



AGENDA

NOTE: In the case of non-members, this agenda is for information only

- Committee** - **STANDARDS COMMITTEE**
- Date & Time** - THURSDAY, 12TH JULY, 2007 AT 2.15 PM
- Venue** - NORFOLK ROOM, CONFERENCE SUITE,
ELIZABETH HOUSE, DEREHAM

Members of the Committee requiring further information, or with specific questions, are asked to raise these with the appropriate officer at least two working days before the meeting. If the information requested is available, this will be provided, and reported to Committee.

Committee Members:

Mr D. Williams, JP (Chairman) (*Breckland*)
Mr R. Childerhouse (*Breckland*)
Mrs J. Jenkins (*Independent*)
Mrs M. Oechsle (*Parish*)

Substitute Members

Councillor E. Gould (*Breckland*)
Mr J.P. Labouchere (*Breckland*)
Mr M. Eveling, JP (*Independent*)
Mr B. Rayner (*Parish*)
Mr M. Whittleby (*Parish*)

Persons attending the meeting are requested to turn off mobile telephones

Committee Services
Elizabeth House, Walpole Loke,
Dereham Norfolk, NR19 1EE

Date: Tuesday, 3 July 2007

PART A- ITEMS OPEN TO THE PUBLIC

	<u>Page(s)</u> <u>herewith</u>
1. <u>MINUTES</u> To confirm the minutes of the meeting held on 31 st May 2007.	1 - 2
2. <u>APOLOGIES</u> To receive apologies for absence.	
3. <u>URGENT BUSINESS</u> To note whether the Chairman proposes to accept any item as urgent business pursuant to Section 100(B)(4)(b) of the Local Government Act 1972.	
4. <u>DECLARATION OF INTEREST</u> Members are asked at this stage to declare any interests that they may have in any of the following items on the agenda. The Members' Code of Conduct requires that declarations include the nature of the interest and whether it is a personal or prejudicial interest.	
5. <u>NON-MEMBERS WISHING TO ADDRESS THE MEETING</u> To note the names of any non-members wishing to address the meeting.	
6. <u>CHAIRMAN'S ANNOUNCEMENTS (IF ANY)</u>	
7. <u>APPLICATION FOR DISPENSATION - SCARNING PARISH COUNCIL</u> Report of the Operations Manager (Cabinet)	3 - 4
8. <u>APPLICATION FOR DISPENSATION - CROXTON PARISH COUNCIL</u> Report of the Operations Manager (Cabinet)	5 - 6
9. <u>APPLICATION FOR DISPENSATION - SAHAM TONEY PARISH COUNCIL</u> Report of the Operations Manager (Cabinet)	To Follow
10. <u>APPLICATION FOR DISPENSATION - YAXHAM PARISH COUNCIL</u> Report of the Operations Manager (Cabinet)	7 - 8
11. <u>LOCAL GOVERNMENT OMBUDSMAN – ANNUAL LETTER</u> Report of the Operations Manager (Cabinet)	9 - 17
12. <u>STANDARDS COMMITTEE HEARINGS - PROCEDURES</u> To discuss procedures in relation to Standards Committee Hearings	
13. <u>NEXT MEETING</u> To note the arrangements for the next meeting on 11 th September 2007 at 2.15pm in the Norfolk Room, Conference Suite, Elizabeth House, Dereham.	

- Mr D. Williams (Chairman)
- Mrs M. Oechsle (substitute Mr R. Childerhouse)

**16/07 STANDARDS BOARD FOR ENGLAND ROADSHOW 2007
(AGENDA ITEM 9)**

RESOLVED that

(1) the Members to attend the Standards Board for England's Roadshow 2007 on 27 June 2007 at the Assembly House, Norwich, be as follows:

- Mr D. Williams (Chairman) (subject to confirmation of availability)
- Mrs M. Oechsle

(2) in the event that the Chairman is unable to attend, a replacement be sought from the Substitute Members of the Committee.

**17/07 STANDARDS BOARD FOR ENGLAND: INVESTIGATION
REPORT - COUNCILLOR A. STASIAK, BRECKLAND COUNCIL
(AGENDA ITEM 10)**

The report and the recommendation of the Standards Board for England in this matter was noted.

18/07 NEXT MEETING (AGENDA ITEM 11)

RESOLVED that the date of the next meeting be re-arranged for Thursday, 12th July 2007 at 2.15 p.m.

Action By

Standards
Officer

Senior
Committee
Officer

The meeting closed at 4.20 pm

CHAIRMAN

BRECKLAND COUNCIL

STANDARDS COMMITTEE – 12 JULY, 2007

REPORT OF THE OPERATIONS MANAGER (CABINET)
(Author: Susan Allen – Standards Officer)

APPLICATION FOR DISPENSATION – SCARNING PARISH COUNCIL

Summary: The Committee is asked to consider an application for a dispensation from Scarning Parish Council.

1. INTRODUCTION/BACKGROUND

- 1.1 Regulations came into force on 18th March, 2002 entitled The Relevant Authorities (Standards Committee) (Dispensations) Regulations 2002 (S.I. 2002 No. 339).
- 1.2 These Regulations prescribe the circumstances in which the Standards Committee may grant dispensations to Breckland members and parish and town councillors in the Breckland area. If a member acts in accordance with the grant of such a dispensation, any participation in business prohibited by the mandatory provisions of the Model Codes of Conduct is not a failure to comply with the authority's Code. These Regulations refer to the circumstance where a member, or more usually a number of members, finds they are in a position where they have to declare a prejudicial interest under the Code of Conduct and leave the room. In the circumstances described in the Regulations, those members might be able to obtain a dispensation (i.e. permission) from a Standards Committee to stay in the meeting after declaring the interest and either just speak, or speak and vote according to any dispensation granted.
- 1.3 The Regulations state that the Standards Committee can only grant dispensations in two circumstances:
 - a) if more than half of the members entitled or required to participate in the business of the authority would not otherwise be able to, or
 - b) the authority would not be able to comply with political balance principles.

2. KEY DECISION

- 2.1 This is not a key decision.

3. COUNCIL PRIORITIES

- 3.1 The matter raised in this report falls within the following Council priorities:
 - A well planned place to live which encourages vibrant communities

4. APPLICATION FOR DISPENSATION

- 4.1 Scarning Parish Council consists of nine councillors.
- 4.2 The Clerk to the Parish Council has sent a letter requesting a dispensation in respect of the Former Highway Surveyors Land and the Scarning Fuel Allotment Charity.
- 4.3 The nine parish councillors, namely Mrs. W. Brown, Mr. N. Eagle, Mr. S. Faulker, Mr. A. Glister, Mrs. H. Hudson, Miss J. Magrath, Mr. M. Steward, Mr. C. Farnham and Mr. P. Wadsworth, are all trustees of these organisations and as such would have to declare an interest.
- 4.4 As the councillors would be required to declare both a personal and prejudicial interest and leave the room when any matters concerning the Former Highway Surveyors Land

and the Scarning Fuel Allotment Charity were before the parish council, it is necessary for a dispensation to be requested.

5. OPTIONS AVAILABLE

- 5.1 To grant a dispensation to Scarning Parish Council.
- 5.2 To refuse to grant a dispensation to Scarning Parish Council.

6. REASONS FOR RECOMMENDATION(S)

- 6.1 To ensure the smooth running of Scarning Parish Council in connection with the Former Highway Surveyors Land and the Scarning Fuel Allotment Charity.

7. RECOMMENDATION(S)

- 7.1 It is recommended that the Committee grants a dispensation until the end of May 2011 to the named parish councillors of Scarning Parish Council to allow them to speak and vote on any matters relating to the Former Highway Surveyors Land and the Scarning Fuel Allotment Charity.

BRECKLAND COUNCIL

STANDARDS COMMITTEE – 12 JULY, 2007

REPORT OF THE OPERATIONS MANAGER (CABINET)
(Author: Susan Allen – Standards Officer)

APPLICATION FOR DISPENSATION – CROXTON PARISH COUNCIL

Summary: The Committee is asked to consider an application for a dispensation from Croxton Parish Council.

1. INTRODUCTION/BACKGROUND

- 1.1 Regulations came into force on 18th March, 2002 entitled The Relevant Authorities (Standards Committee) (Dispensations) Regulations 2002 (S.I. 2002 No. 339).
- 1.2 These Regulations prescribe the circumstances in which the Standards Committee may grant dispensations to Breckland members and parish and town councillors in the Breckland area. If a member acts in accordance with the grant of such a dispensation, any participation in business prohibited by the mandatory provisions of the Model Codes of Conduct is not a failure to comply with the authority's Code. These Regulations refer to the circumstance where a member, or more usually a number of members, finds they are in a position where they have to declare a prejudicial interest under the Code of Conduct and leave the room. In the circumstances described in the Regulations, those members might be able to obtain a dispensation (i.e. permission) from a Standards Committee to stay in the meeting after declaring the interest and either just speak, or speak and vote according to any dispensation granted.
- 1.3 The Regulations state that the Standards Committee can only grant dispensations in two circumstances:
 - a) if more than half of the members entitled or required to participate in the business of the authority would not otherwise be able to, or
 - b) the authority would not be able to comply with political balance principles.

2. KEY DECISION

- 2.1 This is not a key decision.

3. COUNCIL PRIORITIES

- 3.1 The matter raised in this report falls within the following Council priorities:
 - A well planned place to live which encourages vibrant communities

4. APPLICATION FOR DISPENSATION

- 4.1 Croxton Parish Council consists of five councillors.
- 4.2 The Clerk to the Parish Council has sent an e-mail requesting a dispensation in respect of the Village Hall Management Committee. The Village Hall Management Committee pays an annual rent to the parish council for the village hall.
- 4.3 The five parish councillors, namely Mr. R. King, Mr. I. Andrew, Mr. G. Goucher, Mrs. L. Sayers and Mrs. J. Allott, are all members of the Village Hall Management Committee.
- 4.4 As all five councillors would be required to declare both a personal and prejudicial interest and leave the room when any matters concerning the Village Hall Management Committee were before the parish council, it is necessary for a dispensation to be

requested.

5. OPTIONS AVAILABLE

- 5.1 To grant a dispensation to Croxton Parish Council.
- 5.2 To refuse to grant a dispensation to Croxton Parish Council.

6. REASONS FOR RECOMMENDATION(S)

- 6.1 To ensure the smooth running of Croxton Parish Council in connection with the Village Hall Management Committee.

7. RECOMMENDATION(S)

- 7.1 It is recommended that the Committee grants a dispensation until the end of May 2011 to the named parish councillors of Croxton Parish Council to allow them to speak and vote on any matters relating to the Village Hall Management Committee.

BRECKLAND COUNCIL

STANDARDS COMMITTEE – 12 JULY, 2007

REPORT OF THE OPERATIONS MANAGER (CABINET)
(Author: Susan Allen – Standards Officer)

APPLICATION FOR DISPENSATION – YAXHAM PARISH COUNCIL

Summary: The Committee is asked to consider an application for a dispensation from Yaxham Parish Council.

1. INTRODUCTION/BACKGROUND

- 1.1 Regulations came into force on 18th March, 2002 entitled The Relevant Authorities (Standards Committee) (Dispensations) Regulations 2002 (S.I. 2002 No. 339).
- 1.2 These Regulations prescribe the circumstances in which the Standards Committee may grant dispensations to Breckland members and parish and town councillors in the Breckland area. If a member acts in accordance with the grant of such a dispensation, any participation in business prohibited by the mandatory provisions of the Model Codes of Conduct is not a failure to comply with the authority's Code. These Regulations refer to the circumstance where a member, or more usually a number of members, finds they are in a position where they have to declare a prejudicial interest under the Code of Conduct and leave the room. In the circumstances described in the Regulations, those members might be able to obtain a dispensation (i.e. permission) from a Standards Committee to stay in the meeting after declaring the interest and either just speak, or speak and vote according to any dispensation granted.
- 1.3 The Regulations state that the Standards Committee can only grant dispensations in two circumstances:
 - a) if more than half of the members entitled or required to participate in the business of the authority would not otherwise be able to, or
 - b) the authority would not be able to comply with political balance principles.

2. KEY DECISION

- 2.1 This is not a key decision.

3. COUNCIL PRIORITIES

- 3.1 The matter raised in this report falls within the following Council priorities:
 - A well planned place to live which encourages vibrant communities

4. APPLICATION FOR DISPENSATION

- 4.1 Yaxham Parish Council consists of seven councillors.
- 4.2 The Clerk to the Parish Council has sent a letter requesting a dispensation in respect of the Yaxham Parish Charity.
- 4.3 The seven parish councillors, namely Mr. P. Bennett, Mrs. A. Cheeseman, Mr. G. Crummett, Mr. J. Hull, Mr. P. Lowings, Mr. D. Myhill and Mrs. M. Oechsle, are all members of the Yaxham Parish Charity and as such would have to declare an interest.
- 4.4 As the councillors would be required to declare both a personal and prejudicial interest and leave the room when any matters concerning the Yaxham Parish Charity were before the parish council, it is necessary for a dispensation to be requested.

5. OPTIONS AVAILABLE

- 5.1 To grant a dispensation to Yaxham Parish Council.
- 5.2 To refuse to grant a dispensation to Yaxham Parish Council.

6. REASONS FOR RECOMMENDATION(S)

- 6.1 To ensure the smooth running of Yaxham Parish Council in connection with the Yaxham Parish Charity.

7. RECOMMENDATION(S)

- 7.1 It is recommended that the Committee grants a dispensation until the end of May 2011 to the named parish councillors of Yaxham Parish Council to allow them to speak and vote on any matters relating to the Yaxham Parish Charity.

BRECKLAND COUNCIL

STANDARDS COMMITTEE: 12 JULY, 2007

OVERVIEW & SCRUTINY COMMISSION: 9 AUGUST, 2007

REPORT OF THE OPERATIONS MANAGER (CABINET)

(Author: Susan Allen – Standards Officer)

LOCAL GOVERNMENT OMBUDSMAN – ANNUAL LETTER

Summary: To note the Local Government Ombudsman's comments on his dealings with the Council as set out in his annual letter and to identify any issues for inclusion in a response.

1. INTRODUCTION/BACKGROUND

1.1 The annual letter for 2006/07 is attached. It sets out the general views on the way in which the Council treats complaints and makes specific points on the way in which certain cases, or categories of complaints, are dealt with.

2. KEY DECISION

2.1 This is not a key decision.

3. COUNCIL PRIORITIES

3.1 The matters raised in this report fall within the following Council priorities:

- A safe and healthy environment
- A well planned place to live which encourages vibrant communities
- A prosperous place to live and work

4. ANNUAL LETTER

4.1 The following are aspects of the annual letter.

4.1.1 The Ombudsman received 26 complaints from the district's residents last year.

4.1.2 Eighteen complaints about planning matters were received. The remaining complaints were spread across most subject areas.

4.1.3 The Ombudsman made decisions on 29 complaints concerning the Council last year. There was one finding of maladministration causing loss of amenity. One was outside the Ombudsman's jurisdiction, 7 were premature, 1 was settled locally and 19 were not pursued because of no evidence of maladministration was seen or because it was decided for other reasons not to pursue them.

4.1.4 The response was 20.4 days, and the Council are in the top 48% of authorities in terms of response times.

5. RECOMMENDATION(S)

5.1 The Committee is asked:

- a. to note the report;
- b. for any observations to be made to the Ombudsman.

Appendices: Annual Letter from the Local Government Ombudsman for year ended 31st March, 2007 and statistical data.



The Commission for
Local Administration in England

**The Local Government Ombudsman's
Annual Letter**

Breckland District Council

**for the year ended
31 March 2007**

The Local Government Ombudsman (LGO) investigates complaints by members of the public who consider that they have been caused injustice through administrative fault by local authorities and certain other bodies. The LGO also uses the findings from investigation work to help authorities provide better public services through initiatives such as special reports, training and annual letters.

Annual Letter 2006/07 - Introduction

The aim of the annual letter is to provide a summary of information on the complaints about Breckland District Council that we have received and try to draw any lessons learned about the authority's performance and complaint-handling arrangements. These might then be fed back into service improvement.

I hope that the letter will be a useful addition to other information your authority holds on how people experience or perceive your services.

There are two attachments which form an integral part of this letter: statistical data covering a three year period and a note to help the interpretation of the statistics.

Complaints received

Volume

We received 26 complaints during the year, similar to last year.

Character

The number of complaints about planning and building control has remained the same at 18. The remaining eight complaints are spread across the range of services provided by the Council.

Decisions on complaints

Reports and settlements

We use the term 'local settlement' to describe the outcome of a complaint where, during the course of our investigation, the Council takes, or agrees to take, some action which we consider is a satisfactory response to the complaint and the investigation does not need to be completed. These form a significant proportion of the complaints we determine. When we complete an investigation we must issue a report.

One complaint was settled locally this year. It related to drainage problems which had allegedly occurred following the granting of planning permission for a new housing development. The Council had lost the complainant's file and there was a subsequent misunderstanding about what had already been agreed by an officer who had left the Council. Before the complaint was made to me the Council had already offered to undertake drainage works at a cost of £10,000 to alleviate the flooding problems but the complainant felt the Council could do more. I considered the Council's actions to be fully appropriate and the Council also agreed to make a payment of £150 for the complainant's time and trouble.

I issued one report against the Council during the year.

The information presented to Members in respect of a planning application for a skateboard park did not adequately set out all relevant implications and policy tests. It was misleading to suggest that revised plans had addressed the complainant's concerns. There was failure to consult environmental health or independent noise specialists about the wording of appropriate conditions and as a result the conditions were imprecise. When the skateboard park opened it caused a statutory nuisance and the complainant suffered loss of amenity for seven months until an acoustic fence was erected. I could not conclude that, but for the maladministration, the application would have been refused but I did feel that a remedy was due for the loss of amenity. By the time I published my report, the Council had already taken action to improve reports to the Development Control Committee. It also swiftly agreed the recommended remedy and paid £2000 compensation to the complainant.

Other findings

Twenty-nine complaints were decided during the year. Of these one was outside my jurisdiction. Seven complaints were premature. Two complaints were resolved as described above. The remaining 19 were not pursued because no evidence of maladministration was seen or because it was decided for other reasons not to pursue them, mainly because no significant injustice flowed from the fault alleged.

Your Council's complaints procedure and handling of complaints

The number of premature complaints (seven) is slightly lower than the national average (28% of all submitted cases) and suggests that your complaints process is visible to customers and that staff, when dealing with requests for assistance, signpost the complaints process for customers who remain unhappy with what the Council has done.

Five complaints were re-submitted to me in the year. Two files are still open and the other three have been discontinued because no maladministration was identified or for other reasons.

Training in complaint handling

As part of our role to provide advice in good administrative practice, we offer training courses for all levels of local authority staff in complaints handling and investigation. The feedback from courses that have been delivered over the past two and a half years is very positive.

The range of courses is expanding in response to demand. In addition to the generic Good Complaint Handling (identifying and processing complaints) and Effective Complaint Handling (investigation and resolution) we can also run open courses for groups of staff from smaller authorities and customise courses to meet your council's specific requirements.

All courses are presented by an experienced investigator so participants benefit from their knowledge and expertise of complaint handling.

I have enclosed some information on the full range of courses available together with contact details for enquiries and any further bookings.

If we can provide any training for you please let Barbara Hedley, Assistant Ombudsman, know.

Liaison with the Local Government Ombudsman

We made enquiries on twelve complaints this year, and the average time for responding was a very creditable 20.4 days, well within our response time target of 28 days. I am grateful for your prompt and thorough responses.

I was pleased to welcome your link officer to the seminar I held in Coventry in November. I hope she found the seminar useful.

In addition, if it would help for Barbara Hedley to visit the Council and give a presentation about how we investigate complaints I would be happy to arrange this.

LGO developments

I thought it would be helpful to update you on a project we are implementing to improve the first contact that people have with us as part of our customer focus initiative. We are developing a new Access and Advice Service that will provide a gateway to our services for all complainants and enquirers. It will be mainly telephone-based but will also deal with email, text and letter correspondence. As the project progresses we will keep you informed about developments and expected timescales.

Changes brought about by the Local Government Bill are also expected to impact on the way we work and again we will keep you informed as relevant.

We have just issued a special report that draws on our experience of dealing with complaints about planning applications for phone masts considered under the prior approval system, which can be highly controversial. We recommend simple measures that councils can adopt to minimise the problems that can occur.

A further special report will be published in July focusing on the difficulties that can be encountered when complaints are received by local authorities about services delivered through a partnership. *Local partnerships and citizen redress* sets out our advice and guidance on how these problems can be overcome by adopting good governance arrangements that include an effective complaints protocol.

Conclusions and general observations

I welcome this opportunity to give you my reflections about the complaints my office has dealt with over the past year. I hope that you find the information and assessment provided useful when seeking improvements to your Council's services.

J R White
Local Government Ombudsman
The Oaks No 2
Westwood Way
Westwood Business Park
Coventry CV4 8JB

June 2007

Enc: Statistical data
Note on interpretation of statistics
Details of training courses

Complaints received by subject area	Benefits	Housing	Other	Planning & building control	Public finance	Transport and highways	Total
01/04/2006 - 31/03/2007	2	1	1	18	4	0	26
2005 / 2006	0	1	4	18	0	1	24
2004 / 2005	2	0	3	24	7	0	36

Note: these figures will include complaints that were made prematurely to the Ombudsman and which we referred back to the authority for consideration.

Decisions	Ml reps	LS	Ml reps	NM reps	No mal	Omb disc	Outside justification	Premature complaints	Total excl premature	Total
01/04/2006 - 31/03/2007	1	1	0	0	15	4	1	7	22	23
2005 / 2006	0	0	0	0	17	1	3	6	21	27
2004 / 2005	0	7	0	0	7	5	5	3	24	27

See attached notes for an explanation of the headings in this table.

Average local authority response times 01/04/2006 to 31/03/2007

Response times	FIRST ENQUIRIES	
	No. of First Enquiries	Avg no. of days to respond
01/04/2006 - 31/03/2007	12	20.4
2005 / 2006	7	18.1
2004 / 2005	26	19.8

Types of authority	<= 28 days %	29 - 35 days %	> = 36 days %
District Councils	48.9	23.4	27.7
Unitary Authorities	30.4	37.0	32.6
Metropolitan Authorities	38.9	41.7	19.4
County Councils	47.1	32.3	20.6
London Boroughs	39.4	33.3	27.3
National Park Authorities	66.7	33.3	0.0

Notes to assist interpretation of the LGO's local authority statistics

1. Local authority reports

This information forms an integral part of the Annual Letter to your council. Again this year, the Annual Letter will be published on our website, at www.lgo.org.uk

The detailed information in the printouts is confidential.

2. Complaints received

This information shows the number of complaints received by the LGO, broken down by service area and in total within the periods given. These figures include complaints that are made prematurely to the LGO (see below for more explanation) and that we refer back to the council for consideration. The figures may include some complaints that we have received but where we have not yet contacted the council.

3. Decisions

This information records the number of decisions made by the LGO, broken down by outcome, within the periods given. This number will not be the same as the number of complaints received, because some complaints are made in one year and decided in the next. Below we set out a key explaining the outcome categories.

MI reps: where the LGO has concluded an investigation and issued a formal report finding maladministration causing injustice.

LS (local settlements): decisions by letter discontinuing our investigation because action has been agreed by the authority and accepted by the Ombudsman as a satisfactory outcome for the complainant.

M reps: where the LGO has concluded an investigation and issued a formal report finding maladministration but causing no injustice to the complainant.

NM reps: where the LGO has concluded an investigation and issued a formal report finding no maladministration by the council.

No mal: decisions by letter discontinuing an investigation because we have found no, or insufficient, evidence of maladministration.

Omb disc: decisions by letter discontinuing an investigation in which we have exercised the Ombudsman's general discretion not to pursue the complaint. This can be for a variety of reasons, but the most common is that we have found no or insufficient injustice to warrant pursuing the matter further.

Outside jurisdiction: these are cases which were outside the Ombudsman's jurisdiction.

Premature complaints: decisions that the complaint is premature. The LGO does not normally consider a complaint unless a council has first had an opportunity to deal with that complaint itself. So if someone complains to the LGO without having taken the matter up with a council, the LGO will usually refer it to the council as a 'premature complaint' to see if the council can itself resolve the matter.

Total excl premature: all decisions excluding those where we referred the complaint to the council as 'premature'

4. Response times

These figures record the average time the council takes to respond to our first enquiries on a complaint. We measure this in calendar days from the date we send our letter/fax/email to the date that we receive a substantive response from the council. The council's figures may differ somewhat, since they are likely to be recorded from the date the council receives our letter until the despatch of its response.

5. Average local authority response times 2006/07

This table gives comparative figures for average response times by authorities in England, by type of authority, within three time bands.

6. Categories of complaint

From 1 April 2007 we have amended our complaint category system, and you may notice some changes in the descriptions used in our decision letters and on the printouts attached.

The major change is that we now split social services cases between 'adult care services' and 'children and family services', in order that complaints relating to children and young people can be easily identified.

7. Complaints about personnel matters (employment and pensions)

We receive some complaints from members of council staff about personnel matters. These are usually outside our jurisdiction, and our practice is now to advise you that we have received the complaint without informing you of who made it.

For that reason, any such complaints on the attached printouts will show a blank space for the complainant's name.