



AUDIT AND SCRUNITY COMMITTEE

14 November 2023

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

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.

SUPPORTING INFORMATION

1.0 BACKGROUND INFORMATION

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

2.0 FINANCIAL IMPLICATIONS

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

There are no direct financial implications from this report.

3.0 LEGAL/GOVERNANCE IMPLICATIONS

Name & Title: Claire Mayhew, Joint Acting Director – People & Governance and Monitoring Officer
Tel & Email: 01277 312500 / claire.mayhew@brentwood.rochford.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

4.0 RESOURCE IMPLICATIONS: STAFFING, ICT AND ASSETS

None.

5.0 RELEVANT RISKS

None.

6.0 ENGAGEMENT/CONSULTATION

None.

7.0 EQUALITY IMPLICATIONS

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

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

None.

8.0 ECONOMIC IMPLICATIONS

Name & Title: Phil Drane, Director - Place

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

There are no direct economic implications from this report.

REPORT AUTHOR:	Name:	Greg Campbell
	Title:	Director of Policy & Transformation
	Phone:	01277 312500
	Email:	greg.campbell@brentwood.rochford.gov.uk

APPENDICES

Appendix A - Performance Indicators and Formal Complaints Working Group Report

BACKGROUND PAPERS

None

SUBJECT HISTORY (last 3 years)

Council Meeting	Date
Audit and Scrutiny Committee	23/09/23
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