



AUDIT AND SCRUNITY COMMITTEE

26 SEPTEMBER 2023

REPORT TITLE:	Formal Complaints & Performance Indicator Working Group
REPORT OF:	Greg Campbell, Director of Policy and Transformation

REPORT SUMMARY

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

RECOMMENDATIONS

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

SUPPORTING INFORMATION

1.0 REASONS FOR RECOMMENDATIONS

To ensure the Council provides quality customer services.

2.0 OTHER OPTIONS CONSIDERED

For information only.

3.0 BACKGROUND INFORMATION

The Committee's Terms of Reference include responsibility for the monitoring of Council service performance including Performance Indicators and Formal Complaints.

4.0 FINANCIAL IMPLICATIONS

Name & Title: Tim Willis, Director – Resources & Section 151 Officer
Tel & Email: 01277 312500 / tim.willis@brentwood.rochford.gov.uk

5.0 LEGAL IMPLICATIONS

6.0 RESOURCE IMPLICATIONS: STAFFING, ICT AND ASSETS

7.0 RELEVANT RISKS

None

8.0 ENGAGEMENT/CONSULTATION

None

9.0 EQUALITY IMPLICATIONS

Name & Title: Kim Anderson, Corporate Manager - Communities, Leisure and Health

Tel & Email 01277 312500 kim.anderson@brentwood.gov.uk

10.0 ENVIRONMENT AND CLIMATE IMPLICATIONS

Name & Title: Phil Drane, Director - Place

Tel & Email 01277 312500 / phil.drane@brentwood.rochford.gov.uk

REPORT AUTHOR:

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APPENDICES

Appendix A.

BACKGROUND PAPERS

None

SUBJECT HISTORY (last 3 years)

Council Meeting	Date
Audit and Scrutiny Committee	07/03/23
Audit and Scrutiny Committee	24/01/23
Audit and Scrutiny Committee	08/03/22
Audit and Scrutiny Committee	07/12/21
Audit and Scrutiny Committee	28/09/21
Audit and Scrutiny Committee	11/03/21
Audit and Scrutiny Committee	26/01/21
Audit and Scrutiny Committee	24/11/20
Audit and Scrutiny Committee	03/03/20