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<b>REPORT TO:</b>	<b>FINANCE AND MANAGEMENT</b>	<b>AGENDA ITEM: 16</b>
<b>DATE OF MEETING:</b>	<b>20 JUNE 2013</b>	<b>CATEGORY: DELEGATED</b>
<b>REPORT FROM:</b>	<b>CHIEF EXECUTIVE</b>	<b>OPEN</b>
<b>MEMBERS' CONTACT POINT:</b>	KEVIN STACKHOUSE (595811) DIRECTOR OF FINANCE AND CORPORATE SERVICES <a href="mailto:Kevin.stackhouse@south-derbys.gov.uk">Kevin.stackhouse@south-derbys.gov.uk</a>	DOC: s:\cent_serv\complaints\committee reports\working papers for june 2013\complaints and foi report june 2013- final.doc
<b>SUBJECT:</b>	<b>COMPLAINTS &amp; FREEDOM OF INFORMATION REQUESTS 01 OCTOBER 2012 TO 31 MARCH 2013</b>	<b>REF: KS/JHM</b>
<b>WARD(S) AFFECTED:</b>	<b>ALL</b>	<b>TERMS OF REFERENCE: CE6</b>

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## **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 2012 – 31 March 2013. 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 2012 – 31 March 2013. 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, 43 compliments and 31 complaints have been received between 1 October 2012 – 31 March 2013.

- 3.3 The number of complaints received in the second half of this financial year has increased compared to the previous six months, and the number of compliments received has stayed the same.
- 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](http://www.south-derbys.gov.uk).

- 3.7 A total of 219 Freedom of Information requests have been received between 1 October 2012 – 31 March 2013. This is a increase of 1 over the corresponding period for 2011/12 and a increase of 10 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](http://www.south-derbys.gov.uk), or can be completed using an electronic form.
- 4.2 The aim of The Freedom of Information Act 2000, which came into force on 1<sup>st</sup> January 2005, is to extend the right to allow public access to information that the Council holds.

## **5.0 Detail**

### **Comments**

- 5.1 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.

<b>Division</b>	<b>1 April 2012 – 30 September 2012</b>	<b>1 October 2012 – 31 March 2013</b>
Community Services	0	1
<b>Total</b>	<b>0</b>	<b>1</b>

### **Compliments**

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

<b>Division</b>	<b>1 April 2012 – 30 September 2012</b>	<b>1 October 2012 – 31 March 2013</b>
Customer Services	11*	9
Environmental Services	15*	9
Planning	17	11
Housing	0**	0**
Community Services	7	13
Corporate	2	0
Policy and Communications	0	1
<b>Total</b>	<b>43</b>	<b>43</b>

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

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

### **Complaints**

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

	<b>1 April 2012 – 30 September 2012</b>	<b>1 October 2012 – 31 March 2013</b>
Resolved at Stage 1	21	23
Stage 1 still ongoing	0	0
Resolved at Stage 2	7	8
Stage 2 still ongoing	0	0
<b>Total received</b>	<b>28</b>	<b>31</b>

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

<b>Division</b>	<b>1 April 2012 – 30</b>	<b>1 October 2012 –</b>
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	<b>September 2012</b>	<b>31 March 2013</b>
Planning Services	8	4
Housing	5	6
Customer Services (including Revenue)	7	9
Environmental Services	5	7*
Community Services	3	4*
Legal and Democratic Services	0	2
Corporate Services	0	0
<b>Total</b>	<b>28</b>	<b>31</b>

\* 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 five complete years

<b>Division</b>	<b>2008/09</b>	<b>2009/10</b>	<b>2010/11</b>	<b>2011/12</b>	<b>2012/13</b>
Planning Services	13	20	9	10*	12
Housing	10	11*	12*	7	11
Customer Services (including Revenue)	8	19*	14*	14	16
Environmental Services	5	7*	14*	10	12*
Legal and Democratic	5	3*	4	3	2
Finance and Property	0	1	0	0	0
Community Services	4	8	1	5*	7*
Corporate Services	0	0	1*	2	0
<b>Total</b>	<b>45</b>	<b>67</b>	<b>51</b>	<b>50</b>	<b>59</b>

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

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

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

5.7 Heads 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**

- 5.8 Although the Freedom of Information Act 2000 creates a general right of access to information, it also sets out information that we do not have to make available for specific reasons. This is information, which, if published, might prejudice the health, safety or security of the Council, our staff, systems, services or property.
- 5.9 We make as much information available as possible without charging for it. We do however reserve the right to levy a reasonable charge where the information request is extensive and would require more than 2 days' staff time to satisfy the request.
- 5.10 The Council deals with hundreds of routine requests for information every day by phone and by letter. These are referred to as "business as usual requests". We will deal with these in the normal way. However, information that is not readily available and that has to be prepared or extracted is handled differently. We are entitled to make a charge for this kind of information.
- 5.11 Requests for information under Freedom of Information have to be processed within 20 working days. However, requests for details under the Freedom of Information Act can be turned down if they fall within certain exemption criteria.
- 5.12 The table below compares the Freedom of Information requests received for the first half of 2012/2013 against the second half of 2012/2013.  
Note: the figures also include any requests that have been made under EIR (Environmental Information Regulations).

	<b>1 April 2012 – 30 September 2012</b>	<b>1 October 2012 – 31 March 2013</b>
Number received	209	219
Number replied to within 20 statutory days	201	213
Number replied to after 20 statutory days	8	6
Number of Exemptions or partial exemptions	0	0
Number passed to Third Party	20	29
Number withdrawn	0	2

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

<b>Division</b>	<b>1 April 2012 – 30 September 2012</b>	<b>1 October 2012 – 31 March 2013</b>
Environmental Services	61*	45*
Planning Services	18*	20*
Democratic Services	8*	6*
Legal Services	4*	5
Finance	8*	12*
IT	8	14

Customer Services	34*	36*
Housing	17*	19*
Org Development	13	10
Community Services	5*	13*
Passed to 3 <sup>rd</sup> Parties	20	29
Corporate Services	13*	15*
Property Services	15*	5
Procurement	0	2
Chief Executive	0	2*
All Departments	1	0

\* Same request has involved several divisions

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

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

## **6.0 Financial Implications**

6.1 None directly stemming from this report.

## **7.0 Corporate Implications**

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

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

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

## **8.0 Community Implications**

8.1 None.

## **9.0 Background Papers**

None.

**South Derbyshire District Council  
Freedom of Information Requests  
1 October 2012 – 31 March 2013**

**Comments, Compliments and Complaints - 01 October 2012 – 31 March 2013**

Comments

<b>Date</b>	<b>Ward</b>	<b>Subject</b>	<b>Division</b>
19.11.12	Hilton	Chlorine level in the swimming pool	Community Services

Compliments

<b>Date</b>	<b>Ward</b>	<b>Subject</b>	<b>Division</b>
<b>04.10.12</b>		Re: National Forest Network Launch. Just wanted to say thank you for last night - I have had very positive feedback from headteachers . Their staff really enjoyed the workshops and have gone back to school buzzing, which is exactly what we wanted!	<b>Community Services</b>
<b>05.10.12</b>	<b>Melbourne</b>	Thank you to Planning Officer for his prompt and comprehensive response to a query relating to the requirement of planning permission	<b>Planning Services</b>
<b>08.10.12</b>		Compliment regarding the excellent Tree Management Policy shown on our website.	<b>Community Services</b>
<b>09.10.12</b>		Thank you to Safer Neighbourhoods Officer for his contribution to the Intergenerational Debate Group meeting organized by the South Derbyshire Forum.	<b>Community Services</b>
<b>09.10.12</b>		Compliment to Environmental Services regarding the cleanliness of our streets compared to other towns and cities visited.	<b>Environmental Services</b>
<b>10.10.12</b>		On behalf of these who attended the summer play scheme at Hatton true heartfelt congratulations to the South Derbyshire Sport Team. A fabulous team, professional yet caring with a friendliness and bond that is and has been infectious to us all.	<b>Community Services</b>
<b>11.10.12</b>	<b>Church Gresley</b>	Thank you for the prompt action of the Grounds Team in cutting back an overhanging hedge. It has made such a really big difference to their walk to school.	Environmental Services
<b>15.10.12</b>		Sincere thanks for the Facilitator at Rosliston Forestry Centre for making her daughter's Woodland Fairy	Community Services

**South Derbyshire District Council  
Freedom of Information Requests  
1 October 2012 – 31 March 2013**

		party so special. She was amazing with the children and made the day really enjoyable. Brilliant set up at Rosliston.	
16.10.12		Compliment to Heritage Officer regarding the recent Heritage Tour. He was an excellent guide and the tour was very good value for money.	Planning Services
26.10.12	Seales	Thank you to Building Control Assistant for her help with hand delivering an improved copy of a building certificate	Planning Services
01.11.12		Thank you to Customer Services Adviser for arranging for assisted refuse collection.	Customer Services
	Repton	Thank you to the Conservation and Heritage Officer for his talk given to the Repton Village Society about historic farmhouses and cottages in the district - it was superb and very much appreciated by all	Planning Services
08.11.12	Seales	Very happy and reassured at the service received from a Customer Services Adviser. Concerns handled in a professional manner with firm, sound advice given in a compassionate way. She's a credit to the organization.	Customer Services
14.11.12	Swadlincote	Thank you to the Active Nation first aiders who assisted a lady knocked down by a cyclist until the ambulance arrived. They did a wonderful job.	Community Services
28.11.12	Swadlincote	Compliment to Customer Services Adviser who was incredibly empathetic and made the process of moving house much easier. Thank you also to the Benefit Assistant who was also very helpful and reassuring.	Customer Services
12.12.12		Expression of deep gratitude to Planning Officer for the way she dealt with their planning application. She was very helpful and a valued employee of SDDC	Planning Services
13.12.12	Hatton	Massive thanks from Hatton Parish Council to the Community Partnership Officer who has helped them enormously with the BMX track project. He has been a great support over the last two years helping them make this dream a reality.	Community Services
14.12.12	Melbourne	Thank you to Development Control Technician for his efficiency and help in connection with Tree Preservation Orders – both greatly appreciated	<b>Planning Services</b>
08.01.13		Thank you for response regarding recycling over the Christmas period and the news of future plans for improved kerbside recycling during the next year	Environmental Services
11.01.13	Church Gresley	Thank you to Cemeteries Officer for her help in getting the boundary fence between the Methodist Church and the Cemetery, which was frequently vandalised, replaced with railings.	Community Services
30.01.13	Melbourne	Thank you to Community Services Officers for their contribution to a meeting between the Melbourne Rugby Club and the Melbourne Sporting Partnership regarding investment into the development of the Cockshut Lane site in Melbourne	Community Services
22.01.13	Newhall	Congratulations to the Council's Gritting Team who have done an excellent job of keeping the area well gritted. A stark contrast to neighbouring authorities.	Environmental Services
22.01.13	Etwall	Very many thanks from the Etwall and Burnaston Local History Society to the Heritage Officer for his talk	Planning Services



**South Derbyshire District Council  
Freedom of Information Requests  
1 October 2012 – 31 March 2013**

		on South Derbyshire farmhouses and cottages. A wonderful evening.	
22.01.13	Findern	All year, every year I consider your Refuse Collection service to be one of the best, most reliable services anywhere. Thank you to those concerned.	Environmental Services
22.01.13	Hilton	Many thanks to the Refuse Collection operatives who very kindly collected and emptied the black bin even though the brown bin was presented in error. I regard this as excellent and thoughtful service.	Environmental Services
23.01.13	Swadlincote	What an amazing job the two men were doing this morning clearing the footpaths around Swadlincote town centre and properly gritting them. Many thanks to them.	Environmental Services
25.01.13	Egginton	Very many thanks to the Principal Building Control Surveyor for his prompt response and for being so pleasant and understanding. What efficiency!	Planning Services
25.01.13	Repton	Thank you for the prompt response to the officers who repaired our bin lids – now both in working order.	Environmental Services
29.01.13	Woodville	Big thank you to the Anti-Social Behaviour Officer for sorting out the problems in our street so quickly. It is so appreciated and a massive relief.	Community Services
07.02.13		Compliments and positive feedback sent by different organisations to the Graphic Designer for her involvement in designing banners to promote the Environmental Education Service.	Policy and Communications
11.02.13	Etwall	Very happy with the service received from Customer Services in sorting out the problems she'd experienced when trying to renew her bus pass. New pass already arrived and very grateful everyone who helped her.	Customer Services
14.02.13	Swadlincote	Thank you from all at Bank House to those who organised the Pancake Races – a great event. Definitely see you next year!	Community Services
14.02.13	Swadlincote	Thanks for a great day at the Pancake Races	Community Services
14.02.13	Swadlincote	We entered the Pancake Race and would like to say how much we enjoyed it, it was very good for the community and we'll definitely enter a team next year.	Community Services
25.02.13	Aston on Trent	Compliment to the Heritage Officer - I would like to commend the reports available on your website for their exceptional detail, clarity and historical content. The report on the Trent & Mersey Canal in particular was excellent; so much so that our history group is copying it as a key document for our heritage archives  The appraisals and reports are of great credit to staff in the Community & Planning Department	Planning Services
26.02.13	Seales	Compliment to Customer Services Adviser - she was extremely helpful, totally on the ball and exhibited true customer service.	Customer Services
08.03.13	Ticknall	Compliment to the Area Planning Officer – Many thanks, you have put a deal of effort into this matter on my behalf and I very much appreciate your help.	Planning Services

**South Derbyshire District Council  
Freedom of Information Requests  
1 October 2012 – 31 March 2013**

		There is never a time when I ask you a question that you do not give an excellent response.	
<b>19.03.13</b>	<b>Rosliston</b>	Thank you to Waste Management staff for dealing so quickly and efficiently with request to clear litter on the verges of Rosliston Road South / Burton Road, Rosliston	Environmental Services
<b>21.03.13</b>		Compliment to Customer Services staff for their help and advice given to the landlady of a Benefit Customer – better than Staffordshire Customer Services	Customer Services
<b>21.03.13</b>		Compliment from Benefit Customer for the help provided by Customer Service staff at a difficult time. She found them the only government department that offered her help and advice and spent time explaining things.	Customer Services
<b>21.03.13</b>		Thank you very much to the Customer Service Adviser for her kind words of reassurance when dealing with her Benefit claim.	Customer Services
<b>26.03.13</b>	<b>Hatton</b>	Thank you to Area Planning Officer for his help and advice re bridleway diversion in Hatton. Without his commitment it wouldn't have happened.	Planning Services
<b>28.03.13</b>	<b>Etwall</b>	Thank you to the Customer Services Adviser who kindly arranged for her bin to be emptied. Very pleased with the service and think SDDC is an excellent Council.	Customer Services

**South Derbyshire District Council  
Freedom of Information Requests  
1 October 2012 – 31 March 2013**

## Complaints

Date	Ref No	Ward	Subject	Division	Resultant Action Taken	Date response due and date sent
15.10.12	500  2 <sup>nd</sup> Stage	Swadlincote	Six month empty property exemption and time taken to issue Council Tax bill	Customer Services	Amendments made to Exemption Notices to highlight requirement to notify changes in circumstance that affect an exemption.	Due: 29.10.12 Sent:: 26.10.12  <u>Stage 2</u>  Due: 14.11.12 Holding letter sent 14.11.12 Sent:: 03.12.12
15.10.12	501	Swadlincote	Level of service received from gas contractor	Housing	Contractor reminded to keep tenants informed of timescale for work.	Due: 29.10.12 Sent:: 26.10.12
17.10.12	502	Aston	Lack of information concerning what items can be disposed of in the brown bin	Environmental Services	No action relevant	Due: 31.10.12 Sent:: 26.10.12
29.10.12	503	Seales	Failure to follow due process	Democratic Services	No action relevant	Due: 13.11.12 Holding letter sent: 12.11.12 Sent:: 23.11.12
07.11.12	504  2 <sup>nd</sup> Stage	Melbourne	Bailiff procedure	Customer Services	Bailiff to be advised to disengage when matters become contentious where the Council is at fault earlier in the collection process.	Due: 21.11.12 Sent:: 20.11.12  <u>Stage 2</u>  Due: 07.12.12 Holding letter sent: 07.12.12 Sent:: 21.12.12
09.11.12	505	Midway	Grass cutting	Environmental Services	Grassed area now instated on the cutting schedule	Due: 23.11.12 Sent:: 05.12.12

**South Derbyshire District Council  
Freedom of Information Requests  
1 October 2012 – 31 March 2013**

16.11.12	506	Church Broughton	Business rates	Customer Services	Staff instructed to ensure accounts are updated with correct details	Due: 30.11.12 Sent:: 27.11.12
20.11.12	507	Church Gresley	Cleanliness of footpaths within Church Gresley	Environmental Services	Wardens reminded to provide feedback on the progress and outcomes of their investigations to their customers.	Due: 04.12.12 Sent:: 05.12.12
15.11.12	508	Midway	Repairs to Council house	Housing	No action relevant	Due: 29.11.12 Sent:: 04.12.12
21.11.12	509  2 <sup>nd</sup> Stage	Midway	Website information relating to planning application	Planning	No action relevant	Due: 05.12.12 Sent:: 30.11.12  <u>Stage 2</u>  Due: 14.12.12 Sent:: 07.12.12
27.11.12	510	Swadlincote	NNDR correspondence not sent to Registered Office address	Customer Services	No action relevant	Due: 11.12.12 Sent:: 07.11.12
28.11.12	511	Repton	Problems with application for Second Adult Council Tax rebate	Customer Services	Clarification provided to staff on Second Adult rebate	Due: 13.12.12 Sent:: 03.12.12
06.12.12	512	Repton	Poor communication from Benefit Section	Customer Services	No action relevant	Due: 20.12.12 Sent:: 18.12.12
19.12.12	513	Repton	Issues over planning application	Planning Services		Due: 09.01.13 Sent:: 07.01.13
10.01.13	514  2 <sup>nd</sup> Stage	Walton on Trent	Possible breach of planning conditions	Community Services and Environmental Services	No action relevant	Due: 24.01.13 Sent:: 24.01.13  <u>Stage 2</u>

**South Derbyshire District Council  
Freedom of Information Requests  
1 October 2012 – 31 March 2013**

						Due: 21.02.13 Sent:: 14.02.13
27.01.13	515  2 <sup>nd</sup> Stage	Midway	Second home discount	Customer Services	No action relevant	Due: 12.02.13 Sent:: 08.02.13  <u>Stage 2</u>  Due: 01.03.13 Sent:: 06.03.13
07.02.13	516	Newhall	Refuse collection	Environmental Services	Staff instructed not to use mobile phone whilst driving	Due: 21.02.13 Sent:: 20.02.13

**South Derbyshire District Council  
Freedom of Information Requests  
1 October 2012 – 31 March 2013**

07.02.13	517  2 <sup>nd</sup> Stage	Linton	Planning Enforcement Officer	Planning	No action relevant	Due: 21.02.13 Sent:: 19.02.13  <u>Stage 2</u>  Due: 04.03.13 Holding letter sent: 18.03.13 Sent:: 21.03.13
05.12.13	518	Newhall	Housing rent	Housing	No action relevant	Due: 19.02.13 Sent:: 18.02.13
11.02.13	519	Out of area	Shortage of dog bins at Rosliston Forestry Centre	Community Services	Forestry Commission, as land owners, have been informed	Due: 25.02.13 Sent:: 08.02.13
12.02.13	520	Etwall	Licensing Department in relation to Small Lottery Licence	Legal Services		Due: 25.02.13 Sent:: 20.02.13
12.02.13	521  2 <sup>nd</sup> Stage	Church Gresley	Documents displayed on website relating to planning application	Planning Services	No action relevant	Due: 25.02.13 Sent:: 20.02.13  <u>Stage 2</u>  Due: 18.03.13 Sent:: 13.03.13
15.02.13	522	Church Gresley	Dog fouling problems on the pavements in Church Gresley	Environmental Services	Additional provision of litter bins and dog fouling signage provided over and above the Council's normal provision	Due: 01.03.13 Sent:: 28.02.13
19.02.13	523	Swadlincote	Inefficient hair dryers at Green Bank Leisure Centre	Community Services	Leisure Contractor addressed the issue	Due: 05.03.13 Sent:: 25.02.13
12.03.13	524	Swadlincote	Visit to offices concerning homeless application	Housing	No action relevant	Due: 26.03.13 Sent:: 26.03.13

South Derbyshire District Council  
Freedom of Information Requests  
1 October 2012 – 31 March 2013

14.03.13	525	Newhall	Destruction of bank card left at Green Bank Leisure Centre	Community Services	Leisure contractor advised staff on proper procedures in the event of a similar incident occurring	Due: 28.03.13 Sent: 14.03.13
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**South Derbyshire District Council  
Freedom of Information Requests  
1 October 2012 – 31 March 2013**

14.03.13	526  2 <sup>nd</sup> Stage	Midway	Repair to socket on cooker	Housing	No action relevant	Due: 28.03.13 Sent:: 28.03.13  <u>Stage 2</u>  Due: 23.04.13 Holding letter sent: 23.04.13 Sent:: 08.05.13
19.03.13	527	Newhall	Housing Benefit / Council Tax Benefit / Council Tax Reduction	Customer Services	System error rectified and staff made aware.	Due: 04.04.13 Sent:: 04.04.13
25.03.13	528	Woodville	Officer's telephone manner when dealing with request for Housing Improvement grant	Environmental Services	Officer reminded of Customer Care	Due: 10.04.13 Sent:: 10.04.13
26.03.13	529	Walton on Trent	Receipt of reminder letter for whole year's Council Tax	Customer Services	Direct Debit procedures reinforced for increased effectiveness. Levels of Customer Service reviewed	Due: 11.04.13 Sent:: 11.04.13
28.03.13	530	Hartshorne	Housing repairs	Housing	Staff and Contractor made aware	Due: 15.04.13 Sent:: 11.04.13

\* Shading highlights where complaints were not responded to within 10 days, but holding letters are sent to keep the complainant informed.



**South Derbyshire District Council  
Freedom of Information Requests  
1 October 2012 – 31 March 2013**

Ref		Department	Details	Received	Reply Due	Reply Sent	Exemption
1213-210	W	Customer Services	Total amount outstanding for unpaid Council Tax and NNDR	02.10.12	30.10.12	05.10.12	
1213-211	Org	Env Services	Contaminated land sites	04.10.12	01.11.12	05.10.12	
1213-212	MP	Derbyshire County Council	Sexual health services	04.10.12	01.11.12	05.10.12	
1213-213	N	Democratic Services	Senior Officers' declarations of interest held by the Council	04.10.12	01.11.12	16.10.12	
1213-214	N	Corporate Services	Allegations of internal fraud, theft and corruption	05.10.12	02.11.12	16.10.12	
1213-215	I	Housing	Homeless temporary accommodation	08.10.12	05.11.12	05.11.12	
1213-216	MP	Community Services	CCTV cameras	08.10.12	05.11.12	16.10.12	
1213-217	N	Democratic Services	Councillors' expenses	08.10.12	05.11.12	05.11.12	
1213-218	C	Environmental Services	Persons who have died with no next of kin	08.10.12	05.11.12	16.10.12	
1213-219	I	Corporate Services	Copies of all Internal Audit reports	10.10.12	07.11.12	06.11.12	
1213-220	I	Democratic Services	Chauffeur driven cars	11.10.12	08.11.12	08.11.12	
1213-221	I	Derbyshire County Council	Ex-Social worker	12.10.12	09.11.12	17.10.12	
1213-222	R	Derbyshire County Council	Use of pest control service in local authority run schools	12.10.12	09.11.12	17.10.12	
1213-223	C	Corporate Services	Procurement of Energy and Water and Telecommunications	16.10.12	13.11.12	29.10.12	
1213-224	I	Environmental Services	Persons who have died with no next of kin	16.10.12	13.11.12	17.10.12	
1213-225	C	Property Services	Asset Management Strategy	17.10.12	14.11.12	16.11.12	
1213-226	W	IT	GIS Software	22.10.12	19.11.12	06.11.12	
1213-227	R	Property Services	Sales of green or recreational spaces	22.10.12	19.11.12	19.11.12	
1213-228	I	Environmental Services	Reasons why Repton School only scored 1 star from the Food Standards Agency	18.10.12	15.11.12	19.11.12	
1213-229	I	Derbyshire County Council	Supervised Contact Centres	19.10.12	16.11.12	26.10.12	

**South Derbyshire District Council  
Freedom of Information Requests  
1 October 2012 – 31 March 2013**

Ref		Department	Details	Received	Reply Due	Reply Sent	Exemption
1213-230	C	Customer Services	General Industrial properties and storage or distribution properties with Rateable Values at or in excess of £100,000 which qualify for empty property rate relief	22.10.12	19.11.12	08.11.12	
1213-231	I	Environmental Services	Number and costs of public health funerals over the last year	23.10.12	20.11.12	08.11.12	
1213-232	I	IT	Mobile communications	19.10.12	16.11.12	19.11.12	
1213-233	C	Customer Services	Cash and cheque transactions via Cash Office	26.10.12	23.11.12	23.11.12	
1213-234	I	Environmental Services	Waste Collection Service	26.10.12	23.11.12	20.11.12	
1213-235	C	Procurement	List of companies who submitted and tender response and those shortlisted	30.10.12	27.11.12	20.11.12	
1213-236	I	Democratic Services	Statement of Persons Nominated / Notice of Poll for the constituency of South Derbyshire Parliamentary Elections on 1 May 97, 7 June 2001 and 5 May 2005	31.10.12	28.11.12	21.11.12	
1213-237	C	Environmental Services	Information relating to collection of packaging waste	31.10.12	28.11.12	21.11.12	
1213-238	N	Housing	Housing requests re 16 and 17 year olds	31.10.12	28.11.12	23.11.12	
1213-239	C	Legal Services	Licensing	31.10.12	28.11.12	21.11.12	
1213-240	I	Environmental Services / Community Services / Housing / Corporate Services	External organizations used to undertake surveillance	01.11.12	29.11.12	21.11.12	
1213-241	N	Planning Services	Green belt boundaries	02.11.12	30.11.12	21.11.12	
1213-242	C	Environmental Services	How street cleanliness is measured	07.11.12	05.12.12	21.11.12	
1213-243	I	Environmental Services	Persons who have died with no next of kin	08.11.12	06.12.12	21.11.12	

**South Derbyshire District Council  
Freedom of Information Requests  
1 October 2012 – 31 March 2013**

Ref		Department	Details	Received	Reply Due	Reply Sent	Exemption
1213-244	Org	Customer Services	Total amount of revenue raised in Empty Property Rates	08.11.12 Additional request rec'd 11.02.13	06.12.12  11.03.13	22.11.12	
1213-245	I	Derbyshire County Council	Location of all On Street Blue Badge Disabled parking bays in District	09.11.12	07.12.12	19.11.12	
1213-246	MP	Derbyshire County Council	Local Authority spend on Special Educational Needs Tribunals	09.11.12	07.12.12	19.11.12	
1213-247	W	Derbyshire County Council	Informal Child Care	09.11.12	07.12.12	19.11.12	
1213-248	Org	Organisational Development	Makeup of workforce	09.11.12	07.12.12	04.12.12	
1213-249	Org	Environmental Services	Empty Homes – private sector	12.11.12	10.12.12	04.12.12	
1213-250	C	Procurement	List of companies who submitted and tender response and those shortlisted	13.11.12	11.12.12	20.11.12	
1213-251	I	Planning Services	Building Control Regularisation Submissions for 2010 and 2011	13.11.12	11.12.12	27.11.12	
1213-252	C	Housing	Energy Performance Building Directive	14.11.12	12.12.12	11.12.12	
1213-253	MP	Derbyshire County Council	Local Healthwatch funding etc	15.11.12	13.12.12	20.11.12	
1213-254	C	Customer Services	Council Tax Arrears enforcement	19.11.12	17.12.12	04.12.12	
1213-255	Org	Derbyshire County Council	Parking Fines, Bus Lane Fines and Speeding Fines	19.11.12	17.12.12	19.11.12	
1213-256	C	Environmental Services	Persons who have died with no next of kin	19.11.12	17.12.12	20.11.12	

**South Derbyshire District Council  
Freedom of Information Requests  
1 October 2012 – 31 March 2013**

Ref		Department	Details	Received	Reply Due	Reply Sent	Exemption
1213-257	I	Derbyshire County Council	Social Services	20.11.12	18.12.12	21.11.12	
1213-258	C	Customer Services	List of unclaimed business rate credits	20.11.12	18.12.12	29.11.12	
1213-259	C	Customer Services	List of Business Rate accounts in credit	22.11.12	20.12.12	29.11.12	
1213-260	I	Planning Services	Copy of exempt report sent to Planning Committee	23.11.12	21.12.12	18.12.12	
1213-261	C	Environmental Services	Persons who have died with no next of kin	23.11.12	21.12.12	29.11.12	
1213-262	C	Customer Services	List of Business Rate accounts in credit	23.11.12	21.12.12	29.11.12	
1213-263	MP	Finance Services	Translation services	26.11.12	24.12.12	11.12.12	
1213-264	C	Customer Services	Ratepayers currently in receipt of 80% mandatory charitable rate relief and those in receipt of 80%discretionary rate relief	26.11.12	24.12.12	29.11.12	
1213-265	I	Legal Services	Pet shops licensed to sell puppies	27.11.12	28.12.12	29.11.12	
1213-266	C	Customer Services	Business Rate accounts with rateable value of £25,000 or above	28.11.12	31.12.12	11.12.12	
1213-267	Org	Finance Services	Merchant Bank services	29.11.12	03.01.13	03.01.13	
1213-268	I	Environmental Services	Persons who have died with no next of kin	29.11.12	03.01.13	29.11.12	
1213-269	C	Customer Services	National Non Domestic Rate accounts that show a credit in excess of £500 from 1990 to date.	29.11.12	03.01.13	11.12.12	
1213-270	I	Corporate Services	Parents on Benefits in Swadlincote	29.11.12	03.01.13	02.01.13	
1213-271		Planning	Hazardous Substances consents	30.11.12	04.01.13	08.01.13	
1213-272	I	IT	Voice Risk Analysis technology	03.12.12	07.01.13	03.01.13	
1213-273	I	Environmental Services	Persons who have died with no next of kin	03.12.12	07.01.13	04.12.12	
1213-274	I	Planning Services	Time and date a document was uploaded to website	03.12.12	07.01.13	05.12.12	
1213-275	MP	Derbyshire County Council	Number of times action taken to take children away from foster parents and adoptive parents	04.12.12	08.01.13	07.12.12	

**South Derbyshire District Council  
Freedom of Information Requests  
1 October 2012 – 31 March 2013**

Ref		Department	Details	Received	Reply Due	Reply Sent	Exemption
1213-276	I	Environmental Services	Food Hygiene report for a local restaurant	04.12.12	08.01.13	07.12.12	
1213-277	C	Corporate Services	Contract re HR and Payroll Service	05.12.12	09.12.13	07.12.12	
1213-278	I	IT	Automated starters / leavers process – IT software	07.12.12	11.12.13	13.12.12	
1213-279	C	Customer Services	Details of non exempt commercial properties not in receipt of small business relief	10.12.12	12.01.13	21.12.12	
1213-280	I	Planning Services	Planning permissions	11.12.12	14.01.13	07.01.13	
1213-281	N	Planning Services	Housing developments approved against the flood-related advice of the Environment Agency	12.12.12	15.01.13	07.01.13	
1213-282	I	Environmental Services	Hygiene rating for local fish bar	12.12.12	15.01.13	02.01.13	
1213-283	C	IT	IT and non-IT projects	14.12.12	17.01.13	10.01.13	
1213-284	C	Environmental Services	Grounds Maintenance and Street Cleansing contracts	13.12.12	16.01.13	03.01.13	
1213-285	Org		Employees subject to Enhanced DBS (CRB) Disclosure	17.12.12	18.01.13	15.01.13	
1213-286	I	Planning Services	Number of formal objections in respect of development of land	17.12.12	18.01.13	14.01.13	
1213-287	C	Customer Services	Business rates for commercial properties	18.12.12	21.01.13	21.12.12	
1213-288	I	Environmental Services	Persons who have died with no next of kin	18.12.12	21.01.13	02.01.13	
1213-289	I	Environmental Services	Persons who have died with no next of kin	19.12.12	22.01.13	02.01.13	
1213-290	N	Planning Services	Appeals regarding the Council's decision to reject or refuse planning permission for wind farm over last 5 years	20.12.12	23.01.13	13.02.13	
1213-291	N	Democratic Services and Chief Executive	Trips abroad taken by Senior Council Officers and Councillors	20.12.12	23.01.13	23.01.13	
1213-292	N	Corporate Services	Credit cards and Procurement cards	20.12.12	23.01.13	05.02.13	
1213-293	I	Finance Services	List of Fleet vehicles owned or leased by the Council	24.12.12	25.01.13	04.01.13	
1213-294	C	Planning Services	Neighbourhood planning	21.12.12	24.01.13	04.01.13	
1213-295	I	IT	IT systems	21.12.12	24.01.13	04.01.13	

**South Derbyshire District Council  
Freedom of Information Requests  
1 October 2012 – 31 March 2013**

Ref		Department	Details	Received	Reply Due	Reply Sent	Exemption
1213-296	I	Community Services/ Derbyshire County Council	Cycling infrastructure spend	24.12.12	25.01.13	04.01.13	
1213-297	I	IT	IT systems	29.11.12	03.01.13	02.01.13	
1213-298	I	Derbyshire County Council	Foster care companies	02.01.13	30.01.13	04.01.13	
1213-299	I	Organisational Development	Salary payments to non-UK banks	02.01.13	30.01.13	25.01.13	
1213-300	N	Housing	Social housing tenants	02.01.13	30.01.13	15.01.13	
1213-301	C	Customer Services	Business Rate accounts in credit	07.01.13	04.02.13	14.01.13	
1213-302	I	IT	Purchase of iPhone and iPads	07.01.13	04.02.13	15.01.13	
1213-303	I	Planning Services	Retrospective planning applications received over last five years and how many refused	08.01.13	05.02.13	04.02.13	
1213-304	I	Community Services And Customer Services	Contact details	09.01.13	06.02.13	04.02.13	
1213-305	I	Community Services	Allotments and waiting lists	08.01.13	05.02.13	11.01.13	
1213-306	I	Housing / Customer Services	Impact of Bedroom Tax	08.01.13 Additional request rec'd 28.01.13	05.02.13 25.02.13	15.01.13	
1213-307	C	Customer Services	Commercial properties with are currently vacant and where the rateable value exceeds £25,000	09.01.13	06.02.13	15.01.13	
1213-308	I	Environmental Services	Persons who have died with no next of kin	09.01.13	06.02.13	09.01.13	
1213-309	C	Customer Services	List of Business Rate payers who are in receipt of Mandatory rate or Discretionary rate relief	10.01.13	07.02.13	15.01.13	

**South Derbyshire District Council  
Freedom of Information Requests  
1 October 2012 – 31 March 2013**

Ref		Department	Details	Received	Reply Due	Reply Sent	Exemption
1213-310	I	Housing	Average weekly Council housing rent for each of last three years for 1 and 2 bedroom flats	11.01.13	08.02.13	05.02.13	
1213-311	C	Environmental Services	Person who have died with no next of kin	11.01.13	08.02.13	05.02.13	
1213-312	I	Corporate Services	Number of prosecutions against individuals believed to have committed benefit fraud in each of last 3 years	11.01.13	08.02.13	05.02.13	
1213-313	C	Derbyshire County Council	Incidents of violence recorded against teachers or staff by pupil or parents	11.01.13	08.02.13	14.01.13	
1213-314	N	Planning Services	Section 106 Agreements agreed by Authority and total revenue collected over each of last five years	11.01.13	08.02.13	05.02.13	
1213-315	I	Derbyshire County Council	Foster care companies	14.01.13	11.02.13	14.01.13	
1213-316	I	Housing	Average number of weeks taken to rehouse households on Council's waiting list	14.01.13	11.02.13	05.02.13	
1213-317	I	Corporate Services	Number of FOI request and complaints received over last three years	14.01.13	11.02.13	08.02.13	
1213-318	I	Derbyshire County Council / Planning Services	Documents relating the flooding of A38	14.01.13	11.02.13	11.02.13	
1213-319	I	Environmental Services	Hygiene report relating to local restaurant	14.01.13	11.02.13	05.02.13	
1213-320	I	Finance Services	Gross sundry debt arrears for 2011/12 and total Bad Debt provision for 2011/12	15.01.13	12.02.13	05.02.13	
1213-321	I	Housing / Finance Services	Has New Homes Bonus been used to fund or support housing development	16.01.13	13.02.13	13.02.13	
1213-322	N	Organisational Development	Has Council paid RADA in Business for local authority training classes during the past four years?	16.01.13	13.02.13	13.02.13	
1213-323	I	Environmental Services	Food Hygiene report for local restaurant	16.01.13	13.02.13	31.01.13	

**South Derbyshire District Council  
Freedom of Information Requests  
1 October 2012 – 31 March 2013**

Ref		Department	Details	Received	Reply Due	Reply Sent	Exemption
1213-324	I	Environmental Services	Supply & installation costs of your on-street car parking meters	16.01.13	13.02.13	13.02.13	
1213-325	I	Corporate Services	Number of builders prosecuted over the past few years	16.01.13	13.02.13	13.02.13	
1213-326	I	Customer Services	Is the Council planning to make any changes (other than non-financial changes, e.g. changes in terminology) to its Council Tax Benefit (CTB system under Council Tax Support (CTS from April 2013)?	21.01.13	18.02.13		
1213-327	C	Environmental Services	Utility supply at Edwards Fishbar, 8 Darklands Rd, Swadlincote, DE11OPG LCS Civil Enforcement Ref 5400299	22.01.13	19.02.13	22.01.13	
1213-328	C	Derbyshire County Council	Most oversubscribed and undersubscribed state-maintained primary and secondary schools in area	22.01.13	19.02.13	24.01.13	
1213-329	I	Derbyshire County Council	Questions relating to pot holes in our area	22.01.13	19.02.13	24.01.13	
1213-330	I	Corporate Services & Planning Services	Number of compulsory purchase orders used to secure land re proposed Drakelow Village	23.01.13	20.02.13	20.02.13	
1213-331	I	Derbyshire County Council	Outstanding road works in area	24.01.13	21.02.13	25.01.13	
1213-332	I	Environmental Health	Public Health Funerals	24.01.13	21.02.13	13.02.13	
1213-333	I	Customer Services & Housing Services	Impact of the Bedroom Tax	25.01.13	22.02.13	20.02.13	
1213-334	C	Organisation Development	Employee Disciplinary Action	25.01.13	22.02.13	13.02.13	
1213-335	I	Housing Services forwarded to R Keech 30.01.13	Empty Homes	25.01.13	22.02.13	13.02.13	
1213-336	I	Derbyshire County Council	Names & email addresses for Street Lighting, Highways & Transport, Parking & Passenger Transport & Children's Services	28.01.13	25.02.13	01.02.13	



**South Derbyshire District Council  
Freedom of Information Requests  
1 October 2012 – 31 March 2013**

Ref		Department	Details	Received	Reply Due	Reply Sent	Exemption
1213-337	I	Community Services	Information on Leisure Centres	28.01.13	25.02.13	20.02.13	
1213-338	C	Customer Services	List of Commercial Properties responsible for Business Rates	29.01.13	26.02.13	13.02.13	
1213-339	C	Customer Services	List of remaining credits & also credits written off for Business Rates	29.01.13	26.02.13	21.02.13	
1213-340	C	Derbyshire County Council	Length of Service of Directors of Children's Services	29.01.13	26.02.13	01.02.13	
1213-341	C	Finance Services	Various questions relating to Finance Services	29.01.13	26.02.13	20.02.13	
1213-342	C	Environmental Services	Health & Safety Inspections – Gresley House	29.01.13	26.02.13	29.01.13	
1213-343	I	Environmental Services	Public Health Funerals since 1.11.12	31.01.13	28.02.13	13.02.13	
1213-344	I	Customer Services & Housing Services	Various questions relating to Housing Benefit	31.01.13	28.02.13	13.02.13	
1213-345	I	Planning Services	Request for topographical survey to be loaded on website for inspection 9.2010/0468	01.02.13	01.03.13	01.03.13	
1213-346	I	Planning Services	Request for topography survey for log cabin planning application	05.02.13	05.03.13	22.02.13	
1213-347	C	Environmental Services	Request on cost of unauthorized gypsy, traveler or van dweller sites	01.02.13	01.03.13	20.02.13	
1213-348	I	Customer Services	Request relates to the 10% cut in the Council Tax Benefit Scheme & the localization of Council Tax Support Schemes	04.02.13	04.03.13	20.02.13	
1213-349	I	Customer Services	Request relates to cuts to Council Tax Benefits under Council Tax Support Schemes	04.02.13	04.03.13	20.02.13	
1213-350	C	Derbyshire County Council	Total number of complaints received regarding care homes	04.02.13	04.03.13	07.02.13	
1213-351	I	Derbyshire County Council	Information on Youth Services	04.02.13	04.03.13	07.02.13	
1213-352	I	Customer Services	Various questions relating to Housing Benefit	04.02.13	04.03.13	22.02.13	

**South Derbyshire District Council  
Freedom of Information Requests  
1 October 2012 – 31 March 2013**

Ref		Department	Details	Received	Reply Due	Reply Sent	Exemption
1213-353	I	Democratic Services & Chief Executive	Copy of receipts for expenses for Leader & Chief Executive	04.02.13	04.03.13	05.03.13	
1213-354	I	Finance Services	Fraudulent Activity on Council purchase card/credit card for last 5 years	04.02.13	04.03.13	28.02.13	
1213-355	C	Derbyshire County Council	Number of safeguarding referrals/investigations with regard to all nursing/residential homes for the elderly	04.02.13	04.03.13	07.02.13	
1213-356	C	Community Services	How many incidents of anti-social behaviour were recorded between 01.01.12 – 31.12.12	05.02.13	05.03.13	22.02.13	
1213-357	C	Finance Services	Various procurement questions	05.02.13	05.03.13	25.02.13	
1213-358	I	Environmental Services	Drinking Water Inspectorate Statistics	05.02.13	05.03.13		
1213-359	C	IT Services	Information of telecom services	05.02.13	05.03.13	27.02.13	
1213-360	I	Environmental Services	Food hygiene rating at Darcy Bunnie Nursery, 11 Main Street, Hilton	06.02.13	06.03.13	07.02.13	
1213-361	I	Housing Services	Details of when all of Council's cleaning contracts expire	08.02.13	08.03.13	25.02.13	
1213-362	C	Property Services	Land Charges	11.02.13	11.03.13	28.02.13	
1213-363	I	Environmental Services / Housing / Community Services	List of any garden maintenance work or new landscaping	09.02.13	08.03.13	01.03.13	
1213-364	I	IT Services	Information relating to tablet devices	11.02.13	11.03.13	25.02.13	
1213-365	C	Environmental Services	Full details of any property which does not have a current DEC as per EPBD regs.	11.02.13	11.03.13	06.03.13	
1213-366	C	Community Services	How many public space CCTV cameras in operation between 2010 & 2013	12.02.13	12.03.13	01.03.13	
1213-367	C	Customer Services	Questions relating to postal spends	12.02.13	12.03.13	01.03.13	
1213-368	I	Finance Services	Council's spend on contract advertising	12.02.13	12.03.13	12.03.13	
1213-369	C	Customer Services	List of credits in respect of Business Rates	12.02.13	12.03.13	01.03.13	

**South Derbyshire District Council  
Freedom of Information Requests  
1 October 2012 – 31 March 2013**

Ref		Department	Details	Received	Reply Due	Reply Sent	Exemption
1213-370	C	Customer Services	All properties with a credit held on the account	13.02.13	13.03.13	01.03.13	
1213-371	I	Finance Services & Community Services	Questions relating to cycling budgets	11.02.13	11.03.13	13.03.13	
1213-372	C	Community Services	Number of cases of anti social behaviour recorded in last 3 years	15.02.13	15.03.13	06.03.13	
1213-373	C	Customer Services	Details of Business Rate accounts for Airwave Solutions Ltd	15.02.13	15.03.13	05.03.13	
1213-374	I	Customer Services	Bailiff and Debt Recovery Contract	18.02.13	18.03.13	05.03.13	
1213-375	N	Legal Services	Legal Fees spending	18.02.13	18.03.13	06.03.13	
1213-376	MP	Finance Services	Costs incurred as a result of having to tender in the OJEU	19.02.13	19.03.13	18.03.13	
1213-377	I	Environmental Services	Location of public toilets and public car parks	19.02.13	19.03.13	05.03.13	
1213-378	C	Corporate Services	Information Governance	20.02.13	20.03.13	20.03.13	
1213-379	TV	Environmental Services	Noise nuisance complaints	20.02.13	20.03.13	12.03.13	
1213-380	I	Planning Services	Building Regulation application	20.02.13	20.03.13	Withdrawn	
1213-381	C	Environmental Services	Persons who have died with no next of kin	20.02.13	20.03.13	06.03.13	
1213-382	I	Environmental Services	Persons who have died with no next of kin	20.02.13	20.03.13	06.03.13	
1213-383	C	Corporate Services	SDDC Management structure, policies and procedures etc	21.02.13	21.03.13	Withdrawn	
1213-384	C	Customer Services	Number of Community sports clubs in receipt of discretionary rate relief	22.02.13	22.03.13		
1213-385	Org	Derbyshire County Council	Health and Well Being Boards	22.02.13	22.03.13	26.02.13	
1213-386	C	Property Services	Copies of advice from GLA re refusal of information under Legal Privilege	25.02.13	25.03.13	Clarification requested	
1213-387	I	Housing	What provisions has the Council made for the influx of Romanian and Bulgarian civilians looking to settle in the local area on 1 January 2014	25.02.13	25.03.13	07.03.13	

**South Derbyshire District Council  
Freedom of Information Requests  
1 October 2012 – 31 March 2013**

Ref		Department	Details	Received	Reply Due	Reply Sent	Exemption
1213-388	MP		Funding from Government for Family Intervention Project	25.02.13	25.03.13	06.03.13	
1213-389	I	Planning Services	Street names and total houses in each for Hilton village	25.02.13	25.03.13	07.03.13	
1213-390	MP	Environmental Services	Alcohol and premise licensing	26.02.13	26.03.13	28.03.13	
1213-391	C	Community Services	Urban Green Space	15.03.13	16.04.13	04.04.13	
1213-392	I	IT	Mobile phones supplied to staff – make and number	28.02.13	28.03.13	28.03.13	
1213-393	I	Corporate Services	Printing costs for last three years	28.02.13	28.03.13	06.03.13	
1213-394	I	Housing	Supported housing	28.02.13	28.03.13	06.03.13	
1213-395	I	IT	Technology information	01.03.13	02.04.13	26.03.13	
1213-396	I	Housing	Forecast of Bedroom Tax arrears	04.03.13	03.04.13	20.03.13	
1213-397	Org	Derbyshire County Council	Use of CCTV and CCTV 'Smart Cars' re traffic and parking contraventions	05.03.13	04.04.13	06.03.13	
1213-398	Org	Customer Services	Use of 'private' bailiffs	05.03.13	04.04.13	06.03.13	
1213-399	I	Environmental Services	Persons who have died with no next of kin	05.03.13	04.04.13	06.03.13	
1213-400	I	Legal Services	Compulsory Purchase Orders	05.03.13	04.04.13	Clarification requested	
1213-401	I	Derbyshire County Council	Obese children taken into care	06.03.13	05.04.13	12.03.13	
1213-402	C	IT	Software for management of key activities	07.03.13	08.04.13	20.03.13	
1213-403	I	Organisational Development	Compromise Agreements	07.03.13	08.04.13	03.04.13	
1213-404	C	Environmental Services	Persons who have died with no next of kin	08.03.13	09.04.13	20.03.13	
1213-405	N	Organisational Development	Compromise Agreements	11.03.13	10.04.13	03.04.13	
1213-406	C	Customer Services	Live Business Rate accounts with Rateable Value more than £25 K	11.03.13	10.04.13	20.03.13	

**South Derbyshire District Council  
Freedom of Information Requests  
1 October 2012 – 31 March 2013**

Ref		Department	Details	Received	Reply Due	Reply Sent	Exemption
1213-407	I	Customer Services / Housing / Finance	Details of arrears and write-offs	11.03.13	10.04.13	Withdrawn	
1213-408	C	Community Services	Council owned Business, Innovation, Enterprise and Incubation Centres	12.03.13	11.04.13	14.03.13	
1213-409	C	Environmental Services	Survey re abandoned supermarket trolleys under the Cleaner Neighbourhood Act 2005	08.03.13	09.04.13	14.03.13	
1213-410	C	Organisational Development	Settlement of Equal Pay claims	08.03.13	09.04.13	08.04.13	
1213-411	I	Derbyshire County Council	Estimated costs of outstanding repairs to local authority run schools including repair priorities	13.03.14	12.04.13	15.03.13	
1213-412	C	Derbyshire County Council	Spend on care and education for Looked After Children since 2008	13.03.13	12.04.13	15.03.13	
1213-413	C	Planning Services	Various questions for planning applications with Section 106 agreements attached	14.03.13	15.04.13	03.04.13	
1213-414	C	Organisational Development	Payroll service	15.03.13	16.04.13	03.04.13	
1213-415	I	Organisational Development	Compromise Agreements	15.03.13	16.04.13	03.04.13	
1213-416	I	Environmental Services	Food Standards Agency Hygiene inspection report	18.03.13	17.04.13	03.04.13	
1213-417	I	Customer Services	Business rates	18.03.13	17.04.13	20.13.13	
1213-418	I	IT	Printers, scanners and photocopiers	18.03.13	17.04.13	28.03.13	
1213-419	I	Planning Services	Copy of pre-planning application advice	18.03.13	17.04.13		
1213-420	I	Communications	Do we intend to implement a new Intranet within the next financial year	19.03.13	18.04.13	20.03.13	
1213-421	I	Derbyshire County Council	Troubled Families Programme	20.03.13	19.04.13	21.03.13	

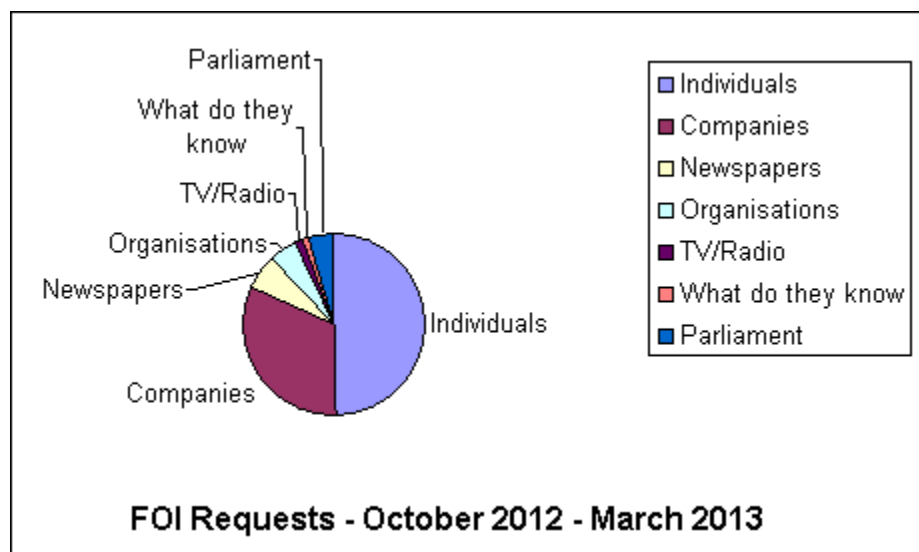
**South Derbyshire District Council  
Freedom of Information Requests  
1 October 2012 – 31 March 2013**

Ref		Department	Details	Received	Reply Due	Reply Sent	Exemption
1213-422	I	Environmental Services	Persons who have died with no next of kin	20.03.13	19.04.13	03.04.13	
1213-423	C	Client Services	Benefit fraud research	21.03.13	22.04.13	08.04.13	
1213-424	C	Environmental Services	Persons who have died with no next of kin	21.03.13	22.04.13	03.04.13	
1213-425	C	Corporate Services	Contact information – various departments	21.03.13	22.04.13	08.04.13	
1213-426	I	Housing Services	Various questions relating to Probationary/Introductory Tenancies	25.03.13	24.04.13	11.04.13	
1213-427	I	Organisational Development	Number of employees who have returned to work for authority in a new position after previously being made redundant	26.03.13	25.04.13	22.04.13	
1213-428	Org	Legal Services	Dangerous Wild Animal Licences	26.03.13	25.04.13	22.04.13	
1213-429	I	Property Services	Gas and Electric Providers	28.03.13	29.04.13	22.04.13	

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

**Breakdown of Freedom of Information request for second 6 months of 2012/13**

Individuals	108	49%
Companies	71	32%
Newspapers	14	6%
Organisations	11	5%
TV/Radio	3	1%
What do they know	3	1%
Parliament	9	4%
	219	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

