

## Comments, Compliments and Complaints Schedule - April 2006 – September 2006

### Comments

| Date     | Ref No | Ward             | Subject   | Division  | Resultant Action Taken   |
|----------|--------|------------------|---|---|--|
| 05.05.06 | 1      | Stenson Fields   | Location of planning application on website                                   | Planning Services   | e-mailed with advice   |
| 17.05.06 | 2      | Church Broughton | Non receipt of local election voting cards                                    | Legal and Democratic Services   | Advised that no elections in our area this year. Next election May 2007          |
| 02.07.06 | 3      | Shardlow         | Various comments and suggestions relating to articles published in 'The News' | Legal and Democratic Services<br>Leisure and Community Development<br>Environmental Services<br>Planning Services | Customer Services Manager co-ordinated response and addressed all issues raised. |
| 23.08.06 | 4      | Hilton           | Refuse collection   | Environmental Services  | Explanation re bin sizes   |

### Compliments

| Date     | Ref No | Ward        | Subject   | Division                                    | Resultant Action Taken              |
|----------|--------|-------------|---|---|-------------------------------------|
| 25.04.06 | 1      | Unknown     | Service received from Customer First                  | Customer Services                           | Circulated to staff within Division |
| 22.05.06 | 2      | Swadlincote | Recycling facilities provided by SDDC                 | Environmental Services                      | Passed to Head of Service           |
| 09.06.06 | 3      | Unknown     | Service provided by Recycling Team and Customer First | Environmental Services<br>Customer Services | Circulated to staff within Division |
| 12.06.06 | 4      | Unknown     | Services provided at local tip                        | Environmental Services                      | Passed to Head of Service           |

## Complaints

| Date     | Ref No | Ward        | Subject  | Division           | Resultant Action Taken   |
|----------|--------|-------------|--|--------------------|--|
| 05.04.06 | 159    | Newhall     | Planning application   | Planning Services  | Letter of explanation  |
| 05.05.06 | 160    | Willington  | Planning application , 22 Church Side Willington                   | Planning Services  | Letter of explanation  |
| 10.05.06 | 161    | Swadlincote | Problems with TV reception following building of new Health Centre | Planning Services  | Letter of explanation  |
| 11.05.06 | 162    | Midway      | Administration of Housing Benefit claim                            | Revenue Services   | Claim reassessed. Procedures updates and staff training addressed                                |
| 18.05.06 | 163    | Newhall     | Felling of trees at 59 Bretby Hollow                               | Planning Services  | Decision upheld at Stage 2   |
| 01.06.06 | 164    | Swadlincote | Rental of units 5E and 5L at Boardmans Ind Estate                  | Finance & Property | Decision upheld at Stage 2. Mutual agreement with tenant regarding repayment of outstanding rent |
| 13.06.06 | 165    | Melbourne   | Request to erect fence in garden refused                           | Housing            | Letter of explanation. Offer of possible move to bungalow  |
| 16.06.06 | 166    | Hartshorne  | The way we are handling a neighbour complaint                      | Housing            | Decision upheld at Stage 2. Passed to South Derbyshire Partnership who may be able to assist     |
| 19.06.06 | 167    | Woodville   | Refuse Service   | Env Services       | Letter of explanation  |

| Date     | Ref No                          | Ward       | Subject                                 | Division               | Resultant Action Taken   |
|----------|---------------------------------|------------|---|------------------------|--|
| 23.06.06 | 168<br>2 <sup>nd</sup><br>Stage | Melbourne  | Council Tax                             | Revenue                | Decision upheld at Stage 2   |
| 11.07.06 | 169                             | Hartshorne | Neighbour complaint                     | Housing                | Dealt with in conjunction with complaint number 166  |
| 17.7.06  | 170<br>2 <sup>nd</sup><br>Stage | Woodville  | Housing Benefit                         | Revenue                | Ongoing  |
| 22.07.06 | 171                             | Melbourne  | Planning regulations re disabled access | Planning               | Letter of explanation  |
| 26.07.06 | 172<br>2 <sup>nd</sup><br>Stage | Newhall    | Housing Dept and contractor             | Housing                | Ongoing  |
| 01.08.06 | 173                             | Newhall    | Neighbour dispute                       | Housing                | Withdrawn as official complaint and resolved by Housing  |
| 31.07.06 | 174                             | Midway     | Recycling Centre                        | Environmental Services | Letter of explanation. Site monitored and larger banks installed with more frequent collections. |
| 25.07.06 | 175                             | Hartshorne | Housing Dept<br>(Neighbour complaint)   | Housing                | Letter of explanation and involvement of Safer Derbyshire Partnership                            |
| 11.08.06 | 176<br>2 <sup>nd</sup><br>Stage | Netherseal | Planning application 9/20005/0880       | Planning               | Ongoing  |

| Date     | Ref No                          | Ward       | Subject  | Division | Resultant Action Taken            |
|----------|---------------------------------|------------|--|----------|-----------------------------------|
| 11.08.06 | 177<br>2 <sup>nd</sup><br>Stage | Willington | Lack of privacy from angle of new building   | Planning | Ongoing                           |
| 17.08.06 | 178                             | Hilton     | Housing maintenance issues   | Housing  | Letter of explanation             |
| 21.08.06 | 179                             | Repton     | Failure to assess and provide suitable living accommodation for son  | Housing  | Letter of explanation             |
| 4.9.06   | 180                             | Aston      | Failure to send notification of planning applications/decisions in Weston Parish to Weston on Trent Parish Council | Planning | Letter of explanation and apology |
| 20.09.06 | 181                             | Aston      | Planning application   | Planning | Ongoing                           |

Freedom of Information Requests - 01 January 2006 – 30 September 2006

| Ref No | Dept                        | Request  | Received | Reply Due | Reply Sent | Exemption |
|--------|-----------------------------|--|----------|-----------|------------|-----------|
| 6514   | Env Health                  | Cooling Tower Register   | 03.01.06 | 30.01.06  | 30.01.06   |           |
| 6515   | HR                          | Details of ethnicity breakdown re Corporate Procurement Manager Vacancy  | 03.01.06 | 30.01.06  | 17.01.06   |           |
| 6516   | Comm & Leisure / Env Health | Market and Street Traders  | 03.01.06 | 30.01.06  | 30.01.06   |           |
| 6517   | Env Health                  | Names of deceased persons passed to Treasury Solicitor.                  | 03.01.06 | 30.01.06  | 09.01.06   |           |
| 6728   | Env Health                  | Outcome of accident at Barleyfields Equestrian Centre, Etwall            | 03.01.06 | 30.01.06  | 21.01.06   |           |
| 6870   | Revenue Finance             | Details re Council Tax payers, Benefit claims and employees pension fund | 18.01.06 | 14.02.06  | 13.02.06   |           |
| 6907   | Housing                     | Information relating to official complaint number 148                    | 23.01.06 | 17.02.06  | 17.02.06   |           |
| 6908   | Legal                       | Land Charges   | 24.01.06 | 20.02.06  | 14.02.06   |           |
| 6909   | Legal                       | Property Searches  | 24.01.06 | 20.02.06  | 14.02.06   |           |

| Ref No | Dept                | Request  | Received | Reply Due | Reply Sent                            | Exemption |
|--------|---------------------|--|----------|-----------|---------------------------------------|-----------|
| 7210   | PR                  | Publications distributed by Council  | 08.02.06 | 08.03.06  | 27.02.06                              |           |
| 7211   | Env Health          | Food outlet inspection reports 01.01.05 – 01.01.06                               | 13.02.06 | 10.03.06  | 03.03.06                              |           |
| 7423   | Legal & Dem         | Information re social events attended by Chair                                   | 22.02.06 | 21.03.06  | 17.03.06                              |           |
| 7519   | Env Health          | Health and Safety and Environmental issues relating to Jones' Sausage Co Ltd     | 13.02.06 | 10.03.06  | 08.03.06                              |           |
| 7606   | Planning            | Agent details for various planning applications                                  | 28.02.06 | 27.03.06  | 20.03.06                              |           |
| 7990   | Env Health          | Asbestos and Legionellosis risk management market research                       | 24.02.06 | 24.03.06  | 05.04.06<br>(due to website problems) |           |
| 7991   | Legal               | OFT Market study 'Property Searches' Sept 2005 OFT 810                           | 02.03.06 | 29.03.06  | 09.03.06                              |           |
| 8195   | Leisure and Housing | List of Contractors, consultants and suppliers for last 18 months                | 10.03.06 | 06.04.06  | 06.04.06                              |           |
| 8382   | Env Health          | List of taxi/private hire companies  | 15.03.06 | 11.04.06  | 06.04.06                              |           |
| 12457  | IT                  | Council's Information Policy/Strategy and Information Management Policy/Strategy | 22.03.06 | 20.04.06  | 03.04.06                              |           |
| 9578   | Property Services   | Money received from mobile phone masts   | 05.04.06 | 04.05.06  | 03.05.06                              |           |
| Ref No | Dept                | Request  | Received | Reply Due | Reply Sent                            | Exemption |

|       |               |  |          |          |          |                       |
|-------|---------------|--|----------|----------|----------|-----------------------|
| 9651  | All Depts     | Details of all trips outside of UK funded by SDDC April 2001 – April 2006  | 12.04.06 | 11.05.06 | 10.05.06 |                       |
| 9654  | Legal & Dem   | Chairs charities   | 12.04.06 | 11.05.06 | 04.05.06 |                       |
| 9656  | Env Health    | Number of applicants for licences under the dangerous wild animals act   | 10.04.06 | 09.05.06 | 03.05.06 |                       |
| 10182 | Finance/Legal | Request for 'Schedule of Contracts' Information from Procurement Department  | 19.04.06 | 18.05.06 | 17.05.06 |                       |
| 10190 | IT            | LA EDRM Survey 2006  | 25.04.06 | 23.05.06 | 25.04.06 |                       |
| 10198 | Env Health    | Number of licensed premises within SDDC  | 21.04.06 | 19.05.06 | 17.05.06 |                       |
| 10301 | HR            | Cost of Temporary staff  | 28.04.06 | 29.05.06 | 23.05.06 |                       |
| 10483 | Legal         | Land Charges   | 26.04.06 | 24.05.06 | 25.05.06 |                       |
| 10484 | Finance       | Details re consultancy   | 27.04.06 | 25.05.06 | 31.05.06 |                       |
| 10563 | Env Health    | Inspection Reports   | 02.05.06 | 30.05.06 |          | Request withdrawn     |
|       |               | Information re Castle Gresley Parish Records – passed to third party on 02.05.06 – Castle Gresley Parish Council, who responded with a copy of minutes relating to dog issues. | 20.04.06 |          |          | Passed to third party |
| 10843 | Finance       | Dept structure for Finance   | 09.08.06 | 06.06.06 | 07.06.06 |                       |
| 11362 | Env Health    | Details of zoos licences etc   | 15.05.06 | 08.06.06 | 01.06.06 |                       |
| 11363 | Env Health    | Details and costs relating to travelers  | 19.05.06 | 16.06.06 |          |                       |

|       |                           |  |          |          |          |                                   |
|-------|---------------------------|--|----------|----------|----------|-----------------------------------|
| 11426 | IT                        | Details re IT Dept   | 17.05.06 | 14.06.06 | 12.06.06 |                                   |
| 11522 | Housing and IT            | Building work on Council establishments and telephone systems            | 23.05.06 | 20.06.06 |          |                                   |
| 11906 | Env Health                | Information re Private Hire Licencing                                    | 01.06.06 | 28.06.06 |          |                                   |
| 12285 | Legal                     | Local Land Charges   | 05.06.06 | 30.06.06 |          |                                   |
| 12809 | Leisure & Community Dev   | Details re Anti-social behavior  | 13.06.06 | 11.07.06 | 21.06.06 |                                   |
| 12906 | Housing                   | Details re management of asbestos  | 22.06.06 | 19.07.06 | 13.07.06 |                                   |
| 12795 | Legal                     | Land Charges   | 07.06.06 | 04.07.06 | 21.06.06 |                                   |
|       |                           | Request for further information  | 03.07.06 | 28.07.06 | 10.07.06 |                                   |
| 13593 | Planning                  | Swarkestone Boat Club  | 03.07.06 | 28.07.06 | 10.07.06 |                                   |
| 13898 | Leisure and Community     | Funding for support groups for male and female victims of domestic abuse | 28.06.06 | 25.07.06 | 12.07.06 |                                   |
| 13962 | IT                        | Information, Records, Document or Knowledge Management Strategy          | 12.07.06 | 09.08.06 | 01.08.06 |                                   |
| 13963 | HR                        | Adverts re Race Relations Act 1976                                       | 13.07.06 | 10.08.06 | 08.08.06 |                                   |
| 13964 | Housing                   | Empty Dwelling Management Orders   | 13.07.06 | 10.08.06 | 08.08.06 |                                   |
| 14811 | IT                        | Information audit  | 28.07.06 | 24.08.06 | 09.08.06 |                                   |
| 14865 | Property Services         | Copies of correspondence relating to complaints                          | 27.07.06 | 23.08.06 | 18.08.06 | Refusal notice - Section 38 H & S |
| 15478 | Community and Leisure Dev | Projects and funding for fighting business crime                         | 01.08.06 | 28.08.06 | 25.08.06 |                                   |



|       |              |  |          |          |           |  |
|-------|--------------|--|----------|----------|-----------|--|
| 16426 | Revenue      | Information re procurement of MAG:NET LoCTa system                               | 11.08.06 | 08.09.06 | Withdrawn |  |
| 16428 | IT           | Document management  | 24.08.06 | 22.09.06 | 31.08.06  |  |
| 16429 | Chief Exec   | Information re Woodville War Memorial  | 25.08.06 | 25.09.06 |           |  |
| 16431 | Finance      | Money spent on refreshments at meetings  | 25.08.06 | 25.09.06 | 13.09.06  |  |
| 16433 | Legal        | Land searches,   | 29.08.06 | 26.09.06 | 25.09.06  |  |
|       | Planning     | Building Regulation – Con 29/Enforcements  |          |          |           |  |
|       | Env Health   | Contaminated Land Register   |          |          |           |  |
| 16437 | Env Health   | Emergency plan for mosquito borne disease  | 29.08.06 | 26.09.96 | 06.09.06  |  |
| 16466 | Env Health   | Noise nuisance complaints  | 29.08.06 | 26.09.06 | 27.09.06  |  |
| 16962 | Env Health   | Information re client – accident at Ragley Boat Stop                             | 31.08.06 | 28.09.06 | 26.09.06  |  |
| 17130 |              | Information re funding of Muslim Groups  | 08.09.06 | 06.10.06 | 15.09.06  |  |
| 17449 | Finance      | Information re amount spent on leisure/amenity facilities in S Derbys villages   | 08.09.06 | 06.10.06 | 14.09.06  |  |
| 18467 | Env Services | Information re car park restrictions   | 21.08.06 |          | 29.09.06  |  |
|       |              |  | 27.09.06 |          |           |  |
| 18538 | Env Services | Information re hire cars   | 14.09.06 | 12.10.06 |           |  |
| 18539 | Finance      | Information re compensation payments to staff and list of foreign trips by Cllrs | 28.09.06 | 26.10.06 |           |  |
|       | Legal        |  |          |          |           |  |

