

South Cambridgeshire District Council

FOI00486 Response

| Ref      | Requirement   | 2005/06  | 2006/07  | 2007/08  |
|----------|---|--|--|--|
| <b>1</b> | The average proportion of time the elected representatives spent as part of their duties on their main activities, defined as the following three functions:<br>Note: The total time spent on these activities is expected to be 100% of the time they spend working as an elected representative |  |  |  |
| 1.1      | Directly resolving complaints against the executive (council staff) of the Council by residents   | The Council does not have this information. It would have to be requested from individual members              |  |  |
| 1.2      | Sitting on committees   | The Council does not have this information. See 1.1  |  |  |
| 1.3      | Acting for the political parties that they represent and/or ceremonial duties (i.e. all time not spent on sitting on a Committee or resolving a complaint against the executive).   | The Council does not have this information. See 1.1  |  |  |
| <b>2</b> | The total paid to local councillors to meet all their duties (including expenses)   | £1,262,510   | £1,125,411   | £1,126,456   |
| <b>3</b> | The number of elected representatives   | 57   | 57   | 57   |
| <b>4</b> | Complaints Information  |  |  |  |
| 4.1      | The total number of Complaints submitted  | 19 to the LGO<br>We do not have information on volume of complaints handled internally under the old procedure | 25 to the LGO<br>We do not have information on volume of complaints handled internally under the old procedure | 127 at the internal stages of the process, 21 to the LGO |
| 4.2      | The number of complaints that were formally considered by an elected representative   | 0  | 0  | 0  |
| 4.3      | The number of complaints against the Executive (Council staff) that led to the elected representatives formally identifying that the Executive had acted wrongly  | 0  | 0  | 0  |
| 4.4      | The number of these formal determinations by the elected representatives which identified that there was no wrong-doing by the Executive  | 0  | 0  | 0  |
| 4.5      | The number of staff who ceased to be employed as a direct result of a complaint against the Executive, and the Councillors identifying this to be the case  | 0  | 0  | 0  |
| 4.6      | The amount SCDC paid to a complainant (i.e. victim of the Council's wrongdoing) through its own complaints system (i.e. excluding any intervention by the Local Government Ombudsman, Valuation Tribunal or similar body)   | 0  | 0  | £200   |
| <b>5</b> | Maladministration Information   |  |  |  |
| 5.1      | The cost, either in the form of local settlement or additional formal finding, of maladministration causing injustice the Local Government Ombudsman has recommended that the Council pays  | 0  | £5250  | £50  |

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| 5.2      | Whether the Local Government Ombudsman's recommendations have been met in full, including any non-financial recommendations  | We do not have information specifically relating to whether we fully accepted the findings or whether we have fully complied with the LGO's recommended remedy in these cases. The Council always seeks to co-operate and work with the LGO to ensure that identified injustices are addressed and resolved. In the past three years, the LGO has only issued a report finding maladministration and resulting injustice on one occasion. The LGO report on that occasion specifically refers to the fact that the council had expressed its willingness to comply with the recommended remedy prior to the publication of the report. |            |            |
| 5.3      | Details of any recommendation that has not been met in full, with a copy of the elected representatives decision   |  |            |            |
| 5.4      | The costs that were met directly by Council Tax payers or Council's insurers (excluding self insurance)  | We do not have specific cost to Council tax payers. Council's insurers do not pay costs against Ombudsman findings   |            |            |
| <b>6</b> | <b>Administration Information</b>  |  |            |            |
| 6.1      | The cost of administering all the SCDC complaints systems (including FoI and DP) by the Executive  | Not recorded as a separate item. See 6.2   |            |            |
| 6.2      | The number of staff employed in administering complaints and requests and resolving these (Full time equivalent staffing levels)   | Not recorded as a separate item. We do not have staff who are dedicated to this work as it is undertaken by the appropriate person as part of their routine tasks  |            |            |
| 6.3      | Total administrative costs (totals shown are salaries and other direct costs for all staff)  | 14,477,537   | 13,825,673 | 14,908,099 |
| 6.4      | The total number of staff employed   | 463  | 452        | 491        |
| <b>7</b> | <b>Chief Executive Remuneration</b>  |  |            |            |
| 7.1      | The amount of any pay increase (including increments) made to the Chief Executive (Head of Paid Service)   | £2,652   | £5,649     | £3,296     |
| 7.2      | Did the Chief Executives salary included performance related payments.   | No   | No         | No         |
| <b>8</b> | If you do <b>not</b> have this reasonably basic management information related to complaints and/or identify that the costs of accessing the information requested will be more than £450 please state this and identify that your Authority does not have either a functioning or accountable complaints system, and does not maintain any basic management information related to this issue | The basic information has been provided above  |            |            |
| <b>9</b> | If you have a complaints system <b>not</b> fit for purpose   | It is fit for purpose  |            |            |
| 9.1      | Identify which political party currently controls the Council  |  |            |            |
| 9.2      | If this political party has appointed the current Electoral Registration and Returning Officer through its control of the Council (with date of their formal appointment).   |  |            |            |
| 9.3      | Name the current Electoral Registration and Returning Officer, and identify if they are also Head of Paid Service, and Clerk to your Authority   |  |            |            |
| 9.4      | Provide any documentation maintained by the Head of Paid Service identifying that they personally do not believe it to be appropriate for the Council to have a complaints system that is fit for purpose. This documentation should be in existence due to the provisions of s4 of the Local Government Act 1989.   |  |            |            |