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| REPORT TO: | FINANCE AND MANAGEMENT | AGENDA ITEM: 10 |
| DATE OF MEETING: | 1st DECEMBER 2016 | CATEGORY: DELEGATED |
| REPORT FROM: | DIRECTOR OF FINANCE AND CORPORATE SERVICES | OPEN |
| MEMBERS' CONTACT POINT: | KEVIN STACKHOUSE (595811) kevin.stackhouse@south-derbys.gov.uk | DOC: s:\cent_serv\complaints\committee reports\working papers for Dec 2016 \Complaints and FOI report for Dec 2016 . |
| SUBJECT: | COMPLAINTS, COMPLIMENTS & FREEDOM OF INFORMATION REQUESTS 1 APRIL 2016 TO 30 SEPTEMBER 2016 | REF: KS/RW |
| WARD(S) AFFECTED: | ALL | TERMS OF REFERENCE: FM11 |

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 April 2016 to 30 September 2016**. Figures for the corresponding period in **2015/16** are given for comparison purposes.

2.2 A summary of the Freedom of Information (FOI) requests received by the Council for the period **1 April 2016 to 30 September 2016**. Figures for the corresponding period in **2015/16** 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 **2** comments, **35** compliments and **23** complaints have been received between 1 April 2016 to 30 September 2016.

- 3.3 The number of complaints received in the first half of this financial year has **decreased** compared to the corresponding period of 2015/16, and the number of compliments received has increased.
- 3.4 Members are informed via e-mail (enclosing a copy of the original complaint) when a complaint is received relating to their ward. This is for information purposes only.

Freedom of Information

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

Publication Scheme

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

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

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

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

- 3.7 A total of **320** Freedom of Information requests have been received from **1 April 2016 to 30 September 2016**. This is an increase of **36** over the corresponding period for 2015/16 – see Annex C.

4.0 Background

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

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

4.2 The aim of The Freedom of Information Act 2000, which came into force on 1st January 2005, is to extend the right to allow public access to information that the Council holds.

5.0 Detail

Comments

5.1 **2** comments were received over the past six months. Any comments received are carefully considered and, if appropriate, are investigated under the complaints procedure.

| Department | 1 April 2015 – 30 September 2015 | 1 April 2016 – 30 September 2016 |
|------------------------|-------------------------------------|-------------------------------------|
| Environmental Services | 0 | 2 |
| Total | 0 | 2 |

Compliments

5.2 The table below compares the number of **compliments received for the first half** of 2015/2016 against the first half of 2016/2017. Compliments generally relate to the quality of the service provided and/or actions of individuals.

| Department | 1 April 2015 – 30 September 2015 | 1 April 2016 – 30 September 2016 |
|----------------------------------|-------------------------------------|-------------------------------------|
| Customer Services | 9* | 2* |
| Environmental Services | 10* | 5 |
| Planning | 4 | 6 |
| Client Services | 0 | 2* |
| Community & Cultural Services | 10* | 12 |
| Corporate | 1 | 0 |
| Policy and Communications | 1 | 0 |
| Waste & Cleansing | 0 | 8 |
| Total | 35 | 35 |

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

Complaints

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

| | 1 April 2015 – 30 September 2015 | 1 April 2016 – 30 September 2016 |
|-----------------------|-------------------------------------|-------------------------------------|
| Resolved at Stage 1 | 35 | 21 |
| Stage 1 still ongoing | 0 | 0 |
| Resolved at Stage 2 | 8 | 2 |
| Stage 2 still ongoing | 2 | 0 |
| Total received | 45 | 23 |

5.4 The **23** complaints received can be broken down as follows:-

| Department | 1 April 2015 – 30 September 2015 | 1 April 2016 – 30 September 2016 |
|---|---|---|
| Planning Services | 9 | 4 |
| Housing | 13* | 8 |
| Customer Services (including Revenue) | 11* | 2* |
| Environmental Services | 5* | 3 |
| Community Services | 0 | 0 |
| Legal and Democratic Services | 4 | 3 |
| Corporate Services (incl. Client Services) | 2 | 2* |
| Property | 0 | 0 |
| Licensing | 0 | 1 |
| Total | 45 | 23 |

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

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

| Department | 2013/14 | 2014/15 | 2015/16 | 2016/17 (1/2 year) |
|---|----------------|----------------|----------------|-------------------------------|
| Planning Services | 10 | 14 | 15 | 4 |
| Housing | 20 | 26* | 21 | 8 |
| Customer Services (including Revenue) | 17 | 22* | 15 | 2* |
| Environmental Services | 6* | 12* | 10 | 3 |
| Community Services | 4 | 3 | 2 | 0 |
| Legal and Democratic Services (incl Licensing) | 0 | 8 | 6 | 4 |
| Finance and Property | 0 | 0 | 0 | 0 |
| Corporate Services (incl Client Services) | 2 | 2 | 3 | 2* |
| Property | 1 | 0 | 1 | 0 |
| Derbyshire County Council | 0 | 2 | 1 | 0 |
| Total | 60 | 89 | 74 | 23 |

* 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**.

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

- 5.7 Directors of Service are asked to complete a questionnaire following each complaint. This provides details of actions taken and improvements made as a consequence of a complaint.
- 5.8 If a complaint cannot be resolved at Stage 2 of our procedure, it can be taken to the Local Government Ombudsman for independent consideration. These complaints are the subject of a separate annual report.

Freedom of Information Requests

- 5.9 Although the Freedom of Information Act 2000 creates a general right of access to information, it also sets out information that we do not have to make available for specific reasons. This is information, which, if published, might prejudice the health, safety or security of the Council, our staff, systems, services or property.
- 5.10 We make as much information available as possible without charging for it. We do however reserve the right to levy a reasonable charge where the information request is extensive and would require more than 2 days' staff time to satisfy the request.
- 5.11 The Council deals with hundreds of routine requests for information every day by phone and by letter. These are referred to as "business as usual requests". We will deal with these in the normal way. However, information that is not readily available and that has to be prepared or extracted is handled differently. We are entitled to make a charge for this kind of information.
- 5.12 Requests for information under Freedom of Information have to be processed within 20 working days. However, requests for details under the Freedom of Information Act can be turned down if they fall within certain exemption criteria.
- 5.13 The table below compares the Freedom of Information requests received for the **first half 2015/2016 against the first half of 2016/2017.**

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

| | 1 April 2015 – 30 September 2015 | 1 April 2016 – 30 September 2016 |
|--|---|---|
| Number received | 284 | 320 |
| Number replied to within 20 statutory days | 277 | 299 |
| Number replied to after 20 statutory days | 7 | 21 |
| Number of Exemptions or partial exemptions | 4 | 8 |
| Number passed to Third Party | 31 | 49 |
| Number withdrawn | 0 | 0 |

* **Annexe B** shows **320** requests

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

| Department | 1 April 2015 – 30 September 2015 | 1 April 2016 – 30 September 2016 |
|--|---|---|
| Environmental Services | 48* | 48* |
| Planning Services | 14* | 29* |
| Legal & Democratic | 31* | 22* |
| Financial Services | 11* | 8* |
| IT | 16* | 15* |
| Customer Services | 54* | 53* |
| Housing Services | 33* | 32* |
| Organisational Dev. | 17* | 15* |
| Community Services | 6 | 15* |
| Passed to 3 rd Parties | 31 | 46 |
| Corporate Services/ Client Services | 9* | 17* |
| Property Services | 9* | 9* |
| Procurement | 5 | 6* |
| Communications | 0 | 4* |
| All Departments | 0 | 1* |

* Same request has involved several divisions

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 April 2016 – 30 September 2016

Comments, Compliments and Complaints - 1 April 2016 – 30 September 2016

Comments

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| Date | Ward | Subject | Division | Resultant Action Taken/Comments |
|----------|----------------|------------------------------|------------------------|--|
| 13.04.16 | Woodville | Recycling – no black plastic | Environmental Services | Referred to Waste & Cleansing to respond to member of public |
| 04.07.16 | Stenson Fields | Refuse collection | Environmental Services | Referred to Waste & Cleansing to respond to member of public |

Compliments

| Date | Subject | Division |
|----------|---|--------------------|
| 11.04.16 | Fly tipping. Huge thank you to clean team for cleaning up the waste at the south end of Arleston Lane plus Buckford Lane, we really appreciate their hard work. Much appreciated – Clean Team do a cracking job under the circumstances. | Clean Team |
| 13.04.16 | Mickleover – Planning Committee – thank you for last night and the robust responses provided to the various issues raised, not to mention the team's work as a whole over the last few months. | Planning Services |
| 18.04.16 | Avenue of Cherry Trees at Newhall Park. The blossom is a picture and represents another of the improvements to the park. | Community Services |
| 20.04.16 | Staff compliments - Gratitude and thanks for help and advice during last two and half years whilst renovating and building extension. | Planning Services |
| 19.04.16 | Thanks for prompt way my query about the disposal of water was dealt with. It is much appreciated. | Planning Services |
| 27.04.16 | My mother in law came into the offices recently and was served at the desk. Passes on her thanks for how she was dealt with, struggling to deal with matters on her own but made to feel at ease, helped her understand clearly. She left the offices feeling | Customer Services |

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Comments, Compliments and Complaints 1 April 2016 – 30 September 2016

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|----------|--|-------------------------------------|
| | much better. | |
| 28.04.16 | Appreciation to all collections team emptying he bins removing excess packaging following her recent move. | Community Services |
| 06.05.16 | Appreciation for quick response for litter pick request | Environmental Services |
| 12.05.16 | Appreciation for quick response for emptying green bin that was missed on normal collection day | Environmental Services |
| 12.05.16 | Appreciation for arranging and delivering second brown bin so swiftly. | Environmental Services |
| 13.05.16 | Thanks for help in including Revaluation 2017 Flyer with business rates bills which has provided VOA with over 70% of ratepayers signing up to receive emails from them. | Client Services |
| 19.05.16 | Compliment for responding quickly and efficiently with request for information | Planning Services |
| 20.05.16 | Thank you for arranging prompt pick up of missed brown bin. | Environmental Services |
| 23.05.16 | Thank you for your prompt and efficient service | Waste Management |
| 20.05.16 | Had a brilliant day at Liberation Day and wanted to thank all those who organised it. | Cultural Services |
| 20.05.16 | How impressed with the organization of Liberation Day. | Cultural Services |
| 19.05.16 | Thank you for organizing the Liberation Day event. | Cultural Services |
| 25.05.16 | Excellent time at Liberation Day and to express thanks to all who made it possible. | Cultural Services |
| 31.05.16 | Thank you for help of discretionary discount to lessen financial burden | Customer Services & Client Services |
| 02.06.16 | Huge thanks for explaining why there is the difference in plastics and recycling following non collection of green bin. | Waste Management |
| 02.06.16 | Huge thank you for allowing use of Melbourne facilities for 24-hour football match | Community Services |
| 08.06.16 | Special thanks to Park Life Officer, for help in organizing and promoting the walk | Community Services |
| 14.06.16 | Congratulations on the promotion of the Women's Tour of Britain | Community Services |
| 20.06.16 | Well done to the team re Womens Tour of Britain Cycle Race. It's a pleasure seeing the community following the event. | Community Services |
| 08.07.16 | Thanks for quick & efficient response with regards to a report of dog fouling | Environmental Services |
| 14.07.16 | Thanks for prompt attention and delivery of replacement grey bin | Waste Management |
| 19.07.16 | Re Assisted Collection - thank you for the excellent service by the team who fetched the bin and took stuff away for her. They were lovely and gave excellent customer service. | Waste Management |
| 27.07.16 | Fly Tipping - Thanks very much for usual prompt and efficient service to the Clean Team to clear up the bog awkward messes. | Waste Management |
| 08.08.16 | Thank you for the Discharge of Conditions Approval and for your help and professionalism in dealing with our enquiry. Your prompt assistance is very much appreciated. Standards of service in general these days is not easy to find so it is a | Planning Services |

South Derbyshire District Council
Comments, Compliments and Complaints 1 April 2016 – 30 September 2016

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|----------|---|---------------------|
| | pleasure to experience this level of service. | |
| 22.08.16 | Thank you, I was amazed by how quick this service was. The delivery man was very nice too. | Waste Management |
| 24.08.16 | Impressed with quality of invitations for Melbourne Sporting Partnership Event. | Cultural Services |
| 26.08.16 | Thanks for arranging Maurice Lea Centenary Event. It was a great event and well worth the journey | Cultural Services |
| 13.09.16 | Thanks from Melbourne Parish Council for the hedge cutting – looked lovely | Grounds Maintenance |
| 13.09.16 | Thanks from Hatton Football Club, Colin says thanks for the cut of the field, looks like Wembley and he is chuffed. | Grounds Maintenance |
| 21.09.16 | Thanks for the prompt feedback, a great help and really appreciated | Planning |

Complaints

| Date | Ref No | Ward | Subject | Division | Resultant Action Taken | Date response due and date sent |
|----------|--------|----------------|--|------------------------|---|----------------------------------|
| 07.04.16 | 739 | Aston on Trent | Unreasonable & unlawful obstruction of the highway by refuse freighter | Environmental Services | Apology given. Drivers briefed on expected standards | Due : 21.04.16 Sent: 13.04.16 |
| 03.05.16 | 740 | Linton | Several repairs for sorting out, workmen visits but no follow up | Housing Services | The issues occurred around staff shortages through sickness, leave, it is unlikely to be repeated, a one off occasion | Due: 17.05.16 Sent: 17.05.16 |
| 13.05.16 | 741 | Newhall | Tenancy issues with regards to 34 Windsor Close, Newhall | Housing Services | None | Due: 27.05.16 Sent: 24.05.16 |
| 19.05.16 | 742 | Woodville | Bins not being emptied | Environmental Services | Employees reminded of need to comply with service delivery standards, service delivery monitored for a few weeks | Due: 03.06.16 Sent: 01.06.16 |
| 07.06.16 | 743 | Aston | Bins not being emptied | Environmental Services | Resident visited by officer. Employees reminded of need to | Due: 21.06.16 Sent: 08.06.12 |

South Derbyshire District Council
Comments, Compliments and Complaints 1 April 2016 – 30 September 2016

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|----------|-----|-------------------|--|---------------------|--|---|
| | | | | | comply with service delivery standards, service delivery monitored for a few weeks | |
| 17.06.16 | 744 | Overseal | Illegal development of gypsy site at the rear of 149 Woodville Road, Overseal | Planning Services | N/A | Due: 01.07.16 Sent: 24.06.16 |
| 17.06.16 | 745 | Hilton | Voting process | Democratic Services | N/A | Due: 01.07.16 Sent: 30.06.16 |
| 24.06.16 | 746 | Stenson Fields | Voting issues | Democratic Services | Training for election staff to be updated | Due: 08.07.16 Sent: 06.07.16 |
| 24.06.16 | 747 | Swadlincote | Council Tax issue, with regards to letters addressed to Exors. | Client Services | Change to notice of exemption being considered | Due: 08.07.16 Holding letter sent: 08.07.16 Now due: 22.07.16 Sent: 22.07.16 |
| 07.07.16 | 748 | Woodville | Advice to tenants | Housing Services | None | Due: 21.07.16 Sent: 21.07.16 |
| 11.07.16 | 749 | Ashby de la Zouch | House swap at Warwick Close, Midway | Housing Services | None | Due: 22.07.16 Sent: 21.07.16 |
| 22.07.16 | 750 | Woodville | Housing Maintenance issues regarding no access through rear access of property due to unfinished building work | Housing Services | Monitoring form outstanding | Due: 05.08.16 Sent: 28.07.16 |
| 22.07.16 | 751 | Woodville | Housing Options issues | Housing Services | None | Due: 05.08.16 Sent: 27.07.16 |
| 27.07.16 | 752 | Southampton | Dangerous Driving (<i>one of SDDC</i> | Licensing Services | N/A | Due: 08.08.16 |

South Derbyshire District Council
Comments, Compliments and Complaints 1 April 2016 – 30 September 2016

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|----------|-----|---------------------|---|-----------------------------------|--|--|
| | | | <i>licensed taxi drivers)</i> | | | Sent: 05.08.16 |
| 03.08.16 | 753 | Swadlincote | Anti-social behaviour complaint ltr 15.07.16 & abusive neighbours | Housing Services | None | Due: 16.08.16 Sent: 16.08.16 STAGE 2 Due: 05.09.16 Sent: 25.08.16 |
| 05.08.16 | 754 | Woodville | Equita fees and assistance from SDDC | Customer Services/Client Services | None | Due: 19.08.16 Sent: 19.08.16 |
| 12.08.16 | 755 | Newhall and Stanton | Regularisation Certificate | Planning Services | Monitoring Form outstanding | Due: 26.08.16 Holding letter sent: 25.08.16 Now due: 08.09.16 Sent 07.09.16 STAGE 2 Due: 22.09.16 Holding letter sent: 22.09.16 Now due: 06.10.16 Sent: 24.10.16 |
| 24.08.16 | 756 | Hartshorne | Poor experience with Elections during BREXIT vote | Democratic Services | N/A | Due: 22.09.16 Holding letter sent: 22.09.16 Now due: 06.10.16 Sent: 05.10.16 |
| 30.08.16 | 757 | Foston | FOI 1617-175 dissatisfied with response | Corporate Services | None | Due: 13.09.16 Sent: 02.09.16 |
| 05.09.16 | 758 | Willington | Discrimination arising from Disability | Housing Services | Continually review communication from complainant. All satisfactory at present | Due: 16.09.17 Sent: 09.09.16 |

South Derbyshire District Council
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|----------|-----|--------|---|-------------------|-----------------------------|---------------------------------|
| 06.09.16 | 759 | Hilton | Lost Identification Card | Customer Services | Monitoring Form outstanding | Due: 20.09.16 Sent: 19.09.16 |
| 14.09.16 | 760 | Repton | Breach of Town & Country Planning Act 1990. | Planning Services | N/A | Due: 28.09.16 Sent: 28.09.16 |
| 19.09.16 | 761 | Aston | Issues re Planning Ref 9/2013/0931 | Planning Services | N/A | Due: 03.10.16 Sent: 04.10.16 |

South Derbyshire District Council
Freedom of Information Requests
1 April 2016 – 30 September 2016

| Ref | | Department | Details | Received | Reply Due | Reply Sent | Exempt |
|----------|---|--|--|----------|-----------|------------|--------|
| 1617-001 | C | Customer Services | Business Rates | 01.04.16 | 29.04.16 | 07.04.16 | |
| 1617-002 | C | Community Services | Leisure Centres | 01.04.16 | 29.04.16 | 07.04.16 | |
| 1617-003 | C | Housing Services | Lift Maintenance & Repair | 04.04.16 | 03.05.16 | 06.04.16 | |
| 1617-004 | I | Customer Services | Business Rates and Charities | 04.04.16 | 03.05.16 | 07.04.16 | |
| 1617-005 | C | Customer Services | Business Rates | 05.04.16 | 04.05.16 | 25.04.16 | |
| 1617-006 | C | Customer Services | Business Rates with no SBRR | 05.04.16 | 04.05.16 | 07.04.16 | |
| 1617-007 | I | Environmental Services | Reports re Spa/Salon, Midland Road, Swadlincote | 05.04.16 | 04.05.16 | 25.04.16 | |
| 1617-008 | I | Derbyshire County Council | Illegal sale of knives | 05.04.16 | 04.05.16 | 05.04.16 | |
| 1617-009 | I | Licensing | Licences issued under the Dangerous Wild Animals Act 1976 | 06.04.16 | 05.05.16 | 07.04.16 | |
| 1617-010 | C | Property Services | Changes to Law Society Con 29 | 07.04.16 | 06.05.16 | 29.04.16 | |
| 1617-011 | O | Organisational Development | Mentoring Scheme | 08.04.16 | 09.05.16 | 08.04.16 | |
| 1617-012 | C | Customer Services | Business rates accounts in credit | 08.04.16 | 09.05.16 | 15.04.16 | |
| 1617-013 | C | Housing Services | Security Services | 08.04.16 | 09.05.16 | 12.04.16 | |
| 1617-014 | M | Community & Property Services | Village & Town Greens owned by the Council | 08.04.16 | 09.05.16 | 11.04.16 | |
| 1617-015 | C | Customer Services | Business Rates Harlan Labs, Shardlow | 11.04.16 | 10.05.16 | 15.04.16 | |
| 1617-016 | I | IT & Organisational Development | ICT – Organisation, DC Infrastructure, Storage, Networking, Client, Software | 11.04.16 | 10.05.16 | 11.05.16 | |
| 1617-017 | I | IT, Finance & Client Services, Customer Services | Document/Records Management Systems | 11.04.16 | 10.05.16 | 05.05.16 | |

South Derbyshire District Council
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| Ref | | Department | Details | Received | Reply Due | Reply Sent | Exempt |
|----------|---|---------------------------------------|--|----------|-----------|------------|--------|
| 1617-018 | C | Housing Services | Selective Landlord Licensing Scheme | 11.04.16 | 10.05.16 | 13.04.16 | |
| 1617-019 | C | Organisational Development | Health & Safety Legislation | 11.04.16 | 10.05.16 | 13.04.16 | |
| 1617-020 | C | Customer Services | Business Rates | 11.04.16 | 10.05.16 | 15.04.16 | |
| 1617-021 | N | Legal & Democratic Services | Sex establishment Licences | 11.04.16 | 10.05.16 | 11.04.16 | |
| 1617-022 | I | Derbyshire County Council | Pothole on Stenson Road, Derby | 12.04.16 | 11.05.16 | 12.04.16 | |
| 1617-023 | I | Customer Services | Business Rates under Rates Retention | 12.04.16 | 11.05.16 | 24.05.16 | |
| 1617-024 | I | Finance Services | Scanned AP Invoices | 12.04.16 | 11.05.16 | 13.04.16 | |
| 1617-025 | I | Communications | Communications Spend | 12.04.16 | 11.05.16 | 14.04.16 | |
| 1617-026 | C | Housing Services | CHP & District Heating Plans | 14.04.16 | 13.05.16 | 05.05.16 | |
| 1617-027 | M | Housing Services | Cost of Homelessness Data | 14.04.16 | 13.05.16 | 06.05.16 | |
| 1617-028 | I | Customer Services | Charities & Businesses newly liable for Business Rates | 14.04.16 | 13.05.16 | 03.05.16 | |
| 1617-029 | I | Housing Services/ Finance Services | Cost of Careline Office/shared area at Oaklands | 14.04.16 | 13.05.16 | 05.05.16 | |
| 1617-030 | I | Environmental Services | Welfare Funerals | 15.04.16 | 16.05.16 | 18.04.16 | |
| 1617-031 | C | Derbyshire County Council | Health & Social Work Services Contracts | 18.04.16 | 17.05.16 | 18.04.16 | |

South Derbyshire District Council
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1 April 2016 – 30 September 2016

| Ref | | Department | Details | Received | Reply Due | Reply Sent | Exempt |
|----------|---|---|---|----------|-----------|------------|--------|
| 1617-032 | I | Community Services/ Property Services | Shooting Rights on SDDC Land | 19.04.16 | 18.05.16 | 20.04.16 | |
| 1617-033 | O | Planning Services | Built Legacy Project | 21.04.16 | 20.05.16 | 09.06.16 | |
| 1617-034 | O | Housing Services | Homelessness Data | 21.04.16 | 20.05.16 | 18.05.16 | |
| 1617-035 | C | Licensing Services | Animal Boarding | 22.04.16 | 23.05.16 | 05.05.16 | |
| 1617-036 | C | Housing Services | Assaults against Housing Staff | 25.04.16 | 24.05.16 | 26.04.16 | |
| 1617-037 | I | Customer Services | Business rates credit balances | 25.04.16 | 24.05.16 | 25.04.16 | |
| 1617-038 | I | Environmental Services & Planning Services | Travellers | 25.04.16 | 24.05.16 | 20.05.16 | |
| 1617-039 | I | Environmental Services/ Planning Services | 21 Brunt Lane, Woodville | 25.04.16 | 24.05.16 | 04.05.16 | |
| 1617-040 | O | Derbyshire County Council | Substance Misuse Services | 25.04.16 | 24.05.16 | 26.04.16 | |
| 1617-041 | C | Customer Services | Credit balances Business Rates Accounts | 26.04.16 | 25.05.16 | 27.04.16 | |
| 1617-042 | C | Housing Services | Council Owned Housing Companies | 26.04.16 | 25.05.16 | 27.04.16 | |
| 1617-043 | C | Derbyshire County Council | Unauthorised pupil/student holiday absence | 29.04.16 | 31.05.16 | 29.04.16 | |
| 1617-044 | I | Environmental Services | Garden Waste | 29.04.16 | 31.05.16 | 03.05.16 | |
| 1617-045 | I | Finance Services | Insurance questions | 29.04.16 | 31.05.16 | 23.05.16 | |
| 1617-046 | C | Directors | Names/email addresses of Heads of Service | 03.05.16 | 01.06.16 | 11.05.16 | |
| 1617-047 | I | Housing Services | Number of Homeless | 03.05.16 | 01.06.16 | 02.06.16 | |

South Derbyshire District Council
Freedom of Information Requests
1 April 2016 – 30 September 2016

| Ref | | Department | Details | Received | Reply Due | Reply Sent | Exempt |
|----------|---|-----------------------------|--|----------|-----------|------------|--------------------------------|
| 1617-048 | I | Customer Services | List of companies liable for business rates | 03.05.16 | 01.06.15 | 24.05.16 | |
| 1617-049 | I | Planning Services | Housing Developments Planned over last 5 years dropped due to objections | 03.05.16 | 01.06.15 | 26.05.16 | |
| 1617-050 | I | IT Services | Cloud adoption in local Government | 03.05.16 | 01.06.16 | 04.05.16 | |
| 1617-051 | O | Derbyshire County Council | Highways maintenance | 03.05.16 | 01.06.16 | 03.05.06 | |
| 1617-052 | C | Environmental Services | Flood & Coastal Strategy | 03.05.16 | 01.06.16 | 04.05.16 | |
| 1617-053 | C | Planning Services | Sustainable Drainage Systems (SuDS) | 03.05.16 | 01.06.16 | 25.05.16 | |
| 1617-054 | O | Corporate Services | Peer Review | 04.05.16 | 02.06.16 | 04.04.16 | |
| 1617-055 | I | Environmental Services | Welfare Funerals | 04.05.16 | 02.06.16 | 05.05.16 | Exempt under Section 31(1) (a) |
| 1617-056 | I | Housing Services | Autistic children living in high rise council housing | 04.05.16 | 02.06.16 | 19.05.16 | |
| 1617-057 | I | Housing Services | Providing accommodation to victims of domestic abuse | 05.05.16 | 03.06.16 | 02.06.16 | |
| 1617-058 | I | Environmental Services | Fly tipping | 05.05.16 | 03.06.16 | 06.05.16 | |
| 1617-059 | W | Customer Services | Rates retention and appeals | 05.05.16 | 03.06.16 | 11.05.16 | |
| 1617-060 | C | Derbyshire County Council | Applications for dropped kerbs | 06.05.16 | 06.06.16 | 06.05.16 | |
| 1617-061 | C | Customer Services | Non residential properties subject to business rates | 09.05.16 | 07.06.16 | 11.05.16 | |
| 1617-062 | C | Housing Services | Target for affordable housing; consented and refused residential applications on brownfield & greenfield sites | 09.05.16 | 07.06.16 | 11.05.16 | |
| 1617-063 | M | Legal & Democratic Services | Overseas voting in EU Referendum | 09.05.16 | 07.06.16 | 31.05.16 | |
| 1617-064 | I | Communications | Social Media questions | 11.05.16 | 09.06.16 | 03.06.16 | |

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| Ref | | Department | Details | Received | Reply Due | Reply Sent | Exempt |
|----------|---|---|--|----------|-----------|------------|-------------------------|
| 1617-065 | I | Environmental Services | Recycling Targets | 11.05.16 | 09.06.16 | 12.05.16 | |
| 1617-066 | C | Property Services | Assets of Community Value | 12.05.16 | 10.06.16 | 12.05.16 | |
| 1617-067 | M | Derbyshire County Council | School Milk Supply | 12.05.16 | 10.06.16 | 12.05.16 | |
| 1617-068 | I | Customer Services & Legal & Democratic Services | How many Councillors issued with Council Tax reminders in 2015/16 | 13.05.16 | 13.06.16 | 17.05.16 | |
| 1617-069 | C | Planning Services | Provision of correspondence re Planning Application 09/2015/0197 | 13.05.16 | 13.06.16 | 16.05.16 | |
| 1617-070 | C | Property Services | Public Rights of Way – CON29 | 16.05.16 | 14.06.16 | 16.05.16 | |
| 1617-071 | C | Property Services | Community Infrastructure Levy (CIL) | 17.05.16 | 15.06.16 | 17.05.16 | |
| 1617-072 | M | Housing Services | Cannabis cultivation I Council Housing | 17.05.16 | 15.06.16 | 19.05.16 | |
| 1617-073 | C | Customer Services | Rateable Values of commercial properties | 17.06.15 | 15.06.16 | 25.05.16 | |
| 1617-074 | C | Property Services | 3.7 Outstanding Notice4s (g) Flood & Coastal Erosion Risk Management | 18.05.16 | 16.06.16 | 18.05.16 | |
| 1617-075 | I | IT & Finance Services | Breakdown of ICT hardware maintenance and costs | 18.05.16 | 16.06.16 | 13.06.16 | |
| 1617-076 | I | Customer Services | Council Tax Collection Rates | 18.05.16 | 16.06.16 | 25.05.16 | |
| 1617-077 | C | IT Services/Procurement | ICT Service Desk/Service Management | 18.05.16 | 16.06.16 | 08.06.16 | |
| 1617-078 | I | Organisational Dev/ IT Services | Spending on Staff Training and IT upgrades/training | 19.05.16 | 17.06.16 | 23.05.16 | |
| 1617-079 | C | Property Services/ Planning Services | Sustainable Drainage Systems (SuDS) | 19.05.16 | 17.06.16 | 08.06.16 | |
| 1617-080 | C | Customer Services | Business Rates | 19.05.16 | 17.06.16 | 25.05.16 | |
| 1617-081 | C | Procurement Services | Support Services Contract – Tender Submissions | 19.05.16 | 17.06.16 | 23.05.16 | Exempt under Section 41 |

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| Ref | | Department | Details | Received | Reply Due | Reply Sent | Exempt |
|----------|---|---|--|----------|-----------|------------|-------------------------------|
| 1617-082 | I | Organisational Development | Contact Centre/Customer Services | 19.05.16 | 17.06.16 | 23.05.16 | |
| 1617-083 | I | Customer Services | Business Rates | 19.05.16 | 17.06.16 | 25.05.16 | |
| 1617-084 | W | I.T, Finance & Client Services | ICT Contracts | 23.05.16 | 21.06.16 | 27.05.16 | |
| 1617-085 | C | Community Services | Public Space Protection Orders | 23.05.16 | 21.06.16 | 23.05.16 | |
| 1617-086 | C | Client Services; Corp Services & Organisational Dev't | Breaches of Data Protection Act | 23.05.16 | 21.06.15 | 25.05.16 | |
| 1617-087 | I | Planning Services | Query re combined area of extensions into a single depth figure | 23.05.16 | 21.06.16 | N/A | Not FOI |
| 1617-088 | W | Customer Services | Business Rates | 24.05.16 | 22.06.16 | 14.06.16 | |
| 1617-089 | I | Legal & Democratic Services & Financial Services | Council spend on external law firms and barristers over years ending March 2015 and March 2016 | 24.05.16 | 22.06.16 | 25.05.16 | |
| 1617-090 | I | Planning Services | Planning applications granted and % of affordable housing | 25.05.16 | 23.06.16 | 30.06.16 | |
| 1617-091 | I | Customer Services | Council tax collection rates | 25.05.16 | 23.06.16 | 27.06.16 | |
| 1617-092 | C | Property Services | Council owned assets | 26.05.16 | 24.06.16 | 16.06.16 | |
| 1617-093 | O | Derbyshire County Council | Adult Social Care Contracts | 26.05.16 | 24.06.16 | 26.05.16 | |
| 1617-094 | I | Environmental Services | Welfare Funerals | 27.05.16 | 27.06.16 | 31.05.16 | Exempt under Section 31(1)(a) |
| 1617-095 | W | Legal Services & Finance Services | MP Spending Return – General Election 2015 | 31.05.16 | 28.06.16 | 28.06.16 | |
| 1617-096 | M | Environmental Services | Fly Tipping | 31.05.16 | 28.06.16 | 06.06.16 | |
| 1617-097 | C | Environmental Services | Abandoned Vehicles on Private Land | 31.05.16 | 28.06.16 | 27.06.16 | |
| 1617-098 | C | Environmental Services | Dog Fouling | 31.05.16 | 28.06.15 | 31.05.16 | |

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| Ref | | Department | Details | Received | Reply Due | Reply Sent | Exempt |
|----------|---|--|--|----------|-----------|------------|-----------------------------|
| 1617-099 | C | Customer Services | Business Rate Accounts | 31.05.16 | 28.06.15 | 09.06.16 | |
| 1617-100 | C | Property Services | Con29 Questions | 31.05.16 | 28.06.15 | 07.06.16 | |
| 1617-101 | I | Derbyshire County Council | Budget for work-related respiratory disease | 01.06.16 | 29.06.16 | 01.06.16 | |
| 1617-102 | C | Environmental Services & Customer Services | Residential Park Home Sites | 01.06.16 | 29.06.16 | 14.06.16 | |
| 1617-103 | C | Environmental Services | Dog Control Orders | 01.06.16 | 29.06.16 | 06.06.16 | |
| 1617-104 | O | Legal & Democratic Services | SDDC Freepost Address and Use by Members | 31.05.16 | 28.06.16 | 13.07.16 | |
| 1617-105 | C | Customer Services | Business Rates | 01.06.16 | 29.06.16 | 14.06.16 | |
| 1617-106 | I | Client Services/Recovery | Impact of Council Tax Support Schemes on Council Tax Collection | 03.06.16 | 01.07.16 | 10.06.16 | |
| 1617-107 | I | Legal & Democratic Services | Election Spending Return for the Conservative Candidate in the May 2015 General Election | 03.06.16 | 01.07.16 | 29.06.16 | |
| 1617-108 | I | Organisational Development/Payroll | Overpayments | 06.06.16 | 04.07.16 | 28.06.18 | |
| 1617-109 | W | Organisational Development | Bullying in SDDC | 06.06.16 | 04.07.16 | 10.06.16 | |
| 1617-110 | I | Customer Services | Newly liable for Business Rates | 06.06.16 | 04.07.16 | 09.06.16 | |
| 1617-111 | W | Housing Services | Non-traditional residential housing lists | 07.06.16 | 05.07.16 | 08.06.16 | |
| 1617-112 | I | Customer Services | Ratepayers in receipt of rural rate relief | 08.06.16 | 06.07.16 | 09.06.16 | |
| 1617-113 | C | Planning Services | EIA Screening | 08.06.16 | 06.07.16 | 08.06.16 | |
| 1617-114 | M | Housing Services | Water Charges | 09.06.16 | 07.07.16 | 10.06.16 | |
| 1617-115 | C | Environmental Services | Public Health Funerals | 09.06.16 | 07.07.16 | 13.06.16 | Exempt under Section 31(1)a |
| 1617-116 | I | Customer Services | Summonses and Liability Orders | 10.06.16 | 08.07.16 | 14.06.16 | |

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| Ref | | Department | Details | Received | Reply Due | Reply Sent | Exempt |
|----------|---|--------------------------------------|---|----------|-----------|------------|-------------------------------|
| 1617-117 | I | Derbyshire County Council | Social Services – unaccompanied minors | 13.06.16 | 11.07.16 | 14.06.16 | |
| 1617-118 | C | Customer Services | NNDR & Council Tax Overpayments | 14.06.16 | 12.07.16 | 15.06.16 | |
| 1617-119 | C | Housing Services | Home build | 15.06.16 | 13.07.16 | 16.06.16 | |
| 1617-120 | I | Environmental Services | Died with no next of kin | 15.06.16 | 13.07.16 | 15.06.16 | Exempt under Section 31(1)(a) |
| 1617-121 | I | Housing Services | UK Housing Crisis | 15.06.16 | 13.07.16 | N/A | Not FOI |
| 1617-122 | I | Derbyshire County Council | Commissioning of Social Services | 15.06.16 | 13.07.16 | 15.06.16 | |
| 1617-123 | I | Derbyshire County Council | Spend on Social Services | 15.06.16 | 13.07.16 | 15.06.16 | |
| 1617-124 | I | Derbyshire County Council | Children's Services | 15.06.16 | 13.07.16 | 15.06.16 | |
| 1617-125 | I | Housing Services | Spare room subsidy | 15.06.16 | 13.07.16 | 30.06.16 | |
| 1617-126 | I | Environmental Services | Contaminated Land Public Register Part 2a of the Environmental Protection Act '90 | 16.06.16 | 14.07.16 | 06.07.16 | |
| 1617-127 | M | Environmental Services | Refuse Collector Assaults | 16.06.16 | 14.07.16 | 17.06.18 | |
| 1617-128 | C | Environmental Services | Recycling black plastic | 16.06.16 | 14.07.16 | 17.06.18 | |
| 1617-129 | I | Derbyshire County Council | School broadband services | 16.06.16 | 14.07.16 | 16.06.16 | |
| 1617-130 | C | Derbyshire County Council | School Groups | 20.06.16 | 18.07.16 | 20.06.16 | |
| 1617-131 | I | Planning Services | Footpath & Planning Permission (2014/0417), Footpath no 7, Woodlands Close | 20.06.16 | 18.07.16 | 22.07.16 | |
| 1617-132 | I | Organisational Development/Directors | Interim/temporary managers and executives | 21.06.16 | 19.07.16 | 28.06.16 | |
| 1617-133 | C | Customer Services | Small Business Rate Relief | 21.06.16 | 19.07.16 | 22.06.16 | |
| 1617-134 | I | Planning Services | Local Plan | 21.06.16 | 19.07.16 | 06.07.16 | |

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| Ref | | Department | Details | Received | Reply Due | Reply Sent | Exempt |
|----------|---|---------------------------------------|---|----------|-----------|------------|--|
| 1617-135 | C | Legal & Democratic Services | Boarding establishments | 21.06.16 | 19.07.16 | 30.06.16 | |
| 1617-136 | I | Payroll Services | Business mileage/Car user allowance | 21.06.16 | 19.07.16 | 30.06.16 | |
| 1617-137 | I | Derbyshire County Council | Staff employed in schools with criminal convictions | 21.06.16 | 19.07.16 | 21.06.16 | |
| 1617-138 | W | Communications/ Finance Services | Cost of SDDC website incl. design, planning, development and system integration | 21.06.16 | 19.07.16 | 11.07.16 | |
| 1617-139 | O | Environmental Services | Stray Dog Data 2015 | 22.06.16 | 20.07.16 | 22.06.16 | |
| 1617-140 | I | Legal & Democratic Services | Use of Findern Village Hall as a Polling Station | 23.06.16 | 21.07.16 | 12.07.16 | |
| 1617-141 | C | IT Services | Print Management Arrangements | 23.06.16 | 21.07.16 | 23.06.16 | |
| 1617-142 | I | Council Wide & DCC | Plans and Strategies | 23.06.16 | 21.07.16 | 28.06.16 | |
| 1617-143 | I | Derbyshire County Council | Budget for SEN in Education | 27.06.16 | 25.07.16 | 25.07.16 | |
| 1617-144 | I | IT & Corp Services | Digital Transformation in Local Govt | 27.06.16 | 25.07.16 | 06.07.16 | |
| 1617-145 | M | Customer Services/ Client Services | Fine for mistakes relating to HB | 28.06.16 | 26.07.16 | CLOSED | 30.06.16 – email to requester seeking clarification 26.07.16 – No response from requester |
| 1617-146 | O | Customer Services | CTax & NNDR e-billing percentages | 28.06.16 | 26.07.16 | 29.06.16 | |
| 1617-147 | O | Client Services | European Regional Development Fund & European Social Fund | 29.06.16 | 27.07.16 | 30.06.16 | |
| 1617-148 | I | IT Services | Telephone Maintenance Contracts | 29.06.16 | 27.07.16 | 11.07.16 | |
| 1617-149 | C | Property Services | Parking | 29.06.16 | 27.07.16 | 30.06.16 | |
| 1617-150 | I | Customer Services | Businesses & Charities newly liable for Business Rates | 29.06.16 | 27.07.16 | 11.07.16 | |

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| Ref | | Department | Details | Received | Reply Due | Reply Sent | Exempt |
|----------|---|--|--|----------|-----------|------------|--------|
| 1617-151 | C | Derbyshire County Council | Highways Procurement | 30.06.16 | 28.07.16 | 30.06.16 | |
| 1617-152 | C | Planning Services | Residential & Commercial Developments identified in Planning | 01.07.16 | 29.07.16 | 11.07.16 | |
| 1617-153 | C | Derbyshire County Council | Licensing Wedding Venues | 04.07.16 | 01.08.16 | 04.07.16 | |
| 1617-154 | M | Derbyshire County Council | Children's Gender | 04.07.16 | 01.08.16 | 04.07.16 | |
| 1617-155 | I | Planning Services/Financial Services | Costs made by Applicants | 04.07.16 | 01.08.16 | | |
| 1617-156 | I | IT Services | Mobile Devices | 04.06.16 | 01.08.16 | 27.07.16 | |
| 1617-157 | I | Community; Organisational Dev't; Corporate Services; Finance | Spend on training courses FY15-16 | 05.06.16 | 02.08.16 | 29.07.16 | |
| 1617-158 | I | Planning Services | Planning Application corres 139 Woodland Rd | 05.06.16 | 02.08.16 | 03.08.16 | |
| 1617-159 | C | Community & Planning | Listed Building Heritage Partnership | 05.07.16 | 02.08.16 | 03.08.16 | |
| 1617-160 | C | Customer Services | Credits held for ratepayers Business Rates | 05.07.16 | 02.08.16 | 11.07.16 | |
| 1617-161 | M | Legal & Democratic Services | Ward by ward referendum data | 05.07.16 | 02.08.16 | 18.08.16 | |
| 1617-162 | M | Property Services | Phone mast access/rental agreements | 06.07.16 | 03.08.16 | 06.07.16 | |
| 1617-163 | I | Housing Services | Supported housing | 06.07.16 | 03.08.16 | 26.07.16 | |
| 1617-164 | I | Customer Services | Charging/Bankruptcy Orders re Council Tax Arrears | 06.07.16 | 03.08.16 | 06.07.16 | |
| 1617-165 | I | Planning Services | Building Regulations | 06.07.16 | 03.08.16 | 28.07.16 | |

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| Ref | | Department | Details | Received | Reply Due | Reply Sent | Exempt |
|----------|---|-------------------------------------|--|----------|-----------|------------|--------|
| 1617-166 | I | IT Services/Finance | ICT expenditure | 06.07.16 | 03.08.16 | 08.08.16 | |
| 1617-167 | C | Legal & Democratic Services | Electoral questions | 06.07.16 | 03.08.16 | 12.08.16 | |
| 1617-168 | C | Environmental Services | Dog Fouling | 07.07.16 | 04.08.16 | 07.07.16 | |
| 1617-169 | C | Planning Services | Railway Scheme enquiry | 08.07.16 | 05.08.16 | 11.07.16 | |
| 1617-170 | C | Planning Services | Public Rights of Way enquiry | 08.07.16 | 05.08.16 | 04.08.16 | |
| 1617-171 | M | Derbyshire County Council | Vision screening for 4/5 year olds | 08.07.16 | 05.08.16 | 08.07.16 | |
| 1617-172 | I | Corporate Services | Coroner Officers | 08.07.16 | 05.08.16 | 08.07.16 | |
| 1617-173 | I | Democratic Services | Individual Electoral Registration | 11.07.16 | 08.08.16 | 10.08.16 | |
| 1617-174 | I | Licensing Services | Licensed Dog Breeding Establishments | 11.07.16 | 08.08.16 | 20.07.16 | |
| 1617-175 | I | Planning Services | Planning Complaint | 12.07.16 | 09.08.16 | 18.07.16 | |
| 1617-176 | I | Environmental Services | Prosecutions for fly tipping in Hatton | 12.07.16 | 09.08.16 | 13.07.16 | |
| 1617-177 | N | Community Services - Chair's Office | Total cost of Civic Receptions since 1 July 2013 | 12.07.16 | 09.08.16 | 28.07.16 | |
| 1617-178 | N | Democratic Services/ Procurement | Total amount spent on Councillors' clothing allowance since 6 April 2013 | 12.07.16 | 09.08.16 | 13.07.16 | |
| 1617-179 | C | Licensing Services | Dangerous Wild Animals Act | 12.07.16 | 09.08.16 | 13.07.16 | |
| 1617-180 | I | Derbyshire County Council | Highways & Road Maintenance Contract Agreements | 13.07.16 | 10.08.16 | 13.07.16 | |
| 1617-181 | C | Housing Services | Housing of Non Standard Construction | 14.07.16 | 11.08.16 | 08.08.16 | |
| 1617-182 | I | Community Services | Parks/Recreational spaces & car parking | 14.07.16 | 11.08.16 | 18.07.16 | |
| 1617-183 | I | Customer Services | Council Tax/Business Rates | 14.07.16 | 11.08.16 | 09.08.16 | |
| 1617-184 | C | Organisational Development | Contact details for most senior member of staff dealing with professional development for training of internal staff | 14.07.16 | 11.08.16 | 04.08.16 | |

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|----------|---|--|---|----------|-----------|------------|--|
| 1617-185 | C | Organisational Development/ Financial Services | Recruitment contracts and advertising costs | 14.07.16 | 11.08.16 | CLOSED | 08.08.16 – email to requester seeking clarification 11.08.16 – No response from requester |
| 1617-186 | I | Community Services – Chair's Office & DCC | Road Closures | 15.07.16 | 12.08.16 | 18.07.16 | |
| 1617-187 | C | Environmental Services | Vehicle fleet including road sweepers, gully emptiers, rcv's etc | 15.07.16 | 12.08.16 | 26.07.16 | |
| 1617-188 | O | Director of Finance & Corporate Services | Corporate Services – Benchmarking Data | 15.07.16 | 12.08.16 | 09.08.16 | |
| 1617-189 | I | Director of Finance & Corporate Services | SDDC Councillors in arrears for Council Tax for 2014/15 & 2015/16 | 18.07.16 | 15.08.16 | 26.07.16 | |
| 1617-190 | I | Environmental Services | Recycling of materials collected from households & businesses and Recycling Strategy and Policy | 18.07.16 | 15.08.16 | 26.07.16 | |
| 1617-191 | I | Environmental Services | Welfare funerals, etc | 18.07.16 | 15.08.16 | 20.07.16 | Exempt under Section 31(1)(a) |
| 1617-192 | I | Client Services | Telephone call reporting & strategy | 18.07.16 | 15.08.16 | 28.07.16 | |
| 1617-193 | I | Community Services | Exercise on Referral Scheme | 19.07.16 | 16.08.16 | 27.07.16 | |
| 1617-194 | I | Customer Services | Newly registered Business Rates | 19.07.16 | 16.08.16 | 26.07.16 | |
| 1617-195 | I | Organisational Devt/ Finance/Procurement | Total number of employees and Agency workers | 19.07.16 | 16.08.16 | 15.08.16 | |
| 1617-196 | W | Derbyshire County Council | School Fines | 20.07.16 | 17.08.16 | 20.07.16 | |
| 1617-197 | I | Planning Services | Re Planning Application 9/2015/1079 | 20.07.16 | 17.08.16 | 22.07.16 | |
| 1617-198 | I | Community Services | Playground Inspections | 20.07.16 | 17.08.16 | 10.08.16 | |
| 1617-199 | C | Customer Services | Business Rates accounts subject to various rate relief | 20.07.16 | 17.08.16 | 25.07.16 | |

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| Ref | | Department | Details | Received | Reply Due | Reply Sent | Exempt |
|----------|----|--|--|----------|-----------|------------|--------|
| 1617-200 | I | Organisational Development/ Corporate Services | Number of employees and number of FOIs received for 2014, 2015, 2016 | 21.07.16 | 18.08.16 | 16.08.16 | |
| 1617-201 | C | Housing Services | Housing Stock & Tenancy Fraud | 21.07.16 | 18.08.16 | 28.07.16 | |
| 1617-202 | I | Derbyshire County Council | Parking Enforcement | 21.07.16 | 18.08.16 | 22.07.16 | |
| 1617-203 | C | IT Services | Telephone Systems | 21.07.16 | 18.08.16 | 22.07.16 | |
| 1617-204 | I | Organisational Development | Alcohol Testing | 22.07.16 | 19.08.16 | 25.07.16 | |
| 1617-205 | M | Derbyshire County Council | Penalties for smoking in cars with children | 22.07.16 | 19.08.16 | 22.07.16 | |
| 1617-206 | O | Housing Services; Community Services; Finance Services | Queen's Birthday celebrations, funding by LA and street parties | 25.07.16 | 22.08.16 | 27.07.16 | |
| 1617-207 | I | Planning Services & Organisational Devt | Team Structure/Salaries/JDs and Planning applications received 01.04.15 - 31.03.16 | 25.07.16 | 22.08.16 | 06.09.16 | |
| 1617-208 | I | Finance Services | New Homes Bonus grants, funding 2012-2016 | 25.07.16 | 22.08.16 | 16.08.16 | |
| 1617-209 | I | Derbyshire County Council | Claims relating to historical child abuse | 26.07.16 | 23.08.16 | 26.07.16 | |
| 1617-210 | C | Client Services | DHP applications | 26.07.16 | 23.08.16 | | |
| 1617-211 | MP | Democratic Services | Age distribution of registered voters Dec 15 - May16 | 26.07.16 | 23.08.16 | 04.08.16 | |
| 1617-212 | I | Derbyshire County Council | Elderly people requiring social care | 26.07.16 | 23.08.16 | 27.07.16 | |
| 1617-213 | M | Derbyshire County Council | Transportation costs for SEN children to and from schools | 28.07.16 | 25.08.16 | 28.07.16 | |
| 1617-214 | I | IT Services | Ransomware Virus Scam | 28.07.16 | 25.08.16 | 23.08.16 | |
| 1617-215 | C | Environmental Services | Food Business Register | 28.07.16 | 25.08.16 | 08.08.16 | |

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| Ref | | Department | Details | Received | Reply Due | Reply Sent | Exempt |
|----------|---|---|---|----------|-----------|------------|--------|
| 1617-216 | N | Environmental Services | Bin Size and Collections | 28.07.16 | 25.08.16 | 29.07.16 | |
| 1617-217 | C | Finance Services & Organisational Development | Turnover for the Council 2014/15 & How many members of staff & total amount paid to staff on PAYE 2014/15 | 29.07.16 | 26.08.16 | 18.08.16 | |
| 1617-218 | C | Environmental Services | Domestic & Trade Waste Disposal | 29.07.16 | 26.08.16 | 19.08.16 | |
| 1617-219 | I | Cultural Services | Flooding in Melbourne | 29.07.16 | 26.08.16 | 23.09.16 | |
| 1617-220 | O | Client Services/ Customer Services | Contact Centres | 01.08.16 | 30.08.16 | 09.08.16 | |
| 1617-221 | N | Environmental Services | Businesses registered as food businesses 2013/14, 2014/15, 2015/16 | 01.08.16 | 30.08.16 | 08.08.16 | |
| 1617-222 | M | Derbyshire County Council | Violence in the Classroom | 01.08.16 | 30.08.16 | 01.08.16 | |
| 1617-223 | I | Environmental Services | Public Space Protection Orders | 01.08.16 | 30.08.16 | 09.08.16 | |
| 1617-224 | O | Derbyshire County Council | Dropped kerbs/vehicle access crossing applications | 01.08.16 | 30.08.16 | 01.08.16 | |
| 1617-225 | C | Environmental Services | Body Worn Cameras | 02.08.16 | 31.08.16 | 08.08.16 | |
| 1617-226 | I | Procurement/Finance Services | Details of Suppliers of goods and services | 02.08.16 | 31.08.16 | 31.08.16 | |
| 1617-227 | I | Client Services | Number of rejected DHP applications | 02.08.16 | 31.08.16 | | |
| 1617-228 | O | Customer Services/ Client Services | Council Tax Reduction Schemes and Council Tax Collection | 02.08.16 | 31.08.16 | 06.09.16 | |
| 1617-229 | I | Organisational Devt | Safe Working Practices and the impact of Single Manning | 02.08.16 | 31.08.16 | 05.08.16 | |
| 1617-230 | C | Planning Services | Land for Public Purpose | 04.08.16 | 02.09.16 | 09.08.16 | |
| 1617-231 | C | Customer Services | Active & closed business rates accounts containing a credit balance as at 01.08.16 | 04.08.16 | 02.09.16 | 08.08.16 | |
| 1617-232 | C | Planning Services | Residential Basement Applications | 05.08.16 | 05.09.16 | 09.08.13 | |
| 1617-233 | C | Corporate Services | Contact details for Chief Exec & Leader | 05.08.16 | 05.09.16 | 25.08.16 | |

South Derbyshire District Council
Freedom of Information Requests
1 April 2016 – 30 September 2016

| Ref | | Department | Details | Received | Reply Due | Reply Sent | Exempt |
|----------|---|---|---|----------|-----------|------------|--------|
| 1617-234 | C | Legal Services/ Organisational Dev/ IT Services | Email addresses for former Councillors, Offices and Employees | 08.08.16 | 06.09.16 | 30.08.16 | |
| 1617-235 | C | Customer Services | Business Rates - liable party | 08.08.16 | 06.09.16 | 09.08.16 | |
| 1617-236 | C | Customer Services | Housing benefit claims registered to caravan/mobile home sites | 08.08.16 | 06.09.16 | 31.08.16 | |
| 1617-237 | C | Customer Services | NNDR accounts with credit balance | 09.08.16 | 07.09.16 | 10.08.16 | |
| 1617-238 | M | Planning Services | Dwellings granted planning permission and individual properties agreed with developers 'affordable' housing | 09.08.16 | 07.09.16 | 24.08.16 | |
| 1617-239 | I | Customer Services | New Liabilities | 09.08.16 | 07.09.16 | 10.08.16 | |
| 1617-240 | M | Corporate Services | Fee paid for homes behind Swadlincote Fire Station | 09.08.16 | 07.09.16 | 07.09.16 | |
| 1617-241 | O | Organisational Development | Policy on the use of e-cigarettes and vaping | 09.08.16 | 07.09.16 | 11.08.16 | |
| 1617-242 | I | Housing | HMO landlord register for SDDC area | 10.08.16 | 08.09.16 | 31.08.16 | |
| 1617-243 | O | Procurement | Written report as required under Regulation 84 of the Public Contracts Regulations 2015 | 10.08.16 | 08.09.16 | 12.08.16 | |
| 1617-244 | C | Finance Services/ Procurement | Maverick Spend | 12.08.16 | 12.09.16 | 16.08.16 | |
| 1617-245 | C | Procurement/ Organisational Dvpt | eTendering, procurement team size and training | 12.08.16 | 12.09.16 | 31.08.16 | |
| 1617-246 | C | Environmental Services | Sites added to Contaminated Lane Register since 24 Sept 2015 | 12.08.16 | 12.09.16 | 23.08.16 | |
| 1617-247 | O | Environmental Services | Air Pollution Monitors | 12.08.16 | 12.09.16 | 23.08.16 | |
| 1617-248 | I | Organisational Development | Cyber abuse, cyber trolling/bullying or social media policy | 15.08.16 | 13.09.16 | 16.08.16 | |

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| Ref | | Department | Details | Received | Reply Due | Reply Sent | Exempt |
|----------|---|---|---|----------|-----------|------------|--------|
| 1617-249 | W | Community Services/ Finance Services | Playground budgets and closures | 15.08.16 | 13.09.16 | 06.09.16 | |
| 1617-250 | C | Derbyshire County Council | Adult Learning Disability Services | 15.08.16 | 13.09.16 | 15.08.16 | |
| 1617-251 | N | Derbyshire County Council | Drug and Alcohol Addiction Services | 16.08.16 | 14.09.16 | 16.08.16 | |
| 1617-252 | I | Director of Finance & Corporate Services/ Planning Services | Planning Appeal costs,etc during 2014 to 2016 | 17.08.16 | 15.09.16 | 07.09.16 | |
| 1617-253 | O | Housing Services | Wheelchair Accessible Housing | 17.08.16 | 15.09.16 | 08.09.16 | |
| 1617-254 | C | Environmental Services | Noise or odour nuisance complaints for Faccenda Foods Ltd site | 17.08.16 | 15.09.16 | 24.08.16 | |
| 1617-255 | M | Derbyshire County Council | Number of children taken into care citing obesity as a contributing factor | 17.08.16 | 15.09.16 | 18.08.16 | |
| 1617-256 | C | IT Services | Telephone System Maintenance | 17.08.16 | 15.09.16 | 23.08.16 | |
| 1617-257 | C | Democratic & Legal Services | Licensed Pet Businesses | 18.08.16 | 16.09.16 | 30.08.16 | |
| 1617-258 | O | Housing & Env Services | Disabled Facilities Grants | 18.08.16 | 16.09.16 | 08.09.16 | |
| 1617-259 | W | Planning Services | Costs incurred in defending the refusal decision from allowed appeals | 18.08.16 | 16.09.16 | 13.09.16 | |
| 1617-260 | C | Procurement Services Property Services | Project directory of subcontractors, suppliers and consultants | 19.08.16 | 20.09.16 | 30.08.16 | |
| 1617-261 | W | Communications | Social Media Policy | 22.08.16 | 20.09.16 | 26.08.16 | |
| 1617-262 | W | Customer Services | Business Rates | 22.08.16 | 20.09.16 | 13.09.16 | |
| 1617-263 | I | Derbyshire County Council | Common Peace Lane & carriageway safety inspections | 23.08.16 | 21.09.16 | 23.08.16 | |
| 1617-264 | O | Licensing Services | Pet Shop Licensing | 24.08.16 | 22.09.16 | 30.08.16 | |
| 1617-265 | I | Customer Services | Business Rates | 24.08.16 | 22.09.16 | 15.09.16 | |

South Derbyshire District Council
Freedom of Information Requests
1 April 2016 – 30 September 2016

| Ref | | Department | Details | Received | Reply Due | Reply Sent | Exempt |
|----------|---|-----------------------------|--|----------|-----------|------------|-------------------------------|
| 1617-266 | I | Legal & Democratic Services | Late Night Levy | 24.08.16 | 22.09.16 | 08.09.16 | |
| 1617-267 | W | Housing Services | No. of families accommodated under S.17 of Children's Act 1989 | 24.08.16 | 22.09.16 | 25.08.16 | |
| 1617-268 | O | Finance Services | Level of funding to Citizen's Advice & CVS | 24.08.16 | 22.09.16 | 15.09.16 | |
| 1617-269 | I | Environmental Services | Public/Welfare Funerals | 25.08.16 | 23.09.16 | 25.08.16 | Exempt under Section 31(1)(a) |
| 1617-270 | I | Finance Services | Licence fee spend for PRS for Music | 25.08.16 | 23.09.16 | 12.09.16 | |
| 1617-271 | I | Planning Services | Section 106 Planning Agreements | 26.08.16 | 26.09.16 | | |
| 1617-272 | I | IT Services | Disaster Recovery | 26.08.16 | 26.09.16 | 26.08.16 | |
| 1617-273 | C | Environmental Services | Kerbside collections | 26.08.16 | 26.09.16 | 30.08.16 | |
| 1617-274 | C | Customer Services | Empty residential properties as of August 2016 | 30.08.16 | 27.09.16 | 15.09.16 | |
| 1617-275 | C | Customer Services | Business Rates | 31.08.16 | 28.09.16 | 13.09.16 | |
| 1617-276 | C | Customer Services | Council Tax | 31.08.16 | 28.09.16 | 13.09.16 | |
| 1617-277 | I | Housing Services | Extra Care Schemes | 01.09.16 | 29.09.16 | 08.09.16 | |
| 1617-278 | N | Environmental Services | Aggressive Animal Complaints for 2015 & 2016 | 01.09.16 | 29.09.16 | 08.09.16 | |
| 1617-279 | O | Community Services | Criminal & early interventions against rough sleeping under ASB, Crime & Policing Act 2014 | 01.09.16 | 29.09.16 | 08.09.16 | |
| 1617-280 | N | Derbyshire County Council | Teacher Stress | 01.09.16 | 29.09.16 | 02.09.16 | |
| 1617-281 | I | Derbyshire County Council | Direct Payments for 2014/15 & 2015/16 | 01.09.16 | 29.09.16 | 02.09.16 | |
| 1617-282 | I | Customer Services | Commercial properties occupied and which rate reliefs apply | 01.09.16 | 29.09.16 | 13.09.16 | |
| 1617-283 | C | Customer Services | NNDR accounts with rateable value greater than or equal to £5,000 | 02.09.16 | 30.09.16 | 13.09.16 | |

South Derbyshire District Council
Freedom of Information Requests
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| Ref | | Department | Details | Received | Reply Due | Reply Sent | Exempt |
|----------|---|-------------------------------------|--|----------|-----------|------------|--------|
| 1617-284 | I | Customer Services | Commercial properties within authority | 02.09.16 | 30.09.16 | 13.09.16 | |
| 1617-285 | I | Derbyshire County Council | Unaccompanied asylum seeking children | 02.09.16 | 30.09.16 | 02.09.16 | |
| 1617-286 | I | Housing Services | Garage rent | 02.09.16 | 30.09.16 | 08.09.16 | |
| 1617-287 | I | Derbyshire County Council | Refugees – resettlement of lone children | 05.09.16 | 03.10.16 | 05.09.16 | |
| 1617-288 | C | Environmental Services | Kerbside Collections | 06.09.16 | 04.10.16 | 13.09.16 | |
| 1617-289 | N | Environmental Services | Environmental Regulation | 06.09.16 | 04.10.16 | 13.09.16 | |
| 1617-290 | C | Derbyshire County Council | Parking Contracts | 06.09.16 | 04.10.16 | 07.09.16 | |
| 1617-291 | C | Derbyshire County Council | Domiciliary Care Contracts | 06.09.16 | 04.10.16 | 07.09.16 | |
| 1617-292 | C | Corporate Services/ Env Services | Donington Park – Download Festival 2016 | 07.09.16 | 05.10.16 | 07.09.16 | |
| 1617-293 | I | Customer Services | White copier paper | 08.09.16 | 06.10.16 | 09.09.16 | |
| 1617-294 | I | Planning Services | Building Control Services – Regularisation Practice | 09.09.16 | 07.10.16 | 30.09.16 | |
| 1617-295 | I | Customer Services | Businesses & Charities responsible for business rates between 25 th Aug & 15 th Sept | 12.09.16 | 10.10.16 | 07.10.16 | |
| 1617-296 | M | Environmental Services | Smoking Ban | 12.09.16 | 10.10.16 | 13.09.16 | |
| 1617-297 | N | Housing Services | Re-housing after allegedly experiencing domestic abuse/violence | 13.09.16 | 11.10.16 | 28.09.16 | |
| 1617-298 | O | Planning Services | Gypsy & Traveller Accommodation Supply | 13.09.16 | 11.10.16 | 21.09.16 | |
| 1617-299 | C | Housing Services | Council owned buildings currently inhabited by property guardians | 14.09.16 | 12.10.16 | 15.09.16 | |

South Derbyshire District Council
Freedom of Information Requests
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| Ref | | Department | Details | Received | Reply Due | Reply Sent | Exempt |
|----------|----|---|---|----------|-----------|------------|----------------------------------|
| 1617-300 | I | Housing Services/ Property Services/ Leisure Facilities/ Procurement | Facilities Management Information | 14.09.16 | 12.10.16 | 04.10.16 | |
| 1617-301 | I | Environmental Services | Welfare Funerals | 16.09.16 | 14.10.16 | 16.09.16 | Exempt under Section 31(1)(a) |
| 1617-302 | W | Derbyshire County Council | Agency spend for supply teachers | 16.09.16 | 14.10.16 | 16.09.16 | |
| 1617-303 | I | Planning Services | Proposed Uses for Shardlow Road Allotments | 16.09.16 | 14.10.16 | 07.10.16 | |
| 1617-304 | N | Environmental Services | Public Health Funerals | 16.09.16 | 14.10.16 | 30.09.16 | |
| 1617-305 | O | Environmental Services | Public Toilet Provision | 19.09.16 | 17.10.16 | 19.09.16 | |
| 1617-306 | C | Procurement Services | Approved main subcontractors/contractors | 19.09.16 | 17.10.16 | 20.09.16 | |
| 1617-307 | I | Community Services | Etwall Leisure Centre | 20.09.16 | 18.10.16 | 04.10.16 | |
| 1617-308 | C | Planning Services | Planning Performance Agreement Extensions | 20.09.16 | 18.10.16 | | |
| 1617-309 | I | Legal & Democratic Services/Property Services | Compulsory Purchase Orders | 20.09.16 | 18.10.16 | 21.09.16 | |
| 1617-310 | C | Customer Services | SBRR | 20.09.16 | 18.10.16 | 06.10.16 | |
| 1617-311 | O | Environmental Services | Empty Homes | 21.09.16 | 19.10.16 | 23.09.16 | |
| 1617-312 | O | Planning Services | Article 4 Direction that requires HMO's to secure planning permission | 21.09.16 | 19.10.16 | 18.10.16 | |
| 1617-313 | C | Derbyshire County Council | Post Mortem Costs and Providers | 22.09.16 | 20.10.16 | 23.09.16 | |
| 1617-314 | TV | Derbyshire County Council | Reportable incidents/injuries in nurseries/non domestic childcare settings | 26.09.16 | 24.10.16 | 26.09.16 | |
| 1617-315 | I | Planning Services | Government Permitted Development Rule | 26.09.16 | 24.10.16 | 11.10.16 | |

South Derbyshire District Council
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1 April 2016 – 30 September 2016

| Ref | | Department | Details | Received | Reply Due | Reply Sent | Exempt |
|----------|----|---|---|----------|-----------|------------|--------|
| 1617-316 | C | Derbyshire County Council | Direct Payments | 26.09.16 | 24.10.16 | 27.09.16 | |
| 1617-317 | I | Environmental Services/ Procurement Services | Prospect PS Limited | 27.09.16 | 25.10.16 | 27.09.16 | |
| 1617-318 | I | Environmental Services | Register of Food Businesses | 27.09.16 | 25.10.16 | 07.10.16 | |
| 1617-319 | TV | Derbyshire County Council | Education questions | 29.09.16 | 27.10.16 | 29.09.16 | |
| 1617-320 | C | Environmental Services | Seizure of stray dogs | 29.09.16 | 27.10.16 | 17.10.16 | |
| 1617-321 | C | Procurement/ Derbyshire County Council | Payment terms with suppliers/complaints over construction & electrical firms carrying out fraudulent behavior | 30.09.16 | 28.10.16 | 30.09.16 | |

Breakdown of Freedom of Information requests for first 6 months of 2016/17

| | | | |
|-------------------|-----|-----|------|
| Individuals | 135 | 320 | 42% |
| Companies | 110 | 320 | 34% |
| Newspapers | 30 | 320 | 9% |
| Organisations | 28 | 320 | 9% |
| Associations | 0 | 320 | 0% |
| TV/Radio | 2 | 320 | 1% |
| What do they know | 14 | 320 | 4% |
| Parliament | 1 | 320 | 0% |
| | 320 | 320 | 100% |



