

**POLICY & RESOURCES SCRUTINY COMMITTEE**

**1 SEPTEMBER 2022**

**QUESTIONS FROM MEMBERS OF THE PUBLIC**

**(1) QUESTION FROM DAVID WEBB TO THE CABINET MEMBER FOR CORPORATE MATTERS & PERFORMANCE DELIVERY**

How many complaints have Southend Council had to deal with in June and July 2022 and what is the procedure in dealing with the complaint?

Thank you for your question, Mr Webb. The Council handled 33 general complaints in June 2022 and 41 general complaints in July 2022. The General Complaints process has three stages:

Stage 1 - At stage 1 of the process your complaint will be investigated by a manager of the service. They will aim to respond to you within 15 working days (3 weeks) of the complaint being received.

Stage 2 - If you are not happy with the response you receive at stage 1, you can ask for your complaint to be looked at again. At stage 2 of the process your complaint will be investigated by a senior manager or director of the service. They will aim to respond to you within 20 working days (4 weeks) of the complaint being received.

Stage 3 - If you are not happy with the response you receive at stage 2, you can ask for your complaint to be looked at for a final time. At stage 3 of the process your complaint will be reviewed by a council officer who has not previously been directly involved.

The complainant will need to tell the council why they think the answer received in Stages 1 and 2 is wrong and provide any more evidence you want us to look at. The council officer will report to a member of the Corporate Management Team (Executive Director, Deputy or Chief Executive) and the Leader of the Council, who will respond to your complaint. They will aim to respond to you within 25 working days (5 weeks) of the complaint being received.

Some complaints may take longer than the time set for reply at that stage. If this happens, we will keep you informed about what is going on.

**(2) QUESTION FROM DAVID WEBB TO THE CABINET MEMBER FOR PUBLIC PROTECTION**

**The following are facts of crimes in Prittlewell: This period of crime**

**Violence without injury 19**

**Public Order Offences 65**

**Violence with injury 61**

**Criminal Damage 37**

**What do these mean and what crime prevention can a person put in place to avoid these crimes?**

Thank you for your question Mr Webb. The definition of the crime types is presented below. It is not possible for the Council to give bespoke crime prevention advice however, Essex Police provide advice here:

<https://www.essex.police.uk/cp/crime-prevention/>

and your local Neighbourhood Watch can be found here:

<https://www.ourwatch.org.uk/get-involved/find-my-local-scheme>

#### Crime Type Definitions

- Violence without Injury - Includes all incidents of assault without injury.
- Public Order Offences - these are offences which are provided for by the Public Order Act 1986:

<https://www.legislation.gov.uk/ukpga/1986/64>

- Violence With Injury - Included in this classification are the minor crime classifications of Assault With Injury, Grievous Bodily Harm, Murder and Other Violence. These offences would not include offences classed as Domestic Abuse.
- Criminal Damage - Police recorded criminal damage results from any person who without lawful excuse destroys or damages any property belonging to another, intending to destroy or damage any such property or being reckless as to whether any such property would be destroyed or damaged. Damage which is repairable without cost, or which is accidental, is not included in police recorded crime statistics.