

Corporate Complaints Measures Dashboard
SLT Headline Report

			No. of Complaints Received				EXPLANATORY NOTES ARE AT THE END OF THE REPORT		No. of Complaints Upheld				Compliments			
DIRECTORATE	SERVICE AREA	POLARITY	Apr-Jun	Jul-Sept	Oct-Dec	Jan-Mar	TREND	KEY EXPLANATORY COMMENTARY	Apr-Jun	Jul-Sept	Oct-Dec	Jan-Mar	Apr-Jun	Jul-Sept	Oct-Dec	Jan-Mar
			2020-21 Q1	2020-21 Q2	2020-21 Q3	2020-21 Q4			2020-21 Q1	2020-21 Q2	2020-21 Q3	2020-21 Q4	2020-21 Q1	2020-21 Q2	2020-21 Q3	2020-21 Q4
Housing & Communities	Tenancy Management	Low is Good	3	15			increase		1partially	1part			3			
	Voids	Low is Good														
	Rent Arrears	Low is Good														
	Housing Repairs	Low is Good	4	6			increase		3part	1part			2	6		
	Housing Capital Programme Work	Low is Good														
	Landlord Health & Safety	Low is Good														
	Intensive Housing Management (incl. Gretton Court)	Low is Good	1	0			reduction									
	ASB	Low is Good	2	2			unchanged									
	Housing Options	Low is Good	1	3			increase									
	Community Support	Low is Good											2	3		
	Safeguarding	Low is Good														
	Private Lifeline	Low is Good														
	Revenues (Council Tax)	Low is Good	1	2			increase									
	Revenues (Debt Recovery)	Low is Good														
	Benefits	Low is Good														
	Leisure	Low is Good														
Waste Management	Low is Good	1	3			increase						1				
Environmental Maintenance & Cemeteries	Low is Good	0	1			increase										
Growth & Regeneration	Planning	Low is Good	9	8			reduction	Mainly, complaints have challenged decisions made and all of this nature have been dismissed as the decision maker(s) (Committee and officers) have operated within the discretion they are afforded by the law. Procedural matters have been addressed arising from criticism of Committee deliberation.								
	Building Control	Low is Good	1	1			unchanged	Complaints relate to delays on a street numbering request. The BC Partnership has been supporting this function through absences etc and delays have been eradicated.								
	Land Charges	Low is Good	0	1				Complaint was incorrectly made and was withdrawn. There is an unfortunate trend of delays in property transactions being attributed to delays in LA searches which consistently require the dates searches are submitted and returned to be provided to demonstrate they are not the cause. Searches are expedited in urgent cases.								
	Licensing	Low is Good														
	Environmental Health	Low is Good	2	0			reduction									
	Local Plans & Planning Policy	Low is Good														
	Emergency Planning	Low is Good														
	Corporate Property & Assets	Low is Good											1			

Corporate Services	Regeneration	Low is Good												
	HR & Comms	Low is Good												
	Democratic Services	Low is Good												
	Elections	Low is Good	0	1			↑	increase						
	Legal inc RFI/Complaints	Low is Good	0	1			↑	increase						
	Finance	Low is Good												
	ICT	Low is Good												
TOTAL COMPLAINTS RECEIVED		Low is Good	25	44			↑	increase					12	10

- Root Causes**
- Treatment & Behaviour
 - Quality of Service
 - Policies & Process Not Followed
 - not resolved by Previous stage
 - Unreasonable Delay

EXPLANATORY NOTES

1 RAG RATING OF TREND

The RED, AMBER, and GREEN colours used for each quarter's performance are based on the detailed definitions of the performance measures provided by the directorates

2 TREND ARROWS

The size of the trend arrow is NOT related to the size of the performance trend, and only indicates the direction of the trend

3 POLARITY AND TREND ARROWS

The direction of the TREND arrow reflects the POLARITY of the performance measure.

For example:

Where a performance measure has the POLARITY equal to **Low is Good**, improvement will be a GREEN arrow pointing DOWNWARDS towards LOW (which is GOOD in this case)



improvement

Where a performance measure has the POLARITY equal to **Low is Good**, deterioration will be a RED arrow pointing UPWARDS towards HIGH (which is BAD in this case)



deterioration

And:

Where a performance measure has the POLARITY equal to **High is Good**, improvement will be a GREEN arrow pointing UPWARDS towards HIGH (which is GOOD in this case)



improvement

An UNCHANGED trend is indicated by a horizontal double ended arrow. The colour of the arrow shows the (unchanged) trend

For example:



unchanged