
REPORT TO:	FINANCE AND MANAGEMENT	AGENDA ITEM: 7
DATE OF MEETING:	26 JUNE 2009	CATEGORY: DELEGATED
REPORT FROM:	DIRECTOR OF CORPORATE SERVICES	OPEN
MEMBERS' CONTACT POINT:	PAM CARROLL (595784) NIGEL GLOSSOP (595703)	DOC:
SUBJECT:	COMPLAINTS & FREEDOM OF INFORMATION REQUESTS 01 OCTOBER 2008 TO 31 MARCH 2009	REF: NG/JHM
WARD(S) AFFECTED:	ALL	TERMS OF REFERENCE: CE6

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 October 2008 – 31 March 2009. Figures for the previous six months are given for comparison purposes.
- 2.2 A summary of the Freedom of Information (FOI) requests received by the Council for the period 1 October 2008 – 31 March 2009. Figures for the previous six months are given for comparison purposes.

3.0 Executive Summary

Comments, Compliments and Complaints

- 3.1 The comments, compliments and complaints procedure is designed to encourage people to give informal feedback on our services.
- 3.2 One comment, 17 compliments and 27 complaints have been received between 1 October 2008 – 31 March 2009
- 3.3 The number of complaints received in the second half of this financial year has increased compared to the previous six months. This follows the trend that more complaints are received during the second half of the year.
- 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.

- 3.7 A total of 111 Freedom of Information requests have been received between 1 October 2008 – 31 March 2009

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, or can be completed using an electronic form.
- 4.2 The aim of The Freedom of Information Act 2000, which came into force on 1st January 2005, is to extend the right to allow public access to information that the Council holds.

5.0 Detail

Comments

- 5.1 The table below compares the number of comments received for the second half of 2007/2008 against the first half of 2008/2009.

Division	1 April 2008 to 30 September 2008	01 October 2008 to 31 March 2009
Environmental Services	1	0
Planning Services	0	0
Customer Services	2	0
Housing	1	0
Leisure & Community Development	0	1
Total	4	1

Compliments

- 5.2 The table below compares the number of compliments received for the second half of 2008/2009 against the first half of 2008/2009.

Awareness of recording compliments needs to be raised again in order to capture all the compliments received by each department.

Division	1 April 2008 to 30 September 2008	01 October 2008 to 31 March 2009
Customer Services	9 *	13 *
Environmental Services	4 *	4*
Planning	5	3
Housing	1 *	0
Leisure and Community Development	1	1
Finance & Property	3 *	0
Management Team	1	0
Total	22	17

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

Complaints

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

	1 April 2008 to 30 September 2008	01 October 2008 to 31 March 2009
Resolved at Stage 1	13	18
Stage 1 still ongoing	1	0
Resolved at Stage 2	3	8
Stage 2 still ongoing	1	0
Complaint withdrawn	0	1
Total received	18	27

- 5.4 The 18 complaints received can be broken down as follows

Division	1 April 2008 to 30 September 2008	01 October 2008 to 31 March 2009
Planning Services	4	9
Housing	4	6
Customer Services (including Revenue)	5	3
Environmental Services	3	2
Finance and Property Services	0	0
Legal and Democratic	0	5
Leisure and Community	2	2
IT and Business Dev	0	0
Total	18	27

- 5.6 The schedule, giving details of the comments, compliments and complaints received, actions taken and improvements [Page 3 of 21](#) is attached at **Annexe A**.

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.

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 2008/2009 against the second half of 2008/09. Note: the figures also include any requests that have been made under EIR (Environmental Information Regulations).

	1 April 2008 to 30 September 2008	01 October 2008 to 31 March 2009
Number received	80	111
Number replied to within 20 statutory days	75	100
Number replied to after 20 statutory days (unavoidably delayed within department)	5	11
Number of Exemptions or partial exemptions	0	1
Number passed to Third Party	2	1
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:

Division	1 April 2008 to 30 September 2008	01 October 2008 to 31 March 2009
Environmental Services	20 *	26*
Planning Services	7	16*
Legal and Democratic	7 *	18*
Finance and Property	10 *	21*
IT and Business Dev	13 *	11*
Customer Services	9 *	20*
Housing	7 *	10*
Org Development	11 *	8*
Leisure and Community	9 *	6*
All Directorates	1	0

* 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 Councils reputation to deliver services effectively.

8.0 Community Implications

8.1 None.

9.0 Background Papers

None.

Comments, Compliments and Complaints - 01 October 2008 – 31 March 2009

Comments

Date	Ward	Subject	Division	Resultant Action Taken/Comments
27.10.08	Midway	Problems with footpath	Leisure & Community	Response from Chris Smith

Compliments

Date	Ward	Subject	Division	Resultant Action Taken/Comments
23) 17.10.08	Repton	Thank you to the Heritage Office for giving a superb talk to the Repton Village Society	Planning	Forwarded from Head of Service
24) 08.10.08	Woodville	Thank you to Customer Service Adviser for help and kindness with Council Tax	Customer Services	Forwarded from Head of Service
25) 10.10.08		Acknowledgement of the commitment of the Planning Department	Planning Services	Forwarded from Head of Service
26) 13.10.08	Hilton	Thank you for help and advice following a flood	Env Services and Leisure & Community	Forwarded from Head of Service
27) 16.10.08		Compliment about the website – found it easy and very informative	Customer Services	Forwarded from Head of Service
28) 22.10.08		Praising Refuse Collectors for doing excellent job and Customer Services for being helpful and polite.	Env Services and Customer Services	Forwarded from Head of Service

29) 04.11.08	Repton	Customer Services are always courteous and you speak directly to a person not a machine	Customer Services	Forwarded from Head of Service
30) Dec 08	Melbourne	Excerpt from newspaper – South Derbyshire DC, represented by Area Planning Officer, found their corner with calmness and courtesy.	Planning Services	Forwarded from Head of Service
31) 14.11.08	Woodville	How delighted and surprised she was to speak to a person straight away and not getting recorded messages	Customer Services	Forwarded from Head of Service
32) 08.01.09	“Willington	Gentleman pleased with service to repair bin	Customer Services and Env Services	Forwarded from Head of Service
33) 12.01.09	Church Gresley	Help and assistance to deaf gentleman in relation to lost bus pass	Customer Services	Forwarded from Head of Service
34) 24.02.09		Thank you for excellent customer service when dealing with Revenue Staff	Customer Services	Forwarded from Head of Service
35)	Repton	Thank you for outstanding customer service with Bus pass application and Housing application	Customer Services	Forwarded from Head of Service
36) 19.03.09	Newhall	Thank you to Customer Services Advisor and Refuse Collector for organizing return visit to empty bin	Customer Services and Env Services	Forwarded from Head of Service
37)	Repton	Thank you to Customer Services Adviser for help and kindness with Benefit application	Customer Services	Forwarded from Head of Service
38) 15.03.09		Thank you for time and effort put into assistance with application for concessionary travel pass.	Customer Services	Forwarded from Head of Service
39) 30.03.09	Ticknall	Sincere gratitude to Customer Services Adviser for help with Pensions Service. It was handled in most professional manner with great kindness and sensitivity.	Customer Services	Forwarded from Head of Service

Complaints

Date	Ref No	Ward	Subject	Division	Resultant Action Taken	Date response due and date sent
03.10.08	277	Melbourne	Planning issues	Planning	Action not relevant	Due: 17.10.08 Holding ltr – 16.10.08 Sent:19.11.08
27.10.08	278	Repton	Personal details appeared on website	Planning	Staff appraised of procedures	Due: 10.11.08 Sent: 30.10.08
31.10.08	279	Seales	Housing Improvements	Housing	Action not relevant	Due: 14.11.08 Sent: 11.11.08
03.11.08	280 2 nd Stage	Aston	Local Assessment Framework	Legal & Democratic Services	Action not relevant	Due: 17.11.08 Sent: 12.11.08 <u>Stage 2</u> Due: 05.12.09 Sent: 08.12.08
05.11.08	281 2 nd Stage	Scropton	Erection of fence	Planning	Officers to provide more explanation in correspondence	Due: 19.11.08 Holding ltr :19.11.08 Sent: 09.12.08 <u>Stage 2</u> Due: 06.01.09 Sent: 24.12.08
08.10.08	282 2 nd Stage OC	Etwall	Etwall Area Meeting	Legal & Democratic Services	The Local Government Ombudsman came to the opinion that it was not unreasonable that the Council's Area Forum did not allow discussion of potential or current planning applications and therefore no further action is relevant.	Due: 01.12.08 Sent: 01.12.08 <u>Stage 2</u> Referred directly to Ombudsman

06.11.08	283 2 nd Stage	Etwall	Etwall Area Meeting	Legal & Democratic Services	Action not relevant	Due: 19.11.08 Holding ltr: 28.11.08 Sent: 05.12.08 <u>Stage 2</u> Due: 07.01.09 Sent: 24.12.09
13.11.08	284	Etwall	Etwall Area Meeting	Legal & Democratic Services		Withdrawn
14.11.08	285		Benefit Payments	Customer Services	Action not relevant	Due: 27.11.08 Sent: 27.11.08
18.11.08	286	Melbourne	Site visit to property	Planning	Action not relevant	Due: 02.12.08 Sent: 28.11.08
20.11.08	287	Melbourne	Direct Debit payment	Customer Services	Action not relevant	Due: 04.12.08 Sent: 04.12.08
03.12.08	288	Midway	Lack of maintenance on boiler	Housing	Continued monitoring of gas contractors to ensure repairs are carried out within given timescales	Due: 17.12.08 Sent: 17.12.08
09.12.08	289	Castle Gresley	Housing communications policy	Housing	Monitoring form not returned	Due 23.12.08 Sent: 22.12.08
11.12.08	290	Willington	Housing Maintenance	Housing	Action not relevant	Due: 05.01.09 Sent 22.12.08
11.12.08	291 2 nd Stage	Findern	Vehicular access	Planning	Action not relevant	Due: 29.12.08 Sent 19.12.08 <u>2nd Stage</u> Due: 03.04.09 Holding ltrs: 09.04.09 & 27.04.09 Sent: 01.05.09

15.12.08	292	Great Wilne	Planning decision	Planning	Action not relevant	Due 31.12.08 Sent 19.12.08
18.12.08	293	Thulston	Planning Services	Planning	Action not relevant	Due: 12.01.09 Sent: 06.01.09
07.01.08	294	Coton in the Elms	Faulty domestic appliance	Housing	Continued monitoring of contractors to ensure repairs are carried out within given timescales	Due: 21.01.09 Sent: 20.01.09
09.01.09	295	Newton Solney	Refuse collection over Christmas period	Env Services	Christmas arrangements to be reviewed as part of new contract	Due: 23.01.09 Sent: 26.01.09 (due to error with e-mail address)
23.01.09	296	Stenson Fields	Service received from a member of Revenue Services	Customer Services	Refreshed training in customer care	Due: 02.02.09 Sent: 16.02.09
29.01.09	297 2 nd Stage	Weston on Trent	Weston Hill Caravan Site	Planning	Action not relevant	Due: 12.02.09 Holding ltr: 12.02.09 Sent: 19.02.09 <u>Stage 2</u> Due: 13.03.09 Holding ltr: 12.03.09 Sent: 26.03.09
11.02.09	298 2 nd Stage	Barrow on Trent	Local Assessment Framework	Legal and Democratic Services	Action not relevant	Due: 25.02.09 Sent: 24.02.09 <u>2nd Stage</u> Due: 23.03.09 Sent: 26.03.09
25.02.09	299	Mickleover	Planning Dept	Planning Services	Action not relevant	Due: 11.03.09 Holding ltr: 18.03.09 Sent: 30.03.09

02.03.09	300 2 nd Stage OC	Willington	Housing issues	Housing		Due: 13.03.09 Holding Ltr :19.03.09 Sent: 19.03.09 <u>Stage 2</u> Referred directly to Ombudsman
06.03.09	301	Newhall	Grounds and cemetery maintenance	Leisure and Community Development	Permanent signs to be considered dependant upon cost	Due: 20.03.09 Sent: 18.03.09
23.03.09	302	Aston on Trent	Trade Waste Collection	Env Services	Monitoring form not returned	Due: 06.04.09 Sent: 02.04.09
27.03.09	303	Newhall	Newhall Bowls Club	Leisure and Community Development	Review of anti social behaviour on parks currently being carried out. Security patrols increased until review concluded.	Due: 10.04.09 Holding ltr: Meeting: 07.04.09 Sent: 15.04.09

Freedom of Information Requests – 1 October 2008 – 31 March 2009

Ref No	Dept	Request	Received	Reply Due	Reply Sent	Exemption
65577	Env Services	Licensing	01.10.08	29.10.08	29.10.08	
65642	Env Services	Waste Collection	01.10.08	29.10.08	30.10.08	
66307	Env Services	Information re noise complaint	06.10.08	03.11.08	15.10.08	Refused - Reg 13 of EIR
66310	Customer Services	Information re Local Housing Allowance	09.10.08	06.11.08	30.10.08	
66706	Housing	Rent arrears	15.10.08	12.11.08	10.11.08	
66912	Finance / Legal & Democratic Services	Investments and expense claims	22.10.08	19.11.08	07.01.09	
67112	Housing	Information re rent payments	28.10.08	25.11.08	25.11.08	
67467	Organisational Development / Legal and Democratic Services	Structure chart for both depts.	30.10.08	27.11.08	25.11.08	
67491	Leisure / Planning / Env Services	Grants relating to econ dev, grants, etc	03.11.08	01.12.09	01.12.08	
67647	Env Services	Permist, consents etc for air burners, air curtain destructors etc	29.10.08	26.11.08	25.11.08	
67870	Housing	Out of County placements	06.11.08	04.12.08	04.12.08	

67871	Finance / Legal	Details of visit to Japan	06.11.08	04.12.08	18.11.08	
67938	Planning	Site inspection records relating to project in Repton	06.11.08	04.12.08	18.11.08	
67943	IT & Business Improvement	Organisational structure, ICT related documents	07.11.08	05.12.08	25.11.08	
67944		Details relating to Contactpoint	11.11.08	09.12.08	18.11.08	Forwarded to DCC
68272	Planning	Unspent 106 Planning obligation monies	14.11.08	12.12.08	12.12.08	
68274	IT & Business Improvement	Organisational charts for Council	14.11.08	12.12.08	25.11.08	
68582	Customer Services	NNDR credit balances	13.11.08	11.12.08	22.12.08	
68584	Customer Services	Empty property rate liability	19.11.08	17.12.08	18.12.08	
68585	Organisational Development / Finance	Spend on recruitment agencies and consultancy firms	24.11.08	22.12.08	16.12.08	
68834	Planning	Copies of letters from builders	27.11.08	28.12.08	28.11.08	
69374	Finance & Property	Payment of invoices	26.11.08	24.12.08	16.12.08	
69375	Customer Services	Council Tax recovery	27.11.08	29.12.08	22.12.08	

69378	Env Services / Customer Services / Planning	Surveillance information	01.12.08	07.01.09	07.01.09	
69380	Finance & Property / Legal & Democratic Services	Foreign Trips	03.12.08	05.01.09	18.12.08	
69381	Customer Services	NNDR premises under £10,000	03.12.08	05.01.09	22.12.08	
69382	Legal & Democratic Services	Copy of evidence re complaint	05.12.08	07.01.09	06.01.09	
69384	Customer Services	Details of empty properties	08.12.08	08.01.09	19.12.08	
69390	Organisational Development	Structure chart for Policy	08.12.08	08.01.09	16.12.08	
69395	Finance & Property	Corporate Credit Cards	08.12.08	08.01.09	13.01.09	
69690	Finance and Property	Pension scheme	11.12.08	13.01.08	19.12.08	
69691	Env Services	Bed Bugs	11.12.08	13.01.08	07.01.09	
69692	Env Services	Outsourced Parking Management	11.12.08	13.01.09	16.12.08	

70011	Finance & Property Services	Senior Council Staff Remuneration	17.12.08	23.01.09	24.12.08	
70013	IT & Business Improvement	Freedom of Information requests	19.12.08	27.01.09	27.01.09	
70015	Env Services	Dangerous animal licences	19.12.08	27.01.09	12.01.09	
70026	Env Services	Information re restaurant	19.12.08	27.01.09	23.12.08	
70132	Customer Services	Credits held by Authority in respect of Business Rates and Council Tax	22.12.08	29.01.09	29.01.09	
70350	Env Services	Method statement for cleansing of gullies	05.01.09	02.02.09	12.01.09	
70596	Planning	Section 106 planning obligation monies	06.01.09	03.02.09	21.01.09	
70598	Customer Services	Rent/Housing Benefit payments	08.01.09	05.02.09	14.01.09	
70601	Planning	Planning Fee income	08.01.09	05.02.09	12.01.09	
70656	Env Services	Fixed penalty fines re cigarette butts	09.01.09	09.02.09	09.02.09	
70741	Finance	Staff Pensions	09.01.09	06.02.09	14.01.09	
70744		Obesity Officers	12.01.09	09.02.09	14.01.09	
70869	Env Services	Microchipped wheelie bins	13.01.09	10.02.09	14.01.09	
70870	Env Services	Ownership detail of public house	13.01.09	10.02.09	13.01.09	
70876	Housing	Housing waiting list	13.01.09	10.02.09	21.01.09	

71326	Env Services	Advice re cryptosporidium/cryptosporidiosis	14.01.09	11.02.09	06.02.09	
71329	Planning	Breakdown of figure re S106 Contributions	19.01.09	16.02.09	06.02.09	
71331	Organisational Development	External training courses	16.01.09	13.02.09	06.02.09	
71335	Customer Services/ Legal/ Housing/ Env Services	Directed Surveillance	20.01.09	17.02.09	13.02.09	
71529	Env Services/ Housing/ Customer Services/ Leisure/ Finance/ Organisational Development	Impact of economic downturn on Local Authorities	19.01.09	16.02.09	19.02.09	
71538	Planning / Legal	Shared Streets (Guide Dogs)	22.01.09	19.02.09	19.02.09	
71539	Env Services / Housing / Customer Services / Leisure / Legal	RIPA	23.01.09	20.02.09	19.02.09	
71722	Finance / Organisational Development / Legal / IT	Costs of various services	26.01.09	23.02.09	19.02.09	

71723	Housing	Number of assaults against Housing staff	26.01.09	23.02.09	23.02.09	
71724	Customer Services	Long term empty residential properties	27.01.09	24.02.09	19.03.09	
71924	Finance and Property	Costs re bus shelters, free public transport etc	28.01.09	25.01.09	25.02.09	
71925	Env Services	Hackney Carriages	28.01.09	25.01.09	25.02.09	
71927	Customer Services	Business Rates	28.01.09	25.01.09	24.02.09	
71928	Legal and Democratic Services	General enquiry	28.01.09	25.02.09	26.01.09	
72183	Customer Services	Concessionary Travel	30.01.09	27.02.09	27.02.09	
72184	Leisure and Community Development	Allotments	02.02.09	02.03.09	12.02.09	
72185	IT	Staffing of IT/ICT unit	02.02.09	02.03.09	12.02.09	
72191	Planning	Access to search agents	02.02.09	02.03.09	11.03.09	
72192	Env Services	Land Fill Tax	03.02.09	03.03.09	25.02.09	
72195	Finance & Property	Council Budgets	04.02.09	04.03.09	25.02.09	

72283	IT	'Reverse e-auction'	05.02.09	05.03.09	12.02.09	
72611	Legal and Democratic Services	Local Govt Ombudsman complaints	13.02.09	13.03.09	09.03.09	
72845	Env Services / Planning	Legal proceedings against utility companies	13.02.09	13.03.09	09.03.09	
73115	Planning	SDDC & DCC conjoined inquiry combined library document list	19.02.09	19.03.09	09.03.09	
73116	Legal & Democratic Services	Armed Forces Day celebrations	18.02.09	18.03.09	17.03.09	
73118	Env Services	Cooling Tower register	20.02.09	20.03.09	09.03.09	
73120	Planning	Unspent S106 contributions	20.02.09	20.03.09	20.03.09	
73121	Finance & Property Services	Policy re LA Business Centres	19.02.09	19.03.09	23.03.09	
73143	Finance & Property Services	'Prevent' strategy from Oct 2006	23.02.09	23.03.09	25.02.09	
73145	Env Services	Dangerous Wild Animal Licences	23.02.09	23.03.09	25.02.09	
73317	Housing	Homelessness applications	25.02.09	25.03.09	26.03.09	
73318	Finance/ Legal	Total income from Land Charges	25.02.09	25.03.09	26.03.09	

73405	IT	Document management	26.02.09	26.03.09	26.03.09	
73888	Finance/ Organisational Development	Bonus payments	26.02.09	26.03.09	26.03.09	
73891	Legal and Democratic Services	Correspondence with Chief Surveillance Commissioner	02.03.09	30.03.09	26.03.09	
73893	IT	Structure of various departments	02.03.09	30.03.09	31.03.09	
73895	Leisure & Community Development	Revenue from sunbeds	04.03.09	01.04.09	31.03.09	
73896	Legal and Democratic Services	Information re complaint	05.03.09	02.04.09	24.03.09	
74328	Planning	Golf Courses	09.03.09	06.04.09	06.04.09	
74331	Leisure and Community Development	Gravestone safety	09.03.09	06.04.09	06.04.09	
74332	Planning	Building Regulations	11.03.09	08.04.09	08.04.09	
74333	Finance / Organisational Development	Early retirement	11.03.09	08.04.09	08.04.09	
74334	Env Services	Tattooists and body piercers	11.03.09	08.04.09	08.04.09	
74335	Env Services	Domestic Household waste surveys	12.03.09	09.04.09	08.04.09	

74336	Customer Services	Vacant commercial and domestic properties	12.03.09	09.04.09	08.04.09	
74337	Housing	No of people sleeping rough	12.03.09	09.04.09	08.04.09	
74338	IT & Business Improvement	ICT contracts	12.03.09	09.04.09	08.04.09	
74726	Customer Services	Business Rates	16.03.09	13.04.09	08.04.09	
75886	Planning Services	SDDC & DCC conjoined inquiry combined library document list	16.03.09	15.04.09	16.04.09	
74727	Customer Services	NNDR addresses	17.03.09	16.04.09	16.04.09	
75127	IT & Business Improvement	Innovative practices introduced	17.03.09	16.04.09	16.04.09	
75142	Finance / Legal & Democratic Services	Overseas travel by Officers and Members	18.03.09	17.04.09	16.04.09	
75148	Customer Services	Completion notices served	19.03.09	20.04.09	22.04.09	
75164	Env Services	Stray dogs	20.03.09	21.04.09	17.04.09	
75168	Leisure & Community Development	Anti-social behaviour orders	25.03.09	24.04.09	21.04.09	

75170	Finance & Property Services	Breakdown of job titles and average salary for each post	25.03.09	24.04.09	07.05.09	
75173	Legal & Democratic Services	Structure plan of department	25.03.09	24.04.09	21.04.09	
75175	Finance & Property/ Legal & Democratic Services	Councillors' allowances	26.03.09	27.04.09	21.04.09	
75704	Organisational Development	Council Newspaper	27.03.09	28.04.09	21.04.09	
75709	Customer Services	Organisational structure	26.03.09	27.04.09	22.04.09	
75830	Env Services	Refuse and Street cleansing survey	30.03.09	29.04.09		
76429	IT	ICT contact details	24.03.09	23.04.09	17.04.09	
76430	IT	CMS software	30.03.09	29.04.09	24.04.09	

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