

Leicester
City Council

Standards Committee

16th September 2009

**Standards Board for England – Yearly Return Submission Statistics
2008/9**

Report of the Monitoring Officer

1. Purpose of Report

To provide information on the Standards Board for England's analysis of complaints relating to the Code of Conduct.

2. Recommendations

Members are asked to note the report.

3. Report

- 3.1 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.
- 3.2 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 have been compiled for the year 2008/9 by the Standards Board (or from 8th May to 31st March).
- 3.3 For the Committee's information we have provided a brief summary of cases in Leicester City Council against comparable authorities.

4. Financial and Legal Implications

There are no financial or legal implications arising directly from this report.

5. Background Papers

None.

6. Consultations

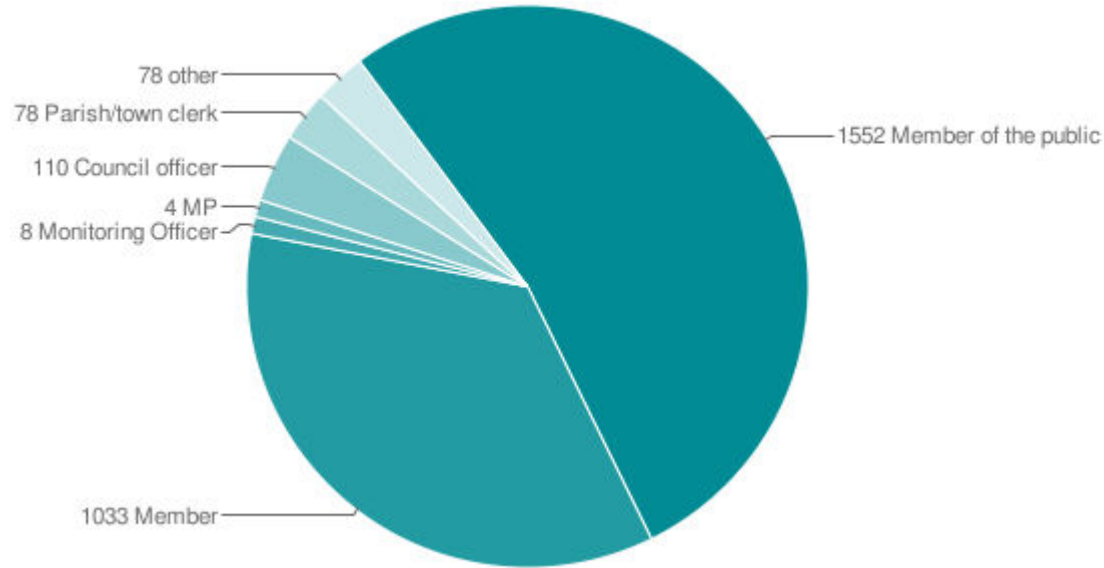
Nottingham and Derby City Councils, Leicestershire County Council
Democratic Services functions.

7. Report Author

Gordon Armstrong
Members Support Officer
(39) 8824

Statistics cover the period 8th May 2008 to 31st March 2009

SOURCE OF COMPLAINT



The split of cases by authority type is as follows:

Authority types	Number of cases	Average number of cases per authority
County Council	91	2.6
District Council	1796	7.5
London Borough	106	3.4
Metropolitan Council	310	9.1
Unitary	528	11.2
Other	32	0.4

Statistics cover the period 8th May 2008 to 31st March 2009

OUTCOME OF INITIAL ASSESSMENT

A decision about whether to refer had not been made on 170 (5.9%) of the cases received so far. The breakdown of decisions for the other 2693 cases is as follows:

Initial assessments	Number	Percentage (%)
Referred to another authority	6	0.2
Referred to Standards Board	166	6.2
Referred to MO for alternative measures	327	12.1
Referred to MO for investigation	780	29.0
No further action	1414	52.5

TIMELINESS OF DECISIONS

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

- So far, the average length of time a case takes from date of receipt to referral decision is **20 working days**.
- However, **848** cases took longer than 20 days for a referral decision to be made (**31%**)

REVIEW REQUESTS

There have been **344** requests for reviews of referral decisions so far. This shows that a review is requested in **37%** of cases where the initial assessment decision is to not refer the complaint any further.

384 review requests have been assessed. **22** resulted in the case being referred for investigation (**6%**) and **3** resulted in the case being referred to the Standards Board (**less than 1%**).

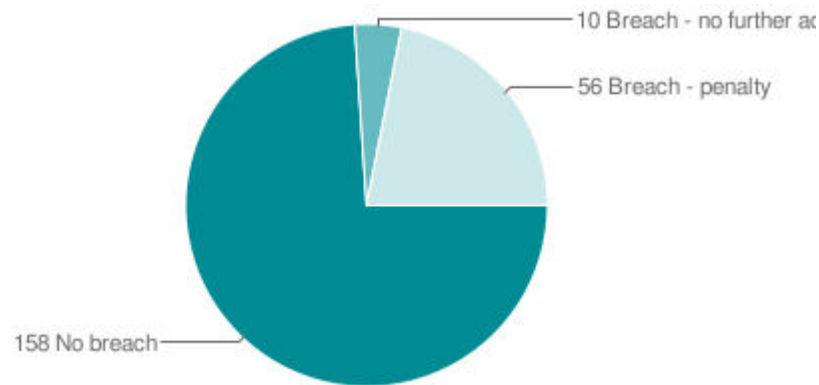
Statistics cover the period 8th May 2008 to 31st March 2009

INVESTIGATIONS

There are **233** cases referred for investigation that have standards committee determination meeting dates recorded on quarterly returns.

The average length of time between the date of the decision to investigate and the date of the determination meeting is **100** working days. This figure discounts cases that are recorded as 1 day or less from decision to determination.

There are **224** cases with investigation outcomes recorded on quarterly returns. The breakdown of these is:



Percentages are:

Percentage (%)	Outcome
71	no breach of the Code
4	breach but no further action.
25	breach with penalty

There are **132** breaches of the Code recorded under the **66** cases that were either breach with penalty or breach but no further action.

You must treat others with respect is the most common part of the Code that is breached.

Statistics cover the period 8th May 2008 to 31st March 2009

COMPARISONS BETWEEN LEICESTER / DERBY / NOTTINGHAM / LEICESTERSHIRE

	Number of complaints	Average Length of time from receipt to referral decision (Days)
Leicester	12	11.5
Derby	3	20
Nottingham	0	0
Leicestershire	9	12

Initial Assessment Outcomes	No further action	Referred to MO for further action	Refer to Standards Board	Refer to other authority	Refer to MO for investigation	Review of Initial Assessment	Review Requested	Review as % of (no further action) initial assessments
Leicester	11	0	0	0	1	Leicester	7	63
Derby	2	0	0	0	1	Derby	1	50
Nottingham	0	0	0	0	0	Nottingham	0	0
Leicestershire	2	5	0	0	2	Leicestershire	1	50