

**17 October 2018**

**Audit & Scrutiny Committee**

**Formal Complaints and Performance Indicators Working Group Report**

**Report of:** *Steve Summers, Chief Operating Officer*

**Wards Affected:** *All*

**This report is:** *Public*

**1. Executive Summary**

- 1.1 This report submits the report and recommendations of the Formal Complaints and Performance Indicators Working Group for consideration by the Audit & Scrutiny Committee.

**2. Recommendation(s)**

- 2.1 To note the Formal Complaints and Performance Indicators Working Group report, as attached at Appendix A, and agree the recommendations contained within it.**

**3. Background**

- 3.1 The Committees Terms of Reference include responsibility for the monitoring of Council service performance including Performance Indicators and Formal Complaints.

**4 Reasons for Recommendation**

- 4.1 To ensure the Council provides modern and effective customer services.

**5 References to Corporate Plan**

- 5.1 The vision of Transformation includes an action to improve the Council's governance arrangements, leading to faster, more effective decision-making. An effective scrutiny function is an essential element of that priority.

## **6 Implications**

### **Financial Implications**

**Name & Title: Jacqueline Van Mellaerts, Deputy S151 Officer**

**Tel & Email: 01277 312829 /**

**jacquelinevanmellaerts@brentwood.gov.uk**

6.1 There are no direct financial implications arising from this report

### **Legal Implications**

**Name & Title: Daniel Toohey, Monitoring Officer & Head of Legal Services**

**Tel & Email: 01277 312500 / daniel.toohey@brentwood.gov.uk**

6.2 There are no legal implications arising directly from this report.

## **7 Background Papers**

7.1 None.

## **8 Appendices to this report**

Appendix A – Formal Complaints and Performance Indicators Working Group Report.

### **Report Author Contact Details:**

**Name:** Steve Summers, Chief Operating Officer

**Telephone:** 01277 312500

**E-mail:** steve.summers@brentwood.gov.uk