






Corporate Services	Corporate Property & Assets	Low is Good	1				 Improvement		1							
	Regeneration	Low is Good														
	Organisational Development	Low is Good														
	Democratic Services	Low is Good														
	Elections	Low is Good		1			 Increase							1		
	Legal inc RFI/Complaints	Low is Good												3		
	Finance	Low is Good														
	Revenues (Council Tax)	Low is Good	1	4			 Increase		1 part	2, 1 part						
	Revenues (Business Rates)	Low is Good														
	Revenues (Debt Recovery)	Low is Good														
	Benefits	Low is Good	1				 Improvement									
	ICT	Low is Good														
	TOTAL COMPLAINTS RECEIVED		Low is Good	47	42	0	0	 Reduction from last quarter	Decrease in complaints received from 47 to 42; decrease in complaints upheld from 21, 13 part to 11, 13 part	21, 13 part	11, 13 part	0	0	24	18	0

- Reason for Complaint**
- Quality of Service
 - Treatment & Behaviour
 - Unreasonable Delay
 - Issue not resolved informally
 - Processes & Procedures not followed
 - TOTAL

EXPLANATORY NOTES

- 1 RAG RATING OF TREND
- 2 TREND ARROWS
- 3 POLARITY AND TREND ARROWS

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

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

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