

Committee(s): Audit & Scrutiny Committee	Date: 28 September 2021
Subject: Formal Complaints & Performance Indicator Working Group	Wards Affected: All
Report of: Steve Summers, Strategic Director	Public
Report Author: Name: Sarah Bennett, Corporate Director – Digital & Customer Engagement Telephone: 01277 312500 E-mail: sarah.bennett@brentwood.gov.uk	For Decision

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

Jacqueline Van Mellaerts, Corporate Director – Finance & Resources

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4. There are no direct financial implications from this report.

Legal Implications

Amanda Julian, Corporate Director – Law & Governance

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5. 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

Phil Drane, Corporate Director – Planning & Economy

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6. There are no direct economic implications from this report.

Background Papers

None

Appendices to this report

Appendix A: Formal Complaints and Performance Indicator Working Group Report

Appendix B: LGO Annual Review Letter 2020/21