Corporate Complaints Measures Dashboard
SLT Headline Report

DIRECTORATE	SERVICE AREA	POLARITY	No. of Complaints Received — Apr-Jun 2024-25 Q1	Jul-Sept 2024-25 Q2	Oct-Dec 2024-25 Q3	Jan-Mar 2024-25 Q4	TREND	KEY EXPLANATORY COMMENTARY	No. of Complaints Upheld — Apr-Jun 2024-25 Q1	Jul-Sept 2024-25 Q2	Oct-Dec 2024-25 Q3	Jan-Mar 2024-25 Q4	Compliments — Apr-Jun 2024-25 Q1	Jul-Sept 2024-25 Q2	Oct-Dec 2024-25 Q3	Jan-Mar 2024-25 Q4
Housing & Communities	Tenancy Management	Low is Good	8						3, 3 part							
	Voids	Low is Good														
	Rent Arrears	Low is Good														
	Housing Repairs	Low is Good	18						10, 5 part				4			
	Housing Capital Programme Work	Low is Good														
	Landlord Health & Safety	Low is Good														
	Intensive Housing Management (incl. Gretton Court)	Low is Good											1			
	ASB	Low is Good														
	Housing Options	Low is Good	3						1 part							
	Customer Services	Low is Good	1						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						2				2			
	Environmental Maintenance & Cemeteries	Low is Good	5						4							
Growth & Regeneration	Planning	Low is Good	6						3 part				10			
	Building Control	Low is Good											1			
	Land Charges	Low is Good														
	Licensing	Low is Good														
	Environmental Health	Low is Good	1						0							

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	Local Plans & Planning Policy	Low is Good														
	Emergency Planning	Low is Good														
	Corporate Property & Assets	Low is Good							1							
	Regeneration	Low is Good														
	Organisational Development	Low is Good														
	Democratic Services	Low is Good														
	Elections	Low is Good														
	Legal inc RFI/Complaints	Low is Good											3			
	Finance	Low is Good														
Corporate Services	Revenues (Council Tax)	Low is Good	1						1 part							
	Revenues (Business Rates)	Low is Good														
	Revenues (Debt Recovery)	Low is Good														
	Benefits	Low is Good	1													
	ICT	Low is Good														
TOTAL COMPLAINTS RECEIVED		Low is Good	46	0	0	0	⬇ Significantly lower than last quarter	The decrease is largely due to reductions in complaints to Planning and Housing Assets/Repairs; complaints have almost halved from 62 to 32	21, 13 part	0	0	0	24	0	0	0

Reason for Complaint	Where stated
Quality of Service	26
Treatment & Behaviour	5
Unreasonable Delay	14
Issue not resolved informally	0
Processes & Procedures not followed	1
TOTAL	46

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

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No. of Complaints Received

No. of Complaints Upheld

Compliments

DIRECTORATE	SERVICE AREA	POLARITY	Apr-Jun 2024-25 Q1	Jul-Sept 2024-25 Q2	Oct-Dec 2024-25 Q3	Jan-Mar 2024-25 Q4

TREND	KEY EXPLANATORY COMMENTARY

Apr-Jun 2024-25 Q1	Jul-Sept 2024-25 Q2	Oct-Dec 2024-25 Q3	Jan-Mar 2024-25 Q4

Apr-Jun 2024-25 Q1	Jul-Sept 2024-25 Q2	Oct-Dec 2024-25 Q3	Jan-Mar 2024-25 Q4

(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