



OADBY AND WIGSTON BOROUGH COUNCIL

STANDARDS AND ETHICAL INDICATORS

QUARTER 4 REPORT

(2023/2024)

1. Introduction

This is the quarterly report to the Policy Finance and Development Committee detailing both the figures for the Ethical Indicators and the figures for the Local Determination of Complaints process for 2023/2024.

For clarification purposes the months covered by the quarters are as follows:

Quarter 1 – 1 April to 30 June
Quarter 2 – 1 July to 30 September
Quarter 3 – 1 October to 31 December
Quarter 4 – 1 January to 31 March

The report is split into two parts for ease of reference; Part 1 refers to the local determination of complaints, part 2 is the table showing the ethical indicators figures.

The report will enable the Policy Finance and Development Committee to build up a picture over time of how many complaints are received and where these are coming from. The parts of the Code of Conduct which have been breached will also be recorded to enable training to be targeted effectively.

2. Part 1 – Local Determination of Complaints

The Monitoring Officer received 0 complaints in Quarter 4 of 2023/2024.

2.1 Source of Complaint

Not applicable.

2.2 Assessment Sub-committee Decisions

There have been No Assessment Sub-committee meetings in this quarter.

2.3 Timeliness of Decision

The Standards for England Guidance stated that the Assessment Sub-committee should complete its initial assessment of an allegation “within an average of 20 working days” to reach a decision on what should happen with the complaint. The Council has taken this standard and adapted it under the new rules to aim to hold an Assessment Sub-committee within 20 working days of notifying the parties that informal resolution is not possible.

2.4 Review Requests

There have been no review requests in this quarter. Review requests can only be made following a decision of ‘No further Action’ by the Assessment Sub-committee where there is submission of new evidence or information by the complainant.

2.5 Subsequent Referrals

None.

2.6 Outcome of Investigations

No formal investigations were concluded in this period.

2.7 Parts of the Code Breached

This section is intended to show where there are patterns forming to enable the Policy Finance and Development Committee to determine where there needs to be further training for Councillors. Targeting training in this way makes it more sustainable and, hopefully, more effective.

So far this year, the following areas of the code were found to have been breached:

Not applicable.

| Ref | Performance Indicator Description | Officer responsible for providing information | Q1 | | Q2 | | Q3 | | Q4 | |
|-----|---|---|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| | | | 2022/2023 | 2023/2024 | 2022/2023 | 2023/2024 | 2022/2023 | 2023/2024 | 2022/2023 | 2023/2024 |
| LG1 | Objections to the Council's Accounts | Head of Finance | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| LG2 | Follow up Action relating to breaches of the Member/Officer Protocol (Members) | Head of Law & Democracy | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| LG3 | Disciplinary Action relating to breaches of the Member / Officer Protocol (Staff) | HR Manager | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| LG4 | Number of Whistle Blowing Incidents Reported | Head of Law & Democracy | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| LG5 | No. of Recommendations made to improve Governance Procedures/Policies | | 0 | 0 | 0 | 0 | 0 | | 0 | 0 |
| LG6 | No. of Recommendations Implemented | | 0 | 0 | 0 | 0 | 0 | | 0 | 0 |

Corporate Complaints

| Ref | Performance Indicator Description | Officer responsible for providing information | Q1 | | Q2 | | Q3 | | Q4 | |
|------|--|---|-----------|--------------------|-----------|-------------|-----------|------------------------|-----------|-----------|
| | | | 2022/2023 | 2023/2024 | 2022/2023 | 2023/2024 | 2022/2023 | 2023/2024 | 2022/2023 | 2023/2024 |
| LG7 | No. Corporate Complaints received | Customer Service and Improvement Manager | 37 | 56 | 29 | 48 | 32 | 50 | 53 | 37 |
| | No. Corporate Complaints escalated to L2 | | 9 | 9 | 5 | 10 | 5 | 2 | 6 | 3 |
| | No. Corporate Complaints escalated to Ombudsman | | 2 | 1 | 3 | 1 | 0 | 3 | 0 | 2 |
| LG7a | No. Corporate Complaints Resolved at L1 | | 26 | 47 | 24 | 38 | 27 | 48 | 47 | 34 |
| | No. Corporate Complaints Resolved at L2 | | 7 | 9 | 5 | 10 | 5 | 2 | 6 | 3 |
| LG7b | No. Corporate Complaints where compensation paid | | 1 | 0 | 2 | 1 | 0 | 0 | 0 | 2 |
| | Service Area | | Licensing | - | Housing | Council Tax | - | - | - | Housing |
| LG8 | No. Ombudsman complaints received | | 2 | 1 | 2 | 1 | 0 | 3 | 0 | 2 |
| | Service Area | | - | N/A (General OWBC) | - | Waste | - | Housing, Revenue s, EH | - | Housing |
| LG8a | No. Ombudsman complaints resolved | | 0 | 1 | 0 | 1 | 0 | 2 | 1 | 1 |
| LG8b | No. Ombudsman complaints not yet determined by the Ombudsman | | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 1 |
| LG8c | No. Ombudsman complaints where compensation paid | | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 1 |

Freedom of Information Act Indicators

| Ref | Performance Indicator Description | Officer responsible for providing information | Q1 | | Q2 | | Q3 | | Q4 | |
|------|---|---|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| | | | 2022/2023 | 2023/2024 | 2022/2023 | 2023/2024 | 2022/2023 | 2023/2024 | 2022/2023 | 2023/2024 |
| LG9a | No. of FOI Requests Compliant | Policy, Compliance, and Data Protection Officer | 181 | 178 | 116 | 175 | 112 | 161 | 172 | 212 |
| LG9b | No. of Non-compliant FOI Requests | | 11 | 10 | 8 | 7 | 8 | 2 | 16 | 8 |
| LG9c | No. of FOI Requests still open and within the 20 working days | | 0 | 0 | 0 | 0 | 7 | 4 | 0 | 4 |
| LG9d | No. of FOI Requests withheld due to exemptions/fees applied | | 4 | 7 | 2 | 1 | 2 | 3 | 1 | 3 |

Regulation of Investigatory Powers Act Indicators

| Ref. | Performance Indicator Description | Officer Responsible for Providing Information | Q1 | | Q2 | | Q3 | | Q4 | |
|-------|---|---|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| | | | 2022/2023 | 2023/2024 | 2022/2023 | 2022/2023 | 2022/2023 | 2023/2024 | 2022/2023 | 2023/2024 |
| LG10 | No. of Directed Surveillance Authorisations granted during the quarter | Head of Law & Democracy | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| LG10a | No. in force at the end of the quarter | | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| LG10b | No. of CHIS recruited during the quarter | | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| LG10c | No. ceased to be used during the quarter | | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| LG10d | No. active at the end of the quarter | | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| LG10e | No. of breaches (particularly unauthorised surveillance) | | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| LG10f | No. of applications submitted to obtain communications data which were rejected | | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| LG10g | No. of Notices requiring disclosure of communications data | | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| LG10h | No. of authorisations for conduct to acquire communications data | | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| LG10i | No. of recordable errors | | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

Anti-Social Behaviour Indicators

| Ref. | Performance Indicator Description | Officer responsible for providing information | Q1 | | Q2 | | Q3 | | Q4 | |
|------|--|---|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| | | | 2022/2023 | 2023/2024 | 2022/2023 | 2023/2024 | 2022/2023 | 2023/2024 | 2022/2023 | 2023/2024 |
| | No. of Complaints Registered | Head of Law and Democracy | 24 | 1/21 | 17/34 | 4/27 | 11/14 | 0/10 | 3/17 | 0/12 |
| | No. of Disposals | | 5 | 1/4 | 3/10 | 1/6 | 6/8 | 0/4 | 2/1 | 0/0 |
| | No. of Complaints still Open | | 1 | 1/0 | 4/0 | 4/4 | 5/2 | 0/5 | 2/0 | 0/1 |
| | No Further Action (where suspect identified) | | 3 | 0/1 | 1/8 | 0/4 | 0/3 | 0/1 | 0/4 | 0/0 |
| | No Further Action (no suspect identified) | | 17 | 0/17 | 13/22 | 3/17 | 5/8 | 0/7 | 1/13 | 0/0 |

Blue text – Housing

Red text – ASB Officer

ASB Officer Q1 2023/2024 – 2 suspects given a disposal who are named on the same ASB report.

Food Safety Inspections

| Ref. | Performance Indicator Description | Officer responsible for providing information | Q1 | | Q2 | | Q3 | | Q4 | |
|---|--|---|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| | | | 2022/2023 | 2023/2024 | 2022/2023 | 2023/2024 | 2022/2023 | 2023/2024 | 2022/2023 | 2023/2024 |
| BPE31 | No. of high-risk Inspections | Head of Law & Democracy | 3 | 1 | 2 | 3 | 4 | 3 | 1 | 8 |
| | No. of medium/low inspections | | N/A | 8 | N/A | 25 | 56 | 18 | 56 | 28 |
| | No. new business registered | | 14 | 37 | 9 | 10 | 8 | 13 | 13 | 12 |
| | Outstanding medium low risk inspections from 2022. | | N/A | 30 | | 14 | | 11 | | 11 |
| No. of high-risk Inspections Completed | 3 | | 1 | 2 | 3 | 1 | 6 | 4 | 8 | |
| No. of medium risk/low inspections Completed/ closed | N/A | | 3 | 23 | 27 | 40 | 9 | | 8 | |
| No. of new business triaged | 13 | | 26 | 7 | 14 | 7 | 2 12 | | 16 | |
| Formal revisit under the food hygiene rating system | | | | | | | 2 | | 1 | |

| | | | | | | | | | |
|--------------------------------|--|---|--|-----|-----|----|-----|---|----|
| No. of Inspections Outstanding | | 0 | | 0 | 0 | 3 | 1 | 0 | 0 |
| High risk | | | | | | | | | |
| Medium risk | | 5 | | N/A | 3 | 16 | 14 | 0 | 20 |
| New businesses | | 9 | | 3 | 0 | 1 | 12 | 0 | 12 |
| D's 2022 | | 2 | | | **4 | | 2** | | 1 |

- High risk are A/B risk rating businesses. Medium/ Low are C/D's. **4 premises were found which had not pulled through due to an issues with its scoring. ** 2 premises we are struggling to gain access too.
- New businesses continue to receive a triage call to assess their activities, if High risk then a physical inspection is selected to be carried out. Low risk is not being carried out now but remain under review.

