

Please ask for: Matt Berry

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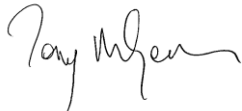
4 March, 2019

Dear Councillor,

**CORPORATE SCRUTINY COMMITTEE
4:00 PM ON TUESDAY 12 MARCH, 2019
ESPERANCE ROOM, CIVIC CENTRE, CANNOCK**

You are invited to attend this meeting for consideration of the matters itemised in the following Agenda.

Yours sincerely,



**T. McGovern,
Managing Director**

To: Councillors:

Foley, D. (Chairman)
Sutton, Mrs. H.M. (Vice-Chairman)

Cooper, Miss J.	Snape, P.A.
Davis, Mrs. M.A.	Startin, P.D.
Dudson, Miss M.J.	Stretton, Mrs. P.Z.
Grice, Mrs. D.	Sutherland, M.
Johnson, T.B.	Woodhead, P.E.
Lyons, Miss O.	

A G E N D A

PART 1

1. Apologies

2. Declarations of Interests of Members in Contracts and Other Matters and Restriction on Voting by Members

(i) To declare any personal, pecuniary or disclosable pecuniary interests in accordance with the Code of Conduct and any possible contraventions under Section 106 of the Local Government Finance Act 1992.

(ii) To receive any Party Whip declarations.

3. Minutes

To approve the Minutes of the meetings held on 13 November 2018 and 21 January 2019 (enclosed).

4. Scrutiny Review – Members ICT and Training Requirements

To receive a presentation from the Head of Governance and Corporate Services.

5. Quarter 3 2018/19 Corporate Priority Delivery Plan Update

To receive the latest performance information (Item 5.1 – 5.5).

6. Summary of Complaints Received April to December 2018 (Q1, Q2 and Q3)

Report of the Managing Director (Item 6.1 – 6.5).

CANNOCK CHASE COUNCIL
MINUTES OF THE MEETING OF THE
CORPORATE SCRUTINY COMMITTEE
HELD ON TUESDAY 13 NOVEMBER 2018 AT 4:00 P.M.
IN THE CIVIC CENTRE, BEECROFT ROAD, CANNOCK

PART 1

PRESENT:
Councillors

Foley, D. (Chairman)
Sutton, Mrs. H.M. (Vice-Chairman)

Cooper, Miss J.	Johnson, T.B.
Davis, Mrs. M.A.	Lyons, Miss O.
Dudson, A.	Sutherland, M.
Dudson, Miss M.J.	Woodhead, P.E.
Grice, Mrs. D.	

INVITEE: Councillor J.T. Kraujalis (Corporate Improvement Portfolio Leader)

8. Apologies

Apologies for absence were submitted for Councillors P.D. Startin and P.A. Snape.

9. Declarations of Interests of Members in Contracts and Other Matters and Restrictions on Voting by Members and Party Whip Declarations

No declarations of interests or party whip declarations were received.

10. Minutes

RESOLVED:

That the Minutes of the meeting held on 26 June 2018 be approved as a correct record and signed.

11. Scrutiny Review – Gender Pay Gap Reporting

Members considered the Gender Pay Gap information as included with the agenda (Item 4.1 – 4.42 of the Official Minutes of the Council) and received a presentation from the HR Services Manager, which covered the following:

- Key areas for discussion;
- What is the Gender Pay Gap?;

- Common Misconceptions about the Gender Pay Gap;
- What is CCDC's Gender Pay Gap?;
- Pay Split across the Organisation;
- How do we compare to other Local Authorities?;
- Stafford Borough Council's Pay Gap for 2017;
- Pay Split across Stafford Borough Council;
- How do we compare nationally?
- What can we do to further reduce the Gap?
- Conclusion.

A Member queried if the salaries of CCDC Officers were comparable with those of officers at other local authorities in the West Midlands region. The HR Services Manager replied that whilst no formal comparator data was in place, ad-hoc benchmarking could be undertaken when necessary. The Council did however have tools in place it could use to try and increase interest in specific vacancies.

A Member then queried what the Council could do to increase the number of women employed in 'technical' roles. The HR Services Manager replied that it was important to encourage more females to apply for such roles in the first place. Methods at the Council's disposal to try and do this included use of the Apprenticeship Levy, apprenticeships more generally and promotion of flexible working arrangements. A new round of recruitment for apprentices was due to start soon, so the areas targeted through adverts could be widened to try and attract more interest.

A Member then asked what was currently being done to 'upskill' lower-paid female workers. The HR Services Manager replied that the Apprenticeship Levy was being used to help upskill those female employees who wished to do so. It had however been a struggle to attract interest in this offer due to the time commitment required. Furthermore, active consideration was being given about how best to cover succession planning in employees' annual Performance Development Reviews (PDR), as this would help the Council to plan for the future and encourage employees to apply for higher level roles.

A Member then asked how many apprentices were employed at present. The HR Services Manager replied that approximately nine were currently in post across different services. Those employed by Housing Maintenance had recently finished, but fresh recruitment for the department was due to take place soon. Typically, there were three to four apprentices employed each cycle.

A Member then asked if proactive work was happening to advertise apprenticeships and other vacancies to women. The HR Services Manager replied that where able to do so, the Council had representation at local jobs fairs, and aimed to promote the Council more generally. The same Member then commented that conversations could be held via online portals with women's groups about where they usually looked for employment opportunities. The HR Services Manager replied that this was something the Council already did to seek disabled candidates, so it could be considered for attracting female candidates and others who had 'protected characteristics'.

A Member then queried if all employees undertook PDRs each year. The HR Services Manager replied that all employees should have one annually, and the completion rate was very high. PDRs were especially useful for those employees who worked in a non-office environment.

The same Member then queried if the 2018 Gender Pay Gap report was available yet. The HR Services Manager replied that the report was currently being worked on, but collating the necessary data was a complex process. It was aimed to finalise the report by late 2018/early 2019 and then undertake further analysis compared against the 2017 report.

The Committee noted and accepted the information as presented, and thanked the HR Services Manager for the presentation and accompanying reports.

12. Quarter 2 2018/19 Corporate Priority Delivery Plan Update

Members considered the latest performance information for the 2018/19 Corporate Priority Delivery Plan (PDP) (Item 5.1 – 5.5 of the Official Minutes of the Council).

The Head of Governance and Corporate Services took Members through the actions detailed in the PDP, providing progress updates where necessary.

In respect of ICT security, a Member commented that he had raised with Officers on a number of occasions the issue of councillors having to change their account password every 28 days, and the difficulties associated with using two-factor authentication to login to the Council's network. The Head of Governance Corporate Services replied that these were requirements of the Council's ICT Security Policy, to which all Members signed up to after being elected. Additionally, a new version of the Members' Portal had been designed, with the aim of making it easier for Members to access papers for meetings etc. Any concerns raised by Members about the existing structures in place would be fed-back to the Head of Technology.

13. Corporate Scrutiny Committee 2018/19 Work Programme Update

The Chairman drew Members' attention to the updated work programme (Item 6.1 of the Official Minutes of the Council) and sought their views on which topic should be selected for review at the March 2019 meeting of the Committee.

Members' Access to Electronic Information

The Head of Governance and Corporate Services commented that if Members were happy, the scope for this review be widened to include looking at induction and training for Members, in advance of the next round of District elections due to take place in May 2019.

Corporate Communications

A Member queried if the remit of this review could be extended to include how the Council could help 'hard to reach' groups to access its services and what support could be provided as part of that help. The Head of Governance and Corporate Services replied that this review topic was about how the Council promoted itself

to service users and the wider public. In respect of 'hard to reach' groups, the Council's Consultation and Engagement Strategy covered how to access such groups when necessary. Furthermore, the Customer Services team also had a role to play in helping such groups access the Council's services.

Environmental Services Review

This matter had not been included as a potential item for review by the Committee, but a Member queried if the Committee would be able to undertake any pre-decision Scrutiny whilst the review was underway. The Head of Governance and Corporate Services replied that as Cabinet had directly tasked Officers to undertake this piece of work, it would be difficult to get Scrutiny involved with this review. Furthermore, the timescales involved with completing the review would not make it practical to seek Scrutiny's views prior to a final report being submitted to Cabinet.

(Councillor P.E. Woodhead left the meeting at this point and did not return.)

Technology Strategy and its impact upon the Council's 'back office' services

A Member commented that the focus of this topic should be changed to look at how 'smart' the Council was in dealing with its residents and service users through the availability of current and new technologies.

A vote was then taken on the proposed topics and a majority of Members voted to include the expanded 'Members access to information' review on the agenda for the March 2019 meeting of the Committee. The Head of Governance and Corporate Services advised that as a Task & Finish Group had already been agreed for this review, meetings with relevant Members would be arranged in due course.

The meeting closed at 5:12 p.m.

CHAIRMAN

CANNOCK CHASE COUNCIL
MINUTES OF THE MEETING OF THE
CORPORATE SCRUTINY COMMITTEE
HELD ON MONDAY 21 JANUARY 2019 AT 4:00 P.M.
IN THE CIVIC CENTRE, BEECROFT ROAD, CANNOCK
PART 1

PRESENT:
Councillors

Foley, D. (Chairman)
Sutton, Mrs. H.M. (Vice-Chairman)

Cartwright, Mrs. S.M. (substitute)	Lyons, Miss O.
Davis, Mrs. M.A.	Snape, P.A.
Dudson, Miss M.J.	Startin, P.D.
Grice, Mrs. D.	Sutherland, M.
Johnson, T.B.	Woodhead, P.E.

14. Apologies

Apologies for absence were submitted for Councillors Miss J. Cooper and A. Dudson.

Councillor Mrs. S.M. Cartwright was in attendance as substitute for Councillor A. Dudson.

15. Declarations of Interests of Members in Contracts and Other Matters and Restrictions on Voting by Members and Party Whip Declarations

No declarations of interests or party whip declarations were received.

16. General Fund Revenue Budget 2019-20 to 2021-22

Consideration was given to the Report of the Deputy Managing Director and Head of Finance (Item 3.1 – 3.29 of the Official Minutes of the Council).

The Deputy Managing Director advised that in accordance with the Budget and Policy Framework, the Corporate Scrutiny Committee was consulted on any budget related proposals from Cabinet. As part of producing a rolling Medium Term Budget Strategy, balanced budgets were set over a 3 to 4 year period, thereby mitigating the need to make savings each year. The former Customers & Corporate Scrutiny Committee was consulted in October 2016 as part of the Financial Recovery Plan (FRP) process. A balanced budget was proposed for the period 2019-20 to 2021-22, however a great deal of uncertainty existed for the financial years 2020-21 and 2021-22 as the future funding regime for local government had not yet been determined by the Government. The key issues still

to be resolved were; 75% Business Rates retention, New Homes Bonus (NHB) regime, funding/resources split for two-tier areas, and the reset of Business Rates growth levels.

The proposed budget for 2019/20 accounted for known changes in respect of Business Rates and New Homes Bonus (NHB) funding as set out in the Draft Local Government Finance Settlement that was published in December 2018. Cabinet, at its meeting to be held on 7 February 2019, would be formally considering its budget recommendations for submission to Council on 20 February 2019.

A Member queried if the views of district councils on the funding review were being consolidated through the Local Government Association (LGA). The Deputy Managing Director advised that this Council was providing its own views directly, as well as giving feedback via the District Councils' Network (DCN) and the LGA.

Another Member queried if inflation rates had been built into the draft 2019/20 budget. The Deputy Managing Director replied that a 2% CPI rate had been accounted for, but in-year adjustments would need to be made rates linked to external contracts.

A Member queried if the redevelopment of the Rugeley Power Station (RPS) site had been factored into the budget. The Deputy Managing Director replied that at this stage no assumptions had been included due to the timescales involved with demolition and clearance of the site.

Another Member queried if the proposed Business Rates reset would be good or bad for the Council. The Deputy Managing Director replied that it would likely be a bad outcome, as district councils were expected to receive the least benefit from any redistribution of Business Rates monies.

A Member noted that the incentive for Business Rates growth would put pressure on green spaces being used as employment land due to such land being limited in availability. Another Member further noted that brownfield sites would eventually run out, and investment in transport infrastructure over the years had not been sufficient enough to support development and regeneration projects.

A Member queried how work was progressing on development of the Engineering Academy with the Cannock Chase Skills & Innovation Hub. The Deputy Managing Director replied that the plans appeared to be progressing well so far as South Staffordshire College wanted the Hub site to be a success.

Another Member noted that it was important for the Council to have a robust Local Plan in place to make clear its position on future development in the District and protect itself from housing pressures arising in the wider Birmingham and Black Country areas. Additionally, infrastructure was key to future drivers of growth, therefore the local rail network needed to be fit for purpose.

A Member queried if there was any particular Brexit risks for the Council. The Deputy Managing Director replied that lack of business investment was a key risk,

particularly at sites such as Kingswood Lakeside where occupants were awaited.

Members noted that as the future funding position was unknown, it would be necessary to note the budget as proposed, but continue to apply pressure through the appropriate bodies for more information on what was likely to change. Furthermore, the work of Councillor and Officers to keep services maintained when compared to neighbouring areas was also noted.

A Member commented that County Councillors had been lobbying their respective MPs to try and secure better funding deals for their local areas.

Another Member then thanked the Deputy Managing Director for leading the work on behalf of all Staffordshire local authorities to be a part of the Government's 75% Business Rates pilot for the 2019/20. The Deputy Managing Director replied that the support of all Leaders and Chief Executives across the County had been crucial to the application being successful.

The same Member then further raised that growth potential still needed to be looked at where able to do so. The Deputy Managing Director replied that Leadership Team would be developing relevant options for Cabinet and Council to consider once the future funding position was better known.

Another Member then queried if the new crematorium site in the District would be liable for Business Rates. The Deputy Managing Director replied that Business Rates would have to be paid unless any exemptions applied.





RESOLVED:

That the Committee notes the Cabinet's strategy for the 2019-20 to 2021-22 budget process of delivering its Corporate Plan 2018-23 based upon the maintenance of current service provision as a minimum.

The meeting closed at 4:32 p.m.





CHAIRMAN

Corporate PDP- 2018-19
(Quarter Three- 1 October- 31 December 2018)

Overall Performance				
				Not rated
Milestone completed	Milestone on target	Milestone/Timeline/scope/target date requires attention.	Project aborted/ closed	Milestone not rated
2 (25%)	0 (0%)	6 (75%)	0 (0%)	0 (0%)

Performance Indicators							
Performance Indicator	Frequency of reporting (Q or A)	Last years outturn	Target	Q1	Q2	Q3	Q4
Customer contact data – response to telephone calls	Q	93.4%	94%	90%	92.7%	95.2%	
Use of Online Forms	Q		475	481	319	196	
E – Payments Transactions – Payments made via the Council’s website	Q	Actual – 23,740 Value - £2,580,791	6,000 per quarter	Actual – 6,864 Value - £801,920	Actual – 6,649 Value - £743,891	Actual – 6,698 Value £772,654	
Payments made via the Council’s automated telephone payment system	Q	Actual – 22,858 Value - £2,359,237	5,750 per quarter	Actual – 6,460 Value - £730,494	Actual – 5,961 Value - £656,095	Actual – 5,786 Value - £659,130	
Payments made by Direct Debit (Council Tax)	Q	302,501 transactions Value - £36,438,134.18	310,000 transactions Value - £40M	87,055 transactions Value - £11,028,893.25	87,527 transactions Value - £11,127,609.70	87,567 transactions Value - £11,211,308.77	






Projects and Actions

Delivering Council services that are customer centred and accessible - giving choice to our customers in how they access our services							
Approach	Key Project	Milestone(s)	Progress	Q1	Q2	Q3	Q4
Giving choice to our customers in how they access our services	Procurement of a new telephony system	Identify framework and use to procure new telephony software	The procurement process has been completed and the contract awarded.				
		Install new software, test and train relevant staff					X
	Develop and implement a Customer Access Strategy	Draft core requirements of strategy and discuss with Leadership Team	Work on this has been delayed and will not now be started until 2019/20.				
		Draft strategy for approval by Cabinet	As above				
	Procurement of a customer portal / CRM system	Identify requirements for new customer portal/ CRM system and agree with Leadership Team	Work on this has been delayed and will not now be started until 2019/20.				

Making the best use of limited resources – managing our people, money and assets

Approach	Key Project	Milestone(s)	Progress	Q1	Q2	Q3	Q4
Managing our people, money and assets	Review of Environmental Services	Procurement of Consultant to undertake the review	A consultant has been appointed and work has commenced on the review.	✓			
		Undertake Stage 1 of Review (May to July)	Stage 1 of the review has been completed. A draft report has been prepared and is being validated with Managers		✓		
		Report to Cabinet and decision on whether to proceed to Stage 2-revised target of Q4					X
	Protection of Customers' personal data in accordance with GDPR	Data Protection Policy updated and approved by Cabinet	A new Data Protection Policy has been produced and approved by Cabinet	✓			
		Provision of training for employees and Members	Training has been provided to Members and an additional session has been arranged for November. On line training has been provided to employees.		✓		
		Completion of data audit	An audit of personal data held by the Council has been completed	✓			
		Privacy Notices template agreed and published on website	Privacy notices have been prepared and published for all personal data sources	✓			

Making the best use of limited resources – managing our people, money and assets

Approach	Key Project	Milestone(s)	Progress	Q1	Q2	Q3	Q4
	Simplify Members' access to committee papers and emails	Draft system to be tested by officers	Test website setup. Software installed. Testing completed by Democratic Services				
		System to be piloted with sample of Members	The new system is to be demonstrated to a Task & Finish Group set up by the Corporate Scrutiny Committee				
		System to be rolled out to all Members	The new system is likely to be rolled out to Members in early 2019/20				
	Update the IT Security Policy to reflect cyber security threats and GDPR and provide training to staff	Review of current policies	To support the security policies and reduce the risk of cyber attacks the main firewalls have been replaced and staff training has taken place in their use				
		Revised policies to Leadership Team for approval	Information is being gathered to provide an update of the policies. Changes will be made to reflect GDPR, Cloud technology and remote working				

Report of:	Managing Director
Contact Officer:	Tony McGovern / Louise Griffiths
Telephone No:	01543 464553
Portfolio Leader:	Leader of the Council
Key Decision:	No
Report Track:	Corporate Scrutiny C'ttee: 12/03/19 Cabinet: 14/03/19

CORPORATE SCRUTINY COMMITTEE

12 MARCH 2019

SUMMARY OF COMPLAINTS RECEIVED: APRIL TO DECEMBER 2018

(Q1, Q2 AND Q3)

1 Purpose of Report

- 1.1 To update Corporate Scrutiny Committee on the number and types of complaints received by the Council in the period April 2018 to December 2018.

2 Recommendation(s)

- 2.1 Corporate Scrutiny Committee are asked to note the information about complaints received by the Council in this period and lessons learnt.

3 Key Issues and Reasons for Recommendations

Key Issues

- 3.1 This report contains information about the quantity, nature and timeliness of response to formal complaints received in the period April 2018 to December 2018.

Reasons for Recommendations

- 3.2 Council approved a new Customer Feedback and Complaints Policy on 21st February 2018; contained within the new policy is a commitment to report complaints information to Cabinet.

4 Relationship to Corporate Priorities

- 4.1 This report supports the Council's Corporate Priorities as follows:

- (i) High standards of customer service contributes to the Council's corporate priorities of promoting prosperity and improving community wellbeing by supporting businesses and individual residents.

5 Report Detail

5.1 The Council has substantial customer contact with residents and businesses on a daily basis. Examples of the scale of this contact include:

- Dealing with all businesses that are liable to pay Business Rates.
- Dealing with all residents who are liable to pay Council Tax.
- Dealing with claims for Housing Benefit and Council Tax reduction in times of reducing entitlements and the implementation of Universal Credit
- Dealing with Council tenants in the 5150 houses on rent, housing repairs etc.
- Dealing with all food, licensed premises and taxi businesses in the District for licensing purposes.
- In the 9 month period, just under 65,000 telephone calls were handled by Customer Services; an average of 7,163 calls per month.
- An additional 38,500 calls were handled by Revenues and Benefits staff

5.2 A proportion of the contact with customers involves difficult and sensitive issues such as taking enforcement action for non-payment of Council Tax / Business Rates and breaches of legislation. In the context of this significant and complex customer contact, the Council receives a relatively small number of complaints but it remains important that effective arrangements are in place to handle these and to learn any lessons.

5.3 There were a total of 20 formal complaints in the nine month period from April 2018 to December 2018, broken down as follows:

Quarter 1 – April to June 2018 = 10

Quarter 2 – July to September 2018 = 3

Quarter 3 – October to December 2018 = 7

5.4 In Quarter 1, all complaints were resolved at Stage 1 of the policy. Of the ten complaints, seven were answered by the target date of 10 working days as per the policy which gives a 70% compliance.

5.5 In Quarter 2, all complaints were resolved at Stage 1 of the policy. Of the three complaints, one was answered by the target date of 10 working days as per the policy which gives a 33% compliance.

5.6 In Quarter 3, four of the seven complaints were resolved at Stage 1 of the policy. Two of the seven complaints were resolved at Stage 2 of the policy; and one of

the seven complaints went to Stage 3 of the policy which is submission to the Council's Appeals and Complaints Panel for consideration by Members. Of the seven complaints, six were answered by the target date of 10 working days (Stage 1) as per the policy which gives a 85% compliance.

5.7 A breakdown of the twenty complaints received is attached at Appendix 1. One of the twenty complaints was submitted anonymously.

5.8 Key lessons from these complaints include:

- In the EH Q3 case (resolved Jan 2019) concerns were expressed regarding the engagement of front line officers with residents who have mental health issues. It is acknowledged that mental health training/awareness raising for front line officers would be beneficial and a facilitator is being sought to deliver this.
- The priority chart used and publicised for disabled adaptations needed reviewing. The information provided proved misleading, suggesting applicants were given priority on age rather than on the points based system used.
- Complaint received in relation to on-going window disrepair – initially not upheld, however, following further complaints an issue was identified with the window and subsequently rectified. The lesson learnt in this case to actively listening to the complaint, stop being defensive and not making judgement, particularly when the individual concerned has raised multiple issues.
- Complaint received in relation to on-going WC blockages identified issues with drainage on 4 housing estates where there are two WCs in the property which run into one sewer pipe – if a blockage occurs this is now treated as an emergency. Longer term this issue has identified an issue with the pitch fibre drainage which will be addressed through the capital works programme.

5.9 There were no formal complaints received about elected Members that required investigation in the period April to December 2018.

5.10 There were four formal complaints received about Council Officers that required investigation in the period April to December 2018.

5.11 There were four enquiries from the Local Government Ombudsman (LGO) in the period, requesting information from the Council following complaints submitted direct to the LGO. In all of these cases the LGO elected not to instigate a formal investigation.

6 Implications

6.1 Financial

None.

6.2 Legal

None.

6.3 Human Resources

None.

6.4 Section 17 (Crime Prevention)

None.

6.5 Human Rights Act

None.

6.6 Data Protection

None.

6.7 Risk Management

None.

6.8 Equality & Diversity

None.

6.9 Best Value

None.

7 Appendices to the Report

Appendix 1: Breakdown of Complaints Received

Previous Consideration

Customer Feedback and Complaints Policy	Council	21 February 2018
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Background Papers

Individual complaints

APPENDIX 1**BREAKDOWN OF COMPLAINTS RECEIVED**

QUARTER 1 – April to June 2018		
SERVICE	COMPLAINT	RESOLVED AT STAGE 1 (YES/NO)
Local Taxation & Benefits	Council Tax Liability Order	YES
Local Taxation & Benefits	About an Officer	YES
Local Taxation & Benefits	Level of service	YES
Local Taxation & Benefits	Enforcement action to recover debt	YES
Local Taxation & Benefits	About an Officer	YES
Local Taxation & Benefits	Level of service	YES
Planning Services	Discrimination linked to consultation	YES
Housing Property Services	Delay in disabled adaptation	YES
Housing – Disabled Adaptations	Time taken to assess need for disabled adaptation	YES
Housing Options Service	Level of service provided	YES
TOTAL NUMBER OF COMPLAINTS FOR Q1 = 10		

QUARTER 2 – July to September 2018		
SERVICE	COMPLAINT	RESOLVED AT STAGE 1 (YES/NO)
Environmental Health	Action proposed by service	YES
Housing Property Services	State of Council house for new tenant	YES
Local Taxation & Benefits	Lack of response	YES
TOTAL NUMBER OF COMPLAINTS FOR Q2 = 3		

QUARTER 3 – October to December 2018		
SERVICE	COMPLAINT	RESOLVED AT STAGE 1 (YES/NO)
Housing Maintenance	About an Officer	NO
Housing Maintenance	Quality of repair	YES
Housing Maintenance	About an Officer	YES
Environmental Health	About an Officer and recording equipment	NO
Local Taxation & Benefits	Business Rates	YES
Local Taxation & Benefits	Level of service	YES
Planning Services	Consultation timescales and information	NO
TOTAL NUMBER OF COMPLAINTS FOR Q3 = 7		