

13 March 2019

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.

Appendix B – Performance Indicator Q3 2018-19

Appendix C – Member Working Group Formal Complaints Q3 2018-19

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