



OADBY AND WIGSTON BOROUGH COUNCIL

STANDARDS AND ETHICAL INDICATORS

QUARTER 2 REPORT

2025/2026

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 2025/2026.

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 2 of 2025/2026.

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	
			2024/2025	2025/2026	2024/2025	2025/2026	2024/2025	2025/2026	2024/2025	2025/2026
LG1	Objections to the Council's Accounts	Head of Finance	0	0	0	0	0		0	
LG2	Follow up Action relating to breaches of the Member/Officer Protocol (Members)	Monitoring Officer	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	
LG4	Number of Whistle Blowing Incidents Reported	Monitoring Officer	0	0	0	0	0		0	
LG5	No. of Recommendations made to improve Governance Procedures/Policies		0	0	0	0	0		0	
LG6	No. of Recommendations Implemented		0	0	0	0	0		0	

Corporate Complaints

Ref	Performance Indicator Description	Officer responsible for providing information	Q1		Q2		Q3		Q4	
			2024/2025	2025/2026	2024/2025	2025/2026	2024/2025	2025/2026	2024/2025	2025/2026
LG7	No. Corporate Complaints received	Customer Service Supervisor	57	20	60 (38 dealt with as early resolution, 22 were stage 1)	24	11		67	
	No. Corporate Complaints escalated to L2		4	2	7	8	6		2	
	No. Corporate Complaints escalated to Ombudsman		0	0	3	0	1		1	
LG7a	No. Corporate Complaints Resolved at L1		53	18	15	19	5		65	
	No. Corporate Complaints Resolved at L2		4	2	7	8	6		2	
LG7b	No. Corporate Complaints where compensation paid		0	0	4	2	1		1	
	Service Area		Council Tax	NA	Corporate assets, Waste, Housing	Housing	Housing		Housing	
LG8	No. Ombudsman complaints received		0	0	3	0	1		1	
	Service Area		N/A		Housing, Corporate assets	N/A	Housing		Housing	
LG8a	No. Ombudsman complaints resolved		N/A	0	0	0	1		1	
LG8b	No. Ombudsman complaints not yet determined by the Ombudsman		0	1	3	0	1		3	
LG8c	No. Ombudsman complaints where compensation paid		0	0	0	0	1		1	

Freedom of Information Act Indicators

Ref	Performance Indicator Description	Officer responsible for providing information	Q1		Q2		Q3		Q4	
			2024/2025	2025/2026	2024/2025	2025/2026	2024/2025	2025/2026	2024/2025	2025/2026
LG9a	No. of FOI Requests Compliant	Data Protection Officer	154	190	143	207	169		202	
LG9b	No. of Non-compliant FOI Requests		41	3	24	37	9		7	
LG9c	No. of FOI Requests still open and within the 20 working days		0	0	0	1	9		0	
LG9d	No. of FOI Requests withheld due to exemptions/fees applied		0	0	3	2	0		8	

Regulation of Investigatory Powers Act Indicators

Ref.	Performance Indicator Description	Officer Responsible for Providing Information	Q1		Q2		Q3		Q4	
			2024/2025	2025/2026	2024/2025	2025/2026	2024/2025	2025/2026	2024/2025	2025/2026
LG10	No. of Directed Surveillance Authorisations granted during the quarter	Monitoring Officer	0	0	0	0	0		0	
LG10a	No. in force at the end of the quarter		0	0	0	0	0		0	
LG10b	No. of CHIS recruited during the quarter		0	0	0	0	0		0	
LG10c	No. ceased to be used during the quarter		0	0	0	0	0		0	
LG10d	No. active at the end of the quarter		0	0	0	0	0		0	
LG10e	No. of breaches (particularly unauthorised surveillance)		0	0	0	0	0		0	
LG10f	No. of applications submitted to obtain communications data which were rejected		0	0	0	0	0		0	
LG10g	No. of Notices requiring disclosure of communications data		0	0	0	0	0		0	
LG10h	No. of authorisations for conduct to acquire communications data		0	0	0	0	0		0	
LG10i	No. of recordable errors		0	0	0	0	0		0	

Anti-Social Behaviour Indicators

Ref.	Performance Indicator Description	Officer responsible for providing information	Q1		Q2		Q3		Q4	
			2024 /2025	2025/ 2026	2024/ 2025	2025/ 2026	2024/ 2025	2025/ 2026	2024/ 2025	2025/ 2026
	No. of Complaints Registered	Anti-Social Behaviour Officer	0/13	12/5	13/21	10/12	10/12		12/12	
	No. of Disposals		0/2	1/1	5/1	8/3	8/3		2/8	
	No. of Complaints still Open		0/0	0/3	12/1	7/4	7/4		10/2	
	No Further Action (where suspect identified)		0/1	0/2	3/3	2/1	2/1		2/1	
	No Further Action (no suspect identified)		0/10	11/2	5/17	1/10	1/10		8/9	

Blue text – Housing

Red text – ASB Officer

Food Safety Inspections

Ref.	Performance Indicator Description	Officer responsible for providing information	Q1		Q2		Q3		Q4	
			2024/2 025	2025/2 026	2024/2 025	2025/2 026	2024/2 025	2025/2 026	2024/2 025	2025/2 026
	No. of high-risk Inspections due	Senior Environmental Health Officer	2	0	2	2	2		0	
	No. of medium/low inspections due		5	10	16	19	5		1	
BPE31	No new business registered		14	29	17	11	33		16	
	No. of high-risk Inspections Completed		1	0	2	2	1		8	
	No. of medium/low risk completed		5	12	7	50	1		20	
	No. of new business triaged (Initial contact to see if high or low risk)		8	19	7	11	10		10	
	No of new businesses inspected (High risk only)		12	5	10	2	1		2	
	Formal revisit under the food hygiene rating system		1	1	1	1	0		1	

	New businesses		27	0	15	17	15		16	
	No. of inspections Outstanding high risk		0	22	2	0	2		1	
	No. of Inspections Outstanding medium risk		0	0	10	21	14		24	