

<b>REPORT TO:</b>	<b>FINANCE AND MANAGEMENT COMMITTEE</b>	<b>AGENDA ITEM: 14</b>
<b>DATE OF MEETING:</b>	<b>14<sup>th</sup> JUNE 2018</b>	<b>CATEGORY: DELEGATED</b>
<b>REPORT FROM:</b>	<b>STRATEGIC DIRECTOR (CORPORATE RESOURCES)</b>	<b>OPEN</b>
<b>MEMBERS' CONTACT POINT:</b>	<b>KEVIN STACKHOUSE (595811)</b> <a href="mailto:kevin.stackhouse@south-derbys.gov.uk">kevin.stackhouse@south-derbys.gov.uk</a>	<b>DOC:</b> s:\cent_serv\complaints\committee reports\working papers for June 2018\Complaints and FOI report for June 2018 .
<b>SUBJECT:</b>	<b>COMMENTS, COMPLIMENTS, COMPLAINTS &amp; FREEDOM OF INFORMATION REQUESTS 01 OCTOBER 2017 TO 31 MARCH 2018</b>	<b>REF: KS/SH/CS</b>
<b>WARD(S) AFFECTED:</b>	<b>ALL</b>	<b>TERMS OF REFERENCE: FM11</b>

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## **1.0 Recommendations**

- 1.1 That the comments, compliments, 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 2017 to 31 March 2018. Figures for the corresponding period in 2016/17 are given for comparison purposes (Appendix A).
- 2.2 A summary of the Freedom of Information (FOI) requests received by the Council for the period 1 October 2017 to 31 March 2018. Figures for the corresponding period in 2016/17 are given for comparison purposes (Appendix B).

## **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, 199 compliments and 51 complaints have been received between 1 October 2017 to 31 March 2018.

- 3.3 The number of complaints received in the second half of this financial year has increased compared to the corresponding period of 2016/17, and the number of compliments received has also 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](http://www.south-derbys.gov.uk/council_and_democracy/data_protection_and_freedom_of_information/default.asp)

- 3.7 A total of 361 Freedom of Information requests have been received from 1 October 2017 to 31 March 2018. This is an increase of 17 over the corresponding period for 2016/17.

## **4.0 Background**

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

[http://www.south-derbys.gov.uk/council\\_and\\_democracy/complaints/comment\\_compliment\\_or\\_complaint\\_form/default.asp](http://www.south-derbys.gov.uk/council_and_democracy/complaints/comment_compliment_or_complaint_form/default.asp)

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

## 5.0 Detail

### Comments

5.1 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 October 2016– 31 March 2017	1 October 2017 – 31 March 2018
Waste & Cleansing	0	1
Community Services	0	1
<b>Total</b>	<b>0</b>	<b>2</b>

### Compliments

5.2 The table below compares the number of compliments received for the second half of 2016/2017 against the second half of 2017/2018. Compliments generally relate to the quality of the service provided and/or actions of individuals.

Department	1 October 2016 – 31 March 2017	1 October 2017 – 31 March 2018
Customer Services	7	6
Environmental Services	18	18
Planning	2	1
Housing	3	171
Community Services	7	3
Corporate	1	0
Policy and Communications	0	0
<b>Total</b>	<b>38</b>	<b>199</b>

### Complaints

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

	1 October 2016 – 30 March 2017	1 October 2017 – 31 March 2018
Resolved at Stage 1	17	40
Stage 1 still ongoing	0	0
Resolved at Stage 2	4	6
Stage 2 still ongoing	0	1
Withdrawn	0	4
<b>Total received</b>	<b>21</b>	<b>51</b>

5.4 The 51 complaints received can be broken down as follows:-

<b>Department</b>	<b>1 October 2016 – 31 March 2017</b>	<b>1 October 2017 – 31 March 2018</b>
Planning Services	2	7
Housing	9	13
Customer Services (including Revenue)	2	6
Environmental Services	5*	16
Community Services	1*	4
Legal and Democratic Services	1	4
Corporate Services	1	1
Property	0	0
Derbyshire County Council	0	0
<b>Total</b>	<b>21</b>	<b>51</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 four complete years:-

<b>Department</b>	<b>2014/15</b>	<b>2015/16</b>	<b>2016/17</b>	<b>2017/18</b>
Planning Services	14	15	6	15
Housing	26*	21	17	22
Customer Services (including Revenue)	22*	15	4*	12
Environmental Services	12*	10	7	25
Community Services	3	2	1*	6
Legal and Democratic Services	8	6	4	3
Finance	0	0	0	0
Corporate Services	2	3	1*	1
Property	0	1	0	1
Derbyshire County Council	2	1	0	0
Licensing	0	0	1	3
Client Services	0	0	2	1
<b>Total</b>	<b>89</b>	<b>74</b>	<b>43</b>	<b>89</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**.

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

### Freedom of Information Requests

- 5.9 Although the Freedom of Information Act 2000 creates a general right of access to information, it also sets out information that we do not have to make available for specific reasons. This is information, which, if published, might prejudice the health, safety or security of the Council, our staff, systems, services or property.
- 5.10 We make as much information available as possible without charging for it. We do however reserve the right to levy a reasonable charge where the information request is extensive and would require more than 2 days' staff time to satisfy the request.
- 5.11 The Council deals with hundreds of routine requests for information every day by phone and by letter. These are referred to as "business as usual requests". We will deal with these in the normal way. However, information that is not readily available and that has to be prepared or extracted is handled differently. We are entitled to make a charge for this kind of information.
- 5.12 Requests for information under Freedom of Information have to be processed within 20 working days. However, requests for details under the Freedom of Information Act can be turned down if they fall within certain exemption criteria.
- 5.13 The table below compares the Freedom of Information requests received for the second half 2016/2017 against the second half of 2017/2018.

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

	1 October 2016 to 31 March 2017	1 October 2017 to 31 March 2018
Total Number of Requests Received	344	361
Less passed to other organisations	-58	-52
Less those withdrawn	-5	-4
Less exemptions/partial exemptions	-4	-22
<b>Total Requests Answered</b>	<b>277</b>	<b>283</b>
Number replied to within 20 statutory days	266	260
Number replied to after 20 statutory days	11	23
Percentage replied to within 20 statutory days	96%	92%
Percentage replied to after 20 days	4%	8%

- Annexe B shows 5 requests (1 Planning Services, 1 IT Services, 1 Community Services, 1 Organisational Development and 1 Housing Services) not replied to at all.
- 4 requests (1718-336, 1718-379, 1819-566 & 1718-673) no clarification received from requesters, so requests closed.

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

Department	1 October 2016 – 31 March 2017	1 October 2017 – 31 March 2018
Environmental Services	66*	55*
Planning Services	29	26*
Legal & Democratic	12*	19*
Financial Services	7*	12*
IT	19*	17*
Customer Services	65*	69*
Housing Services	30*	47*
Organisational Dev.	16*	13*
Community Services	18*	13*
Passed to 3 <sup>rd</sup> Parties	58*	52
Corporate Services	16*	12*
Property Services	5*	9*
Procurement	3*	4*
Communications	0	6*
Cultural Services	0	5*
Economic Development	0	2*

\* Same request has involved several Services.

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.

**8.0 Community Implications**

8.1 None.

**9.0 Background Papers**

None.

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### Comments

Date	Ward	Subject	Division	Resultant Action Taken/Comments
09.02.18	Church Gresley	Bin collections	Waste & Cleansing	Noted
21.03.18	Etwall	Swimming Pool Cover	Community Services	Resolved

### Compliments

Date	Ward	Subject	Division
01.10.17	Woodville	Very good thank you.	Housing Services (Repairs)
01.10.17	Hilton	Very pleased, work was done before winter months set in, thank you.	Housing Services (Repairs)
01.10.17	Etwall	Very, very good overall	Housing Services (Repairs)
05.10.17	Hatton	Very good, he was very helpful and polite as normal	Housing Services (Repairs)
05.10.17	Newhall	Job well done thank you.	Housing Services (Repairs)
05.10.17	Linton	Arrived at 8.30am, they did not disturb me at all for which I thank them.	Housing Services (Repairs)
06.10.17	Etwall	Thank you card received.	Housing Services (Housing Options)
09.10.17	Swadlincote	Very happy, delightful man.	Housing Services (Repairs)
09.10.17	Midway	My water meter has now been installed, stop tap on water meter, no need to use old stop tap thank you.	Housing Services (Repairs)
09.10.17	Linton	Once again SDDC Housing Maintenance has excelled. Well done and thank you.	Housing Services (Repairs)
09.10.17	Findern	Very satisfied, phoned Monday job completed. Many thanks.	Housing Services (Repairs)
10.10.17	Melbourne	Very kind and helpful.	Housing Services (Repairs)
12.10.17	Swadlincote	Very well done, drains cleared. Good working standards, thanks.	Housing Services (Repairs)
13.10.17	Newhall	My wife and I are always very pleased with what the workmen do for us and they are good at their job.	Housing Services (Repairs)
13.10.17	Weston on Trent	We are new tenants and can't say how pleasant, friendly and professional staff and	Housing Services (Repairs)

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		contractors are.	
13.10.17	Shardlow	As always excellent service throughout.	Housing Services (Repairs)
16.10.17	Church Gresley	Satisfied with the repair, thank you so much.	Housing Services (Repairs)
16.10.17	Church Gresley	Very good, cannot fault at all.	Housing Services (Repairs)
16.10.17	Weston on Trent	Thank you for your Saturday refuse freighter service that came to Weston last weekend. Please can you pass on my thanks to your hard working operative who tirelessly helped everyone with their rubbish. He remained cheerful, with a joke and a smile throughout the morning, whilst helping people to unload their refuse.	Waste & Cleansing
18.10.17	Hartshorne	Excellent trade person. Also he explained everything to his apprentice.	Housing Services (Repairs)
18.10.17	Ticknall	Very pleased with the work done thanks.	Housing Services (Repairs)
19.10.17	Newhall	The grab rail is a help thank you.	Housing Services (Repairs)
19.10.17	Not known	Thanks for the help given, he was the first person who has ever taken the time to help me.	Housing Services (Housing Options)
20.10.17	Newhall	Excellent service as always, thanks.	Housing Services (Repairs)
23.10.17	Overseal	I was previously unaware the Council had this type of service, the officer has helped a lot	Housing Services (Housing Options)
23.10.17	Swadlincote	The officer gave us good info and was easy to talk to.	Housing Services (Housing Options)
24.10.17	Not known	They asked me to pass on their thanks to everyone who has dealt with them from the start to finish. They stated that everyone had been very helpful and are fully aware that we work under extreme pressure a lot of the time. They said that now they themselves have been through the 'whole housing process' they will now be able to help their constituents with any questions they may have.	Housing Services (Housing Options)
07.11.17	Newhall	I wish I had gone sooner, very helpful.	Housing Services (Housing Options)
09.11.17	Aston on Trent	Thank you for arranging and exchanging the damaged caddy so promptly – very impressed by Customer Services.	Customer Services
09.11.17	Newhall	The officer was genuinely caring to my needs.	Housing Services (Housing Options)
09.11.17	Linton	Really happy with the property.	Housing Services (Housing Options & Repairs)
10.11.17	Hilton	The team helped me to understand where I could live, I no longer feel alone and have been pointed in the right direction.	Housing Services (Housing Options)

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10.11.17	Hartshorne	The Housing Options Team helped me to get a flat as I had nowhere to live and wasn't sure where to go.	Housing Services (Housing Options)
13.11.17	Swadlincote	Very happy with the advice given which has solved all my problems.	Housing Services (Tenancy Sustainment)
13.11.17	Newhall	Thank you from Newhall residents that Newhall Park has a very much improved appearance thanks to SDDC. The officer is dedicated to her position at SDDC, I find her to be very professional and is offering excess in her duties.	Community Services
15.11.17	Hatton	I was very happy with the service I received.	Housing Services (Housing Options)
16.11.17	Newhall	The officer was very helpful and did as much as he could for me.	Housing Services (Housing Options)
16.11.17	Netherseal	I found the officer to be very helpful and understanding.	Housing Services (Housing Options)
17.11.17	Stanton	I would be grateful if you could pass on my thanks to your refuse disposal team that emptied my wheelie bin today. I forgot to leave my bin out for collection and heard the lorry when I was still in bed. I grabbed the bin and started after the lorry which was well past my house. The operative jogged back up to meet me, took my bin and when I thanked him he smiled and said "no problem". In these days of overwork and underpay it is nice to know that someone doing a job, which certainly isn't the easiest, can be friendly and helpful.	Waste & Cleansing
17.11.17	Not known	The officer who helped me was very understanding and helpful.	Housing Services (Housing Options)
23.11.17	Swadlincote	Just spoken to a lovely lady in Customer Services, she was a dream to talk to. Thanked Waste & Cleansing Admin staff too.	Customer Services & Waste & Cleansing
23.11.17	Ticknall	Sadly I'm guilty of forgetting to say how friendly our waste collection teams are. In my area I've always found them cheerful, pleasant and engaging when I have had the opportunity. I don't want to specifically give an example, as there are many, but I have to mention this Wednesday 22/11/17. Due to a different route the collection was later and it happened to coincide with the time I was taking out my dog. She is a large dog and somewhat perturbed to see the commotion outside our gate. One of the team rushed over and gave her a biscuit before rushing back. As so often you don't get a chance to thank them either because you're not there as they collect or they are in such a rush. However, I have lived in Ticknall now some 16 years and I have never come across such friendly customer facing teams as you	Waste & Cleansing

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		have serving this area in other parts of the country I have lived. Please give my warmest thanks to the teams management and please make sure my thanks are passed onto the teams serving Ticknall.	
30.11.17	Not known	Thanks for being so kind. We are so happy in our new home.	Housing Service s(Housing Options)
Nov 17	Swadlincote	A job well done thanks.	Housing Services (Repairs)
Nov 17	Swadlincote	Very nice man well done.	Housing Services (Repairs)
Nov 17	Church Gresley	I was very pleased with the work carried out.	Housing Services (Repairs)
Nov 17	Melbourne	An excellent service.	Housing Services (Repairs)
Nov 17	Hilton	Very prompt, good service.	Housing Services (Repairs)
Nov 17	Swadlincote	Very pleased with the work done and no mess.	Housing Services (Repairs)
Nov 17	Newhall	The repairs team got the repair done in a very quick time, very pleased.	Housing Services (Repairs)
Nov 17	Newhall	The work that you carry out is always very good and so are the people that do it.	Housing Services (Repairs)
Nov 17	Swadlincote	Work done on the sink in the bathroom, the work was very satisfactory thank you.	Housing Services (Repairs)
Nov 17	Swadlincote	Explained everything he did, very friendly.	Housing Services (Repairs)
04.12.17	Not known	The officer is an amazing woman and she was really amazing and helpful. Really happy with the service received.	Housing Services (Housing Options)
04.12.17	Melbourne	Housing Options were very helpful, helped with my accommodation.	Housing Services (Housing Options)
04.12.17	Swadlincote	The officer went above and beyond to help us, very happy with the service.	Housing Services (Housing Options)
08.12.17	Hartshorne	Customer gave sincere thanks for being patient over the telephone when assisting with completing a Housing application.	Customer Services
12.12.17	?	Just a big thank you to your Refuse Collection Team for turning out well past 5.00pm today in such cold and icy conditions – from what I have seen in the Press today this puts other Councils to shame.	Waste & Cleansing
15.12.17	Aston on Trent	Re new calendars - many thanks for your quick response and excellent customer service.	Waste & Cleansing
15.12.17	Midway	I would like to formally express my thanks to the caretaker at Midway. On the evening of Wednesday the 13th December my husband was unable to reach my daughter after her dance class due to the snow. He had no choice but to abandon his car at Darklands Road and walk to fetch her. The caretaker saw that my	Community Services

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		daughter was not wearing suitable footwear and arranged for her husband to bring over a pair of walking boots and socks for my daughter to borrow. I genuinely cannot express how grateful we are for this act of kindness. She did not insist that the shoes were returned immediately, in fact she stressed that it would wait until the New Year. This employee truly went above and beyond and is a true asset.	
18.12.17	Willington and Findern	Thank you, difficult conditions for all the workforce. Appreciate your efforts everyone. Please pass on thanks.	Waste & Cleansing
18.12.17	Swadlincote	I would like to thank you and your collection team for the rapid response to my reported non-collection. First thing Monday morning, 6.45 the bin was collected and emptied.	Waste & Cleansing
18.12.17	Aston on Trent	Please thank the team that came out this morning to empty the black bins – much appreciated!	Waste & Cleansing
19.12.17	Woodville	Thank you so much for all of this information - I am deeply grateful that you took the time out of your busy day to send me all of this and I will spend some time digesting it all. Thank you again for your assistance today. It goes without saying that we are most grateful for your support. Merry Christmas and a Happy New Year to you and your teams in the Council. To me you are all unsung heroes 😊	Housing Services
21.12.17	Midway	I just wanted to say thank you - staff really nice and helpful when contacted to renew bus pass.	Customer Services
21.12.17	Linton	Thank you (Council) for all your help. I have put on social media how pleased I am with the service/help and all the support given.	Housing Services (Housing Options)
Dec 17	Midway	Job done in one day, brilliant thank you.	Housing Services (Repairs)
Dec 17	Melbourne	Very good as usual.	Housing Services (Repairs)
Dec 17	Newhall	Repair professionally done, very polite and pleasant guy.	Housing Services (Repairs)
Dec 17	Swadlincote	Done promptly, thank you.	Housing Services (Repairs)
Dec 17	Newhall	A fast, efficient repair from my phone call to your maintenance team to the repair being completed, well done.	Housing Services (Repairs)
Dec 17	Linton	Thank you, very much satisfied with the work done. Very satisfied with council staff.	Housing Services (Repairs)
Dec 17	Newhall	From picking the phone up to report the fault, this repair was done within 30 minutes, that's what I call service.	Housing Services (Repairs)
Dec 17	Swadlincote	Great job, thank you.	Housing Services (Repairs)
Dec 17	Swadlincote	Very good service, thank you.	Housing Services (Repairs)
Dec 17	Midway	Very pleased, very quick, fast job, well done thanks.	Housing Services (Repairs)

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Dec 17	Hartshorne	Excellent from start to finish, very caring young man.	Housing Services (Repairs)
Dec 17	Swadlincote	Prompt repair, quick and efficient.	Housing Services (Repairs)
Dec 17	Melbourne	The plumber was polite, a good repair job.	Housing Services (Repairs)
Dec 17	Newhall	The person that came to our property was very friendly and explained everything he was doing.	Housing Services (Repairs)
Dec 17	Linton	I was very pleased with the work and feel the workmen went the extra mile to do an excellent job.	Housing Services (Improvements)
02.01.18	Swadlincote	A complete gentleman, very polite and very helpful.	Housing Services (Responsive Repairs)
02.01.18	Melbourne	As always an excellent service delivered by the Council.	Housing Services (Responsive Repairs)
02.01.18	Woodville	Brilliant job on the new stair rail, we are both completely satisfied.	Housing Services (Responsive Repairs)
04.01.18	Woodville	I have just spoken to one of your customer service representatives and wanted to leave some positive feedback. People are all too quick to complain but we rarely celebrate the good experiences that we have. I reported my recycling bin not being emptied and I admit I do tend to use 10 words where 1 may suffice, she was really patient, professional and efficient. She offered me a timescale for a resolution and therefore managed my expectations effectively. It was a very short call but I feel absolutely confident and reassured that my issue is now in hand. Thank you.	Customer Services
11.01.18	Swadlincote	Amazed at how much empathy came through from all of the team.	Housing Services (Housing Options)
11.01.18	Not known	Service was very good.	Housing Services (Housing Options)
12.01.18	Newhall	Thank you very much for the quick action taken.	Housing Services (Responsive Repairs)
12.01.18	Linton	Very satisfied with the work and attitude of the workman, he was very kind and chatty.	Housing Services (Responsive Repairs)
16.01.18	Aston on Trent	I work as the Village Manager at Richmond Aston on Trent which is a retirement village. We are very new and last year residents received their council tax bills and some of them have raised a dispute against the banding. I was given your email when I called your customer service desk (who I must say were very helpful.)	Customer Services
18.01.18	Hatton	Lady called this morning to ask that her thanks are passed onto the Clean Team for	Waste & Cleansing (Clean

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		the wonderful job they have done in clearing the fly tipping waste from Church Broughton Airfield.	Team)
19.01.18	Linton	The crew that worked on the property were amazing, they were polite, efficient and very clean, they got on with the job without complaint even though it was a really cold day. I can't thank them enough for the work they have done.	Housing Services (Planned Maintenance)
22.01.18	Swadlincote	Brilliant, as are all the tradesmen at SDDC.	Housing Services (Responsive Repairs)
22.01.18	Linton	Always satisfied with the Council staff and the staff who carry out the repairs, thank you.	Housing Services (Responsive Repairs)
22.01.18	Aston on Trent	As usual excellent service from ringing maintenance to doing the job, polite and pleasant.	Housing Services (Responsive Repairs)
24.01.18	Church Gresley	Brilliant, first time the unit door has closed properly from having a new kitchen.	Housing Services (Responsive Repairs)
24.01.18	Woodville	The officer did everything she could and went above and beyond to help.	Housing Services (Housing Options Team)
31.01.18	Newhall	The officer was lovely, good service, was a good help.	Housing Services (Tenancy Sustainment)
01.02.18	Swadlincote	Very prompt & done same day, thank you	Housing Services (Responsive Repairs)
01.02.18	Walton on Trent	Great response, the pipe into the toilet came off due to the workman boxing in pipes, the Council had someone within half an hour, thank you.	Housing Services (Responsive Repairs)
02.02.18	Etwall	Very satisfied with the tradesman's work and good attitude.	Housing Services (Responsive Repairs)
02.02.18	Repton	The plumber that came was very polite and did a very good job.	Housing Services (Responsive Repairs)
02.02.18	Walton on Trent	Very happy with the boxing of pipes in bathroom, thank you for suggesting the pipes required boxing.	Housing Services (Responsive Repairs)
02.02.18	Melbourne	Job done within 24 hours after fault reported, excellent response, thank you.	Housing Services (Responsive Repairs)
05.02.18	Linton	Very polite workman.	Housing Services (Responsive Repairs)
05.02.18	Swadlincote	10 out of 10	Housing Services (Responsive Repairs)

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05.02.18	Newhall	The gentleman that came to fit the rail as so helpful, polite & efficient.	Housing Services (Responsive Repairs)
05.02.18	Linton	It is difficult to answer the above questions as all work was done externally.	Housing Services (Responsive Repairs)
05.02.18	Findern	Thank you for your help with this, excellent service and the job done same day within a few hours of reporting it.	Housing Services (Responsive Repairs)
05.02.18	Hartshorne	Excellent service all round, thank you	Housing Services (Responsive Repairs)
05.02.18	Swadlincote	Young man that came was very polite and his attitude was impeccable, a credit to his family.	Housing Services (Responsive Repairs)
05.02.18	Newhall	Great job to the Clean Team on all the litter at rear of 96-98 Parliament Street, well done you guys, great job done. I know you're busy and jobs like this cost but not many people are aware of the job you do, perhaps it should be made public.	Waste & Cleansing (Clean Team)
05.02.18	Woodville	The workmen were very good. Thank you.	Housing Services (Improvements Team (Heating))
06.02.18	Hilton	Housing Options Team Member – went above and beyond, kept in constant contact.	Housing Services (Housing Options Team)
06.02.18	Swadlincote	Lovely man again.	Housing Services (Responsive Repairs)
06.02.18	Swadlincote	Just wish to say how that young man was from the start, a credit to SDDC.	Housing Services (Responsive Repairs)
07.02.18	Church Gresley	The workman was polite and everything was done and nothing left out of place, a lovely person, thank you	Housing Services (Responsive Repairs)
07.02.18	Willington	The gent was very efficient, making sure the position of the grab rail suited me, re height etc. He cleared all dust from drilling, this I appreciate & the good manners & workmanship, 5 star worker. Just waiting now for my stair rail to be put up, so I can walk downstairs feeling safe.	Housing Services (Responsive Repairs)
08.02.18	Not known	I am currently in the process of extending my house and during this planning application process I have had the pleasure of working with one of your inspectors. His promptness to respond to my request and questions for this building project has removed a substantial amount of stress from the process. He has been out to inspect the building work and again I found him to be extremely helpful, professional	Planning Services

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		and courteous. My thanks go out to him and his team for their help and support in this matter.	
09.02.18	Newhall	Very good.	Housing Services (Responsive Repairs)
09.02.18	Swadlincote	Very good, knew what he was doing, very polite.	Housing Services (Responsive Repairs)
09.02.18	Newhall	The Council plumber sorted it that night but the workman who put the kitchen in came back the following morning to finish putting back together.	Housing Services (Responsive Repairs)
12.02.18	Newhall	Work was completed within 2 hours of phoning, brilliant service.	Housing Services (Responsive Repairs)
12.02.18	Linton	SDDC are winners again! First class service from my call requesting service to the friendly and efficient gentleman who carried out the repairs. Thank you SDDC.	Housing Services (Responsive Repairs)
12.02.18	Shardlow	Thanks to repairs who always give a 100%	Housing Services (Responsive Repairs)
12.02.18	Hartshorne	All was excellent as usual, I called SDDC Tuesday morning last week, I told you I was going away at lunchtime, coming back at weekend, your man came almost immediately, thank you.	Housing Services (Responsive Repairs)
12.02.18	Melbourne	The officer was really helpful and explained everything really well.	Housing Services (Homeless Team)
12.02.18	Not known	Every member of staff I dealt with was really helpful.	Housing Services (Homeless Team)
13.02.18	Swadlincote	Thank you	Housing Services (Responsive Repairs)
14.02.18	Repton	We have greatly appreciated the help and support offered by this team and would like them to get official recognition of our gratitude. Thank you.	Community Services (Anti-social behaviour)
14.02.18	Not known	Thank you card received – “I cannot thank you enough, best wishes always.”	Housing Services (Housing Options Team)
14.02.18	Repton	Thank you so much for your help and support. We couldn't have done it without you. The house is beautiful.	Housing Services (Housing Options Team)
14.02.18	Hatton	Thank you so much for all your support and work to find us our new home. It's been a long road but everything you've done has been amazing.	Housing Services (Housing Options Team)
15.02.18	Linton	Thank you all!	Housing Services (Responsive Repairs)

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15.02.18	Midway	Love it!	Housing Services (Housing lettings and sign up (New Home Survey))
16.02.18	Newhall	Excellent.	Housing Services (Responsive Repairs)
16.02.18	Netherseal	The gentleman who did the plastering was neat and tidy in his work so more than pleased, work not completed yet as waiting for someone else to put plastic infill around door, so very satisfied.	Housing Services (Responsive Repairs)
18.02.18	Swadlincote	Housing Services were really great and very helpful. Everything was completed quickly. Very happy with the service.	Housing Services (Homeless Team)
19.02.18	Newhall	Very, very good, thank you.	Housing Services (Responsive Repairs)
19.02.18	Midway	He was brill, keep him on.	Housing Services (Responsive Repairs)
19.02.18	Hilton	I rang at 7.15 & fixed by 8.30.	Housing Services (Responsive Repairs)
19.02.18	Newhall	Very good.	Housing Services (Responsive Repairs)
19.02.18	Newhall	Everyone at the Council is so helpful. I can't thank you enough, would score a million out of 10!	Housing Services (Housing lettings and sign up (New Homes Survey))
19.02.18	Swadlincote	Very happy overall.	Housing Services (Housing Lettings and sign up (New Home Survey))
20.02.18	Hartshorne	Thank you.	Housing Services (Responsive Repairs)
22.02.18	Findern	Cannot complain about a thing work wise, people's attitude great.	Housing Services (Responsive Repairs)
22.02.18	Linton	Thank you all.	Housing Services (Responsive Repairs)
22.02.18	Shardlow	Pleasant & efficient.	Housing Services (Responsive Repairs)
22.02.18	Overseal	No complaints at all.	Housing Services

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			(Responsive Repairs)
22.02.18	Newhall	Electricians were very good and professional, unfortunately they could not complete works due to having to wait for kitchen contractors. Overall very pleased.	Housing Services (Improvements Team (Re-wire))
23.02.18	Overseal	Excellent, very polite pleasant man.	Housing Services (Responsive Repairs)
26.02.18	Swadlincote	Cannot fault the Housing Team. Housing Team were really helpful.	Housing Services (Housing Options Team)
26.02.18	Church Gresley	A very well-mannered young man and very helpful.	Housing Services (Responsive Repairs)
26.02.18	Hartshorne	Great job, completed same day, thank you.	Housing Services (Responsive Repairs)
26.02.18	Repton	Very good.	Housing Services (Responsive Repairs)
01.03.18	Church Gresley	Our refuse collection team (bin men) have just been, they deserve a medal, well done refuse department.	Waste & Cleansing
01.03.18	Linton	Just to say a big thank you to both of the crews who collected our recycling waste today (01.03.18) in such atrocious weather. We're very grateful for what you do.	Waste & Cleansing
06.03.18	Swadlincote	Congratulations for a great job (re missed black bin due to snow on 2 <sup>nd</sup> March).	Waste & Cleansing
07.03.18	Hilton	The officer went above and beyond, she kept in constant contact.	Housing Services (Housing Options Team)
07.03.18	Swadlincote	Housing Team were really helpful, cannot fault the Housing Team.	Housing Services (Housing Options Team)
07.03.18	Swadlincote	Service was really great and very helpful. Everything was completed quickly. Very happy with the service.	Housing Services (Homeless Team)
07.03.18	Newhall	Absolutely brilliant service. The officer who dealt with the case was lovely and helped all the way.	Housing Services (Homeless Team)
08.03.18	Bretby	Thanks and compliments to the team who litter picked Geary Lane, Bretby – it was a joy to drive down the road today and all the litter and snow had gone!	Waste & Cleansing
09.03.18	Midway	Everyone has been helpful.	Housing Services (Housing Lettings & sign up (New Home Survey))
12.03.18	Castle Gresley	After making a recent complaint about a light pollution issue, I would like to thank	Environmental Services

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		you on the process from start to completion. You stayed in contact with me with updates of the action and progress that was being made with a successful conclusion. This made me feel included in the action you took especially because of the communications at every stage. Thank you so much it was made to feel a quite simple procedure for you but a good night's sleep for our family is priceless, so thanks again to your team.	
13.03.18	Swadlincote	Extremely grateful to the Council officer who, whilst conducting his litter picking duties, found some of their personal documents which they had lost. His kindness in ensuring their safe return is to be commended.	Environmental Services
16.03.18	Midway	Very happy.	Housing Services (Housing Lettings & sign up (New Home Survey))
20.03.18	Repton	Many thanks for removing the waste dumped at the end of Sales Lane. Your team are very courteous and left a good clean site.	Environmental Services
29.03.18	Coton in the Elms	I live in Coton in the Elms and ride horses around the local area and I would be grateful if you could pass on my thanks to the drivers and operatives who operate the refuse collection service in our area. They always slow right down or stop when approaching horses and with a smile. Perfect and much appreciated.	Waste & Cleansing
March 18	Midway	Yes I am very pleased with the work that was done and the workman was very friendly, greatly appreciated.	Housing Services (Responsive Repairs)
March 18	Ticknall	Very pleased with the work done, many thanks.	Housing Services (Responsive Repairs)
March 18	Midway	The young man (contractor) was very polite and once the job was sorted, he came back and explained things to me.	Housing Services (Responsive Repairs)
March 18	Newhall	Excellent service, very friendly and informative, thank you.	Housing Services (Responsive Repairs)
March 18	Hilton	Spot on, very good service.	Housing Services (Responsive Repairs)
March 18	Swadlincote	A very good workman, thank you.	Housing Services (Responsive Repairs)
March 18	Newhall	Very pleased to have my sink thawed out and so soon after reporting it, thank you very much.	Housing Services (Responsive Repairs)
March 18	Shardlow	Very pleased with the speed that the job was done, thank you.	Housing Services

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			(Responsive Repairs)
March 18	Melbourne	Excellent, well-mannered and clean.	Housing Services (Responsive Repairs)
March 18	Castle Gresley	Very satisfied indeed, very quick work rate.	Housing Services (Responsive Repairs)
March 18	Melbourne	The tradesman is a credit to the Council.	Housing Services (Responsive Repairs)
March 18	Church Gresley	A very polite tradesman, considerate and tidy. They had been very busy that day with cold weather, burst pipes.	Housing Services (Responsive Repairs)
March 18	Etwall	The man who did the work was 10/10	Housing Services (Responsive Repairs)
March 18	Midway	Quick, efficient and polite man.	Housing Services (Responsive Repairs)
March 18	Repton	I am happy with the Council	Housing Services (Responsive Repairs)
March 18	Willington	Very pleasant young man.	Housing Services (Responsive Repairs)
March 18	Swadlincote	Gentleman that came to the do the job was very pleasant, very helpful under the circumstances of the weather. Well done.	Housing Services (Responsive Repairs)
March 18	Swadlincote	Very helpful.	Housing Services (Responsive Repairs)
March 18	Swadlincote	As usual you provided a first class service that you can be proud of.	Housing Services (Responsive Repairs)
March 18	Melbourne	Didn't know they were coming as it was an outside job, not necessary, reported it one day and done the following day, excellent.	Housing Services (Responsive Repairs)
March 18	Newhall	Very pleased, thank you very much.	Housing Services (Responsive Repairs)
March 18	Linton	Came within 3 hours to fix burst pipe in outside toilet, polite guy and job well done.	Housing Services (Responsive Repairs)
March 18	Swadlincote	I was out when the work was carried out, an extremely professional job, the step has renewed my confidence and I will avoid another fall, well done.	Housing Services (Responsive Repairs)
March 18	Hartshorne	Very polite workman, job done fast with no mess, great job, thanks.	Housing Services (Responsive Repairs)

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March 18	Midway	The plumber was great (emergency call out) but he located the problem (boiler) and sorted the issue and stopped the leak. Thank you.	Housing Services (Responsive Repairs)
March 18	Newhall	Amazing service, thank you all.	Housing Services (Responsive Repairs)
March 18	Hartshorne	Tradesmen very polite and excellent tradesmen, very good man.	Housing Services (Responsive Repairs)
March 18	Church Gresley	Plumber did a very good job and time taken very quick indeed.	Housing Services (Responsive Repairs)
March 18	Melbourne	Very, very good.	Housing Services (Responsive Repairs)
March 18	Midway	Very happy with the service and courtesy of the worker.	Housing Services (Responsive Repairs)

## Complaints

Date	Ref No	Ward	Subject	Division	Resultant Action Taken
09.10.17	821	Hartshorne	Repairs and maintenance	Housing Services	None. The response to the complaint from the Council reinforced a previous communication with the tenant.
16.10.17	822	Midway	Housing Benefit claim	Customer Services	None
19.10.17	823	Swadlincote	Cleanliness & lack of heating in the sports hall and maintenance issues in changing rooms at Green Bank Leisure Centre	Community Services	Email address is not valid, no other contact details supplied, so cannot liaise with complainant.
19.10.17	824	Newhall & Stanton	No gas supply at property	Housing Services	None
19.10.17	825	Willington	Repairs in bathroom and contact with Council	Housing Services	Complainant has claimed unfair treatment because of disability, this is not the case. He went privately to a contractor which he is unhappy with and wants the Council to resolve

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					despite being told we would not do so at the outset.
23.10.17	826	Melbourne	Park tree overhanging garden	Community Services	Added to winter tree works list
23.10.17	827	Seales	Overgrown hedges in council properties	Housing Services	Housing team to ensure they follow up an initial complaint in a timely manner and feedback to the complainant to prevent repeated requests for action.
30.10.17	828	Midway	Problem neighbour	Housing Services	We informed the tenant that if any future incidents occur to contact the Council or the Police. We also gave the complainant advice on moving if that was an option for them.
08.11.17	829	Melbourne	Housing repairs – problems with the boiler	Housing Services	None – The frequency of breakdowns of heating is being monitored and boilers beyond economic repair are replaced.
13.11.17	830	Church Gresley	Lack of Council funding for the road closure of Church Street for Remembrance Day march on 12.11.17 and no Council Member present at the ceremony	Community Services	N/A
14.11.17	831	Swadlincote	Repair of pavements near Green Bank Leisure Centre	Corporate Services	The highlighted area as being a concern was repaired.
20.11.17	832	Hilton	Timescale involved in the Right to Buy purchase	Legal & Democratic Services	N/A
21.11.17	833	Seales	Planning Application 9/2017/0747	Planning/Legal and Democratic Services	
24.11.17	834	Linton	Rude and intimidating behavior by refuse staff	Environmental Services	Agency driver no longer used by SDDC. Regular crew reminded of Employee Code of Conduct.
04.12.17	835	Stenson	Planning issues – Community Centre, Stenson Fields	Planning Services	Not applicable
06.12.17	836	Stenson	Refuse collection service	Environmental Services	Employees reminded of need to be courteous.

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07.12.17	837	Newhall & Stanton	Council Tax payments and charges	Customer Services	Normal process followed. Recovery legislation and processes reviewed for non-Debt Recovery Staff.
18.12.17	838	Newhall & Stanton	Taxi Firm	Legal & Democratic Services (Licensing)	N/A
18.12.17	839	n/a	Refuse Department	Environmental Services	None.
15.12.17	840	Newhall & Stanton	Complaint regarding member of Customer Services staff and Housing Benefit Overpayment	Customer Services	Further developments subject to claimant response.
02.01.18	841	Melbourne	Licensed premises in Melbourne	Legal & Democratic Services (Licensing)	N/A
02.01.18	842	Melbourne	Behaviour of tenant and Housing Officer	Housing Services	Recommendation to record lower level nuisance – referral to be made to Business Support IT Project Group for creation of monitoring system.
03.01.18	843	Newhall & Stanton	Council tax demand	Customer Services (Recovery)	Re-iteration to staff of actions necessary around change of owner addresses and following up action promised by third party agents acting on behalf of SDDC.
08.01.18	844	Church Gresley	Refuse collection service	Environmental Services	Improved briefings for teams regarding missed collections.
09.01.18	845	Church Gresley	Van driver on mobile phone whilst driving	Housing Services	The matter is still to be investigated.
10.01.18	846	Hilton	Refuse/recycling collections	Environmental Services	None – however, discussions are taking place to look at alternative options.
15.01.18	847	Newhall & Stanton	Non collection of waste bins	Environmental Services	Reminder to new crew re following route sheet.
16.01.18	848	Aston	Waste collections	Environmental Services	Withdrawn
16.01.18	849	Church Gresley	Complaint regarding member of housing staff	Housing Services	Reflective practice brought into Team Meetings as part of case management.

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18.01.18	850	Seales	Waste collections	Environmental Services	None
22.01.18	851	Aston on Trent	Change of use from field to garden	Planning Services	N/A
23.01.18	852	Repton	Repairs to roof	Housing Services	The work was issued to a Contractor who had attempted to gain access by prior telephone call but had not got through. The contractor did not use other means to make contact nor did they alert the Council. The Contractor has been urged to use all means necessary to gain access and to alert the Council if there are prolonged access issues.
06.02.18	853	Woodville	Accuracy of information being discussed at committee on 06.02.18 re planning application 9/2017/1184	Legal & Democratic Services	N/A
06.02.18	854	Etwall	Non collection of green recycling bin	Environmental Services	None.
07.02.18	855	Woodville	Complaint about process resulting in TPO being placed on an agricultural boundary hedge	Planning/Legal & Democratic Services	N/A
09.02.18	856	Swadlincote	Application for street collection	Legal & Democratic Services	Not resolved - ongoing
15.02.18	857	Linton	Recycled Refuse Collection & Provision of dog waste bins	Environmental Services	None.
16.02.18	858	Newhall & Stanton	Repairs to property	Housing Services	There are a number of longer term system improvements that will resolve the issues of recording repair requests and flagging those that haven't been completed on time. Scheduled to be implemented in late summer 2018.
20.02.18	859	Linton	Car parking provision at Patrick Close, Linton	Housing Services	There are no plans to create extra parking, the service provided was in line with Council complaints procedures therefore no action taken.

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26.02.18	860	Aston on Trent	Non collection of waste bin	Environmental Services	Systems implemented to ensure when crews assist regular crews they are made aware of pull outs.
26.02.18	861	Midway	Planning Application Ref 9/2017/1095 Grant of Planning Permission – 13 December 2017	Planning Services	N/A
02.03.18	862	Aston on Trent	Council Tax & Data Protection issues	Customer Services & Data Protection Officer	None
06.03.18	863	Aston on Trent	Planning Application 9/2018/006	Planning Services	None
16.03.18	864	Aston on Trent	Litter on street on Snelsmoor Lane, just off London Road, Boulton Moor	Environmental Services	Work was already programmed.
19.03.18	865	Stenson	Council Tax	Customer Services	Improved monitoring of cases where no action taken on recovery
19.03.18	866	Stenson Fields	Litter on street on road connecting Stenson Fields to Stenson Road	Environmental Services	Litter pick of area arranged.
19.03.18	867	Church Gresley	Rubbish in the streets	Environmental Services	Site visit, agreed some areas would be litter picked.
21.03.18	868	Hatton	Burial plots	Community Services	None taken. Correct policy and procedure followed.
23.03.18	869	Linton	Missed refuse collections	Environmental Services	Property put on monitoring for four weeks.
26.03.18	870	Church Gresley	Issues with Assisted Refuse Collection	Environmental Services	Property put on monitoring for four weeks.
27.03.18	871	Overseal	Leaking guttering from adjoining council property	Housing Services	Deal with complaints from the initial stage and not let it stretch out.

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Ref No		Dept	Details	Received	Reply Due	Reply Sent	Exemption/ action
1718-314	C	Customer Services	Credit balances (Business Rates)	02.10.17	30.10.17	09.10.17	
1718-316	I	Customer Services	List of businesses responsible for business rates	02.10.17	30.10.17	09.10.17	
1718-317	I	Economic Development	Name of manager for licences for market traders	03.10.17	31.10.17	04.10.17	
1718-318	C	Environmental Services	Penalty Notices for Littering	03.10.17	31.10.17	10.10.17	
1718-319	C	Finance Services	Budgeting & Forecasting Systems	03.10.17	31.10.17	20.10.17	
1718-320	O	Housing Services	Temporary Accommodation	05.10.17	02.11.17	06.10.17	
1718-321	I	Customer Services	Council Tax Reduction or Relief	05.10.17	02.11.17	13.10.17	
1718-322	W	Derbyshire County Council	Parking Charge Notices	05.10.17	02.11.17	06.10.17	
1718-323	I	IT Services	IT Service Management Trends	06.10.17	03.11.17	23.10.17	
1718-324	C	Customer Services	Credit List	09.10.17	06.11.17	09.10.17	
1718-325	C	Customer Services	Credit Balances	09.10.17	06.11.17	09.10.17	
1718-326	W	Customer Services	Complete Non Residential/Business Property Rates Data I4 2017	09.10.17	06.11.17	09.10.17	
1718-327	C	I.T Services	Cyber attacks and cyber security	09.10.17	06.11.17	09.11.17	
1718-328	I	Housing Services	Private Rented Sector Offer	10.10.17	07.11.17	11.10.17	
1718-329	I	Environmental Services	Contact details for manager responsible for garden waste and bulky waste collections	10.10.17	07.11.17	10.10.17	
1718-330	C	Procurement Services	Supplier contracts	10.10.17	07.11.17	31.10.17	

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1718-331	I	Housing Services	Council's statutory homeless duty	11.10.17	08.11.17	11.10.17	
1718-332	I	Derbyshire County Council	Donations to schools	11.10.17	08.11.17	11.10.17	
1718-333	C	Environmental Services	Air Pollution Control Permits/Contaminated Land	11.10.17	08.11.17	13.10.17	
1718-334	C	Housing Services	Social Housing stock without cavity wall or loft insulation	13.10.17	10.11.17	03.11.17	
1718-335	C	Housing Services	Refunds for excessive water and sewerage charges	13.10.17	10.11.17	23.10.17	
1718-336	I	Finance Services	Commissioned Services	16.10.17	13.11.17	Closed	02.11.17 – clarification requested. Not received - closed
1718-337	C	Housing Services	Housing related services	17.10.17	14.11.17	08.11.17	
1718-338	I	Environmental Services	Welfare Funerals	18.10.17	15.11.17	20.10.17	Exempt under Section 31(1)(a)
1718-339	O	Organisational Development	Apprenticeships	18.10.17	15.11.17	18.10.17	
1718-340	C	Environmental Services	Abandoned vehicles	18.10.17	15.11.17	30.10.17	
1718-341	C	Procurement Services	Tender opening	18.10.17	15.11.17	31.10.17	
1718-342	I	Planning Services	Planning applications submitted which have been EIA compliant	19.10.17	16.11.17	07.11.17	
1718-343	I	Planning Services	Planning applications submitted after 01.10.13 where no decision made within 26 weeks	19.10.17	16.11.17		

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1718-344	W	Derbyshire County Council	Cheque book schools	20.10.17	17.11.17	20.10.17	
1718-345	C	Finance Services	Spending Data	20.10.17	17.11.17	20.10.17	
1718-346	C	Customer Services	Business Rates	20.10.17	17.11.17	30.10.17	
1718-347	I	Accounts & Procurement Services	Account & Procurement queries	23.10.17	20.11.17	16.11.17	
1718-348	M	Environmental Services	Noisy Sex Complaints & Convictions	23.10.17	20.11.17	30.10.17	
1718-349	C	Customer Services	Unclaimed business rates credit balances	23.10.17	20.11.17	30.10.17	
1718-350	C	Environmental Services	Abandoned Vehicles	23.10.17	20.11.17	10.11.17	
1718-351	I	Communications/ Organisational Development	Press office/media department queries – headcount, structure chart & job descriptions, etc	23.10.17	20.11.17	08.11.17	
1718-352	I	I.T Services	Workflow tools to digitize scanned documents	24.10.17	21.11.17	23.11.17	
1718-353	I	Environmental Services	Fines levied on letting agents for breaches of the Consumer Rights Act 2015	24.10.17	21.11.17	30.10.17	
1718-354	C	Housing Services	Tenant complaints, units of housing and waiting list for council houses	24.10.17	21.11.17	14.11.17	
1718-355	I	Customer Services	Business and charities newly liable for business rates	24.10.17	21.11.17	30.10.17	
1718-356	C	Organisational Devpt	Apprenticeships	24.10.17	21.11.17	06.11.17	
1718-357	I	Corporate Services	GDPR	25.10.17	22.11.17	27.10.17	

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1718-358	C	Customer Services	Business Rates Credits	25.10.17	22.11.17	30.10.17	
1718-359	I	Housing Services	Modern Slavery	25.10.17	22.11.17	16.11.17	
1718-360	C	Corporate Services	Construction and Maintenance Contracts	27.10.17	24.11.17	30.10.17	
1718-361	C	Environmental Services	Public Health Funerals	30.10.17	27.11.17	03.11.17	
1718-362	M	Financial Services	Artwork Purchases	30.10.17	27.11.17	09.11.17	
1718-363	I	Derbyshire County Council	Number of refugees in the region	30.10.17	27.11.17	30.10.17	
1718-364	M	Community Services	Council Grants	31.10.17	28.11.17	31.10.17	
1718-365	C	Customer Services	Credit balances on business rates accounts	01.11.17	29.11.17	09.11.17	
1718-366	C	Planning Services	Self-build and Custom Housebuilding	01.11.17	29.11.17	02.11.17	
1718-367	M	Environmental Services	Sampling Data	01.11.17	29.11.17	03.11.17	
1718-368	I	Environmental Services	Welfare Funerals	01.11.17	29.11.17	06.11.17	
1718-369	I	Planning Services	Details of complaints regarding holiday cabin accommodation	02.11.17	30.11.17	01.12.17	
1718-370	I	IT Services	Cloud Computing	02.11.17	30.11.17	05.12.17	
1718-371	I	Community Services	CCTV	03.11.17	01.12.17	06.11.17	
1718-372	C	Derbyshire County Council	Social Care Agency Staff	03.11.17	01.12.17	03.11.17	

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1718-373	C	Not SDDC	Hydrogeological investigation, Barton Quarry, Nr Barton under Needwood	03.11.17	01.12.17	03.11.17 Add info Sent 17.11.17	
1718-374	C	Corporate/ Finance	Leased or owned pool cars	03.11.17	01.12.17	22.11.17	
1718-375	M	Communication Services	Software use for press enquiries, storage, and political interactions	06.11.17	04.12.17	07.11.17	
1718-376	W	Licensing Services	S167 List of Accessible Taxis updated after 6 months	06.11.17	04.12.17	16.11.17	
1718-377	C	Customer Services	Business Rates	06.11.17	04.12.17	09.11.17	
1718-378	C	Housing Services	Right to Buy Homes	06.11.17	04.12.17	07.11.17	
1718-379	O	Property Services	Vacant Commercial Properties	06.11.17	04.12.17	Closed	No clarification received
1718-380	C	Derbyshire County Council	Disability equipment for children	07.11.17	05.12.17	07.11.17	
1718-381	M	Legal and Democratic Services	Electorate by Individual Ward	07.11.17	05.12.17	01.12.17	
1718-382	C	Community Services	Christmas lights switch on	07.11.17	05.12.17	08.11.17	
1718-383	I	IT Services	Incoming constituent communication software	08.11.17	06.12.17	04.12.17	
1718-384	I	Environmental Services	Public health funerals	08.11.17	06.12.17	09.11.17	
1718-385	M	Housing Services	Numbers of young children in temporary accommodation	08.11.17	06.12.17	09.11.17	

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1718-386	I	Derbyshire County Council	Detached Youth Work	09.11.17	07.12.17	09.11.17	
1718-387	W	Environmental Services	Neighbourhood Warden's Code of Conduct	10.11.17	08.12.17	10.11.17	
1718-388	I	Planning Services	Privately owned residential tower blocks	13.11.17	11.12.17	13.11.17	
1718-389	I	Planning Services	Request on Gunby Farm	13.11.17	11.12.17	11.12.17	
1718-390	I	Corporate & DCC	Names & Addresses of Officers	14.11.17	12.12.17	14.11.17	
1718-391	C	Communications	Bidding for public sector contracts	14.11.17	12.12.17	16.11.17	
1718-392	M	Organisational Development	Sexual harassment	14.11.17	12.12.17	21.12.17	
1718-393	M	Housing Services	Demolition & Sales of Social Housing	15.11.17	13.12.17	17.11.17	
1718-394	I	Customer Services	Business Rates	16.11.17	14.12.17	16.11.17	
1718-395	M	Housing Services	Cost of temporary accommodation	17.11.17	15.12.17	11.12.17	
1718-396	C	Organisational Development	Senior/Executive Recruitment	17.11.17	15.12.17	21.12.17	
1718-397	I	Customer Services	Business Rates	17.11.17	15.12.17	22.11.17	Exempt under Section 31(1)(a)
1718-398	I	Environmental Services	Stray Dogs	17.11.17	15.12.17	22.11.17	
1718-399	O	Derbyshire County Council	Employment support for disabled people and people with learning disabilities	17.11.17	15.12.17	17.11.17	
1718-400	C	Derbyshire County Council	LED Street Lighting Contact Details	17.11.17	15.12.17	17.11.17	

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1718-401	C	Customer Services	Business Rates Credit Balances	17.11.17	15.12.17	22.11.17	Exempt under Section 31(1)(a)
1718-402	O	Customer & Environmental Services	Vacant Homes	17.11.17	15.12.17	23.11.17	
1718-403	I	Derbyshire County Council	Forced Marriage	20.11.17	18.12.17	20.11.17	
1718-404	I	Housing Services/Environment	Housing Complaints	20.11.17	18.12.17	22.11.17	
1718-405	P	Housing Services	Homelessness	20.11.17	18.12.17	04.12.17	
1718-406	I	Procurement	Emmaus contracts	21.11.17	19.12.17	04.12.17	
1718-407	C	Planning Services	Planning applications where development is to start between 2015-2020	22.11.17	20.12.17	04.12.17	
1718-408	I	IT Services	IT Procurement & IT Estate	22.11.17	20.12.17	04.12.17	
1718-409	I	Legal & Democratic Services	Vehicles registered as a hackney carriage	22.11.17	20.12.17	12.12.17	
1718-410	C	Procurement & Housing Services	List of Council's suppliers & contractors	24.11.17	22.12.17	11.12.17	
1718-411	I	IT Services	Operating Systems	24.11.17	22.12.17	23.01.18	
1718-412	I	Derbyshire County Council	Parking Tickets	27.11.17	02.01.18	27.11.17	
1718-413	M	Legal & Democratic Services	Complaints of alleged sexual harassment/abuse by a Councillor of the authority rec'd between 01.01.14-27.11.17	27.11.17	02.01.18	28.11.17	

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1718-414	C	Environmental Services/Community Services	Council CCTV Cars	28.11.17	03.01.18	28.11.17	
1718-415	I	Customer Services	Council Tax Reduction or Relief	28.11.17	03.01.18	06.12.17	
1718-416	C	Corporate Services	Contact Check	28.11.17	03.01.18	28.11.17	
1718-417	MP	Planning Services	Self-Build and Custom Housebuilding Act 2015 (as amended)	28.11.17	03.01.18	14.12.17	
1718-418	I	Housing Services	Social Housing Waiting Lists	28.11.17	03.01.18	19.12.17	
1718-419	N	Community Services, Environmental Services, Financial Services	Spend on disposable plastic cutlery and cups	28.11.17	03.01.18		
1718-420	I	Customer Services	Housing Benefit questions	30.11.17	05.01.18	18.12.17	
1718-421	M	Environmental Services	Waste Data Flow	01.12.17	08.01.18	22.12.17	
1718-422	C	Customer Services	Credit Balances (Business Rates Accounts)	01.12.17	08.01.17	01.12.17	Exempt under Section 31(1)(a)
1718-423	C	Env Services, Customer Services, Property Services, Legal & Dem Services	Enforcement/Debt Collection Contracts for Parking Fines, Council Tax, Business Rates, Commercial Rents, High Court Writ	01.12.17	08.01.18	08.01.18	

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1718-424	I	Environmental Services	Welfare Funerals	01.12.17	08.01.18	04.12.17	
1718-425	I	Property Services	Commercial Property Investments	04.12.17	09.01.18	04.12.17	
1718-426	I	Housing Services	Homelessness Reduction Act	04.12.17	09.01.18	05.12.17	
1718-427	C	Corporate Resources, Organisational Dev & Financial Services	Council structure, procurement structure and recruitment spend for senior & executive recruitment services	04.12.17	09.01.18	20.12.17	
1718-428	I	Derby City Council	Highways Act 1980 (as amended) Sect.38	05.12.17	10.01.18	05.12.17	
1718-429	I	Customer Services	NDR from 15.11.17 - 30.11.17	05.12.17	10.01.18	06.12.17	
1718-430	M	Legal & Democratic Services	Sexual Harassment complaints	05.12.17	10.01.18	05.01.18	
1718-431	C	Environmental Services	LCV Fleet	06.12.17	11.01.18	18.12.17	
1718-432	C	Derbyshire County Council	Looked After Children (LAC) Care Teams	06.12.17	11.01.18	06.12.17	
1718-433	C	Economic Development	Event Equipment Hire	06.12.17	11.01.18	08.12.17	
1718-434	I	Customer Services	Commercial properties, rateable values, reliefs	07.12.17	12.01.18	08.01.18	
1718-435	C	Customer Services	Business Rates accounts	07.12.17	12.01.18	08.01.18	
1718-436	I	Derbyshire County Council	School or colleges which have hosted talks to pupils by Narconon	07.12.17	12.01.18	07.12.17	

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1718-437	I	Derbyshire County Council	DoLS – Extra Funding	08.12.17	15.01.18	08.12.17	
1718-438	I	Customer Services	Business Rates	08.12.17	15.01.18	08.01.18	Exempt under Section 31(1)(a)
1718-439	I	I.T & Organisational Development	Employee Count and Scanners	11.12.17	16.01.18	23.01.18	
1718-440	C	Planning Services	Governments Published Standards	11.12.17	16.01.18	05.01.18	
1718-441	I	I.T Services	IT Users & Devices	12.12.17	17.01.18	23.01.18	
1718-442	I	Environmental Services	Waste Operations	13.12.17	18.01.18	14.12.17	
1718-443	C	Property Services	Local Government Estates Strategy	13.12.17	18.01.18	14.12.17	
1718-444	C	Customer Services	Council Tax payment methods and charges	14.12.17	19.01.18	14.12.17	
1718-445	I	Corporate Resources	FOIs, SARs, EIRs etc	14.12.17	19.01.18	09.01.18	
1718-446	M	Legal & Democratic Services	Taxi/PH Licences	14.12.17	19.01.18	18.12.17	
1718-447	M	Customer Services	Bailiff spending	18.12.17	23.01.18	21.12.17	
1718-448	C	Derbyshire County Council	s75 of the National Health Services Act	18.12.17	23.01.18	18.12.17	
1718-449	I	Property Services	Your energy supply	19.12.17	24.01.18	09.01.18	

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1718-450	C	Customer Services	Business Rates Relief Schemes	19.12.17	24.01.18	21.12.17	
1718-451	C	Customer Services	NNDR accounts with credit balances	21.12.17	26.01.18	22.12.17	Exempt under Section 31(1)(a)
1718-452	I	IT Services	Telephony & Networks	22.12.17	29.01.18	06.02.18	
1718-453	I	Customer Services	Business Rates	22.12.17	29.01.18	08.01.18	
1718-454	MP	Housing Services/ Finance Services	Domestic Violence Refuges	02.01.18	30.01.18	18.01.18	
1718-455	C	Customer Services	Credits held on business rates accounts	02.01.18	30.01.18	03.01.18 Clarification sent: 31.01.18	Exempt under Section 31(1)(a)
1718-456	I	Derbyshire County Council	Safety issues in coach based school transportation	02.01.18	30.01.18	02.01.18	
1718-457	C	Customer Services	Credit Balances (Business Rates Accounts)	02.01.18	30.01.18	03.01.18	Exempt under Section 31(1)(a)
1718-458	C	Customer Services	Unclaimed business rate credit balances	02.01.18	30.01.18	03.01.18	Exempt under Section 31(1)(a)
1718-459	M	Organisational Development	Council employees made redundant	02.01.18	30.01.18	04.01.18	

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1718-460	M	Organisational Development/Finance Services	Council spend on agency staff	02.01.18	30.01.18	10.01.18	
1718-461	C	Derbyshire County Council	Penalty Charge Notices	03.01.18	31.01.18	03.01.18	
1718-462	I	Housing Services	Homeless reconnection	03.01.18	31.01.18	03.01.18	
1718-463	C	Derbyshire County Council	Blue Badge Approvals	03.01.18	31.01.18	03.01.18	
1718-464	I	Housing Services	Housing Associations – Council nominations for accommodation	03.01.18	31.01.18	04.01.18	
1718-465	C	Environmental Services	Compulsory microchipping of dogs	03.01.18	31.01.18	03.01.18	
1718-466	O	Planning Services	S.106 agreement questions	03.01.18	31.01.18	05.01.18	
1718-467	I	Organisational Development	Structure chart for the Council	04.01.18	01.02.18	04.01.18	
1718-468	I	Planning Services	Housing Delivery Test	05.01.18	02.02.18	05.02.18	
1718-469	M	Legal & Democratic Services	Sex Establishment Licences	05.01.18	02.02.18	09.01.18	
1718-470	I	Derbyshire County Council	Christmas Day Parking Fines	05.01.18	02.02.18	05.01.18	
1718-471	M	Housing Services	Bed & Breakfast Accommodation	05.01.18	02.02.18	18.01.18	
1718-472	C	Housing Services	Disabled Facilities Grants	05.01.18	02.02.18	02.02.18	
1718-473	I	Environmental Services	Contaminated Land Register	08.01.18	05.02.18	08.01.18	
1718-474	W	Environmental Services	Use of Body Worn Video	08.01.18	05.02.18	08.01.18	

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1718-475	I	Housing Services	Homeless Hostels Beds	08.01.18	05.02.18	18.01.18	
1718-476	I	Legal & Democratic Services	Dangerous Animal Licences	08.01.18	05.02.18	09.01.18	
1718-477	C	Customer Services	Credit List Request – Council Tax	08.01.18	05.02.18	16.01.18	Exempt under Section 31(1)(a)
1718-478	C	Customer Services	Credit List Request - Business Rates	09.01.18	06.02.18	09.01.18	Exempt under Section 31(1)(a)
1718-479	I	Derbyshire County Council	Library books	10.01.18	07.02.18	10.01.18	
1718-480	I	IT Services	Mobile Phones	10.01.18	07.02.18	21.02.18	
1718-481	C	Housing Services	Housing Management Software	09.01.18	06.02.18	11.01.18	
1718-482	I	Environmental Services	Private landlords	11.01.18	08.02.18	29.01.18	
1718-483	W	Customer Services	Complete Non-Residential/Business Property Rates Data	11.01.18	08.02.18	15.01.18	
1718-484	C	Housing Services	Homeless Young People	11.01.18	08.02.18	29.01.18	
1718-485	O	Legal & Democratic Services	Housing Allocation Policy – which Committee & cycle of meetings	11.01.18	08.02.18	31.01.18	
1718-486	I	Customer Services	Business Rates	12.01.18	09.02.18	15.01.18	
1718-487	I	IT Services	Data & Cyber Security	15.01.18	12.02.18	08.03.18	
1718-488	I	Environmental Health	Welfare Funerals	15.01.18	12.02.18	15.01.18	

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1718-489	C	Property Services	Unoccupied Council Buildings	15.01.18	12.02.18	05.02.18	
1718-490	M	Customer Services	Housing Benefit for Corporate Landlords	15.01.18	12.02.18	16.01.18	
1718-491	W	Environmental Services	Fleet & Maintenance of Vehicles	15.01.18	12.02.18	16.01.18	
1718-492	C	Customer Services	Business Rates	16.01.18	13.02.18	16.01.18	
1718-493	C	Environmental Services	Food hygiene inspections/Health & Safety inspections	17.01.18	14.02.18	22.01.18	
1718-494	C	Planning Services	Village Care Centre, Richmond Care Villages Holding Ltd	17.01.18	14.02.18	09.02.18	
1718-495	C	Customer Services	Business Rates Accounts in credit	18.01.18	15.02.18	29.01.18	Exempt under Section 31(1)(a)
1718-496	C	Housing Services	Local Housing Company	18.01.18	15.02.18	18.01.18	
1718-497	I	Customer Services	NNDR accounts in credit	18.01.18	15.02.18	24.01.18	Exempt under Section 31(1)(a)
1718-498	C	Planning Services	Use of Section 203 of the Housing and Planning Act 2016	19.01.18	16.02.18	13.02.18	
1718-499	I	Environmental Services	Shisha cafe numbers & enforcement action	22.01.18	19.02.18	22.01.18	
1718-500	C	Customer Services	Business Rates	22.01.18	19.02.18	24.01.18	Exempt under Section 31(1)(a)

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1718-501	C	Derbyshire County Council	Term time holiday fines	22.01.18	19.02.18	22.01.18	
1718-502	O	Community Services	Non payment of FPNs issued under ASB, Crime & Policing Act ASB measures	22.01.18	19.02.18	26.01.18	
1718-503	I	Customer Services/ Communications	Customer Contact	23.01.18	20.02.18	31.01.18	
1718-504	W	Housing Services	Evictions and out of area rehousing of council tenants affected by welfare reform	23.01.18	20.02.18	09.02.18	
1718-505	I	Derbyshire County Council	Direct payment recipients	24.01.18	21.02.18	24.01.18	
1718-506	I	Customer Services	Commercial Properties	24.01.18	21.02.18	31.01.18	
1718-507	O	Planning Services	Telecommunications Masts	24.01.18	21.02.18	25.01.18	
1718-508	O	Property Services	Energy Supply	24.01.18	21.02.18	31.01.18	
1718-509	O	Environmental Services	Pest Control Services	25.01.18	22.02.18	13.02.18	
1718-510	I	Communications	Social Media	25.01.18	22.02.18	26.01.18	
1718-511	I	Environmental Services	Food hygiene/safety inspection report of the Buckley Bakehouse, Swadlincote	25.01.18	22.02.18	15.02.18	
1718-512	I	Cultural Services	Hiring of celebrities	25.01.18	22.02.18	26.01.18	
1718-513	C	Housing Services	List of subcontractors, suppliers, consultants and telephone numbers involved in Housing Improvement Framework	25.01.18	22.02.18	13.02.18	
1718-514	C	Derbyshire County Council	Deputyship Teams	25.01.18	22.02.18	25.01.18	

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1718-515	N	Derbyshire County Council	S74 fines for utility works that overrun	26.01.18	23.02.18	26.01.18	
1718-516	C	Finance Services	Financial Resilience Review from CIPFA	29.01.18	26.02.18	31.01.18	
1718-517	I	Planning Services	Number of D1 planning applications received in last 5 years	29.01.18	26.02.18	06.03.19	
1718-518	I	Housing Services	Illegal subletting	29.01.18	26.02.18	05.02.18	
1718-519	W	Planning Services	Information related to land at Heathtop re; 9/2017/1082	29.01.18	26.02.18	06.03.19	
1718-520	I	Environmental Services	Contact details for manager of the team responsible for the Council's licensing of Houses in Multiple Occupation	29.01.18	26.02.18	29.01.18	
1718-521	C	Derbyshire County Council	Good Friday and Easter Monday parking fines	29.01.18	26.02.18	30.01.18	
1718-522	I	Communications	Social Media	30.01.18	27.02.18	31.01.18	
1718-523	I	Community Services	Stenson Fields Community Centre	30.01.18	27.02.18	01.02.18	
1718-524	C	Organisational Development	Contact details re Health & Safety aspects within the Council	30.01.18	27.02.18	31.01.18	
1718-525	C	Customer Services	Business Rates	30.01.18	27.02.18	01.02.18	Exempt under Section 31(1)(a)
1718-526	O	Property Services	Community Asset Transfer	31.01.18	28.02.18	21.02.18	
1718-527	I	Planning Services	Planning consultations with the Environment Agency	31.01.18	28.02.18	02.02.18	
1718-528	N	Environmental Services	Food poisoning complaints at US owned fast food chains	31.01.18	28.02.18	01.02.18	
1718-529	I	Environmental Services	Welfare Funerals	01.02.18	01.03.18	01.02.18	

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1718-530	C	Customer Services	Business Rates	01.02.18	01.03.18	01.02.18	Exempt under Section 31(1)(a)
1718-531	M	Derbyshire County Council	Potholes	01.02.18	01.03.18	01.02.18	
1718-532	M	Housing Services	Agent water charges	02.02.18	02.03.18	02.02.18	
1718-533	W	Legal & Democratic Services	Registered third parties	02.02.18	02.03.18	23.03.18	
1718-534	O	Derbyshire County Council	Disability related expenses	05.02.18	05.03.18	05.02.18	
1718-535	N	Planning Services/Financial Services	Section 106 Planning Agreements	05.02.18	05.03.18	08.02.18	
1718-536	C	Environmental Services	Food Hygiene Ratings	05.02.18	05.03.18	12.02.18	
1718-537	M	Cultural Services	Ash Die Back	05.02.18	05.03.18	06.02.18	
1718-538	I	Customer Services	Payment Solutions (Income Management and Cash Receipting)	05.02.18	05.03.18	15.03.18	
1718-539	C	Customer Services	Business Rates	05.02.18	05.03.18	08.02.18	
1718-540	C	Customer Services	Business Rates	05.02.18	05.03.18	06.02.18	Exempt under Section 31(1)(a)
1718-541	W	IT Services	Paper costs	06.02.18	06.03.18		
1718-542	I	Environmental Services	Cleaning of dog waste cost	06.02.18	06.03.18	08.02.18	

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1718-543	M	Legal & Democratic Services	How many drivers did your authority give a private hire licence to that applied with a Sheffield postcode	06.02.18	06.03.18	06.02.18	
1718-544	M	Environmental Services	Welfare Funerals	06.02.18	06.03.18	07.02.18	
1718-545	I	Planning Services	Correspondence re new non-natural hedges	02.02.18	02.03.18	26.02.18	
1718-546	I	Corporate Services	Email correspondence concerning Section 114	07.02.17	07.03.18	26.02.18	
1718-547	C	Derbyshire County Council	IT support to schools	07.02.18	07.03.18	07.02.18	
1718-548	I	Planning Services	Planning applications and building works requiring signing off by Building Control	07.02.18	07.03.18	20.02.18	
1718-549	I	Planning Services	Planning Application 9/2016/0225	07.02.18	07.03.18	28.02.18	
1718-550	I	Legal & Democratic Services	Hackney carriage licensing requirements	08.02.18	08.03.18	08.02.18	
1718-551	I	Environmental Services	Welfare funerals	08.02.18	08.03.18	12.02.18	
1718-552	I	Legal & Democratic Services	Animal boarding establishments	08.02.18	08.03.18	09.02.18	
1718-553	M	Legal & Democratic Services	Licences to alcohol delivery services	08.02.18	08.03.18	09.02.18	
1718-554	I	Customer Services	Business Rates	09.02.18	09.03.18	09.02.18	
1718-555	N	Derbyshire County Council	Women's Refuge	09.02.18	09.03.18	09.02.18	

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1718-556	M	Environmental Health	Sunbed Operators	09.02.18	09.03.18	23.02.18	
1718-557	I	Customer Services	Business Rates Credit Balances	12.02.18	12.03.18	12.02.18	Exempt under Section 31(1)(a)
1718-558	P	Derbyshire County Council	Children being taken on term-time holidays without school permission	12.02.18	12.03.18	12.02.18	
1718-559	I	Corporate Services	Cladding on tower blocks	13.02.18	13.03.18	13.02.18	
1718-560	N	Environmental Services	Unstunned meat	13.02.18	13.03.18	13.02.18	
1718-561	C	Customer Services/ Financial Services/ IT Services	Revs & Bens contacts, printing suppliers, systems, documents, postage, mail solutions	13.02.18	13.03.18	09.03.18	
1718-562	I	Financial Services	Statement of Accounts	14.02.18	14.03.18	21.02.18	
1718-563	I	Planning Services	Planning permission for ANPR cameras at the Ibis Hotel, Willington	14.02.18	14.03.18	08.03.18	
1718-564	I	Planning Services	Lawful advertising consent re parking eye ANPR cameras and/or signage at the Ibis Hotel, Willington	14.02.18	14.03.18	08.03.18	
1718-565	M	Planning Services	Affordable housing	15.02.18	15.03.18	05.03.18	

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1718-566	I	Housing Services	Social Housing Repairs and Maintenance	15.02.18	15.03.18	27.03.18	Part response to Sections 3 & 5. No clarification received - FOI closed
1718-567	O	Environmental Services	Food Hygiene Ratings during January 2018	15.02.18	15.03.18	07.03.18	
1718-568	C	Environmental Services	Spend on Environmental Containers in 2017	15.02.18	15.03.18	21.02.18	
1718-569	O	Legal & Democratic Services	House to house collection license	16.02.18	16.03.18	07.03.18	
1718-570	N	Environmental Services	Housing Act prosecutions and penalties	16.02.18	16.03.18	16.02.18	
1718-571	O	Housing Services	Wheelchair accessible housing	16.02.18	16.03.18	01.03.18	
1718-572	C	Customer Services	NNDR Data Request	16.02.18	16.03.18	07.03.18	
1718-573	I	Financial Services	Recent insurance claims	19.02.18	19.03.18	12.03.18	
1718-574	I	Financial Services	Insurance Provision	19.02.18	19.03.18	12.03.18	
1718-575	C	Customer Services	Council Tax	19.02.18	19.03.18	07.03.18	
1718-576	N	Community Services	Burials	19.02.18	19.03.18	06.03.18	
1718-577	M	Derbyshire County Council	People in care	19.02.18	19.03.18	19.02.18	

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1718-578	C	Derbyshire County Council	Parental awareness on the risks of cannabis	19.02.18	19.03.18	19.02.18	
1718-579	C	Environmental Services	Compulsory microchipping of dogs	20.02.18	20.03.18	22.02.18	
1718-580	O	Housing Services	Rough sleeping outreach services	20.02.18	20.03.18	01.03.18	
1718-581	C	Environmental Services/Housing Services/Financial Services	Local Authority car fleets	20.02.18	20.03.18	27.02.18	
1718-582	I	Customer Services	Business Rates	21.02.18	21.03.18	07.03.18	
1718-583	I	Community Services	Domestic homicide reviews	22.02.18	22.03.18	15.03.18	
1718-584	I	Customer Services	Business Rates	22.02.18	22.03.18	07.03.18	Partial Exemption under Section 31(1)(a)
1718-585	C	Customer Services	Business Rates	22.02.18	22.03.18	07.03.18	
1718-586	I	Organisational Development/ Env Services	Contact details	23.02.18	23.03.18	23.02.18	
1718-587	O	Organisational Devpt	Emergency Service Workers/Council Staff	23.02.18	23.03.18	01.03.18	
1718-588	I	Housing Services	Flexible Homelessness Support Grant	26.02.18	26.03.18	02.03.18	
1718-589	W	Derbyshire County Council	Pothole damage claims	26.02.18	26.03.18	26.02.18	
1718-590	I	Environmental Services	Camera thefts	26.02.18	26.03.18	26.02.18	

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1718-591	I	Housing Services	Poverty Prevention Measures	26.02.18	26.03.18	09.03.18	
1718-592	C	Derbyshire County Council	Contracts operated under a permit – Community Transport	27.02.18	27.03.18	27.02.18	
1718-593	I	Customer Services	Business Rates	27.02.18	27.03.18	07.03.18	
1718-594	I	IT Services	Hardware Maintenance Contracts	28.02.18	28.03.18	09.05.18	
1718-595	C	Finance Services	Flights within our organization	28.02.18	28.03.18	01.03.18	
1718-596	I	Housing Services	Housebuilding	28.02.18	28.03.18	13.03.18	
1718-597	I	Housing Services	Homelessness prevention	28.02.18	28.03.18		
1718-598	I	Derbyshire County Council	Independent Living Fund	28.02.18	28.03.18	28.02.18	
1718-599	C	Customer Services	Council Tax Support/Reduction	28.02.18	28.03.18	06.03.18	
1718-600	C	Customer Services	Business Rates	01.03.18	29.03.18	02.03.18	Exempt under Section 31(1)(a)
1718-601	I	Environmental Services	Public Health Funerals	01.03.18	29.03.18	02.03.18	
1718-602	I	Derbyshire County Council	Meals on wheels	01.03.18	29.03.18	01.03.18	
1718-603	C	Legal & Democratic Services	Taxi Licensing	01.03.18	29.03.18	07.03.18	
1718-604	I	Cultural Services	Maintaining war memorials	01.03.18	29.03.18	02.03.18	
1718-605	O	Legal & Democratic Services	Licensed horse riding establishments	01.03.18	29.03.18	07.03.18	
1718-606	I	Environmental Services	Welfare Funerals	02.03.18	03.04.18	02.03.18	

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1718-607	N	Finance Services	2009/10 or 2010/11 Statement of Accounts	02.03.18	03.04.18	07.03.18	
1718-608	I	Derbyshire County Council	Spend on alcohol & drug services	02.03.18	03.04.18	02.03.18	
1718-609	I	Community Services	Sports Facilities	02.03.18	03.04.18	23.03.18	
1718-610	I	Derbyshire County Council	Libraries	02.03.18	03.04.18	02.03.18	
1718-611	I	Planning Services	Homes for affordable rent	02.03.18	03.04.18	02.03.18	
1718-612	I	Derbyshire County Council	Parking fines	02.03.18	03.04.18	02.03.18	
1718-613	I	Housing Services	Rough sleeper deaths	05.03.18	04.04.18	05.03.18	
1718-614	I	Derbyshire County Council	Home Education	05.03.18	04.04.18	05.03.18	
1718-615	C	Corporate Services	Names & emails addresses for Heads of Departments	05.03.18	04.04.18	05.03.18	
1718-616	N	Environmental Services	Private rental tenants	05.03.18	04.04.18	14.03.18	
1718-617	I	Property Services	Public Toilets	05.03.18	04.04.18	23.03.18	
1718-618	I	Derbyshire County Council	Street lighting	05.03.18	04.04.18	06.03.18	
1718-619	W	Organisational Development	Diversity of Employees	06.03.18	05.04.18		
1718-620	C	Legal & Democratic Services	Animal Boarding	06.03.18	05.04.18	08.03.18	

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1718-621	I	Customer Services	Business Rates	07.03.18	06.04.18	07.03.18	Exempt under Section 31(1)(a)
1718-622	I	Environmental Services	Pest Control	08.03.18	09.04.18	08.03.18	
1718-623	C	Corporate Services	Outsourcing Contracts	08.03.18	09.04.18	09.03.18	
1718-624	I	IT Services	IT Contracts	09.03.18	10.04.18	09.05.18	
1718-625	C	Finance Services	Payment terms with suppliers	09.03.18	10.04.18	10.04.18	
1718-626	C	Customer Services	Business Rates	09.03.18	10.04.18	12.03.18	
1718-627	I	Cultural Services	Management of Public Parks	09.03.18	10.04.18	29.03.18	
1718-628	O	Customer Services	Enforcement Agent Information	09.03.18	10.04.18	13.03.18	
1718-629	I	IT Services	Access to services through digital channels	09.03.18	10.04.18	10.05.18	
1718-630	C	Customer Services	Business Rates	09.03.18	10.04.18	12.03.18	
1718-631	I	Property Services	Energy Management Systems	12.03.18	11.04.18	29.03.18	
1718-632	I	Cultural Services	Children's Play Areas	12.03.18	11.04.18	10.04.18	
1718-633	I	Derbyshire County Council	Pot holes	12.03.18	11.04.18	12.03.18	
1718-634	I	Customer Services	House price banding for Council Tax	12.03.18	11.04.18	13.03.18	
1718-635	O	Customer Services	Council Tax Support schemes	12.03.18	11.04.18	14.03.18	
1718-636	I	Customer Services	Social Tenancy Frauds	13.03.18	12.04.18	14.03.18	

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1718-637	I	Environmental Services	Street Cleaning	13.03.18	12.04.18	11.04.18	
1718-638	O	Housing Services	Cladding	13.03.18	12.04.18	13.03.18	
1718-639	C	Environmental Services	Welfare Funerals	13.03.18	12.04.18	14.03.18	
1718-640	I	Derbyshire County Council	Health Visitors	14.03.18	13.04.18	14.03.18	
1718-641	W	Housing Services	Rehousing out of area	14.03.18	13.04.18	19.04.18	
1718-642	C	Corporate Services	Resident Parking Permits	14.03.18	13.04.18	15.03.18	
1718-643	I	Environmental Services	Refuse Collection	15.03.18	16.04.18	20.03.18	
1718-644	I	Derbyshire County Council	Community Centres	15.03.18	16.04.18	15.03.18	
1718-645	I	Derbyshire County Council	Youth Services	15.03.18	16.04.18	15.03.18	
1718-646	I	Community Services	Public Space Protection Order	15.03.18	16.04.18	15.03.18	
1718-647	I	Customer Services	How many houses in Castle Gresley	15.03.18	16.04.18	19.03.18	
1718-648	I	Environmental Services	Recycling	15.03.18	16.04.18	20.03.18	
1718-649	I	Customer Services	Business Rates	15.03.18	16.04.18	03.04.18	
1718-650	I	Derbyshire County Council	Children transferred to the UK under the Dublin III Regulation	16.03.18	17.04.18	16.03.18	
1718-651	I	Community Services	CCTV Cameras	19.03.18	18.04.18	29.03.18	
1718-652	I	Derbyshire County Council	Care Leavers	19.03.18	18.04.18	19.03.18	

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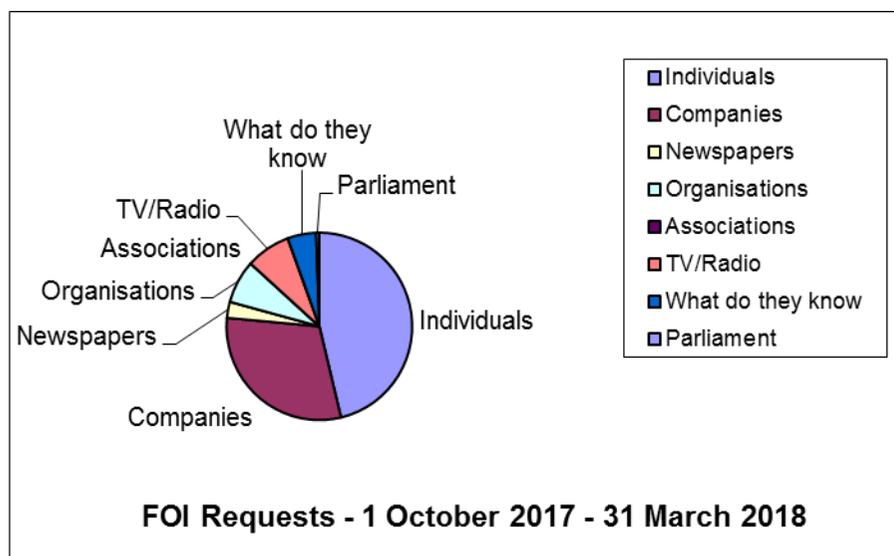
1718-653	C	IT Services	ICT department information	19.03.18	18.04.18	10.05.18	
1718-654	I	Housing Services	Vacant Council owned housing	20.03.18	19.04.18	13.04.18	
1718-655	I	Housing Services	Syrian Vulnerable Persons Resettlement Scheme (VPRS)	20.03.18	19.04.18	20.03.18	
1718-656	N	Corporate Services	Council's CEO pay and Council Tax increase	20.03.18	19.04.18	N/A	Not FOI
1718-657	C	Housing Services	Non-traditional housing stock	21.03.18	20.04.18	28.03.18	
1718-658	C	Customer Services	Live unclaimed credit balances on business rates accounts	22.03.18	23.04.18	03.04.18	Exempt under Section 31(1)(a)
1718-659	O	Derbyshire County Council	School properties/buildings	22.03.18	23.04.18	23.03.18	
1718-660	I	Organisational Devpt/ Financial Services	Staffing structures and total spend on temporary/interim staff	23.03.18	24.04.18	17.04.18	
1718-661	O	Derbyshire County Council	Provision of antenatal education classes	23.03.18	24.04.18	26.03.18	
1718-662	I	Customer Services	Business Rates	26.03.18	25.04.18	03.04.18	
1718-663	I	Community Services	Public Space Protection Order	26.03.18	25.04.18	19.04.18	
1718-664	I	Environmental Services	Release of air quality readings taken during recent fire incident on the fields of Blakelow Farm, Hilton	26.03.18	25.04.18	25.04.18	
1718-665	M	Housing Services	Fire door tests	26.03.18	25.04.18	03.04.18	
1718-666	I	Housing Services	Homeless applications	26.03.18	25.04.18	23.04.18	
1718-667	I	Housing Services	Temporary accommodation and homelessness outreach	26.03.18	25.04.18	01.05.18	

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1718-668	O	Community Services	Public Space Protection Order	27.03.18	26.04.18	28.03.18	
1718-669	I	Housing Services	Fire Risk Assessments for Tower Blocks	27.03.18	26.04.18	03.04.18	
1718-670	I	Legal & Democratic Services	Contact details for the manager responsible for taxi licensing	27.03.18	26.04.18	28.03.18	
1718-671	I	Derbyshire County Council	Illegal/unregistered/supplementary schools	28.03.18	27.04.18	28.03.18	
1718-672	I	Derbyshire County Council	Diagnosis of Dyslexia in children	28.03.18	27.04.18	28.03.18	
1718-673	C	Housing Services	Help for first time buyers	28.03.18	27.04.18	13.04.18	
1718-674	I	Environmental Health	Welfare Funerals	28.03.18	27.04.18	28.03.18	

**Breakdown of Freedom of Information requests for second 6 months of 2017/18**

Individuals	167	361	46%
Companies	109	361	30%
Newspapers	10	361	3%
Organisations	27	361	7%
Associations	0	361	0%
TV/Radio	28	361	8%
What do they know	18	361	5%
Parliament	2	361	1%
	361	361	100%



Individuals =

Organisations =

What do they know =

Those sent to individual e-mail address, although probably sent on behalf of a company

Big Brother Watch, Tax Payers Alliance, Unison, Naturewatch, Guide Dogs for the Blind, etc

Website set up especially for making FOI requests



