

<b>Committee(s):</b> Audit & Scrutiny Committee	<b>Date:</b> 11 March 2021
<b>Subject:</b> Formal Complaints & Performance Indicator Working Group	<b>Wards Affected:</b> All
<b>Report of:</b> Steve Summers, Strategic Director	<b>Public</b>
<b>Report Author:</b> Name: Sarah Bennett, Corporate Director – Digital & Customer Engagement Telephone: 01277 312500 E-mail: sarah.bennett@brentwood.gov.uk	<b>For Decision</b>

### Summary

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

### Recommendation(s)

#### **Members are asked to:**

**R1.** To note the Formal Complaints and Performance Indicators Working Group report, as attached at Appendix A, and agree the recommendations contained within it.

### Main Report

#### **Introduction and Background**

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

#### **Reasons for Recommendation**

2. To ensure the Council provides quality customer services.

#### **References to Corporate Plan**

3. The priority of 'Delivering an efficient and effective council' includes the delivery of quality customer services. An effective scrutiny function of customer complaints and service performance is an essential element of that priority.

## **Implications**

### **Financial Implications**

**Name/Title:** Jacqueline Van Mellaerts, Corporate Director (Finance and Resource)

**Tel/Email:** 01277 312500/[jacqueline.vanmellaerts@brentwood.gov.uk](mailto:jacqueline.vanmellaerts@brentwood.gov.uk)

There are no direct financial implications from this report.

### **Legal Implications**

**Name & Title:** Amanda Julian, Corporate Director (Law & Governance) and Monitoring Officer.

**Tel & Email:** 01277 312500/[amanda.julian@brentwood.gov.uk](mailto:amanda.julian@brentwood.gov.uk)

The Council is required to have a complaints procedure, to ensure transparency and accountability it is good governance for the Council to report on the complaints and performance indicators.

### **Economic Implications**

**Name/Title:** Phil Drane, Corporate Director of Planning & Economy

**Tel/Email:** 01277 312500/[philip.drane@brentwood.gov.uk](mailto:philip.drane@brentwood.gov.uk)

**Other Implications** (where significant) – i.e. Health and Safety, Asset Management, Equality and Diversity, Risk Management, Section 17 – Crime & Disorder, Sustainability, ICT.

## **Background Papers**

None

## **Appendices to this report**

Appendix A – Formal Complaints and Performance Indicator Working Group Report