Corporate Complaints Measures Dashboard
SLT Headline Report

DIRECTORATE	SERVICE AREA	POLARITY	No. of Complaints Received Apr-Jun 2023-24 Q1	Jul-Sept 2023-24 Q2	Oct-Dec 2023-24 Q3	Jan-Mar 2023-24 Q4	TREND	KEY EXPLANATORY COMMENTARY	No. of Complaints Upheld Apr-Jun 2023-24 Q1	Jul-Sept 2023-24 Q2	Oct-Dec 2023-24 Q3	Jan-Mar 2023-24 Q4	Compliments Apr-Jun 2023-24 Q1	Jul-Sept 2023-24 Q2	Oct-Dec 2023-24 Q3	Jan-Mar 2023-24 Q4
Housing & Communities	Tenancy Management	Low is Good	4		3	6	Increase	Increase from 3 to 6	2, 1 part		2 part	2, 2 part		2	1	1
	Voids	Low is Good														
	Rent Arrears	Low is Good			1	0	Decrease	Decrease 1 to 0								
	Housing Repairs	Low is Good	11	18	14	14	Unchanged	Unchanged	8, 2 part	7, 4 part	7, 5 part	7, 4 part	5	1	1	4
	Housing Capital Programme Work	Low is Good														
	Landlord Health & Safety	Low is Good														
	Intensive Housing Management (incl. Gretton Court)	Low is Good		4	1	0	Decrease	Decrease 1 to 0		1, 3 part						
	ASB	Low is Good											1			
	Housing Options	Low is Good		2	1	0	Decrease	Decrease 1 to 0								
	Customer Services	Low is Good	1										1	1		1
	Community Support	Low is Good											2			
	Safeguarding	Low is Good														
	Private Lifeline	Low is Good														
	Leisure	Low is Good														1
	Waste Management	Low is Good		2	2	1	Decrease	Decreased from 2 to 1		1	1 part	1 part	1			
	Environmental Maintenance & Cemeteries	Low is Good		2	0					1 part						
Growth & Regeneration	Planning	Low is Good	8	11	3	7	Increase	Increase from 3 to 7	2, 2 part	1 part	1	1 part		1	1	7
	Building Control	Low is Good														
	Land Charges	Low is Good														
	Licensing	Low is Good				1	Increase	Increased from 0 to 1								
	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		1	0	Decrease	Decrease 1 to 0			1					
	Regeneration	Low is Good	1													
Corporate Services	Organisational Development	Low is Good				1	Increase	Increase from 0 to 1					1			1
	Democratic Services	Low is Good														
	Elections	Low is Good											1			
	Legal inc RFI/Complaints	Low is Good	1	1	0											
	Finance	Low is Good														
	Revenues (Council Tax)	Low is Good	3			1	Increase	Increase from 0 to 1								
	Revenues (Business Rates)	Low is Good														
	Revenues (Debt Recovery)	Low is Good			1	0	Decrease	Decrease 1 to 0			1 part					
	Benefits	Low is Good	1	5	0					1 part						
	ICT	Low is Good														
TOTAL COMPLAINTS RECEIVED		Low is Good	**31**	**45**	**27**	**31**	Increase	Increase in comparison to last quarter	12, 5 part	9, 10 part	9, 9 part	9, 8 part	13	5	3	15

Reason for Complaint	Where stated			
Quality of Service	13	25	15	24
Treatment & Behaviour	1	4	8	3
Unreasonable Delay	11	8	2	1
Issue not resolved informally			1	
Processes & Procedures not followed	6	8	1	3

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