

Monitoring Officer Report 2018/19

Audit and Governance Committee
30th July 2019

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1. Role of the Monitoring Officer

- 1.1. The Monitoring Officer has the specific duty to ensure that the Council, its officers and its elected members maintain the highest standards of conduct in all that they do.
- 1.2. The legal basis for the Monitoring Officer's role is found in Section 5 of the Local Government and Housing Act 1989.
- 1.3. There are three main aspects to the role:
 - To report on matters that he/she believes are, or are likely to be, illegal or amount to maladministration;
 - To be responsible for matters relating to the conduct of Councillors and officers; and
 - To be responsible for the operation of the Constitution
- 1.4. Section 5 requires the Monitoring Officer to prepare a report to the authority if it appears that any proposal, decision or omission by the authority (made otherwise than one on behalf of the executive) has given rise to or is likely to or would give rise to:-
 - a) A contravention of any enactment or rule of law
 - b) Maladministration or failure as mentioned in Part 3 of the Local Government Act 1974
- 1.5. For these purposes, any committee, or sub-committee of the authority, or any person holding any office or employment under the authority or any joint committee on which the authority are represented constitutes "the authority".
- 1.6. Maladministration or failure under the 1974 Act is a reference to a finding of such made by the Local Government Ombudsman following an investigation undertaken by him.
- 1.7. Additionally, Part III of the Local Government Act 2000 makes the Monitoring Officer responsible for maintaining a Register of Member Interests. The Monitoring Officer also operates the procedures for dealing with Code of Conduct complaints against Cheshire East Borough Council Members and Members of Town and Parish Councils in its area.

- 1.8. Under the requirements set out at 1.2 above, the Monitoring Officer ultimately assumes responsibility for the lawfulness of decision making processes and a number of other governance controls, some of which are the subject of bespoke delegations in the constitution. These key additional functions are covered in this report. By a combination of these measures and responsibilities, the Monitoring Officer has a key role to play in ensuring corporate governance and in informing the production of each Annual Governance Statement.
- 1.9. The Monitoring Officer must be appointed by Full Council and cannot be the Chief Executive (Head of Paid service) or the Director of Finance / Section 151 officer. The duties of the Monitoring Officer must be performed by him/her personally unless he or she is unable to act by reason of illness or absence, in which case a deputy, appointed by the Monitoring Officer, may act on his or her behalf.
- 1.10. Irrespective of illness or absence, where the Monitoring Officer is of the view that he or she ought not to perform functions relating to a Code of Conduct matter personally, s/he may delegate those functions to a person nominated by her/him as Monitoring Officer for that purpose.

2. Member's Code of Conduct

- 2.1. Cheshire East Council adopted a new Code of Conduct¹, which came into force on 1 January 2018. It is the responsibility of the Audit and Governance Committee to monitor this Code as part of the Committee's responsibility for promoting high standards of ethical behaviour.
- 2.2. The Monitoring Officer undertakes a preliminary assessment of each complaint, consulting the Independent Person where appropriate, before making and notifying the Complainant of his/her decision on whether and how the complaint should proceed. This 'triage' has been introduced to enable complaints which do not engage the Code or are trivial, vexatious or 'Tit for Tat' to be rejected, without the need to convene an assessment meeting.
- 2.3. Between 1st April 2018 and 31st March 2019 30 complaints were received; 21 complaints concerned a Member of Cheshire East Council whilst 9 were against Members of a town or parish council within the borough.

¹ https://www.cheshireeast.gov.uk/council_and_democracy/your_council/councillor_conduct.aspx

2.4. This compares to 16 complaints received about a Member of Cheshire East Council in the previous year, and 6 complaints received about Members of a town or parish council.

2.5. Detail of the complaints received in 2018/19 is shown in the table below

Part A: General Obligations		No. received	
<u>Paragraph</u>		Borough	Town Parish
1	Selflessness	11	7
2	Integrity	12	3
3	Objectivity	19	2
4	Accountability	13	2
5	Openness, sub paragraph (a) transparency	14	5
	Openness, sub paragraph (b) disclosure	4	3
6	Honesty, sub paragraph (a) declaring interests	5	0
	Honesty, sub paragraph (b) use of resources	0	0
7	Respect for others, sub paragraph (a) courtesy	5	9
	Respect for others, sub paragraph (b) equality	0	2
	Respect for others, sub paragraph (c) impartiality	0	2
	Respect for others, sub paragraph (d) bullying	2	3
8	Leadership	7	5
9	Gifts and hospitality	1	0
Part B: registering and declaring pecuniary and non pecuniary interests			
	Failure to register or declare an interest	7	1

Note: the numbers may not tally with the number of complaints received as a Complainant may identify none or more than one paragraph in their complaint.

2.6. The decision of the Monitoring Officer in respect of the complaints received was as follows:

Complaint:	2018/19		2017/18	
	Borough	Town Parish	Borough	Town Parish
Rejected at preliminary assessment stage; failed to meet the assessment criteria	11	7	4	2
Referred for initial assessment; met the assessment criteria	10	2	12	4
Referred for formal investigation	7	0	0	0

2.7. Over the course of the last two years, 7 cases progressed beyond the preliminary assessment stage, and of the complaints received in this period, 2 complaints were upheld. No complaints progressed to Standards Sub Hearing.

- 2.8. Code of conduct training is mandatory and has been provided as part of this year's new member induction programme as well as a detailed session for all members. This will be repeated on an annual basis.

3. Register of Member's Interests

- 3.1. Cheshire East Borough Council Members, and Members of Town and Parish Council's in its area, are required to declare and register certain classes of interests with the Monitoring Officer. They must then conduct themselves accordingly in relation to any interest that arises when transacting business on behalf of their authority.
- 3.2. Registerable interests are explained in the Code of Conduct but comprise, for all Members, Disclosable Pecuniary Interests. Additionally for Cheshire East Members, and from the new municipal year all Town and Parish Council Members, a requirement to declare personal interests.
- 3.3. A failure to declare an interest, and act accordingly in relation to the same, is capable of amounting to a breach of the Code of Conduct. In relation to Disclosable Pecuniary Interests, it can also amount to a criminal offence.
- 3.4. The relevant registers are available on, or through, the Council's website. There is a requirement to register upon taking office, and it is each Member's responsibility to ensure their register remains up to date as and when interests change.
- 3.5. Other than the Code of Conduct complaints (referred to above) which have involved an allegation of a failure to properly register an interest, there have been no issues arising through the year in respect of the registration of interests.
- 3.6. Training in respect of Member interests is covered below.

4. Register of Gifts and Hospitality

- 4.1. Cheshire East Borough Council Members are required to register with the Monitoring Officer details of any gifts or hospitality received where the value is considered to be in excess of £100.
- 4.2. The register of gifts and hospitality is maintained by the Monitoring Officer and is available for inspection by appointment at the Council's Office in Westfields.

- 4.3. Gifts and hospitality received by Members were declared to the Monitoring Officer in the following numbers;

2018/19	2017/18	2016/17
1	3	3

It should be noted that only one of the declarations made was for a value in excess of £100. All other declarations were valued under £100 and declared in the interests of transparency.

- 4.4. Training in respect of gifts and hospitality is covered below.

5. Member Training and Development

- 5.1. The Member's Code of Conduct is recognised in Cheshire East Council's Member Training and Development Programme as being mandatory and will be repeated on an annual basis. For any member who is elected as a result of a by election a one to one briefing session will be provided.
- 5.2. Following the Council elections in May 2019, Code of Conduct training was delivered as part of the Induction programme for newly elected Members, with a wider, all Councillor briefing held in the 30 day period between the date of election and the deadline for completion of Members' Register of Interest Forms.
- 5.3. Plans are in place to review arrangements for training over the next three years, as part of the four year cycle of training and developments taking into account the recommendations of the Committee on Standards in Public Life, as set out in its report on Local Government Ethical Standards published in January 2019.²
- 5.4. In respect of Town and Parish Councils, a training programme has been devised in association with the Cheshire Association of Local Councils (CHaLC) and has been delivered by CHaLC since the elections in May 2019.

6. Dispensations

- 6.1. The Monitoring Officer is empowered to grant dispensations enabling Cheshire East Council Members to take part in council business in

² <https://www.gov.uk/government/collections/local-government-ethical-standards>

which they would otherwise have an interest which would prevent their dispensation.

- 6.2. There are a number of “standing” dispensations which apply to all Cheshire East Council Members. These are set out through a link in the Constitution at the end of the Member Code of Conduct³. No specific dispensations have been granted during the course of 18/19.

7. Information and Data Protection

Data Protection Requests

- 7.1. The table below outlines the number of requests (subject access and disclosure) received under Data Protection legislation during the financial year 2018/19 compared with 2017/18. It also shows the percentage of requests which were responded to within the statutory timescales.

Table 1 - Data Protection Requests

	2018/19	2017/18
Data Protection Requests	1,429	1,219
Percentage responded to within statutory timescales	91%	86%

- 7.2. Data Protection requests into the Council typically originate from individuals (including care leavers requesting access to their social care records), public authorities (including the Police) and commercial organisations (including insurance companies and solicitors) requesting CCTV footage. Requests continued to increase (17% increase in 2018/19 on 2017/18) but the percentage of requests responded to within the statutory timescales has improved, despite the fact that this has now changed from 40 calendar days to one calendar month.
- 7.3. On 25th May 2018, Data Protection legislation went through its biggest change in 20 years with the implementation of the General Data Protection Regulation (GDPR). The new Data Protection Act 2018, which sits alongside the GDPR and brings the EU Law Enforcement Directive into UK law, also came into force on the same date.

³<http://moderngov.cheshireeast.gov.uk/ecminutes/documents/s50303/AG%20General%20Dispensations%20Report%2029.09.16.bn.pdf>

Freedom of Information/Environmental Information Requests

7.4. Tables 2, 3, 4 and 5 below outline the number of requests received under the Freedom of Information Act 2000(FOIA) and the Environmental Information Regulations (EIR) 2004. They also detail the type, source and number of requests made to the Council, the response times for individual services and the request outcomes.

Table 2 – Requests Received under FOIA and EIR's

Type of Request	2018/19	2017/18
FOIA/EIR Requests	1,845	1,643
EIR Requests to Land Charges ⁴	2,707	1,846
Total FOIA/EIR Requests	4,552	3,489

Table 3 – Source of FOI/EIR Request

Source	2018/19	2017/18
Commercial	24%	24%
Councillor	<1%	1%
Individual	43%	44%
MP	1%	1%
Other	<1%	1%
Press or media	14%	14%
Pressure Groups	3%	3%
Public Sector	2%	1%
Researchers	3%	2%
What do they know? ⁵	9%	9%

Table 4 – Percentage of requests handled within 20 working days per Directorate (excluding requests directly made to Land Charges)

Directorate	2018/19	2017/18
Corporate Directorate	96%	87%
People Directorate	96%	83%
Place Directorate	95%	80%
Total	95%	83%

⁴ Personal Search Companies make EIR requests directly to the Land Charges Team, who respond directly to the requester. The requests are all completed within the statutory deadline of 20 working days.

⁵ 'What do they know?' is a website used to make FOI and EIR requests

- 7.5. The Council provides full information to the requester in the majority of cases; 1,114 in 2018/19.
- 7.6. In 96 cases (see Table 6 – FOI/EIR Refusal Notice Reasons) the requests were refused, as the information was already publicly accessible to the applicant without the need to make a request through either FOIA or the EIR’s. Ordinarily, links are provided to the location of the published information.
- 7.7. Table 5 details the number of cases where the information has not been released or has not been released in full.

Table 5 – FOI/EIR Outcomes – 2018/19

Outcomes	2018/19	2017/18
All information sent	1,114	1,129
Information not held	180	159
Ongoing Request at year end (outcome not known)	79	90
Some information sent but not all held	146	84
No information sent - all held but exempt	137	64
Some information sent but part exempt	71	44
Exceeds appropriate limit (18 hours) - refused ⁶	36	28
Request lapsed – (clarification sought but not provided by requester)	51	27
Some information sent and exceeds appropriate limit	20	11
Neither confirm or deny information held	1	3
Vexatious request	4	2
Repeated request	2	1
Part exempt and exceeds appropriate limit	2	0
Some information sent, part exempt and exceeds limit	2	1
Total	1,845	1,643

- 7.8. 236 FOI Exemptions/EIR Exceptions were applied to refusals issued during 2018/19 compared with 151 during 2017/18, as shown in Table 6 below.

⁶ The ‘appropriate limit’ is 18 hours, i.e. if it will take more than 18 hours to fulfil the request, then it can be refused. If a requester wishes to pursue the request and the response, then a fees notice can be issued. In the majority of cases the requester will issue a new revised and reduced request.

Table 6 – FOI/EIR Refusal Notice Reasons

Refusal Notices issued	2018/19	2017/18
EIRs Regulation (12)(5)(f) Information in Confidence	3	8
EIRs Regulation 12(3) Personal Information	18	3
EIRs Regulation 12(4)(a) Information Not Held	3	1
EIRs Regulation 12(4)(b) Manifestly Unreasonable	6	5
EIRs Regulation 12(4)(c) Formed in too general a manner	1	
EIRs Regulation 12(4)(d) Draft Information	4	1
EIRs Regulation 12(4)(e) Internal Communications		1
EIRs Regulation 12(5)(b) Course of Justice	2	8
EIRs Regulation 12(5)(c) Intellectual Property Rights		1
EIRs Regulation 12(5)(d) Confidentiality of Proceedings	1	2
EIRs Regulation 12(5)(e) Commercial Interests	7	3
EIRs Regulation 12(5)(g) Protection of Environment	1	1
EIRs Regulation 6(1)(b) Publicly Accessible	39	8
FOIA Section 12(1) Compliance Exceeds 18 Hours		28
FOIA Section 21 Publicly Accessible to applicant	57	14
FOIA Section 22 Intended for Future Publication	10	2
FOIA Section 23 Information from or relating to security bodies	1	
FOIA Section 30 Investigations & Proceedings	3	9
FOIA Section 32 Court Records etc.	1	
FOIA Section 31 Law Enforcement	7	7
FOIA Section 33 Audit Functions		1
FOIA Section 36 Prejudicial to conduct of public affairs		2
FOIA Section 38 Health & Safety		0
FOIA Section 40 Personal Information	40	22
FOIA Section 41 Information Provided in Confidence	11	6
FOIA Section 42 Legal Professional Privilege	1	2
FOIA Section 43 Commercial Interests	20	16
TOTAL	236	151

7.9. It should be noted that the number of exemptions/exceptions does not match with the number of requests refused (Table 4) because more than one exemption/exception may be used in a refusal notice.

Internal reviews and referrals to the Information Commissioner's Office

7.10. Should a requester be unhappy with the initial response to their request, they have the right to request an internal review. This is conducted by someone independent of the initial response and usually by a senior officer within the Compliance and Customer Relations Team. 62 internal reviews were undertaken in 2018/19 compared with 63 in the previous year.

Table 7 - Internal Reviews and Outcomes

Outcome	2018/2019	2017/2018
Not upheld (in favour of Council)	38	44
Ongoing review at end of year	3	0
Upheld – full (in favour of requester)	7	5
Upheld – partial (in favour of requester)	15	14
Withdrawn	1	0
Total	62	63

7.11. Should a requester remain unhappy following the internal review, he/she may appeal to the Information Commissioner's Office for a decision. Table 8 below outlines the outcomes for those requests which were referred to the ICO.

Table 8 – Referrals to the Information Commissioner's Office (ICO)

Complaints to the ICO	2018/19	2017/18
Late Notification	0	3
Ongoing at year end	3	3
Withdrawn	0	2
Complaint Upheld	0	2
Complaint Not Upheld	5	1
TOTAL	8	11

8. Complaints including Local Government and Social Care Ombudsmen Referrals

8.1. Appendices 1, 2(a) and 2(b) outline the number of cases of formal feedback received from customers during 2018/19 and administered under the Council's Corporate Compliments, Suggestions and Complaints Policy, as well as the Council's Adults and Children's Social Care Complaints Policies. A summary of the cases closed during 2018/19 by

the Local Government and Social Care Ombudsman is also provided. Figures for 2017/18 are also included for comparison.

- 8.2. During 2018/19 the Council received 3,051 instances of customer feedback – 958 were compliments, 137 were suggestions and 1,956 were complaints. Details are attached in Appendix 1.
- 8.3. Complaints increased slightly in 2018/19 compared with the previous year, when 1,898 were received. This increase can be partly attributed to the increase in complaints relating to Parking Services and the Education Service.
- 8.4. The number of recorded compliments in 2018/19 was 958, compared with 1,159 in 2017/18; half of these related to Adult Services. The Council also recorded 137 suggestions (130 in 2017/18). These are neither complaints nor compliments, but often suggested changes to policy or working practice.

Stage 2 Corporate Complaints

- 8.5. Of the 1,753 corporate (i.e. non social care) complaints received in 2018/19, 102 customers requested a Stage 2 investigation and 18 went straight to Stage 2; for example in cases where there may have already been lengthy e-mail communications between the service and the customer.
- 8.6. This compares with 2017/18, when 109 customers requested a Stage 2 investigation and 24 went straight to Stage 2. The main areas which received requests for Stage 2 investigations were Development Management & Enforcement, Highways, Education (SEND) and Waste & Recycling.

Children's Social Care Complaints Procedure

- 8.7. 114 new complaints were received in 2018/19, compared with 144 in 2017/18. Of the 114 complaints, 4 were dealt with at Stage 2, compared with 6 in 2017/18.

Adult Social Care Complaints

- 8.8. 89 new complaints were received in 2018/19, compared with 87 in 2017/18. Of the 89 complaints, 5 complaints were dealt with at Stage 2, compared with 12 in 2017/18.

Local Government and Social Care Ombudsman (LGSCO) referrals

- 8.9. All customers are offered the opportunity to appeal to the LGSCO if they are unhappy with the way in which the Council has handled their complaint.
- 8.10. Appendices 2a and 2b show the number of Decision Notices issued to the Council during 2018/19 (75) and 2017/18 (91). During 2018/19, the LGSCO issued Decision Notices on 75 cases. 49 of these cases were closed after the LGSCO conducted their initial enquiry, 12 of the complaints were upheld in the customer's favour and 14 were not upheld. In the 12 upheld cases, it was considered that, in 3 of these, there was no injustice to the complainant.
- 8.11. There are a number of cases which the Ombudsman receives annually and which are rejected on receipt (for example, because they are premature or because the LGSCO has no jurisdiction over a particular type of complaint). These figures are published in the LGSCO's annual report, which is usually issued by the end of July following the end of the financial year.
- 8.12. An update report on LGSCO referrals will be submitted to Audit & Governance Committee in September 2019, following the publication of the Ombudsman's Annual Report.

9. Regulation of Investigatory Powers (RIPA) Act

- 9.1. The Council occasionally needs to use directed surveillance and obtain communications data, in order to carry out its enforcement functions effectively, e.g. planning enforcement, licensing enforcement, trading standards, environmental health and community enforcement. RIPA provides a regulatory framework to enable public authorities to obtain information through the use of certain covert investigatory techniques.
- 9.2. It is imperative that, when investigating alleged wrongdoing, certain conditions are met in each case in order that successful prosecutions can be made. In particular, it is essential that covert surveillance is only used when it is necessary and proportionate to do so. Therefore, this must be properly authorised and recorded, the tests of necessity and proportionality must be satisfied, and the potential for collateral intrusion must be considered and minimised.

9.3. The Council's Authorising Officers/Designated Persons are:-

- Chief Executive
- Executive Director – Place
- Executive Director - People

9.4. Once authorised, all applications need the approval of a Justice of the Peace/Magistrate, as required by the Protection of Freedoms Act 2012. The Act also restricts the use of RIPA authorised surveillance to the investigation of offences which attract a custodial sentence of six months or more. The Director of Governance and Compliance Services assumes responsibility for the integrity of the process to ensure that the Council complies with the legislation.

Use of Covert Human Intelligence Source (CHIS)

9.5. Covert human intelligence sources may only be authorised if there are certain additional arrangements in place, including an employee of the Council being responsible for the source's security and welfare and a Senior Officer with general oversight of the use made of the source. Use of a CHIS must be authorised by the Chief Executive before it is approved by a Justice of the Peace/Magistrate.

Applications Authorised

9.6. The table below shows the number of applications authorised during 2018/19, compared with previous years.

	Directed surveillance	Communications Data	CHIS
2018 - 19	1	1	0
2017 - 18	1	0	0
2016 - 17	6	0	0

10. Whistleblowing

10.1. Cheshire East has an established whistleblowing policy and detailed supporting guidance available on both Centranet and the Council's website. The current policy was introduced following a review of the Council's arrangements by Public Concern at Work (now known as Protect), the leading advocate for whistleblowing in the UK.

10.2. The review took place in September 2017 and recognised that whilst the Council had in place a robust and detailed policy, a more streamlined approach was recommended. In response, the model policy provided as

part of the review was adapted to reflect the requirements of Cheshire East and adopted in March 2018.

- 10.3. It can be difficult to determine whether an organisation’s whistleblowing arrangements are effective as it is important to take into consideration more than simply the volume of reports received. This is because a single, well founded concern received over a number of years more than justifies maintaining the whistleblowing arrangements.
- 10.4. It is therefore important to ensure that employees, members and external parties working for the Council are aware of the arrangements and provided with assurance that any concerns raised will be taken seriously and that anyone raising concerns will be protected from suffering any detriment as a result of “blowing the whistle”.
- 10.5. To achieve this, the following work has been undertaken:
- Publicity and signposting of the policy in Team Voice and on Centranet.
 - Development and launch of detailed guidance for officers and members in the event that they are approached with a concern.
 - Training delivered to Audit and Governance Committee
 - Training delivered to Wider Leadership Team, Finance and HR staff.
 - Promotion of the Whistleblowing arrangements under the Brighter Futures Culture Workstream communications and events

Referrals Received

10.6. The table below shows the number of referrals received during 2018/19 along with a breakdown of the outcome and comparative figures for 2017/18:

	2018/19	2017/18
No of Referrals Received	5	5
Met criteria and action taken:		
Unfounded after testing concerns	1	2
Referred for investigation after testing concerns	1	-
Did not meet criteria and action taken:		
Referred to DWP	1	2
Referred for disciplinary investigation	1	-
Rejected after testing concerns	1	1

- 10.7. It is pleasing to note that all of the concerns raised were as a result of what appears to be genuine unease on the part of our staff, and that sufficient information was provided to allow for the concerns raised to be tested in each case.
- 10.8. Although only a small number of concerns were raised through the whistleblowing policy in both 2017/18 and 2018/19, there is no evidence that staff failed to report concerns because of fear that it would be detrimental to them.
- 10.9. Serious concerns have been raised via whistleblowing in the past and a concern relating to a serious matter was referred during 2018/19 but was found to be unfounded following investigation by Internal Audit.

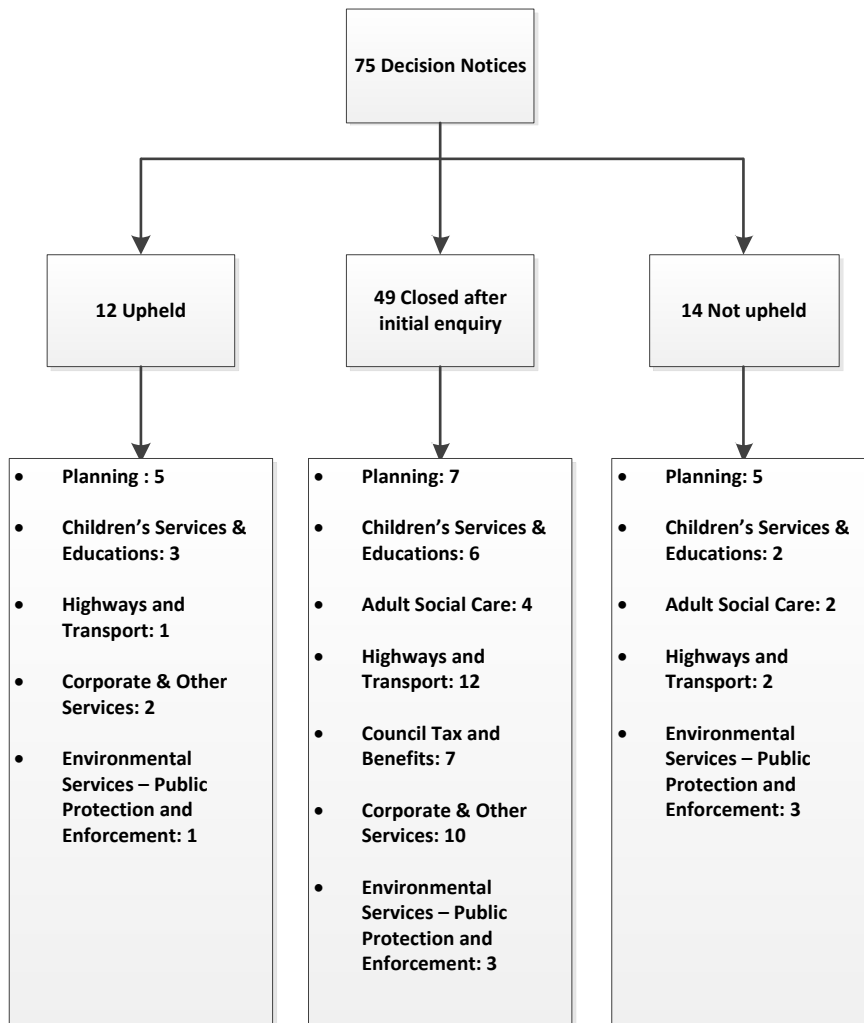
11. Constitution/Decision Making Process in operation

- 11.1. The Constitution is monitored and reviewed at officer level by the Monitoring Officer and at member level by the Constitution Committee. Significant changes are submitted to Council for approval. Minor changes can be made by the Committee or by the Monitoring Officer in consultation with the Chairman and Vice-Chairman of the Committee.
- 11.2. During 2018/19 there were approximately 50 closed Committee sessions, held under Section 12a of the Local Government Act 1972. These included Cabinet, Appeals Sub-Committee, General Licensing Sub-Committee, Investigation and Disciplinary Committee, ASDV Shareholder Committee, LA School Governor Nomination Panel, and the Corporate Parenting Committee.
- 11.3. There were three closed Overview and Scrutiny Committees during 2018/19; two at Environment and Regeneration Overview and Scrutiny Committee and one at Children and Families Overview and Scrutiny Committee.

COMPLAINTS RECEIVED – Appendix 1

Service Area	Complaints Received 2018 / 2019	Complaints Received 2017 / 2018	Compliments Received 2018 / 2019	Compliments Received 2017 / 2018	Suggestions Received 2018 / 2019	Suggestions Received 2017 / 2018
Waste & Recycling	636	616	63	82	20	9
Highway Operations	248	256	35	49	18	1
Council Tax & Billing	179	141	70	58	9	2
Children's Services*	139	221	18	73	49	49
Development Management & Enforcement	123	130	1	2	2	2
Adult Services*	91	87	473	619	19	45
Parking Enforcement	89	46	2	4	2	2
Customer Services	64	58	101	71	3	4
Education	64	11	18	8	0	1
Grounds Maintenance	39	20	66	84	4	1
Mixed Service Area	36	8	10	9	3	1
Benefits	33	53	12	28	0	0
Transport	30	24	2	1	0	1
Community Safety	21	33	2	0	0	0
Environmental Protection	21	18	4	1	0	0
Street Cleansing	21	15	32	25	1	3
Assets	15	9	0	0	0	0
Building Control	14	6	0	0	0	0
Licensing	14	14	0	0	0	0
Housing	12	11	1	1	1	0
Business Rates & Billing	10	4	20	11	0	0
Highways Strategy	10	41	1	0	1	6
Facilities	7	3	1	0	0	0
Bereavement	4	3	0	0	0	0
Electoral Registration	4	13	0	1	0	0
Library & Cultural Services	4	8	0	21	0	1
Legal Services	3	5	19	0	0	0
Public Rights of Way	3	4	0	0	0	0
Regeneration & Economic Development	3	1	0	0	3	2
Visitor Economy incl. Tatton Park	3	1	2	1	1	0
Animal Welfare	2	0	0	0	0	0
Ranger Service	2	0	0	0	0	0
Spatial Planning	2	6	0	0	0	0
Trading Standards	2	3	0	0	0	0
Finance General	1	2	0	0	0	0
HR	1	1	1	0	0	0
ICT	1	0	0	0	0	0
Leisure	1	10	1	0	0	0
Markets	1	0	0	0	0	0
Partnerships Business Manager	1	2	0	0	0	0
Public Health	1	0	0	0	0	0
Registration	1	4	2	0	0	0
Communications & PR	0	4	0	3	0	0
Democratic Services	0	3	1	0	1	0
Engine of the North	0	0	0	0	0	0
Governance & Audit	0	0	0	0	0	0
Green Spaces	0	0	0	6	0	0
Land Charges	0	0	0	1	0	0
Planning & Performance	0	0	0	0	0	0
Procurement	0	1	0	0	0	0
Shared Services	0	2	0	0	0	0
Transformation	0	0	0	0	0	0
Total Complaints	1956	1898	958	1159	137	130

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LGSCO Decision Notices 2017/18 – Appendix 2b

