01 OCTOBER 2014 TO 31 MARCH 2015</b>	<b>REF: KS/SH/RW</b>
<b>WARD(S) AFFECTED:</b>	<b>ALL</b>	<b>TERMS OF REFERENCE: FM11</b>

---

## **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 2014 to 31 March 2015. Figures for the corresponding period in 2013/14 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 2014 to 31 March 2015. Figures for the corresponding period in 2013/14 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, 13 compliments and 37 complaints have been received between 1 October 2014 to 31 March 2015.

- 3.3 The number of complaints received in the second half of this financial year has increased compared to the corresponding period of 2013/14, and the number of compliments received has decreased.
- 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](http://www.south-derbys.gov.uk/council_and_democracy/data_protection_and_freedom_of_information/default.asp)

- 3.7 A total of 292 Freedom of Information requests have been received between 1 October 2014 to 31 March 2015. This is a decrease of 67 over the corresponding period for 2013/14.

## **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](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 1<sup>st</sup> January 2005, is to extend the right to allow public access to information that the Council holds.

## 5.0 Detail

### Comments

- 5.1 0 comments have been received over the past six months. Any comments received are carefully considered and, if appropriate, are investigated under the complaints procedure.

Department	1 October 2013 – 31 March 2014	1 October 2014 – 31 March 2015
<b>Total</b>	<b>0</b>	<b>0</b>

### Compliments

- 5.2 The table below compares the number of compliments received for the first half of 2013/2014 against the first half of 2014/2015. Compliments generally relate to the quality of the service provided and/or actions of individuals.

Department	1 October 2013 – 31 March 2014	1 October 2014 – 31 March 2015
Customer Services	5*	1
Environmental Services	6	1
Planning	2	1
Housing	0	0
Community Services	5*	10*
Corporate	0	0
Policy and Communications	0	0
<b>Total</b>	<b>18</b>	<b>13</b>

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

### Complaints

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

	<b>1 October 2013 – 31 March 2014</b>	<b>1 October 2014 – 31 March 2015</b>
Resolved at Stage 1	22	37
Stage 1 still ongoing	0	0
Resolved at Stage 2	13	0
Stage 2 still ongoing	0	0
<b>Total received</b>	<b>35</b>	<b>37</b>

5.4 The 37 complaints received can be broken down as follows:-

<b>Department</b>	<b>1 October 2013 – 31 March 2014</b>	<b>1 October 2014 – 31 March 2015</b>
Planning Services	6	4
Housing	15	9
Customer Services (including Revenue)	8	9
Environmental Services	3	8
Community Services	2	3
Legal and Democratic Services	0	4
Corporate Services	0	0
Property	1	0
<b>Total</b>	<b>35</b>	<b>37</b>

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

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

<b>Department</b>	<b>2011/12</b>	<b>2012/13</b>	<b>2013/14</b>	<b>2014/15</b>
Planning Services	10*	12	10	10
Housing	7	11	20	24
Customer Services (including Revenue)	14	16	17	17
Environmental Services	10	12*	6*	11
Community Services	5*	7*	4	5
Legal and Democratic Services	3	2	0	4
Finance and Property	0	0	0	0
Corporate Services	2	0	2	0
Property	0	0	1	1
<b>Total</b>	<b>51</b>	<b>60</b>	<b>60</b>	<b>72</b>

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

- 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 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 first half 2013/2014 against the first half of 2014/2015.

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

	<b>1 October 2013 - 31 March 2014</b>	<b>1 October 2014 – 31 March 2015</b>
Number received	359	292
Number replied to within 20 statutory days	344	278
Number replied to after 20 statutory days	13	12

Number of Exemptions or partial exemptions	0	3
Number passed to Third Party	29	41
Number withdrawn	2	2

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

Department	1 October 2013 – 31 March 2014	1 October 2014 – 31 March 2015
Environmental Services	46"	37
Planning Services	24	13
Legal & Democratic Services	17*	23
Finance	10*	8
IT	23	12
Customer Services	64	60
Housing	33*	30
Org Development	13*	19
Community Services	13	19
Passed to 3 <sup>rd</sup> Parties	82	43
Corporate Services	18	9
Property Services	10	3
Procurement	2	10
Communications	2	1
All Departments	2	5

\* Same request has involved several departments

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

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

## **6.0 Financial Implications**

6.1 None directly stemming from this report.

## **7.0 Corporate Implications**

7.1 Under the Complaints procedure the Council will write to the complainant within 5 working days, telling them who is dealing with their complaint and when they can expect to receive a reply. In most cases a full reply will be sent within 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 2014 – 31 March 2015

## Comments

No comments received over the past 6 months.

## Compliments

Date	Ward	Subject	Division
10.10.14	Swadlincote	Thank you to Communities Manager & Housing Services for help with tenant issues	Community Services & Housing Services
10.10.14	Swadlincote	Compliments to Anti Social Behaviour Officer on successful ASBO	Community Services
14.11.14	Swadlincote	Article from a regional magazine about the Enrych Disability Swimming Group (Swadlincote)	Community Services
02.12.14	Stenson	Thank you to Tree Officer for assistance	Community Services
02.12.14	Swadlincote	Thank you to Cemeteries & Services Officer for assistance	Community Services
18.12.14	Church Gresley	Thank you to Customer Services for advice	Customer Services
21.01.15	Swadlincote	Thank you to SDDC's Open Space & Facility Development Officer in regard to the organising of the Eureka Park exhibition at Sharpes Pottery	Community Services
04.02.15		Thank you to Tree Officer and Planning Services in response to TPO queries	Community Services Planning Services
13.02.15	Rosliston	Thank you to SDDC's Open Space & Facilities Development Manager for observatory project at Rosliston Forest Centre	Community Services
23.02.15	Swadlincote	Thank you to Cultural Services Team re tree planting at Newhall Cemetery	Community Services
12.03.15	Church Gresley	Thank you to Council for TPO on land south of Gresley Old Hall, Church Gresley	Planning Services
13.03.15	Stenson	Congratulations to two Grounds Operatives who have made excellent job of the hedge at the boundary of Stenson Fields Primary School	Environmental Services
26.03.15	All	Various thank yous received from volunteers for South Derbyshire Day	Community Services



South Derbyshire District Council  
Comments, Compliments and Complaints 1 October 2014 – 31 March 2015

## Complaints

Date	Ref No	Ward	Subject	Division	Resultant Action Taken	Date response due and date sent
08.10.14	628	Melbourne	Planning application at Bog Lane, Melbourne (Issue with Members at Planning Committee 07.10.14)	Legal & Democratic Services	N/A	Due: 22.10.14 Holding letter Sent:22.10.14 Now Due: 05.11.14 Sent: 29.10.14
08.10.14	629	Findern	Housing Benefit and Council Tax	Customer Services	Meeting to be held to discuss fraud notifications.	Due: 22.10.14 Sent:22.10.14
13.10.14	630	Hartshorne	Harvey & Clark	Housing Services	Spoke to Contractor.	Due: 27.10.14 Sent:20.10.14
13.10.14	631	Woodville	Court Summons for property in Woodville	Customer Services	Improve communication.  Only very marginally justified and court costs refunded to avoid further correspondence. No changes to processes required.	Due: 27.10.14 Sent:27.10.14
15.10.14	632	Aston	Installation of Careline Equipment	Housing Services	Apology given.	Due: 29.10.14 Sent:28.10.14
07.11.14	633	Swadlincote	Attitude of Driver of Refuse Collection Vehicle	Environmental Services	Service time for Darklands Lane adjusted to prevent access problems.	Due: 21.11.14 Sent:19.11.14
19.11.14	634	Swadlincote	Complaint re Green Bank Leisure Centre	Community Services	Service continues as before, capital improvements required.	Due: 03.12.14 Sent:28.11.14

South Derbyshire District Council  
Comments, Compliments and Complaints 1 October 2014 – 31 March 2015

26.11.14	635	Hatton	Repairs and Maintenance	Housing Services	Apology given Carpet replaced.	Due: 10.12.14 Sent:08.12.14
04.12.14	636	Midway	Housing Benefit/ Rent Arrears	Customer Services	Need to be more careful when setting up recovery action when recovery already agreed.	Due: 18.12.14 Sent:16.12.14
05.12.14	637	Etwall	Private Hire Licensing	Legal & Democratic Services	N/A.	Due: 19.12.14 Sent: WITHDRAWN 09.12.14
08.12.14	638	Newhall	Private Hire Licensing	Legal & Democratic Services	Clear instructions left for staff if Senior Officer off. Senior LO and LO not to be on training course on same day.	Due: 22.12.14 Sent:19.12.14
15.12.14	639	Church Gresley	Complaint re access to Town Centre on 28.11.14 (Lights Switch on)	Community Services	N/A.	Due: 07.01.15 Sent: Holding letter sent:22.12.14 Response now due:14.01.14 Sent:22.01.15
11.12.14 – received into SDDC (told to treat as Official Complaint on 16.12.14)	640	Swadlincote	Complaint re registering to vote	Legal & Democratic Services	Letter sent and clerical procedure changed in office.	Due: 05.01.15 Sent:17.12.14
15.12.14	641	Woodville	Complaint re customer satisfaction (re bidding on Housing)	Customer Services (c.c. to Housing Services)	Refresher training for both receptionists, concentrating on the importance of customer satisfaction and also how complaints can be reduced by negotiating	Due: 07.01.15 Sent:06.01.14

South Derbyshire District Council  
Comments, Compliments and Complaints 1 October 2014 – 31 March 2015

					and offering alternatives to customers.	
16.12.14	642	Church Gresley	Housing Benefit	Customer Services	Claim revised following receipt of information requested	Due: 08.01.15 Sent:06.01.14
16.12.14	643	Swadlincote	Repairs issue	Housing Services	One off issue that should not have happened normal processes work very well.	Due: 08.01.15 Sent:08.01.15
17.12.14	644	Overseal	Complaint re Bailiffs (Julious Enforcement Agents)	Customer Services	Julious Code of Conduct and procedures reviewed.	Due: 09.01.15 Part Response Sent: 09.01.15 Response now due: 23.01.15 Sent: 21.01.15
17.12.14	645	Woodville	Council Tax	Customer Services	As a result of this complaint the team have been advised to ensure that when they receive a general email to gain details first before responding with information or taking any action on an account and to ensure that the details and changes made are for the person who has made the request.	Due: 09.01.15 Holding letter Sent:08.01.15 Response now due: 22.01.15 Sent:09.01.15
18.12.14	646	Melbourne	Non-receipt of collection calendar	Environmental Services	N/A	Due: 12.01.15 Sent: <b>WITHDRAWN</b>
18.12.14	647	Midway	Non Activity on illegal development at property in Burton Road, Midway	Planning Services	N/A	Due: 12.01.15 Sent:14.01.15
23.12.14	648	Castle Gresley	Housing Benefit	Customer Services	N/A	Due: 15.01.15 Holding letter Sent: 15.01.15 Response now

South Derbyshire District Council  
Comments, Compliments and Complaints 1 October 2014 – 31 March 2015

						due: 29.01.15 Sent: 21.01.15
05.01.15	649	Newhall	Rear garden of property in Meadow View Road, Newhall	Housing Services	Ongoing	Due: 19.01.15 Sent: 07.01.15
07.01.14	650	Aston on Trent	Planning Application 9/2014/0945	Planning Services	N/A	Due: 21.01.15 Sent: 19.01.15
16.01.15	651	Swadlincote	Waste Collection vehicles causing traffic congestion	Environmental Services	Refuse Crew reminded to avoid busy roads at peak times	Due: 30.01.15 Sent: 27.01.15
19.01.15	652	Hilton	Out of sequence traffic lights in Littleover Village Derby	Derby City Council	N/A	Due: 02.02.15 Sent: 19.01.15
20.01.15	653	Overseal	Refuse Operations	Environmental Services	Refuse crews reminded to avoid busy roads and schools at peak times. Customer care training being arranged for refuse crews	Due: 03.02.15 Sent: 27.01.15
02.02.15	654	Willington	Planning Issue land at rear of Saxon Grove, Willington	Planning Services	N/A	Due: 16.02.15 Sent: n/a
02.02.15	655	South Derbyshire	Issue with member of staff	Community Services	Officer concerned has been instructed to improvement management of his emails and ensure responses made.	Due: 16.02.15 Holding letter Sent: 16.02.15  Due: 02.03.15 Sent: 23.02.15
04.02.15	656	Hilton	Council Tax/ Bailiffs	Customer Services	N/A	Due: 18.02.15 Sent: 12.02.15
06.02.15	657	Willington	Planning Issue land at rear of Saxon Grove, Willington	Planning Services	No enforcement action appropriate	Due: 20.02.15 Sent: 20.02.15
16.02.15	658	Swadlincote	Issue with dog barking at property in Drayton Street, Swadlincote	Housing Services	Housing officer to visit and progress.	Due: 02.03.15 Sent: 02.03.15

South Derbyshire District Council  
Comments, Compliments and Complaints 1 October 2014 – 31 March 2015

20.02.15	659	Newhall	Re-wiring of property	Housing Services	Contractor are reminded at the monthly progress meetings to ensure staff remain courteous to customer and undertake duties in a diligent manner.	Due: 06.03.15 Sent: 06.03.15
24.02.15	660	Church Gresley	Refusal of bidding number	Housing Services	N/A	Due: 10.03.15 Sent: 02.03.15
02.03.15	661	Swadlincote	Refuse/Bin Collection	Environmental Services	N/A	Due: 16.03.15 Sent: 10.03.15
05.03.15	662	Church Gresley	Refuse/Bin Collection	Environmental Services	N/A	Due: 19.03.15 Sent: 17.03.15
11.03.15	663	Findern	Housing Issues	Housing Services	N/A	Due: 25.03.15 Sent: 23.03.15
26.03.15	664	Linton	Grass cutting issues	Environmental Services	Change made to grass cutting day to ensure it does not clash with refuse collection day.	Due: 13.04.15 Sent: 30.03.15

South Derbyshire District Council  
Freedom of Information Requests  
1 October 2014 – 31 March 2015

Ref:		Dept	Details	Received	Reply Due	Reply Sent	Exemption
------	--	------	---------	----------	-----------	------------	-----------

1415-325	C	Customer Services	Various questions on Business Rates	01.10.14	29.10.14	03.10.14	
1415-326	I	Housing & Environmental Services	Air conditioning Assessment Certificates	01.10.14	29.10.14	24.10.14	
1415-327	C	Customer Services	Various questions on Business Rates	02.10.14	30.10.14	03.10.14	
1415-328	I	Procurement & Environmental Services	Questions re Business Directory & Public Health Funerals	02.10.14	30.10.14	24.10.14	
1415-329	I	Environmental Services	Deceased persons with no next of kin	02.10.14	30.10.14	03.10.14	
1415-330	C	Legal & Democratic Services	Taxi Licensing Information	03.10.14	31.10.14	23.10.14	
1415-331	M	Organisational Development/Director s/Finance	Number of contractors, full-time employees & part-time employees working for the Council	03.10.14	31.10.14	24.10.14	
1415-332	I	Customer Services	List of properties in receipt of Rural Rate Relief	03.10.14	31.10.14	06.10.14	
1415-333	P	Derbyshire County Council	Meals on Wheels	06.10.14	03.11.14	06.10.14	
1415-334	C	Environmental Services	Public Funerals in the last 6 weeks	06.10.14	03.11.14	07.10.11	
1415-335	I	Housing Services	Housing allocation and domestic violence	08.10.14	05.11.14	27.10.14	

**ANNEXE B**

South Derbyshire District Council  
Freedom of Information Requests  
1 October 2014 – 31 March 2015

Ref:		Dept	Details	Received	Reply Due	Reply Sent	Exemption
1415-336	C	NHS	Injury claims in hospitals	08.10.14	05.11.14	09.10.14	
1415-337	C	Derbyshire County Council	Food related sickness incidents in schools	08.10.14	05.11.14	09.10.14	
1415-338	C	Finance Services	Christmas related injury claims made against the Council	08.10.14	05.11.14	31.10.14	
1415-339	C	Procurement Services	Who was awarded contract for new build tendered 21.04.14	09.10.14	06.11.14	10.10.14	
1415-340	C	Customer Services	List of business/NNDR payers within our Area	09.10.14	06.11.14	21.10.14	
1415-341	I	Derbyshire County Council	Any action taken against Sports Direct by Trading Standards	09.10.14	06.11.14	09.10.14	
1415-342	I	Customer Services	Any commercial property that has a non active NNDR account	10.10.14	07.11.14	21.10.14	
1415-343	I	Customer Services	List of companies & charities that have recently become liable for NNDR	10.10.14	07.11.14	21.10.14	
1415-344	I	Customer Services	Business Rates Credit Balances	10.10.14	07.11.14	03.11.14	
1415-345	P	Customer Services	Council Tax support	10.10.14	07.11.14	21.10.14	
1415-346	C	Community Services	Swadlincote Xmas switch on 28.11.14 (light up seller/flashing novelty toys)	10.10.14	07.11.14	29.10.14	
1415-347	O	Environmental Services	Food Hygiene & Safety Official Controls	13.10.14	10.11.14	15.10.14	
1415-348	I	Derbyshire County Council	Street Lights	14.10.14	11.11.14	15.10.14	

# ANNEXE B

## South Derbyshire District Council Freedom of Information Requests 1 October 2014 – 31 March 2015

Ref:		Dept	Details	Received	Reply Due	Reply Sent	Exemption
1415-349	I	Environmental Services & Derbyshire County Council	Spend on road/pavement gritting	15.10.14	12.11.14	05.11.14	
1415-350	TV	Derbyshire County Council	Children taken into care for obesity	15.10.14	12.11.14	15.10.14	
1415-351	I	Environmental Services	Public Funerals since 01.03.14 to date	16.10.14	13.11.14	17.10.14	
1415-352	C	Derbyshire County Council	In house school catering services	17.10.14	14.11.14	17.10.14	
1415-353	C	Customer Services	Business Rate account overpayment & credit	21.10.14	18.11.14	24.10.14	
1415-354	C	Derbyshire County Council	Impact of Legal Aid changes on unaccompanied & separated migrant children	21.10.14	18.11.14	22.10.14	
1415-355	C	Customer Services	Business Rates Accounts	21.10.14	18.11.14	04.11.14	Exempt Sect.40
1415-356	C	Customer Services	Breakdown of credit balances as at 1.10.14	22.10.14	19.11.14	24.10.14	
1415-357	I	Derbyshire County Council	Parking Charges	24.10.14	21.11.14	24.10.14	
1415-358	MP	Property Services	Number of successful applications of the Community Right to Bid subsequent to the passage of the Localism Act 2011	24.10.14	21.11.14	24.10.14 04.11.14	
1415-359	C	Planning Services	Joint Hearing Session on the housing needs of the Derby HMA	24.10.14	21.11.14	20.11.14	Exempt Sect.S36



South Derbyshire District Council  
Freedom of Information Requests  
1 October 2014 – 31 March 2015

Ref:		Dept	Details	Received	Reply Due	Reply Sent	Exemption
1415-360	C	Derbyshire County Council	Maintenance of existing roads	24.10.14	21.11.14	24.10.14	
1415-361	N	Environmental Services	Public Health Funerals	27.10.14	24.11.14	03.11.14	
1415-362	I	Customer Services	Charities/companies just become liable for business rates	27.10.14	24.11.14	04.11.14	
1415-363	I	Environmental Services & Economic Services	Number of legal electric powered vehicles owned/managed/leased by the Council & latest recorded figure for Council's population	27.10.14	24.11.14	27.10.14	
1415-364	I	Licensing Services	Number of people with licenses to keep spiders under the Dangerous Wild Animals Act 1976/Modification Order 2007	28.10.14	25.11.14	28.10.14	
1415-365	C	Organisational Development	Departmental structure of HR/Payroll System	28.10.14	25.11.14	28.10.14	
1415-366	I	Environment Services	Intestate Estates being passed to the Treasury Solicitors Department Bona Vacantia Division in past 3 months	28.10.14	25.11.14	03.11.14	
1415-367	C	Customer Services	Dwellings Per Parish	29.10.14	26.11.14	04.11.14	
1415-368	C	Housing Services Environmental Services	Information required re private sector rented housing	29.10.14	26.11.14	19.11.14	
1415-369	C	Housing/Finance Services	Right to Buy Receipts	31.10.14	28.11.14	21.11.14	
1415-370	I	Licensing Services	Pet Boarding Licenses	03.11.14	01.12.14	06.11.14	

South Derbyshire District Council  
Freedom of Information Requests  
1 October 2014 – 31 March 2015

Ref:		Dept	Details	Received	Reply Due	Reply Sent	Exemption
1415-371	I	NPS Procurement Services	Lighting Provision Request	03.11.14	01.12.14	25.11.14	
1415-372	W	Environmental Services	Cost of stray dogs	03.11.14	01.12.14	11.11.14	
1415-373	C	Customer Services	Credits held on record for Business Rates	05.11.14	03.12.14	10.11.14	
1415-374	TV	Legal & Democratic Services	Council use of RIPA	06.11.14	04.12.14	10.11.14	
1415-375	TV	Environmental Services	Pauper Burials	06.11.14	04.12.14	06.11.14	
1415-376	I	IT Services//Finance Services	IT server, storage & maintenance supports contracts	06.11.14	04.12.14	02.12.14	
1415-377	C	Customer Services	Information on Business Rates	06.11.14	04.12.14	10.11.14	
1415-378	C	Derbyshire County Council	UASC data	10.11.14	05.12.14	10.11.14	
1415-379	I	Finance /Environmental/Community	Spending Information	10.11.14	05.12.14	24.11.14	
1415-380	C	Housing Services	Project Directory and list of subcontractors, suppliers and consultants involved in Housing Maintenance Refurbishments	10.11.14	05.12.14	01.12.14	
1415-381	C	Housing Services	Landlord Accreditation	10.11.14	05.12.14	25.11.14	

South Derbyshire District Council  
Freedom of Information Requests  
1 October 2014 – 31 March 2015

Ref:		Dept	Details	Received	Reply Due	Reply Sent	Exemption
1415-382	O	Customer Services/Client Services/Derbyshire County Council	Means testing re Social care/Council Tax/War Pension and AFCS GIPs	10.11.14	05.12.14	11.11.14	
1415-383	I	Customer Services	List of companies/charities liable for Business Rates, 1 Nov-15 Nov 2014	10.11.14	05.12.14	26.11.14	
1415-384	I	I.T	I.T Disposal	11.11.14	08.12.14	13.11.14	
1415-385	I	Planning Services	Project to celebrate Council's success	11.11.14	08.12.14	19.11.14	
1415-386	O	Derbyshire County Council	Various questions with regards to obesity	13.11.14	11.12.14	13.11.14	
1415-387	C	Community Services/DCC	Number of officers employed to deal with healthy diet/smoking/drinking	13.11.14	11.12.14	14.11.14	
1415-388	N	Derbyshire County Council	Ex offenders and B&Bs	13.11.14	11.12.14	13.11.14	
1415-389	I	Customer Services	List of all commercial properties re Business Rates	14.11.14	12.12.14	17.11.14	
1415-390	I	Environmental Services	People who have died with no next of kin 01.08.14 - present	17.11.14	12.12.14	18.11.14	
1415-391	C	Community/ Financial Services	Sport & Fitness budget; maintenance of parks/public places; Leisure Centres owned or maintained by Council; public swimming pools owned by the Council	17.11.14	12.12.14	25.11.14	
1415-392	C	Licensing Services	Macmillan Cancer Research	17.11.14	12.12.14	18.11.14	
1415-393	C	Housing/I.T Services	Asset Management Software	17.11.14	12.12.14	02.12.14	

South Derbyshire District Council  
Freedom of Information Requests  
1 October 2014 – 31 March 2015

Ref:		Dept	Details	Received	Reply Due	Reply Sent	Exemption
1415-394	C	Planning Services	Planning Applications: 9/2014/0807; 9/2014/0741 and 9/2014/0504	18.11.14	16.12.14	08.12.14	
1415-395	I	NHS	Drug misuse treatment services	19.11.14	17.12.14	20.11.14	
1415-396	I	Organisational Development	Details of Heads of Service	20.11.14	18.12.14	21.11.14	
1415-397	I	Organisational Development	Stress in the workplace – IT	20.11.14	18.12.14	12.12.14	
1415-398	C	Organisational Development	Questions on direct labour	21.1.14	19.12.14	21.11.14	
1415-399	N	Planning Services	Various questions on refusals of planning permissions	21.11.14	19.12.14	24.12.14	
1415-400	I	Environmental Services	Pest Control	24.11.14	22.12.14	25.11.14	
1415-401	I	Planning Services	Conversion of Offices (Class B1(a)) to residential accommodation	24.11.14	22.12.14	24.12.14	
1415-402	C	Corporate	Christmas Cards	24.11.14	22.12.14	24.11.14	
1415-403	I	Licensing Services	Exemption from requirement to display and external vehicle identification Plate	24.11.14	22.12.14	12.12.14	
1415-404	I	Customer Services	Business Rates	25.11.14	23.12.14	10.12.14	
1415-405	I	Housing Services	Refuges	25.11.14	23.12.14	17.12.14	
1415-406	C	Corporate Services	Senior Management Team	26.11.14	24.12.14	26.11.14	

South Derbyshire District Council  
Freedom of Information Requests  
1 October 2014 – 31 March 2015

Ref:		Dept	Details	Received	Reply Due	Reply Sent	Exemption
1415-407	I	Legal & Democratic Services	Dog Breeding Licensing	24.11.14	22.12.14	26.11.14	
1415-408	I	Procurement Services	Vehicle Leasing & maintenance contracts	26.11.14	24.12.14	12.12.14	
1415-409	I	Customer Services	Business Rates	26.11.14	24.12.14	05.12.14	
1415-410	I	Community Services	Theatres & Art Centres	26.11.14	24.12.14	27.11.14	
1415-411	I	Planning Services	Development on Green Land	26.11.14	24.12.14	12.12.14	
1415-412	I	Property Services	Number of public toilets in area	26.11.14	24.12.14	27.11.14	
1415-413	I	Legal & Democratic Services	Dangerous wild animal licenses	27.11.14	05.01.15	01.12.14	
1415-414	TV	Community & Finance Services	Total spend on terrorism insurance	27.11.14	05.01.15	01.12.14	
1415-415	C	Customer Services	Business Rates	27.11.14	05.01.15	05.12.14	
1415-416	I	Legal & Democratic Services	List of licensed tattoo studios	27.11.14	05.01.15	01.12.14	
1415-417	I	Derbyshire County Council	Subsidising Bus Routes	28.11.14	06.01.15	01.12.14	
1415-418	I	Environmental Services	Public or Welfare funerals and/or people who have died with no next of kin since 01.06.14 to present	01.12.14	07.01.15	01.12.14	
1415-419	I	Organisational Development	Council Officers Suspended	01.12.14	07.01.15	07.01.15	

South Derbyshire District Council  
Freedom of Information Requests  
1 October 2014 – 31 March 2015

Ref:		Dept	Details	Received	Reply Due	Reply Sent	Exemption
1415-420	C	Customer Services	Council Tax credits where liable party is deceased - from earliest records or from 1993-2014.	01.12.14	07.01.15	24.12.14	
1415-421	W	Customer Services	Small Business Rates Relief	01.12.14	07.01.15	05.12.14	
1415-422	I	Customer Services	Bankruptcy Orders/Charging Orders	02.12.14	08.01.15	02.12.14	
1415-423	C	Customer Services	Unclaimed Business NDR credit balances	02.12.14	08.01.15	05.12.14	
1415-424	N	Communications/ Derbyshire County Council	Translation Services	03.12.14	09.01.15	08.12.14	
1415-425	I	Corporate Services	Information on an individual	04.12.14	12.01.15	IGNORE	Not to be treated as an FOI
1415-426	O	Housing Services	Request from DCC FOI re: Household escaping domestic violence	04.12.14	18.12.14	17.12.14	
1415-427	C	Customer Services	Business Rates	04.12.14	12.01.15	24.12.14	
1415-428	N	Derbyshire County Council	Children in care missing	05.12.15	13.01.15	05.12.14	
1415-429	O	Customer Services	LA Council Tax Collection	08.12.14	14.01.15	15.01.15	
1415-430	N	Organisational Development/Finance	Staffing & Salary Data	09.12.14	15.01.15	12.12.14	
1415-431	I	Derbyshire County Council	Residents with SEN who are 16+ and moving to Further Education	09.12.14	15.01.15	09.12.14	

South Derbyshire District Council  
Freedom of Information Requests  
1 October 2014 – 31 March 2015

Ref:		Dept	Details	Received	Reply Due	Reply Sent	Exemption
1415-432	I	Community Services	Refuges	09.12.14	15.01.15	11.12.14	
1415-433	I	Organisational Development	Recruitment & Staffing Services	10.12.14	16.01.15	10.12.14	
1415-434	I	Customer Services	Companies liable for NDR between 01.12.14-15.12.14	10.12.14	16.01.15	18.12.14	
1415-435	TV	Environmental Services	Noise Complaints – FY 2011-12; 2012-13; 2013-14	10.12.14	16.01.15	18.12.14	
1415-436	C	Environmental Services	Report on accident at G Collier Butchers	10.12.14	16.01.15	14.01.15	
1415-437	C	Customer Services	Business Rates	11.12.14	19.01.15	24.12.14	
1415-438	I	Customer Services	Business Rates	12.12.14	20.01.15	18.12.14	
1415-439	I	Finance Services	Total Fleet Spend	12.12.14	20.01.15	21.01.15	
1415-440	C	Northgate Public Services	Paper Light	14.12.14	21.01.15	16.12.14	
1415-441	I	Customer Services	Commercial properties not receiving any type of business rate relief	16.12.14	22.01.15	24.12.14	
1415-442	I	I.T./Corporate Services	Security Levels : Business Impact Levels (IL) IL2, IL2 and IL3 etc	17.12.14	23.01.15	21.01.15	
1415-443	N	Environmental Services	Animal Welfare Law	18.12.14	26.01.15	19.12.14	
1415-444	I	Finance Services & Communications	Various questions on spending in Communications	18.12.14	26.01.15	09.01.15	

# ANNEXE B

## South Derbyshire District Council Freedom of Information Requests 1 October 2014 – 31 March 2015

Ref:		Dept	Details	Received	Reply Due	Reply Sent	Exemption
1415-445	C	Derbyshire County Council	Weight Management Programmes for Children	18.12.14	26.01.15	18.12.14	
1415-446	I	IT Services	Various IT questions	19.12.14	27.01.15	19.12.14	
1415-447	I	Customer Services	Business Rates Relief	19.12.14	27.01.15	24.12.14	
1415-448	I	Derbyshire County Council	Sanctuary Scheme	19.12.14	27.01.15	19.12.14	
1415-449	C	Corporate Services	EIR fees	23.12.14	29.01.15	08.01.15	Refusal under Sections 41 & 43.
1415-450	C	Customer Services	Business Rates (NNDR)	24.12.14	30.01.15	06.01.15	
1415-451	I	Housing Services	Number of people registered as homeless in last 4 years	24.12.14	30.01.15	26.01.15	
1415-452	I	Customer Services	Business Rates	05.01.15	30.01.15	09.01.15	
1415-453	I	Environmental Services	Anyone who has died with no known next of kin from 01.09.14 to date	05.01.15	30.01.15	06.01.15	
1415-454	I	Planning Services	Repton Parish Council data/reports eg wildlife, transport and other relevant surveys re planning applications 9 2013 0643; 9 2013 1053; & 9 2014 1093	05.01.15	30.01.15	06.01.15	
1415-455	I	Derbyshire County Council	Volume of recorded cases Myasthenia Gravis (MG) cases; cost to LA and funding	05.01.15	30.01.15	05.01.15	



South Derbyshire District Council  
Freedom of Information Requests  
1 October 2014 – 31 March 2015

Ref:		Dept	Details	Received	Reply Due	Reply Sent	Exemption
1415-456	I	Customer Services/ Client Services/Legal Services	Surveillance	05.01.15	30.01.15	23.01.15	
1415-457	N	Housing Services/ Legal & Democratic Services	Garages owned and available to rent by the LA	05.01.15	30.01.15	21.01.15	
1415-458	I	Environmental Services	Street & Park Litter bins	05.01.14	30.01.15	23.01.15	
1415-459	O	Client Services	Council Tax Support Scheme 2015/16	05.01.15	30.01.15	14.01.15	
1415-460	C	Community Services/Customer Services/Housing Services/Managers	Assaults – South Derbyshire District Council	06.01.15	03.02.15	26.01.15	
1415-461	O	Environmental Services/Legal Services/K Stackhouse	Waste Carrier Licences	06.01.15	03.02.15	IGNORE	Not to be treated as an FOI
1415-462	I	Housing Services	Effectiveness of LA's enforcement activities in the private rented sector	07.01.15	04.02.15	20.01.15	
1415-463	I	Property Services	Copy of LA's assets register for buildings & land	07.01.15	04.02.15	09.01.15	
1415-464	C	Housing Services	Number of Community Alarms	07.01.15	04.02.15	27.01.16	
1415-465	I	Housing Services	Council spending on temporary accommodation	07.01.15	04.02.15	26.01.15	
1415-466	M	Legal & Democratic Services	Dangerous Wild Animal Licences	08.01.15	05.02.15	09.01.15	

South Derbyshire District Council  
Freedom of Information Requests  
1 October 2014 – 31 March 2015

Ref:		Dept	Details	Received	Reply Due	Reply Sent	Exemption
1415-467	M	Legal & Democratic Services	Target for voter registration	08.01.15	05.02.15	29.01.15	
1415-468	C	Legal & Democratic Services	List of home boarders & kennels in area	09.01.15	06.02.15	26.01.15	
1415-469	C	Customer Services	List of Business Rate Accounts	12.01.15	09.02.15	14.01.15	
1415-470	C	Environmental Services	Deceased persons with no known next of kin	12.01.15	09.02.15	12.01.15	
1415-471	O	Derbyshire County Council	Unaccompanied Asylum seeking children and young people cared for by our L.A Unaccompanied Asylum Seeking Children and young People Cared for y your L.A	12.01.15	09.02.15	12.01.15	
1415-472	I	Customer Services	Small Business Rate Relief	13.01.15	10.02.15	23.01.15	
1415-473	C	Procurement Services	Contract Management	13.01.15	10.02.15	15.01.15	
1415-474	I	Derbyshire County Council	Social Budget Statistics (Social Care)	13.01.15	10.02.15	13.01.15	
1415-475	I	Customer Services	Companies liable for Business Rates between 30 Dec 2014 – 15 Jan 2015.	13.01.15	10.02.15	20.01.15	
1415-476	I	Derbyshire County Council	Personal budgets statistics with regards to adult care	13.01.15	10.02.15	14.01.15	
1415-477	I	NHS	Work related respiratory diseases	13.01.15	10.02.15	14.01.15	
1415-478	I	Environmental Services	Welfare funerals since 1.6.14 to date	14.01.15	11.02.15	15.01.15	

South Derbyshire District Council  
Freedom of Information Requests  
1 October 2014 – 31 March 2015

Ref:		Dept	Details	Received	Reply Due	Reply Sent	Exemption
1415-479	I	Legal & Democratic Services	List of premises licensed to sell alcohol	14.01.15	11.02.15	02.02.15	
1415-480	I	Customer Services	List of NNDR	14.01.15	11.02.15	23.01.15	
1415-481	I	Housing Services	Various Housing questions	14.01.15	11.02.15	05.02.15	
1415-482	I	Organisational Development	Council training information	15.01.15	12.02.15	22.01.15	
1415-483	M	Planning Services	Planning appeal costs awards	15.01.15	12.02.15	12.02.15	
1415-484	I	Derbyshire County Council	Information relating to street tree cutting	15.01.15	12.02.15	19.01.15	
1415-485	I	Derbyshire County Council	Information about asylum seeking children	16.01.15	13.02.15	16.01.15	
1415-486	I	Organisational Development	Number of staff disciplined for data breeches	16.01.15	13.02.15	20.01.15	
1415-487	I	Derbyshire County Council	Insurance claims made against LA's with regards to incidents on Public Highway	16.01.15	13.02.15	16.01.15	
1415-488	I	Derbyshire County Council	Compensations due to poor road conditions	16.01.15	13.02.15	16.01.15	
1415-489	I	Housing Services	Housing Department's Annual Accounts & Business Plan	19.01.15	16.02.15	20.01.15	
1415-490	C	Licensing Services	Home Boarding List	19.01.15	16.02.15	IGNORE	2 <sup>nd</sup> request. 1 <sup>st</sup> request is 1415-468 to which we'll respond. Sender notified

South Derbyshire District Council  
Freedom of Information Requests  
1 October 2014 – 31 March 2015

Ref:		Dept	Details	Received	Reply Due	Reply Sent	Exemption
1415-491	I	Housing Services	Housing related questions	19.01.15	16.02.15	05.02.15	
1415-492	C	Community Services	CCTV Cuts	19.01.15	16.02.15	02.02.15	
1415-493	O	Housing Services	Disabled Facilities Grant	20.01.15	17.02.15	10.02.15	
1415-494	I	Derbyshire County Council	Traffic Management	20.01.15	17.02.15	20.01.15	
1415-495	C	Organisational Development	How many currently employed; how many received above or equal to living wage; how many are male or female	20.01.15	17.02.15	10.02.15	
1415-496	C	Customer Services	Business Rates Live & Closed Accounts	20.01.15	17.02.15	27.01.15	
1415-497	C	Derbyshire County Council	Parking Permits	20.01.15	17.02.15	20.01.15	
1415-498	C	Management/Finance	Christmas Parties	20.01.15	17.02.15	10.02.15	
1415-499	TV	Environmental Services	Public Health Funerals	20.01.15	17.02.15	26.01.15	
1415-500	I	Finance Services	Breakdown of spending on Council Credit Cards	21.01.15	18.02.15	05.02.15	
1415-501	I	Finance Services	Information re PCI DSS compliance for securing credit card data	22.01.15	19.02.15	17.02.15	
1415-502	I	IT Services	Software Licenses	22.01.15	19.02.15	02.02.15	
1415-503	I	Client Services	Bedroom Tax/Spare room subsidy	22.01.15	19.02.15	16.02.15	

South Derbyshire District Council  
Freedom of Information Requests  
1 October 2014 – 31 March 2015

Ref:		Dept	Details	Received	Reply Due	Reply Sent	Exemption
1415-504	I	Economic Development & Environmental Services	Information on registered businesses and collection of waste	23.01.15	20.02.15	26.01.15	
1415-505	O	Legal & Democratic Services	Information regarding pet shop licences	23.01.15	20.02.15	29.01.15	
1415-506	I	IT Services/Finance Services	Various IT questions	23.01.15	20.02.15	02.02.15	
1415-507	I	Organisational Development	Interim staff or Consultants	23.01.15	20.02.15	19.02.15	
1415-508	I	Customer Services	New Business Liabilities	26.01.15	20.02.15	26.01.15	
1415-509	MP	Community/Customer Services/Managers	Potentially Violent Persons	26.01.15	20.02.15	23.02.15	
1415-510	C	Customer Services	Commercial property information	26.01.15	20.02.15	04.02.15	
1415-511	W	Community Services	Swimming Facility Contracts	26.01.15	20.02.15	16.02.15	
1415-512	I	Customer Services	Companies/Carehomes/Charities/charitable organization responsible for business rates from 12.01.15-31.01.15	27.01.15	24.02.15	10.02.15	
1415-513	I	IT Services	Various IT questions	29.01.15	26.02.15	30.01.15 Further response sent 02.02.15	

South Derbyshire District Council  
Freedom of Information Requests  
1 October 2014 – 31 March 2015

Ref:		Dept	Details	Received	Reply Due	Reply Sent	Exemption
1415-514	I	Customer Services	List of current non domestic rate payers	30.01.15	27.02.15	24.02.15	
1415-515	I	Customer Services	List of business liable for Business Rates	30.01.15	27.02.15	10.02.15	
1415-516	O	Planning Services Property Services Housing Services	Planning Application – 2 houses being built in Thomas Cook Close, Melbourne	03.02.15	03.03.15	27.02.15	
1415-517	I	Customer Services	Business Rates	03.02.15	03.03.15	10.02.15	
1415-518	C	Housing Services	Provider of Service Support contracts for Warden Call Systems, Dispersed Alarms & Central Control Systems	04.02.15	04.03.15	05.02.15	
1415-519	M	Procurement Services	Purchasing renewable energy	04.02.15	04.03.15	02.03.15	
1415-520	O	Organisational Development	Sickness data	04.02.15	04.03.15	26.02.15	
1415-521	C	Community Services	Roundabout Sponsorship	05.02.15	05.03.15	06.02.15	
1415-522	C	Customer Services	Business Rates	06.02.15	06.03.15	24.02.15	
1415-523	M	Planning Services/Finance Services	Total value of commuted sums re Affordable homes provided through Section 106	06.02.15	06.03.15 02.04.15	02.04.15	holding letter sent due date is now 02.04.15
1415-524	O	Environmental Services	Stray Dogs	09.02.15	10.03.15	16.02.15	
1415-525	C	Environmental Services	Public Health Funerals	09.02.15	10.03.15	10.02.15	

South Derbyshire District Council  
Freedom of Information Requests  
1 October 2014 – 31 March 2015

Ref:		Dept	Details	Received	Reply Due	Reply Sent	Exemption
1415-526	C	Housing Services	Organisational Chart	09.02.15	10.03.15	05.03.15	
1415-527	I	I.T	ICT Contracts for Server Hardware Maintenance, Server Virtualisation License and Maintenance and Storage Area Network Maintenance/Support	09.02.15	10.03.15	03.03.15	
1415-528	I	Environmental Services	Intestate estates passed to the Treasury Solicitors Department Bona Vacantia Division in past 3 months	10.02.15	10.03.15	10.02.15	
1415-529	I	Planning Services (plus Housing & Property Services)	2 houses being built in Thomas Cook Close, Melbourne in 2011 and as yet incomplete	10.02.15	10.03.15	27.02.15	
1415-530	I	Environmental Services	From Dec 14 how many deaths has the Council sent or sending to the Treasury Solicitor, Duch of Lancaster or Cornwall	10.02.15	10.03.15	10.02.15	
1415-531	O	Planning Services	Internal costs of defending the Authority at Planning Appeal	11.02.15	11.03.15 02.04.15	02.04.15	holding letter sent due date is now 02.04.15
1415-532	O	Customer Services	Business Rates	11.02.15	11.03.15	16.02.15	
1415-533	I	Derbyshire County Council	Parking Tickets	11.02.15	11.03.15	12.02.15	
1415-534	I	Housing Services Community Services	Total budget spend on Domestic/Sexual Violence	11.02.15	11.03.15	05.03.15	
1415-535	I	Legal & Democratic Services	Number of SDDC Councillors who are registered as Landlords	11.02.15	11.03.15	11.03.15	

South Derbyshire District Council  
Freedom of Information Requests  
1 October 2014 – 31 March 2015

Ref:		Dept	Details	Received	Reply Due	Reply Sent	Exemption
1415-536	N	Derbyshire County Council	Number of times any edition of Fifty Shades of Grey books have been borrowed from libraries	11.02.15	11.03.15	12.02.15	
1415-537	MP	Derbyshire County Council	Number of educational psychologists employed	11.02.15	11.03.15	12.02.15	
1415-538	I	Procurement	Contact details of staff responsible for efficiency and savings	11.02.15	11.03.15	05.03.15	
1415-539	I	Community Services/ Derbyshire County Council	Number of teachers in local authority/local authority schools with criminal convictions for years 2010 - 2015	13.02.15	13.03.15	13.02.15	
1415-540	I	Housing Services Property Services	Number of empty/derelict residential and non-residential properties that the Council owns	13.02.15	13.03.15	13.03.15	
1415-541	I	Environmental Services	Information required in regard to Refuse Service	13.02.15	13.03.15	16.02.15	
1415-542	I	Environmental Services	Number of rough sleepers and homelessness applications in the LA for each quarter each year 2010 to most recent	13.02.15	13.03.15	11.03.15	
1415-543	I	Derbyshire County Council	Total number of full and part time Social workers employed by the LA each year from 2010 to present	13.02.15	13.03.15	16.02.15	
1415-544	TV	I.T	G-Cloud IT framework	16.02.15	16.03.15	18.02.15	
1415-545	I	Departmental Heads	Structure Chart	17.02.15	17.03.15	17.02.15	



South Derbyshire District Council  
Freedom of Information Requests  
1 October 2014 – 31 March 2015

Ref:		Dept	Details	Received	Reply Due	Reply Sent	Exemption
1415-546	I	Legal Services /Finance/HR	Amount Spent on external legal advice	17.02.15	17.03.15	10.03.15	
1415-547	I	Financial Services	Personal Injury Costs	17.02.15	17.03.15	19.02.15	
1415-548	I	Directors	Lost Keys	17.02.15	17.03.15	04.03.15	
1415-549	I	Housing Services	Sheltered Accommodation for elderly	18.02.15	18.03.15	09.03.15	
1415-550	I	Organisational Development	Graduate Schemes or Internships	18.02.15	18.03.15	19.02.15	
1415-551	C	Customer Services	NNDR credit balances	18.02.15	18.03.15	24.02.15	
1415-552	I	IT Services/Procurement	IT hardware maintenance & costs	19.02.15	19.03.15	09.03.15	
1415-553	I	Environmental Services	Public Health Act Funerals	19.02.15	19.03.15	19.02.15	
1415-554	I	Customer Services	Business Rates	19.02.15	19.03.15	24.02.15	
1415-555	C	Customer Services	Business Rates	19.02.15	19.03.15	27.02.15	
1415-556	C	Community Services & Legal & Democratic Services	Council's involvement with ID verification systems	20.02.15	20.03.15	20.02.15	
1415-557	I	Organisational Development	Various sick days questions	20.02.15	20.03.15	13.03.15	

**ANNEXE B**

South Derbyshire District Council  
Freedom of Information Requests  
1 October 2014 – 31 March 2015

Ref:		Dept	Details	Received	Reply Due	Reply Sent	Exemption
1415-558	C	Customer Services	Landlords details whose tenants are in receipt of Housing Benefit	20.02.15	20.03.15 02.04.14	01.04.15	Holding letter sent now due 02.04.15
1415-559	I	Directors/Finance Services	Payments to celebrities	20.02.15	20.03.15	03.03.15	
1415-560	I	IT/Financial Services	Lines, Minutes, Broadband and WAN	23.02.15	23.03.15	19.03.15	
1415-561	MP	Housing Services	HHSRS Enforcement	20.02.15	20.03.15	11.03.15	
1415-562	N	Directors	Sold data it holds on individuals to any non-Council organization in past 5 years	23.02.15	23.03.15	25.02.15	
1415-563	I	Directors/Finance Services	Self Directed Support (SDS)	23.02.15	23.03.15	25.02.15	
1415-564	C	Licensing Services	Bloodstock Festival	24.02.15	24.03.15	24.02.15	
1415-565	C	Environmental Services	Household Waste Treatment Contract	24.02.15	24.03.15	02.03.15	
1415-566	I	Customer Services	Independent schools receiving rate relief	24.02.15	24.03.15	16.03.15	
1415-567	TV	Environmental Services	Queries relating to road side litter/fly tipping/staff employed in last 3 FY	24.02.15	24.03.15	27.02.15	
1415-568	N	Housing Services	Affordable Housing	24.02.15	24.03.15	16.03.15	
1415-569	C	Environmental Services	Investigations at Kensington Salon & Spa, Midland Road, Swadlincote	26.02.15	26.03.15	26.02.15	
1415-570	I	Organisational Development	Telecommuting	26.02.15	26.03.15	27.02.15	

**ANNEXE B**

South Derbyshire District Council  
Freedom of Information Requests  
1 October 2014 – 31 March 2015

Ref:		Dept	Details	Received	Reply Due	Reply Sent	Exemption
1415-571	I	Derbyshire County Council	Parking fines	26.02.15	26.03.15	26.02.15	
1415-572	C	Planning Services	Planning applications for wind turbine/wind farm	27.02.15	27.03.15	26.03.15	
1415-573	I	Organisational Development	How many female staff with name beginning with the letter A	27.02.15	27.03.15	27.03.15	
1415-574	C	Elections	Online Vote Registration/Annual Canvass/Individual Electoral Registration	02.03.15	30.03.15	09.03.15	
1415-575	I	Customer Services	Businesses just liable for business rates between 15.02.15-28.05.15	02.03.15	30.03.15	12.03.15	
1415-576	C	Customer Services	All properties within Billing Authority where there is a credit on the account	02.03.15	30.03.15	18.03.15	
1415-577	C	Northgate Public Services	Postal Services	02.03.15	30.03.15	03.03.15	
1415-578	I	Housing Services	Intentionally Homeless	02.03.15	30.03.15	16.03.15	
1415-579	C	Derbyshire County Council	Road works/road maintenance projects	02.03.15	30.03.15	03.03.15	
1415-580	C	Environmental Services	Contaminated land notices	03.03.15	31.03.15	31.03.15	
1415-581	I	Organisational Devt; Housing/Envrion; Community /Planning; Corporate; Democratic Services	External recruitment agencies	05.03.15	02.04.15	30.03.15	
1415-582	I	Corporate Services	Efficiency Savings	05.03.15	02.04.15	06.03.15	

South Derbyshire District Council  
Freedom of Information Requests  
1 October 2014 – 31 March 2015

Ref:		Dept	Details	Received	Reply Due	Reply Sent	Exemption
1415-583	I	Derbyshire County Council	Children in care, known youth offenders - 2012-14	09.03.15	08.04.15	09.03.15	
1415-584	I	Elections	Number of people registered to vote in 2015 General Election	09.03.15	08.04.15	23.04.15	31.03.15 – Hold as info not available until 20.04.15.
1415-585	C	Derbyshire County Council	Penalty Charge Notices issued to UK vehicles and drivers	09.03.15	08.04.15	10.03.15	
1415-586	C	Elections/I.T.	Twitter request for help regarding the General Election	10.03.15	09.04.15	31.03.15	
1415-587	TV	Environmental Services	Dog fouling	11.03.15	10.03.15	16.03.15	
1415-588	TV	Derbyshire County Council	How much revenue made from car parks	12.03.15	13.04.15	12.03.15	
1415-589	I	Customer Services	Business Rates	13.03.15	14.04.15	13.03.15	
1415-590	I	Finance Services	Remote/out of hours journals	16.03.15	15.04.15	16.03.15	
1415-591	N	Derbyshire County Council	Trading Standards	16.03.15	15.04.15	18.03.15	
1415-592	I	Community Services	Parks & Green Spaces	17.03.15	16.04.15	24.04.15	
1415-593	TV	Corporate Services	Cremation Costs	17.03.15	16.04.15	18.03.15	
1415-594	I	Legal & Democratic Services	Primate Licensing	18.03.15	17.04.15	19.03.15	
1415-595	I	Procurement Services	Procurement Training	18.03.15	17.04.15	19.03.15	

# ANNEXE B

## South Derbyshire District Council Freedom of Information Requests 1 October 2014 – 31 March 2015

Ref:		Dept	Details	Received	Reply Due	Reply Sent	Exemption
1415-596	I	Customer Services	Business Rates	19.03.15	20.04.15	10.04.15	
1415-597	TV	Community Services	Number of CCTV cameras	19.03.15	20.04.15	10.04.15	
1415-598	I	Procurement Services	Procurement tool & contract management	19.03.15	20.04.15	23.03.15	
1415-599	I	Procurement Services/Finance Services	Procurement questions	20.03.15	21.04.15	23.03.15 Further response reqd  2 <sup>nd</sup> response sent 23.04.15	
1415-600	I	Customer Services	List of closed/ended Council Tax accounts with credit balances from 1993 to 2015	20.03.15	21.04.15	10.04.15	
1415-601	N	Organisational Development	Council Disciplinary Measures	20.03.15	21.04.15	16.04.15	
1415-602	I	Community Services	Bandstand Survey	23.03.15	22.04.15	08.04.15	
1415-603	I	Derbyshire County Council	Information in relation to carriageway between Station Lane, Walton on Trent B5016 and the Bridge	23.03.15	22.04.15	23.03.15	

South Derbyshire District Council  
Freedom of Information Requests  
1 October 2014 – 31 March 2015

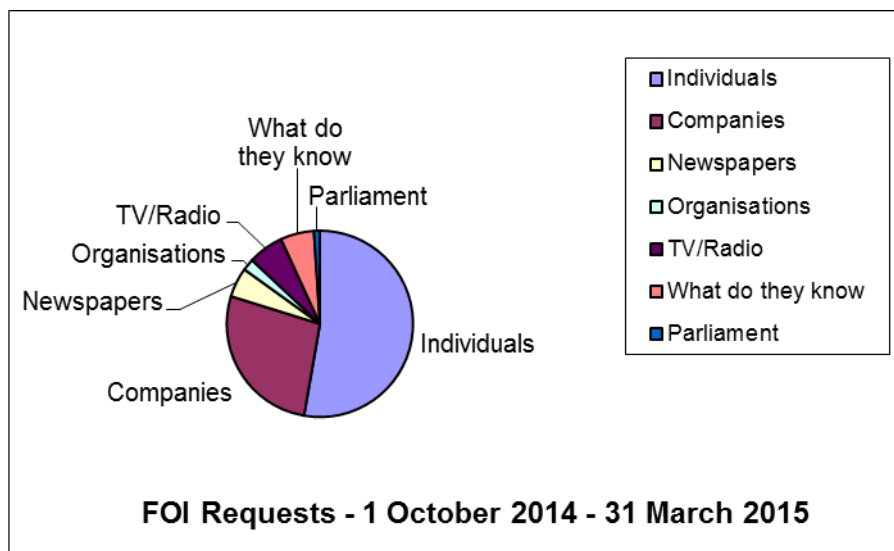
Ref:		Dept	Details	Received	Reply Due	Reply Sent	Exemption
1415-604	O	Housing Services	Youth Homelessness	23.03.15	22.04.15	21.04.15 Additional Info Sent 20.05.15	
1415-605	I	Environmental Services	Public or welfare funerals and those who have died with no known next of kin since 01.06.14 to present	23.03.15	22.04.15	24.03.15	
1415-606	I	Housing Services	Homelessness	24.03.15	23.04.15	16.04.15	
1415-607	O	Licensing Services	Businesses in SDDC who hold Taxi Operator Licence	24.03.15	23.04.15	25.03.15	
1415-608	I	Environmental Services	Deceased persons with no known next of kin	24.03.15	23.04.15	25.03.15	
1415-609	C	Customer Services	Number of properties granted Retail Rate Relief for 2015/16 billing period	25.03.15	24.04.15	13.04.15	
1415-610	C	Housing Services	List of addresses of all houses in Multiple Occupancy licensed by SDDC	25.03.15	24.04.15	27.03.15	
1415-611	I	Corporate Services	List of "vexatious" FOI's	26.03.15	27.04.15	30.03.15	
1415-612	I	IT Services & Organisational Development	Various questions on "The new computing curriculum"	27.03.15	28.04.15	30.03.15	
1415-613	TV	Corporate Services	First class travel for Councillors/Officers	30.03.15	28.04.15	01.04.15	

South Derbyshire District Council  
Freedom of Information Requests  
1 October 2014 – 31 March 2015

Ref:		Dept	Details	Received	Reply Due	Reply Sent	Exemption
1415-614	I	Community/Environmental/Property/Finance Services	How large in hectares is Authority, budget/gross spend for last FY on environ services and control and prevention of non- native flora	30.03.15	28.04.15	29.04.15	
1415-615	O	Leisure & Community	Who is contracted to provide health checks and lifestyle services to local healthy economy; when; how long; commissioning plans	30.03.15	28.04.15	17.04.15	
1415-616	I	Customer Services	Businesses just become liable for business rates	31.03.15	29.04.15	13.04.15	

## Breakdown of Freedom of Information requests for second 6 months of 2014/15

Individuals	154	292	53%
Companies	79	292	27%
Newspapers	15	292	5%
Organisations	6	292	2%
TV/Radio	18	292	6%
What do they know	17	292	6%
Parliament	3	292	1%
	292	292	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