

Leicester
City Council

Standards Committee

4 February 2009

Standards Board for England – Quarterly Return Submission Statistics

Report of the Monitoring Officer

1. One of the roles of the Standards Board for England is to ensure the effectiveness of local standards arrangements. In order to do this, the Board collects information about those arrangements on a regular basis. The information so collected establishes a national picture of local complaints handling, and helps the Board identify, and provide support and guidance to those authorities which are experiencing problems.
2. All local authorities in England are required to submit a quarterly return to the Standards Board, setting out the number of complaints received in that quarter, and what action has been taken in respect of them. The following results are taken directly from the Standards Board website.

Recommendation

3. That the Committee note the report.

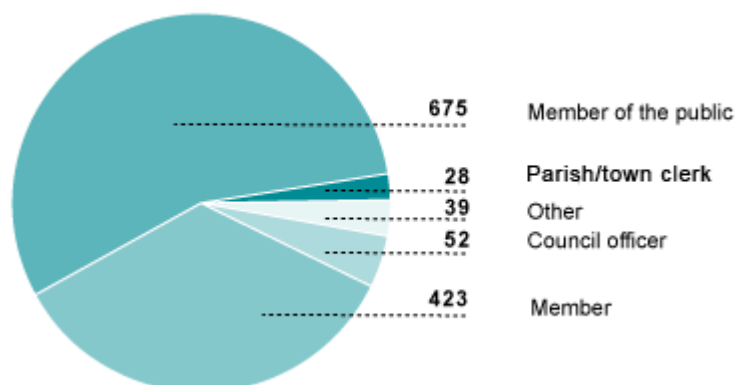
National results

4. The following statistics were compiled from data submitted on quarterly return forms, covering the period 8 May to 30 September 2008.
5. 100% of authorities accessed the quarterly return form and submitted information to the Standards Board for Quarter 2. Returns for 97% of authorities were completed without any errors – including Leicester.
6. This is an impressive return rate, considering that it is only the second round of quarterly returns, using a brand new system. It means that there is a good quality set of data to analyse.

Quarterly return submission statistics	Number	%	Number	%
Number of authorities a return was requested from	473	N/A	473	N/A
Number of returns submitted	464	98%	473	100%
Returns that were complete and did not contain any errors	427	90%	458	97%

Source of complaint

7. The following statistics were compiled from data submitted on quarterly return forms and are cumulative, covering the period 8 May to 30 September 2008.
8. A decision about whether to refer had not been made on 235 (19%) of cases received so far. The breakdown of decisions for the other 982 cases is as follows:

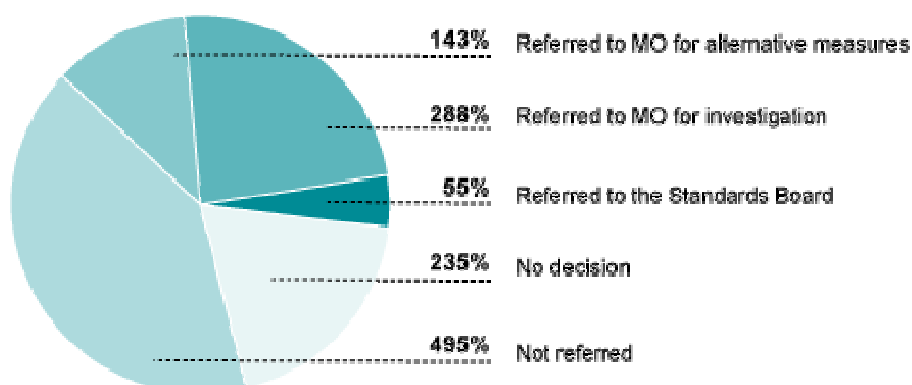


9. The split of cases by authority type is as follows:

Authority types	Number of cases	Average number of cases per authority
County Council	45	1.3
District Council	789	3.3
London Borough	52	1.6
Metropolitan Council	123	3.6
Unitary	197	4.2

Referral decisions

10. The following statistics were compiled from data submitted on quarterly return forms and are cumulative, covering the period 8 May to 30 September 2008.
11. A decision about whether to refer had not been made on 235 (19%) of cases received so far. The breakdown of decisions for the other 982 cases is as follows (Please ignore the % symbols inserted on the diagram by the Standards Board):



12. Between May to September Leicester received 6 complains of which 5 were reviewed and 1 was referred for investigation. Between October and December Leicester received 6 complaints of which 2 have been reviewed.

Complaints in Leicester falling outside of the Code of Conduct

13. In addition to the 12 complaints noted above the Monitoring Officer has received 2 further complaints which he considered to be "service complaints" rather than complaints relating to a breach of the Code of Conduct.

14. Complaint (a) related to the views of members and a number of planning policy issues in the context of the proposed Eco Town development. In response to communication between the Monitoring Officer and the complainant no further action has been taken.

15. Complaint (b) related to service issues within part of the city, in particular anti-social behaviour and residents' parking. This has been passed on to the Director of Adults and housing for action.

Timeliness of decisions

16. The guidance indicates that it should take, on average, 20 working days from receipt of a complaint to a referral decision being made.

17. So far, the average length of time a case takes from date of receipt to referral decision is 20 working days.

18. However, 282 cases took longer than 20 days for a referral decision to be made (23%)

Next Quarter report

19. The third quarter ran from 1 October 2008 to 31 December 2008. A further update on the next quarter's statistics will be brought to the Committee at its next meeting following the Board's publication of the national picture.

Implications

20. None

Background Papers

21. Not relevant

Consultations

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