

Leicester
City Council

MEETING OF THE STANDARDS COMMITTEE

DATE: WEDNESDAY, 9 JULY 2014

TIME: 5:30 pm

**PLACE: COMMITTEE ROOM 2 - GROUND FLOOR, TOWN HALL,
TOWN HALL SQUARE, LEICESTER**

Members of the Committee

Councillor Waddington (Chair)

Councillor Senior (Vice-Chair)

Councillor Shelton

Councillor Sood

One Unfilled Place for a Non-Grouped Member

Ms Amanda Fitchett (Independent Member)

Mr Desmond Henderson (Independent Member)

Mr Stephen Purser (Independent Member)

Ms Fiona Barber (Independent Member)

1 Independent Member Vacancy

Standing Invitees:

Mr David Lindley (Independent Person)

Ms Caroline Roberts (Independent Person)

Members of the Committee are summoned to attend the above meeting to consider the items of business listed overleaf.

for the Monitoring Officer

Officer contact: Graham Carey
Democratic Support, Leicester City Council
City Hall, 115 Charles Street, Leicester, LE1 1FZ
(Tel. 0116 454 6356)

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- ✓ where filming, to (via the Chair of the meeting) ensure that those present are aware that they may be filmed and respect any requests to not be filmed.

Further information

If you have any queries about any of the above or the business to be discussed, please contact Graham Carey, **Democratic Support** on **(0116) 454 6356** or email graham.carey@leicester.gov.uk or call in at the Town Hall.

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PUBLIC SESSION

AGENDA

1. APOLOGIES FOR ABSENCE

2. DECLARATIONS OF INTEREST

Members are asked to declare any interests they may have in the business to be discussed.

3. RESIGNATION OF INDEPENDENT MEMBER

The Monitoring Officer to report the resignation of Ms Joanne Holland as an Independent Member of the Standards Committee and Standards Advisory Board.

4. MINUTES OF PREVIOUS MEETING

Appendix A

The minutes of the meeting of the Standards Committee, held on 10 April 2014 are attached and Members are asked to confirm them.

5. MONITORING OFFICER UPDATE ON MATTERS CONSIDERED AT PREVIOUS MEETINGS

The Monitoring Officer to provide an update on matters which have been considered at previous meetings including the following:-

- a) Vexatious Complainant – definition – See attached paper at Appendix B.
- b) Social Media Guidance.
- c) Independent Person Protocol.

6. WORK PROGRAMME

To discuss items for the Committee's work programme for the municipal year 2014/15.

At present a 'Review of the Code of Conduct and Associated Arrangements' has been scheduled for the meeting on 8 October 2014.

Training and updates for Members on code of conduct as the regime progresses nationally has been suggested.

Members are invited to suggest items for the work programme.

7. CORPORATE COMPLAINTS MONITORING

Appendix B

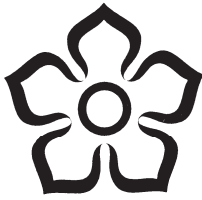
At the last meeting of the Committee, the Director of Information and Customer Access was requested to attend the meeting to present the revised monitoring information on the corporate complaints system. A copy of a report to the

Operations Board and the revised monitoring information is attached.

8. COMPLAINT AGAINST COUNCILLORS

The Monitoring Officer to report that no new complaints have been received against Councillors since the Committee's meeting held on 30 January 2014.

9. ANY OTHER URGENT BUSINESS



Leicester
City Council

Minutes of the Meeting of the
STANDARDS COMMITTEE

Held: THURSDAY, 10 APRIL 2014 at 5.30pm

P R E S E N T :

Councillor Waddington (Chair)
Councillor Shelton – Vice Chair

Councillor Senior

Also present:

Ms Fiona Barber	Independent Member
Ms Amanda Fitchett	Independent Member
Ms Joanne Holland	Independent Member
Mr Stephen Purser	Independent Member
Mr David Lindley	Independent Person
Ms Caroline Roberts	Independent Person

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25. APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillor Sood and Mr D Henderson.

26. DECLARATIONS OF INTEREST

Members were asked to declare any interests they may have in the business to be discussed.

Councillor Senior declared an Other Disclosable Interest in the item on 'Effectiveness of Corporate Complaints as her partner was a member of staff. However, since any discussion on the item would be a generic discussion affecting all officers, Councillor Senior indicated that the interest would not be prejudicial to her judgement of the public interest. In accordance with the Council's Code of Conduct, Councillor Senior would not, therefore, be required to leave the meeting when the item was discussed.

27. MINUTES OF PREVIOUS MEETING

RESOLVED:

That the minutes of the meeting of the Standards Committee, held on 30 January 2014, be confirmed as a correct record.

28. DRAFT PROTOCOL FOR INDEPENDENT PERSONS

The Monitoring Officer submitted a proposed protocol for instances where an elected member, who was the subject of a complaint alleging a breach of the Code of Conduct, sought a meeting with the Independent Person. The Committee was requested to comment on the proposed protocol.

The Independent Persons felt that the proposed protocol provided useful clarity in setting out what was expected of all parties involved in the process. However, the protocol should not give the impression that the Independent Person and Monitoring Officer were always of the same viewpoint in relation to a complaint as this could undermine the impartiality of the Independent Person.

Members discussed the protocol and asked questions of the Monitoring Officer and the Independent Persons. The discussion and questions included the following comments:-

- Although the protocol was useful in setting out what a Member could not do in the process, it would be helpful if the protocol could include details/examples of what a Member could say or do at a meeting with the Independent Person in item viii) of the protocol.
- The right of access to the Independent Person under the protocol should only be to the Independent Person appointed to the complaint, unless a review was requested and the second Independent Person was involved.
- There should be no right of access to the Independent Person by the Member in the event that the complaint was dismissed.
- Any information supplied by the Member should relate solely to the complaint in question; as it could be possible for the Independent Person to be involved in the process of another complaint involving the Member without that Member's knowledge at that stage. If the Member inadvertently provided information about another person or details of another complaint it could impede the impartiality of that process.
- An additional point xiii) should be added to the protocol to the effect that there would be an expectation that there would only be one meeting per issue unless there were new issues or material information to justify a further meeting. The protocol should make it clear that the

Independent Person would only share information from the meeting with the Member that was 'relevant or noteworthy' for the handling of the complaint investigation etc.

RESOLVED:

- 1) That the proposed protocol be approved subject to the Monitoring Officer amending the code to include the amendments suggested by the Committee above.
- 2) That the Monitoring Officer send the revised protocol to the two Independent Persons for comment and subject to their agreement, the final protocol be issued.

29. EFFECTIVENESS OF CORPORATE COMPLAINTS SYSTEM

The Director Information and Customer Success submitted a report summarising how complaints about the Council were dealt with. The report was originally submitted to the Council's Health and Wellbeing Scrutiny Commission in December 2013 as part of its consideration of complaints on health related matters.

The Chair stated that she was disappointed with the report as it did not provide the information the Committee would have wished to see in relation the number of complaints, how many had escalated from stage 1 to stage 2, how many had been justified and what service improvements had been introduced as a result. The procedures appeared confusing but it was understood that these were being reviewed to provide for better and more meaningful monitoring.

The Monitoring Officer provided a brief history of the corporate complaints monitoring system and felt that the current system worked and he was not aware of any substantive policy issues that needed revision. The complaint monitoring structure had been centralised three years previously as it had been recognised that there were few complaints that escalated to the Local Government Ombudsman, so it was felt appropriate to let the departmental complaints' officers monitor progress and outcomes. There were now proposals to centrally evaluate complaints data to capture any trends etc to see if there were any corporate implications. It was expected that the final version of the new evaluation reports would be released in 2 months' time, which should give more insight and breakdown of complaints.

During discussion it was confirmed that, whilst the Council's Audit and Risk Committee looked the complaints process, the Standards Committee also had a role in looking at the process and outcomes as well, particularly if there were issues relating to standards of behaviour etc. Members' also expressed concern that there may be a lack of consistency in dealing with and reviewing complaints if the process was co-ordinated by 4 separate people.

RESOLVED:

That the Director of Information and Customer Access be invited to the next meeting to present the revised monitoring information and that the Committee's comments be fed back to those co-ordinating the complaints system.

30. CORPORATE COMPENSATION POLICY

The Monitoring Officer submitted a report seeking the Committee's views on the proposed Corporate Compensation Policy that was intended to be submitted to the Council Meeting in June 2014.

Members discussed the draft policy and felt that the timescale for making a complaint should be linked to the time when the decision which led to the complaint was made.

RESOLVED:-

That the draft corporate compensation policy be endorsed subject to paragraph 6.2 being amended to read; 'Complaints, and therefore compensation, will not normally be considered or made unless the complaint or application is made within 3 months of the decision being made which is the subject of the complaint, unless there are special or exceptional circumstances that would make it unreasonable to apply this rule.

31. PRIVATE SESSION

RESOLVED:

that the press and public be excluded during consideration of the following report in accordance with the provisions of Section 100A(4) of the Local Government Act 1972, as amended, because it involves the likely disclosure of 'exempt' information, as defined in the Paragraphs detailed below of Part 1 of Schedule 12A of the Act and taking all the circumstances into account, it is considered that the public interest in maintaining the information as exempt outweighs the public interest in disclosing the information.

Paragraph 1

Information relating to any individual.

Paragraph 2

Information which is likely to reveal the identity of an individual.

Paragraph 7c

The deliberations of a standards committee or of a sub-committee of a standards committee established under the provisions of Part 3 of the Local Government Act 2000 in reaching any finding on a matter referred under the provisions of section 60(2) or (3), 64(2), 70(4) or (5) or 71(2) of that Act.

UPDATE ON COMPLAINTS AGAINST COUNCILLORS

32. COMPLAINT AGAINST COUNCILLORS - UPDATE

The Monitoring Officer stated that no new complaints against Councillors had been received since the last meeting.

The Monitoring Officer then outlined the circumstances relating to a Councillor, who had been the subject of a previous complaint, failing to comply with the outcome of the informal resolution reached in considering the complaint. The Monitoring Officer felt that these details were relevant to Members' consideration of the Discussion Paper on Non-Compliance with Informal Resolution Outcomes which would follow this item.

33. PUBLIC SESSION

RESOLVED:

That the press and public be re-admitted to the remainder of the meeting.

34. DISCUSSION PAPER - NON-COMPLIANCE WITH INFORMAL RESOLUTION OUTCOMES

The Monitoring Officer submitted a discussion paper seeking the views of the Committee on what should happen in the event that an informal resolution outcome is not acted upon by the subject Member.

Members discussed the various options that were available to them and to solutions which had been used elsewhere. During the discussion, it was felt that if a new complaint was opened for the failure to comply with the informal resolution, then any subsequent investigation of the new complaint may only be a short desk-top appraisal based upon the evidence already to hand unless there were other factors which needed to be taken into account. It was also noted that if an informal resolution had been put forward, it should be recognised that the member had breached the code of conduct and some form of action was required to address this.

RESOLVED:-

That in the event of a member not acting in accordance with an informal resolution as part of the outcome of a considering a complaint, there should be an escalating series of responses as follows:-

- a) The member should be invited to a meeting with the Chair of the Committee, the Monitoring Officer and Independent Person to re-offer the informal resolution and to ask the member to give an undertaking to carry it out.
- b) The matter be referred for political action to achieve the informal resolution.
- c) Any continued failure to comply with the informal resolution should be treated by the Monitoring Officer as a new complaint on the grounds of the member conducting themselves in such a manner which is likely to bring the Council into disrepute.

35. CLOSE OF MEETING

The Chair declared the meeting closed at 7.10 pm.

Appendix B

Discussion paper – Vexatious complaints

Standard complaints are to be handled in accordance with the ‘Arrangements for dealing with Standards Complaints at Leicester City Council’. This procedure was brought in following the new standards regime introduced by Chapter 7 of the Localism Act 2011.

One of the initial actions open to the Monitoring Officer, after consultation with the Independent Person, is to reject the complaint ‘on the basis that it is “... i) trivial or ii) not in the public interest to pursue or iii) **vexatious...**’. No definition is provided within our Arrangements of ‘vexatious’.

The Localism Act and associated guidance make it clear that it is for the local authority to decide how they will investigate allegations for breach of conduct code and handle complaints. They do not specify what those arrangements must be. They do not include any specific rule(s) that state we must reject a vexatious complainant, or as to what constitutes a vexatious complaint. We are however not alone in seeking to exclude vexatious complaints, and this discussion paper is not designed to generate a debate about the principle. The Code and the Arrangements are approved by Full Council, and there is no suggestion presently to revisit the principle.

It is important to note that it is the complaint itself that must be judged vexatious, oppressive or an abuse, not the complainant. Consideration of this ground should therefore focus primarily on the current complaint. The complainant’s past complaint history may, however, be taken into account where it is relevant to show that the current complaint is vexatious, oppressive or an abuse.

The MO and IP should be able to demonstrate with evidence a reasonable belief that the complaint is vexatious, oppressive or an abuse of process before deciding to disapply the Standards process. Some assessment of the complaint will be required in order to demonstrate this.

The LGO defines unreasonable and unreasonably persistent complainants as:

“those complainants who, because of the nature or frequency of their contacts with an organisation, hinder the organisation’s consideration of their, or other people’s complaints”

Examples of unacceptable or vexatious behaviour, as defined by the LGO, include any action or series of actions which are perceived by the staff member to be “*deceitful, abusive, offensive, threatening*” whether they are delivered verbally or in writing or a combination of the two.

It is submitted that our definition of vexatious should include both limbs described above (that is, those that constitute unreasonable interpersonal behaviour as well as those that constitute unreasonable abuse of the system). Both represent behaviour which can potentially frustrate the proper application of the Standards regime in the interests of the wider public.

The following behaviours have been distilled by the Monitoring Officer from other policies that exist internally and externally which grapple with the task of defining a vexatious complaint.

- Refusing to specify the grounds of a complaint, despite offers of assistance;
- Refusing to co-operate with the complaints investigation process;
- Refusing to accept that certain issues are not within the scope of the Complaints Procedure (e.g. substantive Planning Approval decisions);
- Insistence on the complaint being dealt with in ways which are incompatible with the Arrangements or with good practice;
- Demanding special treatment / immediate repeatedly;
- Politically motivated complaints
- Changing the basis of the complaint as the investigation proceeds;
- Denying or changing statements made at an earlier stage;
- Introducing trivial or irrelevant new information at a later stage;
- Raising numerous, detailed but unimportant questions; insisting they are all answered;
- Covertly recording meetings and conversations;

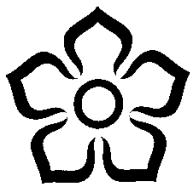
- Submitting falsified documents from themselves or others;
- Adopting a 'scatter gun' approach: pursuing parallel complaints on the same issue;
- Making excessive demands on the time and resources of staff with lengthy phone calls, emails to numerous Council staff, or detailed letters every few days, and expecting immediate responses;
- Submitting repeat complaints with minor additions/variations that the complainant insists make these 'new' complaints;
- Repeatedly arguing points with no new evidence
- Refusing to accept the decision as to how the complaint shall be progressed

Process:

More usually, consideration of designating a complaint as vexatious will arise at the early stages of receipt of a complaint. However, it is suggested that this should not impeded the MO and IP from considering whether the designation of "vexatious" should apply at a later stage in any complaint.

Whenever the issue is raised, the IP and the MO must discuss the designation and reach a unanimous view. Exceptionally, where they cannot do so the second IP may be consulted and a majority view shall prevail.

The designation of a complaint as "vexatious" will be recorded with brief reasons given and communicated to the complainant and the Subject Member, with a right of "review" afforded as per the Arrangements.



Leicester
City Council

Operations Board

4th June 2014

Corporate Complaints Reporting

1. PURPOSE OF REPORT AND RECOMMENDATION

This report seeks endorsement from Operations Board for a new regime of regular reporting on corporate complaints.

The Board is recommended to approve the adoption of the new reporting structure and to ensure Directors use the information to monitor and improve complaints handling.

Operations Board are asked to consider if they would like to receive this complaints monitoring report on a regular basis.

2. REPORT

The Director of Information and Customer Access has a responsibility to ensure there is a corporate complaints policy and to provide a corporate complaints recording system, to help the organisation better handle cross departmental complaints and to allow monitoring and reporting of complaints. In the absence of a corporate complaints management function, reporting at a corporate level has not happened for some time, although this does happen at a departmental management level.

As the council's front of house, Customer Services receives complaints and passes them to the departmental complaints managers to process. As some of these leads have changed in recent times, the Complaints Officers' group has been resurrected and now meets regularly to review our management of complaints. A report has been developed to assist this process and the reporting template is attached, with figures and some analysis for the first quarter of the year.

It is proposed to produce similar information quarterly and to monitor the effect of service improvements undertaken in reducing complaints numbers and those escalated to Stage 2 of the process.

3. CONSULTATIONS

Consultation has taken place with the corporate Departmental Complaints Officers.

4. REPORT AUTHOR

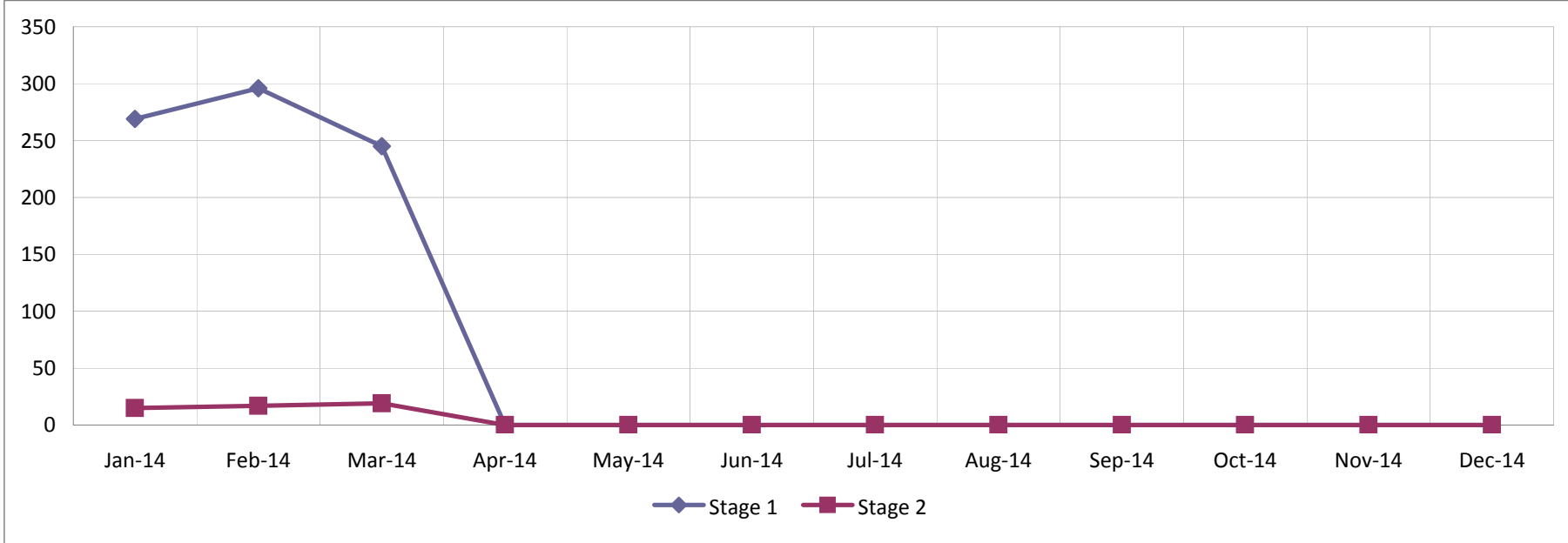
Melinda Capewell
Acting Head of Customer Services

Tel 4541342/371342
Melinda.capewell@leicester.gov.uk

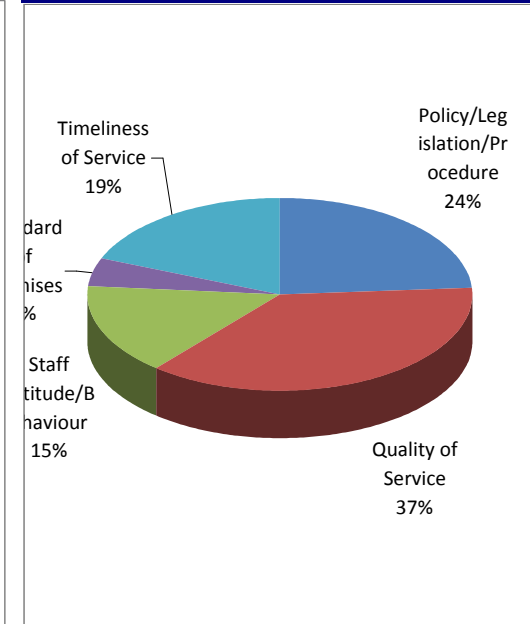
Complaint Summary

Quarter 1

Monthly Number of Complaints



YTD Stage 1 Complaint Category



13

	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Q1	Q2	Q3	Q4	YTD
Stage 1	269	296	245	0	0	0	0	0	0	0	0	0	810	0	0	0	810
Policy/Legislation/Procedure	51	81	62	0	0	0	0	0	0	0	0	0	194	0	0	0	194
Quality of Service	115	100	87	0	0	0	0	0	0	0	0	0	302	0	0	0	302
Staff Attitude/Behaviour	32	53	37	0	0	0	0	0	0	0	0	0	122	0	0	0	122
Standard of Premises	11	16	13	0	0	0	0	0	0	0	0	0	40	0	0	0	40
Timeliness of Service	60	46	46	0	0	0	0	0	0	0	0	0	152	0	0	0	152
Stage 2	15	17	19	0	0	0	0	0	0	0	0	0	51	0	0	0	51
Policy/Legislation/Procedure	4	6	5	0	0	0	0	0	0	0	0	0	15	0	0	0	15
Quality of Service	7	8	6	0	0	0	0	0	0	0	0	0	21	0	0	0	21
Staff Attitude/Behaviour	1	2	4	0	0	0	0	0	0	0	0	0	7	0	0	0	7
Standard of Premises	1	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1
Timeliness of Service	2	1	4	0	0	0	0	0	0	0	0	0	7	0	0	0	7
% Escalated to Stage 2	5.6%	5.7%	7.8%										6.3%				6.3%

	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Q1	Q2	Q3	Q4	YTD
Justified vs Not Justified																	
Justified	131	121	104	0	0	0	0	0	0	0	0	0	356	0	0	0	356
Not Justified	122	154	126	0	0	0	0	0	0	0	0	0	402	0	0	0	402
% Justified	48.7%	40.9%	42.4%										44.0%				44.0%

Comments
 Quarter 1 received 810 stage 1 complaints and 51 stage 2 complaints, 6.3% of complaints were escalated to stage 2, which is under the 7% target.

The top reason for complaints for quarter 1 was with regards to Quality of Service followed by Policy/ legislation/Procedure.

Of the stage 2 complaints 17 were related to Housing Repairs, 10 to Housing management, 7 to Council Tax and the remainder to other services. Policy/Legislation/Procedure accounted for the greatest percentage escalated to stage 2 (8%) followed by Quality of service (7%).

Service Improvements Identified

356 stage 1 complaints were recorded as justified (44%) of which 84 had meaningful comments added to the CRM *Service Improvement Identified* field. - the following are some of the comments :

Legal Services - More staff have now been allocated and the IT issues have been resolved.

Arts and Museums - A new postcode created for satnav use, to direct visitors to the museum in Leicester. Details, also updated on the council web pages.

Customer Services - We are currently developing the system that is used to book repairs of this nature and we recognise that there is potential to improve the process. As a result we have scheduled a change to our system next month which will prevent issues of this nature reoccurring.

Libraries - new security tags and new system in a few months time.

Sports & Leisure Centres - A review of changing arrangements for when maintenance work is being completed within the changing areas, has been drawn up.

Council Tax - Payment arrangement set up error- wrong year used for due dates meant payment not taken and arrangements cancelled. Referred to Application Support Team to request Civica enhancement.

Council Tax - Balance of resources to be looked at.

Council Tax – Look at improving communication between HB and CTax.

Housing Benefits - Work targets to be reviewed / Processing times to be looked at.

Housing Repairs - Service are aware of major backlog in UPVC works.

Quality of Replies

A sample (10%) of response letters for Stage 1 complaints were checked for style, grammar / spelling and use of the standard paragraphs relating to the next stage with the following results:

- (5 complaints) no response had been sent (Adult Learning, Housing Benefits, Rent Accounts, Housing Options, Council Tax)
- (7 complaints) no letter had been sent but the Investigating Manager had confirmed to the DCO that the customer did not need a formal reply
- (4 complaints) poor grammar / punctuation and did not include all of the standard paragraphs (Parks & Green Spaces, Libraries, Waste Mgmt)
- (5 complaints) did not include any of the standard paragraphs (Property, Finance, Democratic Services, Traffic Mgmt)
- (9 complaints) no apology given (Customer Services, Housing Benefits, Arts & Museums, Community Care Access - non stat, Libraries, Waste Mgmt, Council Tax)
- (8 complaints) no reference to two month period to request a review (City Development DCO Services, Council Tax, Housing Benefits, Registration Services, Customer Services)
- (3 complaints) no reference made to what the customer should do if they were unsatisfied (Education Welfare, Customer Services)
- (several complaints) standard paragraphs weren't used, and reference was made to someone in the same service conducting the stage 2 investigation (Council Tax, Registration)
- (1 complaint) saved response was typed but then written over in pen with details crossed out. No other response letter was saved (Housing Benefits)
- (several complaints) CRM references are not mentioned (multiple DCO services)

- (21 complaints) the letters contained all of the elements we looked for, however many still referred to NWC CSC, Wellington House and contained old phone numbers and emails.

Complaint Breakdown by Service

15

Breakdown by Service - Stage 1	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Q1	Q2	Q3	Q4	YTD
Arts and Museums	15	14	13	0	0	0	0	0	0	0	0	0	42	0	0	0	42
Council Tax	31	28	31	0	0	0	0	0	0	0	0	0	90	0	0	0	90
Customer Services	7	15	13	0	0	0	0	0	0	0	0	0	35	0	0	0	35
Hostels	1	2	1	0	0	0	0	0	0	0	0	0	4	0	0	0	4
Housing Benefits	19	17	19	0	0	0	0	0	0	0	0	0	55	0	0	0	55
Housing Management	15	27	24	0	0	0	0	0	0	0	0	0	66	0	0	0	66
Housing Options	8	6	7	0	0	0	0	0	0	0	0	0	21	0	0	0	21
Housing Repairs	110	102	76	0	0	0	0	0	0	0	0	0	288	0	0	0	288
Income Management	5	0	1	0	0	0	0	0	0	0	0	0	6	0	0	0	6
Learning Services	3	1	0	0	0	0	0	0	0	0	0	0	4	0	0	0	4
Legal Services	3	0	1	0	0	0	0	0	0	0	0	0	4	0	0	0	4
Libraries	5	5	4	0	0	0	0	0	0	0	0	0	14	0	0	0	14
Parks and Green Spaces	1	2	5	0	0	0	0	0	0	0	0	0	8	0	0	0	8
Planning Management	0	14	7	0	0	0	0	0	0	0	0	0	21	0	0	0	21
Property	1	1	1	0	0	0	0	0	0	0	0	0	3	0	0	0	3
Rent Accounts	4	1	1	0	0	0	0	0	0	0	0	0	6	0	0	0	6
Right to Buy	0	3	1	0	0	0	0	0	0	0	0	0	4	0	0	0	4
Sports and Leisure Centres	5	8	6	0	0	0	0	0	0	0	0	0	19	0	0	0	19
Streetscene Enforcement	1	4	9	0	0	0	0	0	0	0	0	0	14	0	0	0	14
Traffic Management	14	17	7	0	0	0	0	0	0	0	0	0	38	0	0	0	38
Transport Strategy	2	3	3	0	0	0	0	0	0	0	0	0	8	0	0	0	8
Waste Management	8	9	5	0	0	0	0	0	0	0	0	0	22	0	0	0	22
OTHER Services	11	17	10	0	0	0	0	0	0	0	0	0	38	0	0	0	38
Breakdown by Service - Stage 2	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Q1	Q2	Q3	Q4	YTD
Adult Mental Health	0	0	1	0	0	0	0	0	0	0	0	0	1	0	0	0	1
Arts and Museums	1	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1
Business Regulation	0	0	1	0	0	0	0	0	0	0	0	0	1	0	0	0	1
Council Tax	0	5	2	0	0	0	0	0	0	0	0	0	7	0	0	0	7
Customer Services	0	0	1	0	0	0	0	0	0	0	0	0	1	0	0	0	1
Housing Benefits	0	0	1	0	0	0	0	0	0	0	0	0	1	0	0	0	1
Housing Management	0	5	5	0	0	0	0	0	0	0	0	0	10	0	0	0	10
Housing Options	1	0	1	0	0	0	0	0	0	0	0	0	2	0	0	0	2
Housing Repairs	7	5	5	0	0	0	0	0	0	0	0	0	17	0	0	0	17
Legal Services	2	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	2
Libraries	0	1	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1
Planning Management	0	1	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1
Renewals and Grants	0	0	1	0	0	0	0	0	0	0	0	0	1	0	0	0	1
Streetscene Enforcement	1	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1
Traffic Management	3	0	0	0	0	0	0	0	0	0	0	0	3	0	0	0	3
Waste Management	0	0	1	0	0	0	0	0	0	0	0	0	1	0	0	0	1

Month Summary

month	(All)
Stage	Stage 1

Complaint categories by Services

	Policy/Legislation/Procedure	Quality of Service	Staff Attitude/Behaviour	Standard of Premises	Timeliness of Service	Grand Total
Adult Mental Health			1			1
Arts and Museums	7	13	2	20		42
Building Control	1					1
Business Regulation		1				1
Community Care Access Service	1	1				2
Community Services		1				1
Council Tax	52	25	6	1	6	90
Customer Services	2	14	14	1	4	35
Democratic Services		1	1			2
Finance		2	1			3
Highways	3	6	2	2	2	15
Hostels	3		1			4
Housing Benefits	13	19	4		19	55
Housing Management	13	23	21	4	5	66
Housing Options	10	8	1		2	21
Housing Repairs	17	138	35	3	95	288
Income Management	3	2			1	6
Learning Environment			1			1
Learning Services	1	1	2			4
Legal Services		2	1		1	4
Libraries	3	4	4	3		14
Licensing and Pollution Control	1					1
Parks and Green Spaces	3		5			8
Planning and Commissioning			1			1
Planning Management	13	4	2		2	21
Property	1		2			3
Registration Services		1	2			3
Renewals and Grants	1	1				2
Rent Accounts	1	2	1		2	6
Right to Buy	1				3	4
Sheltered Housing					1	1
Sports and Leisure Centres	6	6	1	5	1	19
STAR	1					1
Streetscene Enforcement	4	4	3		3	14
Traffic Management	24	6	5		3	38
Transport Strategy	2	4	1		1	8
Waste Management	5	13	2	1	1	22
Safer and Stronger Communities	1					1
Community and Older Persons Mental Health	1					1

