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<b>REPORT TO:</b>	<b>FINANCE AND MANAGEMENT</b>	<b>AGENDA ITEM: 10</b>
<b>DATE OF MEETING:</b>	<b>2 DECEMBER 2010</b>	<b>CATEGORY: DELEGATED</b>
<b>REPORT FROM:</b>	<b>DIRECTOR OF CORPORATE SERVICES</b>	<b>OPEN</b>
<b>MEMBERS' CONTACT POINT:</b>	<b>KEVIN STACKHOUSE (595811)</b> <a href="mailto:Kevn.stachouse@south-derbys.gov.uk">Kevn.stachouse@south-derbys.gov.uk</a>	<b>DOC:</b>
<b>SUBJECT:</b>	<b>COMPLAINTS &amp; FREEDOM OF INFORMATION REQUESTS 01 APRIL 2010 TO 30 SEPTEMBER 2010</b>	<b>REF: KS/JHM</b>
<b>WARD(S) AFFECTED:</b>	<b>ALL</b>	<b>TERMS OF REFERENCE: CE6</b>

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## **1.0 Recommendations**

1.1 Members are asked to note the contents of this report.

## **2.0 Purpose of Report**

This report provides:

- 2.1 A summary of official comments, compliments and complaints received by the Council for the period 1 April 2010 – 30 September 2010. Figures for the previous six months are given for comparison purposes.
- 2.2 A summary of the Freedom of Information (FOI) requests received by the Council for the period 1 April 2010 – 30 September 2010. Figures for the previous six months are given for comparison purposes.

## **3.0 Executive Summary**

### **Comments, Compliments and Complaints**

- 3.1 The comments, compliments and complaints procedure is designed to encourage people to give informal feedback on our services.
- 3.2 3 comments, 61 compliments and 33 complaints have been received between 1 April 2010 – 30 September 2010.
- 3.3 The number of complaints received in the first half of this financial year has decreased compared to the previous six months and there has been an increase in the number of comments and compliments.

- 3.4 Members are informed when a complaint is received relating to their ward. This is for information purposes only.

### **Freedom of Information**

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

- 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. The publication scheme is available from the Website at [www.south-derbys.gov.uk](http://www.south-derbys.gov.uk).

- 3.7 A total of 172 Freedom of Information requests have been received between 1 April 2010 – 30 September 2010. This is an increase of 45 over the corresponding period for 2009/10 and an increase of 20 over the previous six months.

### **4.0 Background**

- 4.1 The Comments, Compliments and Complaints customer leaflet and procedure is available for download from the Website at [www.south-derbys.gov.uk](http://www.south-derbys.gov.uk), or can be completed using an electronic form.

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

### **5.0 Detail**

#### **Comments**

- 5.1 3 comments have been received over the past six months. Any comments received are carefully considered and, if appropriate, are investigated under the complaints procedure.

<b>Division</b>	<b>1 October 2009 – 31 March 2010</b>	<b>1 April 2010 – 30 September 2010</b>
Environmental Services	0	3
<b>Total</b>	<b>0</b>	<b>3</b>

## Compliments

- 5.2 The table below compares the number of compliments received for the first half of 2010/2011 against the second half of 2009/2010.

<b>Division</b>	<b>1 October 2009 – 31 March 2010</b>	<b>1 April 2010 – 30 September 2010</b>
Customer Services	11*	10*
Environmental Services	3*	5*
Planning	21	31
Housing	1*	18*
Leisure and Community Development	1	0
Organisational Development	2	0
<b>Total</b>	<b>36</b>	<b>61</b>

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

## Complaints

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

	<b>1 October 2009 – 31 March 2010</b>	<b>1 April 2010 – 30 September 2010</b>
Resolved at Stage 1	22	23
Stage 1 still ongoing	0	0
Resolved at Stage 2	13	7
Stage 2 still ongoing	0	0
Complaint withdrawn	1	3
<b>Total received</b>	<b>36</b>	<b>33</b>

- 5.4 The 33 complaints received can be broken down as follows

<b>Division</b>	<b>1 October 2009 – 31 March 2010</b>	<b>1 April 2010 – 30 September 2010</b>
Planning Services	14*	4
Housing	3	9*
Customer Services (including Revenue)	10*	10*
Environmental Services	4*	10*
Finance and Property Services	0	0
Legal and Democratic	2*	2
Leisure and Community	4	1
<b>Total</b>	<b>36</b>	<b>33</b>

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

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

NB On the schedule there is a column headed 'Resultant Action' which shows any changes/improvements made as a result of the complaint. It is not always relevant for resultant action to be taken, e.g. if the complaint concerns the issue of a reminder for unpaid Council Tax when payment has not been made.

If a complaint is not as a result of incorrect procedures or working practices then resultant action is not always appropriate.

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

### **Freedom of Information Requests**

- 5.8 Although the Freedom of Information Act 2000 creates a general right of access to information, it also sets out information that we do not have to make available for specific reasons. This is information, which, if published, might prejudice the health, safety or security of the Council, our staff, systems, services or property.
- 5.9 We make as much information available as possible without charging for it. We do however reserve the right to levy a reasonable charge where the information request is extensive and would require more than 2 days' staff time to satisfy the request.
- 5.10 The Council deals with hundreds of routine requests for information every day by phone and by letter. These are referred to as "business as usual requests". We will deal with these in the normal way. However, information that is not readily available and that has to be prepared or extracted is handled differently. We are entitled to make a charge for this kind of information.
- 5.11 Requests for information under Freedom of Information have to be processed within 20 working days. However, requests for details under the Freedom of Information act can be turned down if they fall within certain exemption criteria.
- 5.12 The table below compares the Freedom of Information requests received for the first half of 2010/2011 against the second half of 2009/2010.  
Note: the figures also include any requests that have been made under EIR (Environmental Information Regulations).

	<b>1 October 2009 – 31 March 2010</b>	<b>1 April 2010 – 30 September 2010</b>
Number received	152	172
Number replied to within 20 statutory days	117	157
Number replied to after 20 statutory days	22	15

Number of Exemptions or partial exemptions	1	1
Number passed to Third Party	15	19
Number withdrawn	1	0

There continues to be an increase in the number of requests received as the public make more use of the Freedom of Information Act.

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

<b>Division</b>	<b>1 October 2009 – 31 March 2010</b>	<b>1 April 2010 – 30 September 2010</b>
Environmental Services	36*	39*
Planning Services	8*	17*
Legal and Democratic	14*	21*
Finance and Property	22*	27*
IT and Business Imp	21*	15*
Customer Services	25*	26*
Housing	9*	10*
Org Development	22*	18*
Leisure and Community	16*	8*
Passed to 3 <sup>rd</sup> Parties	15*	19
Corporate	0	3

\* Same request has involved several divisions

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

## **6.0 Financial Implications**

6.1 None directly stemming from this report.

## **7.0 Corporate Implications**

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

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

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

## **8.0 Community Implications**

8.1 None.

## **9.0 Background Papers**

None.

## Comments, Compliments and Complaints - 01 April 2010 – 30 September 2010

## Annexe A

### Comments

Date	Ward	Subject	Division
13.05.10	Swadlincote	What can be done to prevent travelers from setting up camp in South Derbyshire	Env Services
09.09.10	Newhall	Have we any intention of introducing blue dustbins for recycling?	Env Services
04.10.10	Aston	Concern that a small additional bag of rubbish was refused when their bin was emptied	Env Services

### Compliments

Date	Ward	Subject	Division
1. 12.04.10	Seales	Thank you to Housing Depot staff for work carried out – very satisfied, great job, pleasant attitude.	Housing
2. 24.04.10		Thank you for efficient service in replacing damaged black bin. Friendly polite lady he spoke to was nothing short of excellent	Customer Services Environmental Services
3. 21.04.10	Aston	Thank you to Visiting Officer for explaining everything properly and with kindness.	Customer Services
4. 26.04.10		Expressing gratitude to planning department	Planning Services
5. 27.04.10		Appreciation of South Derbyshire Heritage News	Planning Services
6. 04.05.10	Aston	Thank you for prompt response and clarification of responsibility	Planning Services
7. 07.05.10	Melbourne	Thank you for returning bus pass	Customer Services
8. 10.05.10		Thank you for being very helpful and information on visit to house	Planning Services
9. 14.05.10	Aston	Thank you for being very helpful with window replacement	Planning Services
10.	Willington	Thank you to Customer Services and Cleansing crew for prompt action – excellent service	Customer Services

18.05.10			Environmental Services
11. 21.05.10		Thank you for assistance and prompt action in communicating with solicitors	Planning Services
12. 01.06.10		Thank you for detailed and helpful response re tree preservation order	Planning Services
13. 03.06.10	Midway	Thank you to the Housing Depot staff for their quick response to problem, great attitude and speedy work	Housing
14. 04.06.10	Aston	Thank you for help given to elderly neighbours on clearing blocked drain.	Environmental Services
15. 07.06.10		Impressed that all communications with Planning Dept have been dealt with very quickly and efficiently	Planning Services
16. 11.06.10	Midway	Thank you to Pest Officer for help and informing him he did not have a wasps nest and therefore entitled to refund	Environmental Services
17. 17.06.10	Newhall	Thank you for visiting at home and help with claim. Home visit made a big difference to her	Customer Services
18. 23.06.10		Thank you for getting a path moved back to its original place away from their fence.	Planning Services
19. 24.06.10	Aston	Thank you for understanding and actions re regain privacy	Planning Services
20. 23.06.10		Thank you for continued commitment and assistance in bringing planning application to a satisfactory conclusion	Planning Services
21. 30.06.10		Thank you for being prompt. Research into the matter appreciated	Planning Services
22. 06.07.10	Swadlincote	Congratulations on new street market – sparked the town into a new environment, a bustling, excited throng of people, now buzzing with new life.	
23. 06.07.10		Thank you to Planning Officers and Conservation Officer for help and support with planning application	Planning Services
24. 07.07.10	Stenson	Profuse thanks to the Council for the excellent services given to them during a traumatic period. Deep appreciation.	Customer Services
25. 15.07.10	Newhall	Thank you to Housing Operations staff who helped with their house move and for the great help for all the front line staff	Housing
26. 19.07.10	Swadlincote	Thank you for participation in work experience scheme. These achievements only possible with help and support of Council staff.	Planning Services
27. 30.07.10	Seales	Thank you for your speedy and professional attention to enquiry	Planning Services
28. 04.08.10		Speed of response was commendable	Planning Services
29. 05.08.10		Thank you for being incredibly helpful – it is a welcome experience to have someone in the Council who cares enough to give honest/plain English responses.	Planning Services



30. 16.08.10	Hartshorne	Thank you to ladies on Customer Services desk who are always helpful, understanding and nothing too much trouble	Customer Services
31. 18.08.10	Hartshorne	Thank you for kind understand and patience during telephone conversation. Admired ability to remain composed throughout.	Planning Services
32. 18.08.10		Complimented a member of Customer Services who was attentive, knowledgeable, caring and had put her mind at rest	Customer Services
33. 25.08.10		Thank you for the understanding in the street naming and numbering	Planning Services
34. 25.08.10	Newhall	Thank you to Housing Improvements for supplying and fitting their dream kitchen	Housing
35. 31.08.10		Thank you for intervention and quick response regarding the form filling on Netherwood House	Planning Services
36. 01.09.10	Repton	Thank you for the amazing care and concern and professional and sensitive manner in which their difficulties were dealt with.	Housing Customer Services
37. 09.09.10		Thank you for exceptional services regarding contaminated bins	Environmental Services Customer Services
38. 09.09.10		Thank you to the Housing Operations Team for their care and attention	Housing
39. 13.09.10		Congratulations to Heritage Officer on success of Heritage Open Day – particularly display at Swarkestone	Planning
40. 13.09.10		Thank you to Heritage Officer for very interesting Heritage Trail at Swarkestone on Heritage Open Day	Planning
41. 14.09.10		Thank you to Heritage Officer for hard work in organizing the Heritage Open Day at Swarkestone and Gresley Old Hall	Planning
42. 14.09.10		Thank you to Heritage Officer for including the Ticknall Pottery in the Heritage Trail which proved a success as part of the Heritage Open Day.	Planning
43. 14.09.10		Thank you to Heritage Officer for his help organizing the Heritage Open Day at Foremarke Hall	Planning
44. 15.09.10		Thank you to Heritage Officer for excellent information boards, along with attentive and knowledgeable local guides, at the Swarkestone Trail	Planning
45. 16.09.10		Appreciation of organization and details supplied by the Heritage Officer for the Swarkestone trail as part of the Heritage Open Day	Planning
46. 16.09.10		Compliment on exhibition material and the guides at Gresley Old Hall during the Heritage Open Day	Planning
47. 20.09.10		Thank you for help and support during the Heritage Open Day from the Twyford Parochial Church Council – very rewarding and successful day	Planning
48. 22.09.10		Thank you for an enjoyable day at Daniel Hayes and Swarkestone Old Hall during Heritage Open Day	Planning

49. 24.09.10	Aston	Thank you for information sent to Parish Council by Planning Officer– it was a great help	Planning
50. 29.09.10	Swadlincote	Compliment on annual report sent to all Housing tenants. Found it easy to read and very impressive	Housing
51. 29.09.10	Church Gresley	Compliment on annual report sent to all Housing tenants. Great deal of thought must have gone into it, very well set out and easy to read and understand.	Housing
52. 29.09.10	Findern	Compliment on annual report sent to all Housing tenants First Class document	Housing
53. 29.09.10	Swadlincote	Compliment on annual report sent to all Housing tenants Best present received since moving to area – the calendar included with the report will be very useful	Housing
54. 29.09.10	Netherseal	Compliment on annual report sent to all Housing tenants Feels in good hands, with all the Council's knowledge	Housing
55. 29.09.10	Newhall	Compliment on annual report sent to all Housing tenants Very clearly presented information and nice touch to include a calendar. Very pleased to hear of Apprenticeship scheme	Housing
56. 29.09.10	Swadlincote	Compliment on annual report sent to all Housing tenants Congratulations to the author for making it so clear and understandable – lay-out of report was excellent, and impressed with inclusion of calendar	Housing
57. 29.09.10	Overseal	Compliment on annual report sent to all Housing tenants Many thanks for the report – found it most enlightening.	Housing
58. 29.09.10	Repton	Compliment on annual report sent to all Housing tenants First Class publication and very informative	Housing
59. 30.09.10	Newhall	Compliment on annual report sent to all Housing tenants Both very happy with Council and sponsor's work – thank you for giving them the opportunity to live here	Housing
60. 30.09.10	Willington	Compliment on annual report sent to all Housing tenants Most impressed with the report and the calendar	Housing
61. 30.09.10	Netherseal	Compliment on annual report sent to all Housing tenants Pleasantly shocked and surprised at the quality of the report – expertly done	Housing

## Complaints

Date	Ref No	Ward	Subject	Division	Resultant Action Taken	Date response due and date sent
13.04.10	371	Newhall	Problems with dogs Failure to answer telephone by Env Services and Main Switchboard	Environmental Services Customer Services	No action relevant	Due: 27.04.10 Sent: 27.04.10
15.04.10	372		Car park barrier at Rosliston Forestry Centre	Leisure & Community	No action relevant	Due: 29.04.10 Sent: 26.04.10
16.04.10	373	Church Gresley	Litter and rubbish removal from passageway between Rosecroft Gardens and Gresley Common	Environmental Services	Direct contact options highlighted and amended	Due: 30.04.10 Sent: 30.04.10
16.04.10	374	Woodville	Bailiff action	Customer Services	Tightened up procedure	Due: 30.04.10 Sent: 29.04.10
20.04.10	375	Church Gresley	Allegations by member of staff re dog fouling	Environmental Services	Staff training re protecting people's privacy	Due: 05.05.10 Holding letter: 05.05.10 Sent: 19.05.10
23.04.10	376  2 <sup>nd</sup> Stage	Aston	Westonhill Caravan Park	Environmental Services	Too complex and exceptional to draw general lessons	Due: 10.05.10 Holding letter: 10.05.10 Sent: 12.05.10  <b><u>Stage 2</u></b>  Due: 25.06.10 Holding letter 01.07 Sent: 05.07.10
27.04.10	377	Aston	Legal costs following Council Tax summons	Customer Services	No action relevant	Due: 12.05.10 Holding letter: 12.05.10 Sent: 19.05.10

Date	Ref No	Ward	Subject	Division	Resultant Action Taken	Date response due and date sent
29.04.10	378	Swadlincote	Bulky waste collection	Customer Services	Not applicable	Withdrawn
10.05.10	379	Aston on Trent	Postal Vote	Legal & Democratic Services	No action relevant	Due: 24.05.10 Sent: 24.05.10
10.05.10	380	Willington	Repairs following leak in property	Housing	No action relevant	Due: 24.05.10 Sent: 21.05.10
12.05.10	381	Linton	Concerns that personal information had been released	Legal & Democratic Services	No action relevant	Due: 26.05.10 Sent: 24.05.10
14.05.10	382 2 <sup>nd</sup> Stage	Weston on Trent	Actions of Planning Officer	Planning	No action relevant	Due: 28.05.10 Sent: 21.05.10  <b>Stage 2</b>  Due: 10.06.10 Holding letter: 09.06.10 Sent 30.06.10
17.05.10	383	Willington	Housing Benefit	Customer Services	Member of staff concerned has been retrained and reminded about the need to correctly capture information	Due: 01.06.10 Sent: 27.05.10
24.05.10	384	Swadlincote	Repair to central heating thermostat	Housing	Not applicable	<b>Withdrawn</b>
03.06.10	385	Netherseal	Council Tax Account – query over 50% reduction due to empty property	Customer Services	No action relevant	Due: 17.06.10 Sent: 11.06.10
03.06.10	386	Newhall	Request to remove wooden structure in garden erected to support garages due for demolition, but delayed because of asbestos query.	Housing	Reminder to staff to keep customers updated, even when not much to report	Due: 17.06.10 Sent: 15.06.10
07.06.10	387	Woodville	Council Tax Account – concerns over treatment by bailiffs	Customer Services	Tightened up service level agreement with Bailiffs	Due: 21.06.10 Holding letter 24.06 Sent: 28.06.10

Date	Ref No	Ward	Subject	Division	Resultant Action Taken	Date response due and date sent
10.06.10	388  2 <sup>nd</sup> Stage	Outside District	Council Tax Account – concerns over disclosure of information	Customer Services	No action relevant	Due: 24.06.10 Sent: 11.06.10  <b><u>Stage 2</u></b>  Due: 14.09.10 Holding ltr: 15.09.10 Sent: 22.09.10
23.06.10	389	Weston on Trent	Treatment received from member of staff regarding stabilization of embankment	Environmental Services	Not applicable	Due: 07.07.10 Request for further information sent on 07.07.10 No response received
23.06.10	390	Findern	Housing Dept's refusal to allow vehicular access to property	Housing	No action relevant	Due: 07.07.10 Sent: 07.07.10
24.06.10	391	Overseal	Treatment received from member of staff regarding bonfires	Environmental Services	Reinforcement of existing rules of engagement	Due: 08.07.10 Sent: 08.07.10
21.07.10	392	Repton	Issues relating to planning application – extension of time agreed to determine the application.	Planning	No action relevant	Due: 04.08.10 Sent: 27.07.10
09.08.10	393  2 <sup>nd</sup> Stage	Newhall	Issues relating to grass cutting during the school holidays and housing contractors parking outside house	Housing / Environmental Services	No action relevant	Due: 23.08.10 Sent: 20.08.10  <b><u>Stage 2</u></b>  Due: 21.09.10 Holding ltr: 21.09.10 Sent: 06.10.10

Date	Ref No	Ward	Subject	Division	Resultant Action Taken	Date response due and date sent
10.08.10	394	Hilton	Brown bin collection	Environmental Services	Customer trained as to what goes in which bin. Monitoring arrangements in place to provide evidence of any failures on part of Council or the resident for 4 week period	Due: 24.08.10 Sent: 25.08.10
23.08.10	395	Outside District	Progress regarding Housing application	Housing	No action relevant	Due: 07.09.10 Sent: 07.09.10
26.08.10	396	Aston on Trent	Noise from clay shoot	Environmental Services	No action relevant as investigated previously and found that the matter cannot be addressed any further in law.	Due: 10.09.10 Sent: 09.09.10
08.09.10	397	Swadlincote	Concerns over two-weekly refuse collections	Environmental Services	Staff retrained in customer care	Due: 22.09.10 Sent: 16.09.10
10.09.10	398	Newhall	Statement made by Housing Officer	Housing	Reminder to Housing Officer to keep all parties informed of progress	Due: 24.09.10 Sent: 17.09.10
14.09.10	399	Aston	Visit by bailiff to incorrect address	Customer Services	Human error – staff retrained	Due: 28.09.10 Sent: 21.09.10
14.09.10	400  2 <sup>nd</sup> Stage	Foston	Tenancy Agreements and Housing Benefit claims re gypsy site	Customer Services and Housing	No action relevant	Due: 28.09.10 Sent: 23.09.10  <b><u>Stage 2</u></b>  Due: 14.10.10 Holding ltr: 14.10.10 Sent: 28.10.10

Date	Ref No	Ward	Subject	Division	Resultant Action Taken	Date response due and date sent
15.09.10	401 2 <sup>nd</sup> Stage	Willington	Concerns that views not considered adequately re planning application	Planning Services	No action relevant	Due: 29.09.10  <b>Reviewed at Stage 2</b>  Sent: 29.09.10
20.09.10	402	Castle Gresley	Refusal to move stop tap in the kitchen to more accessible location	Housing	Although complaint not upheld, additional works carried out.	Due: 04.10.10 Sent: 06.10.10
21.09.10	403 2 <sup>nd</sup> Stage	Willington	Concerns that views not considered adequately re planning application	Planning	No action relevant	Due: 06.10.10 Sent: 23.09.10  <b><u>Stage 2</u></b>  Due: 11.10.10 Sent: 07.10.10

## Freedom of Information Requests – 01 April 2010 – 30 September 2010

No	Dept	Request	Received	Reply Due	Reply Sent	Exemption
1011/001	IT & Business Improvement	Storage and sharing of personal data	31.03.10	30.04.10	20.04.10	
1011/002	Env Services	Private Hire Licences	06.04.10	05.05.10	05.05.10	
1011/003	Customer Services	Credit balances owing in respect of NNDR	06.04.10	05.05.10	05.05.10	
1011/004	Customer Services	NNDR with credit balances	06.04.10	05.05.10	05.05.10	
1011/005	Customer Services	Requests for British Sign Language interpreting services	08.04.10	07.05.10	10.05.10	
1011/006	Planning Services	Planning Enquiry	26.03.10	27.04.10	29.04.10	
1011/007	Planning Services	Information on Conservation areas and listed buildings	09.04.10	10.05.10	12.05.10	
1011/008	Planning Services / Env Services / Legal & Democratic Services	Information on Enforcement Notices and Appeals, Contaminated Land, Compulsory Purchase Orders	12.04.10	11.05.10	12.05.10	
1011/009	Planning Services / Env Services	Tree Preservation Orders and high hedges	12.04.10	11.05.10	10.05.10	
1011/010	Customer Services / Housing Services	Tenders awarded	12.04.10	11.05.01	10.05.10	



No	Dept	Request	Received	Reply Due	Reply Sent	Exemption
1011/011	Customer Services	Small Business Rates Relief 2010	12.04.10	11.05.10	10.05.10	
1011/012	Planning Services	Health Impact Assessments submitted with planning applications	13.04.10	12.05.10	13.05.10	
1011/013	Env Services	Processing of licence applications	13.04.10	12.05.10	18.05.10	
1011/014		Procurement of Recruitment Agency Services	13.04.10	12.05.10	13.05.10	
1011/015	Legal & Democratic Services / Leisure Services / Customer Services / Housing / Env Services	Number of times the Council has used the Regulation of Investigatory Powers Act (RIPA) 2000 in the last 24 months.	14.04.10	13.05.10	18.05.10	
1011/016	Legal & Democratic Services / Leisure Services / Customer Services / Housing / Env Services	How many times have South Derbyshire council authorised operations or investigations under the Regulation of Investigatory Powers Act 2000 (Ripa) in 2008/09 and 2009/10	14.04.10	13.05.10	18.05.10	
1011/017	Env Services	Noise abatement notices	15.04.10	14.05.10	17.05.10	
1011/018	IT & Business Imp / Derbyshire County Council	Software used for FOIs  1 <sup>st</sup> part referred to DCC	15.04.10	14.05.10	14.05.10	
1011/019	Customer Services	Hereditaments in receipt of Small Business Rate Relief	15.04.10	14.05.10	14.05.10	

No	Dept	Request	Received	Reply Due	Reply Sent	Exemption
1011/020	IT & Business Imp	Request for electronic copy ICT Strategy for the Council	15.04.10	14.05.10	17.05.10	
1011/021	Customer Services	Request for title etc of Head of Health & Safety	19.04.10	18.05.10	18.05.10	
1011/022	IT & Business Imp	Procurement of Contractors & Construction Consultancy Services	20.04.10	19.05.10	18.05.10	
1011/023	Organisational Dev	Re: Staff Absence	22.04.10	21.05.10	18.05.10	
1011/024	Customer Services	Non-Domestic rate accounts currently overpaid or in credit	19.04.10	18.05.10	18.05.10	
1011/025	Organisational Dev	Introduction of new motto / mission statement	21.04.10	20.05.10	19.05.10	
1011/026	Organisational Dev	Benefits received by employees	23.04.10	24.05.10	24.05.10	
1011/027	Env Services	Urban Traffic Management and Control (UTMC)	28.04.10	27.05.10	24.05.10	
1011/028	Customer Services	Rate reductions for Working Mans Clubs	29.04.10	28.05.10	27.05.10	
1011/029	Customer Services	Empty commercial properties	29.04.10	28.05.10	27.05.10	
1011/030	Finance & Property / Legal & Democratic Services	Overseas visits mad by elected representatives and employees of SDDC	29.04.10	28.05.10	27.05.10	
1011/031	Env Services	Details of accidents reported at local Carpet and Furniture Centre	30.04.10	01.06.10	28.05.10	
1011/032	Env Services	Carbon Footprints	01.05.10	01.06.10	28.05.10	

No	Dept	Request	Received	Reply Due	Reply Sent	Exemption
1011/033	Organisational Dev / Finance & Property / Planning Services	Staff numbers, invoices and building control applications	04.05.10	02.06.10	07.06.10	
1011/034	Planning Services	Heritage Plague System	04.05.10	02.06.10	02.06.10	
1011/035	Organisational Dev	World Cup football matches	04.05.10	02.06.10	02.06.10	
1011/036	Chief Executive/ Finance & Property	Council spend with Common Purpose	04.05.10	02.06.10	18.06.10	
1011/037	Organisational Dev	Pensions	05.05.10	03.06.10	02.06.10	
1011/038	Env Services	Stray animals	06.05.10	04.06.10	02.06.10	
1011/039	Env Services	Disabled Grant Facilities	10.05.10	08.06.10	08.06.10	
1011/040	Planning Services	Copies of internal notes, etc in relation to meetings between applicant / his planning consultant and the Council	10.05.10	08.06.10	08.06.10	
1011/041	Legal & Democratic Services	Election station information	11.05.10	09.06.10	08.06.10	
1011/042	Housing	Council housing in area	11.05.10	09.06.10	08.06.10	
1011/043	Organisational Dev	Employment and sickness	11.05.10	09.06.10	08.06.10	
1011/044	Env Services	Prosecutions, fines etc issued for breaches in bin and recycling policies	11.05.10	09.06.10	11.06.10	

No	Dept	Request	Received	Reply Due	Reply Sent	Exemption
1011/045	Legal & Democratic Services	Councillor details	13.05.10	11.06.10	11.06.10	
1011/046	Env Services	Stray / abandoned dogs	14.05.10	14.06.10	16.06.10	
1011/047	Env Services	Dangerous Wild Animal (DWA) Licenses	19.05.10	17.06.10	16.06.10	
1011/048	Leisure Services	Locations and facilities of play parks	19.05.10	17.06.10	24.05.10	
1011/049	Customer Services	Non-Domestic rates accounts in receipt of mandatory relief	19.05.10	17.06.10	16.06.10	
1011/050	Env Services / Customer Services	Gypsy/traveller pitches in authority and council tax paid	21.05.10	21.06.10	18.06.10	
1011/051	IT & Business Imp / Organisational Dev	Internet sites	22.05.10	21.06.10	21.06.10	
1011/052	Finance & Property	Money paid to Trade Unions	25.05.10	23.06.10	21.06.10	
1011/053	IT & Business Imp	Council's Framework Agreements and Procurement Expenditure 2008/09	25.05.10	23.06.10	21.06.10	
1011/054	Legal & Democratic Services	Electoral Register	01.06.10	29.06.10	28.06.10	
1011/055	Env Services	Persons dying with no known next of kin	03.06.10	01.07.10	25.06.10	
1011/056	Env Services	Refuse Collectors	04.06.10	02.07.10	28.06.10	
1011/057	Derbyshire County Council	Child sexual offences	04.06.10	02.07.10	10.06.10	

No	Dept	Request	Received	Reply Due	Reply Sent	Exemption
1011/058	Planning Services / Legal & Democratic Services / Leisure Services	Trees cut down by Council	08.06.10	06.07.10	25.06.10	
1011/059	Derbyshire County Council	School students found in possession of weapons	08.06.10	06.07.10	15.06.10	
1011/060	IT & Business Imp	Expenditure on IT	09.06.10	07.07.10	28.06.10	
1011/061	Legal & Democratic Services	Register of Members' interests	10.06.10	08.07.10	28.06.10	
1011/062	Derbyshire County Council	Road signs	11.06.10	09.07.10	23.06.10	
1011/063	IT & Business Improvement	EDRM (Electronic Document (and Record) Management) system used	15.06.10	13.07.10	28.06.10	
1011/064	Planning Services	Renaming of streets, roads, avenues	15.06.10	13.07.10	29.06.10	
1011/065	Organisational Dev	Redundancy payments for staff	15.06.10	13.07.10	01.07.10	
1011/066	Env Services / IT & Business Imp	Recycling of electronic goods	17.06.10	15.07.10	01.07.10	
1011/067	Finance & Property	Invoices received	18.06.10	16.07.10	16.07.10	
1011/068	Env Services	Estates under our care referred to Bona Vacantia Division of Treasury Solicitors Dept	21.06.10	19.07.10	22.01.10	
1011/069	Customer Services	Families receiving housing benefit over £2000 a week	23.06.10	21.07.10	01.07.10	

No	Dept	Request	Received	Reply Due	Reply Sent	Exemption
1011/070	Env Services	Regulation of leafleting	22.06.10	20.07.10	21.07.10	
1011/071	Derbyshire County Council	Money given to Independent Schools	23.06.10	21.07.10	25.06.10	
1011/072	Organisational Dev	PR and Communications	24.06.10	22.07.10	21.07.10	
1011/073	Legal & Democratic Services	Flags flown from offices	24.06.10	22.07.10	21.07.10	
1011/074	Finance & Property	Details of unclaimed land	24.06.10	22.07.10	05.07.10	
1011/075	Customer Services	Business Rates – credits and write-offs	23.06.10	21.07.10	21.07.10	
1011/076	Derbyshire County Council	Institutional abuse and evictions of care home residents	25.06.10	23.07.10	28.06.10	
1011/077	Legal & Democratic Services	Name of conveyancer re Land Charge search	28.06.10	26.07.10	06.07.10	
1011/078	Env Services	Details of anyone who died intestate with no next of kin	29.06.10	27.07.10	23.07.10	
1011/079	Finance & Property	Credit account balances owed to other parties	05.07.10	02.08.10	02.08.10	
1011/080	Organisational Dev	Discrimination cases and payouts	05.07.10	02.08.10	30.07.10	
1011/081	Finance & Property	Private contractors that Authority uses to service the Council and local services	07.07.10	04.08.10	03.08.10	
1011/082	Derbyshire County Council	Pupils who have been allegedly sexually assaulted.harassed/attacked/abused	07.07.10	04.08.10	13.07.10	

No	Dept	Request	Received	Reply Due	Reply Sent	Exemption
1011/083	Env Services	Deaths passed on to Treasury Solicitor	02.07.10	30.07.10	23.07.10	
1011/084	Env Services	Fixed penalty notices and fines	06.07.10	04.08.10	04.08.10	
1011/085	Leisure Services / Finance & Property	CCTV cameras	02.07.10	30.07.10	23.07.10	
1011/086	Finance & Property	Insurance company used by council	06.07.10	04.08.10	04.08.10	
1011/087	Organisational Dev	Organisation contracted to run services on behalf of council who are religious in nature	06.07.10	03.08.10	02.08.10	
1011/088	Planning Services	Section 106 growing space	07.07.10	04.08.10	03.08.10	
1011/089	Customer Services	Empty commercial properties with a RV greater than £50,000	09.07.10	06.08.10	05.08.10	
1011/090	Customer Services	Properties with historic credit on their account	09.07.10	06.08.10	05.08.10	
1011/091	Finance & Property	Cheques issued and received by Authority	09.07.10	06.08.10	05.08.10	
1011/092	IT & Business Imp	Datacentre	12.07.10	09.08.10	05.08.10	
1011/093	Leisure Services / Finance & Property	Council's spend on CCTV	12.07.10	09.08.10	05.08.10	
1011/094	Finance & Property	External Consultants	13.07.10	10.08.10	28.07.10	
1011/095	Planning Services	Planning Enforcement Orders	12.07.10	09.08.10	05.08.10	
1011/096	Planning Services	Local Planning Policy	13.07.10	10.08.10	10.08.10	

No	Dept	Request	Received	Reply Due	Reply Sent	Exemption
1011/097	Env Services	Information of persons dying with no next of kin	14.07.10	11.08.10	10.08.10	
1011/098	Organisational Dev / Leisure Services / Legal & Democratic	Use of celebrities for PR work	14.07.10	11.08.10	10.08.10	
1011/099	Derbyshire County Council	Gang related activity and violence	14.07.10	11.08.10	22.07.10	
1011/100	Customer Services	Housing Benefit	14.07.10	11.08.10	10.08.10	
1011/101	Finance & Property	Payment process supplier	14.07.10	11.08.10	10.08.10	
1011/102	Finance & Property	Cost of services	15.07.10	12.08.10	10.08.10	
1011/103	Derbyshire County Council	Schools	15.07.10	12.08.10	22.07.10	
1011/104	Housing	Contract for lift and access equipment	19.07.10	16.08.10	13.08.10	
1011/105	Customer Services	Empty Commercial properties with rates payable of £18,00 and above	19.07.10	16.08.10	13.08.10	
1011/106	Customer Services	Empty properties	19.07.10	16.08.10	13.08.10	
1011/107	Organisational Dev	External resources	20.07.10	17.08.10	13.08.10	
1011/108	Planning Services	Information re property in Thurvason	02.08.10	31.08.10	02.08.10	Exemption – Reg 13 (1) & (2) (a)(i)
1011/109	Derbyshire County Council	Residential care	23.07.10	20.08.10	03.08.10	



No	Dept	Request	Received	Reply Due	Reply Sent	Exemption
1011/110	Legal & Democratic Services	Hospitality received by private companies within South Derbyshire	23.07.10	20.08.10	Withdrawn	
1011/111	Derbyshire County Council	Road traffic decisions	23.07.10	20.08.10	03.08.10	
1011/112	Env Services	Complaints about private landlords	30.07.10	27.08.10	18.08.10	
1011/113	IT & Business Imp / Finance & Property	Company trading as Reputation, aka Mark Fletcher	01.08.10	27.08.10	18.08.10	
1011/114	Env Services	Zoo Licensing Act	02.08.10	31.08.10	24.08.10	
1011/115	Env Services	People who have died intestate	02.08.10	31.08.10	25.08.10	
1011/116	Organisational Dev	Details of employment of Political Advisors, European Officers, Diversity officers and Climate Change Officers	02.08.10	31.08.10	25.08.10	
1011/117	Customer Services	Business rates	02.08.10	31.08.10	25.08.10	
1011/118	Corporate Services	Job Titles of senior members of staff	04.08.10	02.09.10	31.08.10	
1011/119	Housing Services	Residential freehold properties under the ownership of the Council	04.08.10	02.09.10	25.08.10	
1011/120	Housing Services / Customer Services	Incomes of individuals living in council housing	04.08.10	02.09.10	25.08.10	
1011/121	Derbyshire County Council	Contacts in authority for health or social care departments	04.08.10	02.09.10	12.08.10	

No	Dept	Request	Received	Reply Due	Reply Sent	Exemption
1011/122	Finance & Property	Details of how Authority provides internal audit service	04.08.10	02.09.10	31.08.10	
1011/123	Env Services	Council spend on street cleaning	04.08.10	02.09.10	25.08.10	
1011/124	Env Services	Locations of public toilets with baby-changing facilities	05.08.10	03.09.10	25.08.10	
1011/125	Derbyshire County Council	Street lights	05.08.10	03.09.10	12.08.10	
1011/126	Legal & Democratic Services	Agreements which indicate a discounted chargeable rate between LA Land Charges and NLIS	06.08.10	06.09.10	01.09.10	
1011/127	Finance & Property	Costs of employing external consultants and agency staff and total staffing costs	09.08.10	07.09.10	01.09.10	
1011/128	Finance & Property	General Fund Revenue Account Revenue Outturn Returns	09.08.10	07.09.10	07.09.10	
1011/129	Derbyshire County Council	Number of schools serving Halal prepared meat	10.08.10	08.09.10	13.08.10	
1011/130	Env Services	Recycling banks	11.08.10	09.09.10	01.09.10	
1011/131	Derbyshire County Council	Parking fines and speed fines	11.08.10	09.09.10	20.08.10	

No	Dept	Request	Received	Reply Due	Reply Sent	Exemption
1011/132	Legal & Democratic Services / Leisure Services / Housing	Personal appearances of celebrities	11.08.10	09.09.10	25.08.10	
1011/133	Legal & Democratic Services	Councillors attending site meeting at Drakelow Park on 27 August	04.08.10	02.09.10	24.08.10	
1011/134	Derbyshire County Council	Residential Care Home Funding	12.08.10	10.09.10	20.08.10	
1011/135	Derbyshire County Council	Excluded Pupils	13.08.10	13.09.10	20.08.10	
1011/136	Organisational Dev	Number of staff employed	16.08.10	14.09.10	01.09.10	
1011/137	Finance & Property	Equality Impact Assessments	17.08.10	15.09.10	01.09.10	
1011/138	Organisational Dev	Guidance given to staff re verbal or written communications	17.08.10	15.09.10	10.09.10	
1011/139	Corporate Services	Charities effected by public spending cuts	18.08.10	16.09.10	27.08.10	
1011/140	IT & Business Imp	Wide Area Network Services	18.08.10	16.09.10	02.09.10	
1011/141	IT & Business Imp	Contact details	18.08.10	16.09.10	14.09.10	
1011/142	Organisational Dev	Rebranding exercise	18.08.10	16.09.10	02.09.10	

No	Dept	Request	Received	Reply Due	Reply Sent	Exemption
1011/143	Legal & Democratic Services	Number of CON 29 searches and personal searches of the registers conducted by Land Charge Section in July 09, July 10 and July 06	19.08.10	17.09.10	14.09.10	
1011/144	Planning Services	Completion Notices	20.08.10	20.09.10	15.09.10	
1011/145	Env Services	Dog Control Orders	23.08.10	21.09.10	20.09.10	
1011/146	Derbyshire County Council	Diabetes care within care homes	25.08.10	23.09.10	27.08.10	
1011/147	Finance	Funding to Environmentalist Groups	23.08.10	21.09.10	15.09.10	
1011/148	Finance & Property	Treasury Management	31.08.10	28.09.10	03.09.10	
1011/149	Housing	Council House sales	31.08.10	28.09.10	07.09.10	
1011/150	Env Services	Details of anyone who died intestate with no next of kin	23.08.10	21.09.10	03.09.10	
1011/151	Planning Services / Finance & Property	Replacement of cobblestones and compensation claims received	02.09.10	30.09.10	15.09.10	
1011/152	IT & Business Imp	Contact details	03.09.10	01.10.10	13.09.10	
1011/153	Customer Services	Companies liable for more than one rating assessment/account	06.09.10	04.10.10	17.09.10	
1011/154	Corporate	FOI complaints	06.09.10	04.10.10	15.09.10	
1011/155	Legal & Democratic	Money spent on refreshments for Councillors	06.09.10	04.10.10	23.09.10	
1011/156	Finance & Property	Details of Third Party Suppliers	07.09.10	05.10.10	21.09.10	

No	Dept	Request	Received	Reply Due	Reply Sent	Exemption
1011/157	Customer Services	Outsourced debt collection service	08.09.10	06.10.10	01.10.10	
1011/158	Env Services	Noise nuisance service	10.09.10	08.10.10	04.10.10	
1011/159	Derbyshire County Council	Number of children placed in local schools using 'in-year co-ordinated admissions scheme'	13.09.10	11.10.10	21.09.10	
1011/160	Finance & Property	Costs of translation and interpretation services	14.09.10	12.10.10	06.10.10	
1011/161	Organisational Dev	Details of contractors, freelancers and interim managers	13.09.10	11.10.10	11.10.10	
1011/162	Env Services	Details of persons dying with no next of kin	15.09.10	13.10.10	08.10.10	
1011/163	Legal & Democratic Services	Flying of Flags on Town Halls and Civic Centres	16.09.10	14.10.10	06.10.10	
1011/164	Env Services	No of staff employed in roles relating to climate change / global warming etc	17.09.10	15.10.10	21.09.10	
1011/165	Env Services	Costs of mis-fueling of vehicles	20.09.10	18.10.10	06.10.10	
1011/166	Planning	Planning decisions involving wind turbines	22.09.10	20.10.10		
1011/167	Finance & Property / Legal & Democratic Services	Foreign trips taken by Councillors and Officers	23.09.10	21.10.10	14.10.10	
1011/168	Customer Services	Breakdown of credit balances on NNDR accounts	29.09.10	27.10.10	06.10.10	
1011/169	Env Services / Housing	Information on wood purchases made	29.09.10	27.10.10	11.10.10	

<b>No</b>	<b>Dept</b>	<b>Request</b>	<b>Received</b>	<b>Reply Due</b>	<b>Reply Sent</b>	<b>Exemption</b>
1011/170	IT & Business Imp	Information relating to IT department	29.09.10	27.10.10	06.10.10	
1011/171	Env Services	Cost and maintenance of stray dogs	29.09.10	27.10.10	22.10.10	
1011/172	Finance & Property / Legal & Democratic Services	Details of Chief Exec's salary and Councillors basic allowance	30.09.10	28.10.10	15.10.10	

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