

Appendix A

Date 27th November 2017

Corporate Projects Scrutiny Committee

Performance Indicators and Formal Complaints Working Group Draft Report

<p>Working Group Members</p> <p>Cllr Pound (Chair)</p> <p>Cllr Barrett</p> <p>Cllr Poppy</p> <p>Apologies</p> <p>Cllr Chilvers</p> <p>Cllr Rowlands</p>
<p>Supporting Officers</p> <p>Steve Summers – Chief Operating Officer</p> <p>Sarah Bennett – Contact Centre Manager</p>
<p>Scope</p> <p>The scope of the Performance Indicators and Formal Complaints Working Group is set out below:</p> <ol style="list-style-type: none">1. To monitor and consider the Council's service performance Indicators.2. To consider in detail Formal Complaints received by the Council.3. To consider how Performance Indicators and Formal Complaints are reported to the Corporate Projects Scrutiny Committee.4. To make recommendations to the appropriate Corporate Projects Scrutiny Committee.

Methodology

The following methodology was agreed by the Working Group:

1. Presentation of Formal Complaints received April to September 2017 and outcomes by service – Addendum 3
2. Documentation detailing Performance Indicators for the period April to September 2017 by service – Addendum 4

Meeting Date

27th November 2017

Attached as Addendum 1 are the notes of the meeting.

Terms of Reference

The Working Groups Terms of Reference are attached at Addendum 2.

1. Report Recommendations

The report recommendations are set out in full below.

R.1 To review the Council's Formal Complaints Policy.

R.2 To provide detail to the next Working Group on what actions have been developed for Housing, Planning Services and Revenue and Benefits with regards to Formal Complaints.

R.3 To provide detail to the next Working Group on what actions have been developed for Housing and Streetscene with regards to Performance Indicators.

2. Introduction

2.1 Following a review in 2015 of its complaints procedure the Council has introduced a three stage complaints process which is intended to improve on the previous procedure for customers to take issue with any perceived failure to provide a service, failure to respond to requests or failure to adhere to standards on the part of the Council and its officers.

2.2 The council uses a variety of performance indicators to monitor how well services are performing in meeting the needs of service users. The council has set of key indicators of performance, the “toplines”. The topline include a variety of indicators that relate to the delivery of the Council’s priorities.

2.3 The topline measure performance across a range of council activity including: planning, housing, streetscene and revenue and benefits.

3. Explanation of Recommendations

Recommendation 1 To review the Council’s Formal Complaints Policy in line with best practice and report to the next Working Group.
Explanation To ensure the process meets guidance and advice of the Local Government Ombudsman.
Recommendation 2 To provide detail to the next Working Group on what actions have been developed for Housing, Planning Services and Revenue and Benefits with regards to Formal Complaints.
Explanation To ensure that the Council is actively developing plans to meet customer’s needs and provide a good standard of service.
Recommendation 3 To provide detail to the next Working Group on what actions have been developed for Housing and Streetscene with regards to Performance Indicators.
Explanation To ensure the Council is actively developing plans that meets customer’s needs and meet the required council standard.

**Performance Indicators and Formal Complaints Working Group
Minutes of Meeting 27 November 2017
Seven Arches Road**

Present: Cllr Jan Pound (JP) Chair, Cllr Cliff Poppy (CP) and Cllr Gareth Barrett (GB)

Also present: Steve Summers (SS) – Chief Operating Officer
Sarah Bennett (SB) – Contact Centre Manager

Apologies: Cllr Louise Rowlands, Cllr Karen Chilvers

1. Welcome

The Chair welcomed all present to the meeting, which was the first meeting of the group

2. Apologies for absence

Apologies were received from Cllrs Rowlands and Chilvers.

3. Minutes of Previous Meeting

Not applicable as this was the first meeting of the group.

4. Matters arising from previous meeting

Not applicable as this was the first meeting of the group.

5. Terms of Reference

These were presented by SS and are attached to these minutes and were agreed by the Working Group.

6. Review of reports provided

6.1 Formal Complaints

An overview of the key aspects of the Councils Formal Complaints Policy was provided by SS to the Working Group. Recent advice had been provided by the Local Government Ombudsman (LGO) that best practice had suggested that complaints policies should have a two stage approach rather than the three stage approach the Council's Policy currently adopted.

The intention of this was to provide a more speedy resolution for the complainant. The Working Group noted that of the 45 complaints received in the first 6 months of 2017/18 only 5 had gone onto the Third Stage.

Action: Officers to review LGO advice and guidance and provide a response to the next Working Group meeting.

6.2 A presentation was provided to the Working Group on Formal Complaints received by the Council for the previous four years. This identified an increase in formal complaints made over this period but it was acknowledged that the new policy in 2015 had provided greater access for complainants.

The Working Group reviewed individually the complaints received for the period April to September 2017. It was agreed that further detail on what actions had been taken with regard to Housing, Planning and Revenues and Benefits.

Action: Officers to provide actions taken by Housing, Planning and Revenues and Benefits to the next meeting.

6.3 Performance Indicators

The Working Group were provided with data for the Council's topline Performance Indicators for April to September 2017 and went through them individually. It was agreed that further detail on what actions had been taken with regard to Housing and Streetscene.

Action: Officers to provide actions taken by Housing and Streetscene to the next meeting.

7. Any Other Business

None.

8. Date of next meeting

Next meeting will take place in February 2018 – date to be finalised.

**Corporate Projects Scrutiny Committee
Performance Indicators & Formal Complaints Working Group – November 2017**

Members of Working Group

Crs. Pound, Rowlands, Poppy, Barrett and Chilvers.

Proposed Terms of Reference

1. To monitor and consider the Council's service performance Indicators.
2. To consider in detail Formal Complaints received by the Council.
3. To consider how Performance Indicators and Formal Complaints are reported to the Corporate Projects Scrutiny Committee.
4. To make recommendations to the appropriate Corporate Projects Scrutiny Committee.