

Corporate Complaints Measures Dashboard
SLT Headline Report

DIRECTORATE	SERVICE AREA	POLARITY	No. of Complaints Received				TREND	KEY EXPLANATORY COMMENTARY	No. of Complaints Upheld				Compliments					
			Apr-Jun	Jul-Sept	Oct-Dec	Jan-Mar			Apr-Jun	Jul-Sept	Oct-Dec	Jan-Mar	Apr-Jun	Jul-Sept	Oct-Dec	Jan-Mar		
			2023-24 Q1	2023-24 Q2	2023-24 Q3	2023-24 Q4			2023-24 Q1	2023-24 Q2	2023-24 Q3	2023-24 Q4	2023-24 Q1	2023-24 Q2	2023-24 Q3	2023-24 Q4		
Housing & Communities	Tenancy Management	Low is Good	4				↓ Improvement	Reduction from 4 to 0	2, 1 part						2			
	Voids	Low is Good																
	Rent Arrears	Low is Good																
	Housing Repairs	Low is Good	11	18			↑ Increase	Increase from 11 to 18	8, 2 part	7, 4 part					5	1		
	Housing Capital Programme Work	Low is Good																
	Landlord Health & Safety	Low is Good																
	Intensive Housing Management (incl. Gretton Court)	Low is Good		4			↑ Increase	Increase from 0 to 4		1, 3 part								
	ASB	Low is Good													1			
	Housing Options	Low is Good		2			↑ Increase	Increase from 0 to 2										
	Customer Services	Low is Good	1				↓ Improvement	Decrease from 1 to 0							1	1		
	Community Support	Low is Good													2			
	Safeguarding	Low is Good																
	Private Lifeline	Low is Good																
	Leisure	Low is Good																
	Waste Management	Low is Good		2			↑ Increase	Increase from 0 to 2		1					1			
Environmental Maintenance & Cemeteries	Low is Good		2			↑ Increase	Increase from 0 to 2		1 part									
Growth & Regeneration	Planning	Low is Good	8	11			↑ Increase	Increase from 8 to 11	2, 2 part	1 part					1			
	Building Control	Low is Good																
	Land Charges	Low is Good																
	Licensing	Low is Good																
	Environmental Health	Low is Good													1			
	Local Plans & Planning Policy	Low is Good																
	Emergency Planning	Low is Good																
	Corporate Property & Assets	Low is Good	1				↓ Improvement	Decrease from 1 to 0										
	Regeneration	Low is Good	1				↓ Improvement	Decrease from 1 to 0										
Corporate Services	Organisational Development	Low is Good													1			
	Democratic Services	Low is Good																
	Elections	Low is Good													1			
	Legal inc RFI/Complaints	Low is Good	1	1			↔ Unchanged											
	Finance	Low is Good																
	Revenues (Council Tax)	Low is Good	3				↓ Improvement	Decrease from 3 to 0										
	Revenues (Business Rates)	Low is Good																
	Revenues (Debt Recovery)	Low is Good																
	Benefits	Low is Good	1	5			↑ Increase	Increase from 1 to 5		1 part								
ICT	Low is Good																	
TOTAL COMPLAINTS RECEIVED		Low is Good	31	45	0	0	↑ Increase	Significant increase in comparison to last quarter	12, 5 part	9, 10 part	0	0	13	5	0	0		

Reason for Complaint Where stated

Quality of Service	13	25
Treatment & Behaviour	1	4
Unreasonable Delay	11	8
Issue not resolved informally		
Processes & Procedures not followed	6	8

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