



AUDIT AND SCRUTINY COMMITTEE

20 MARCH 2024

REPORT TITLE:	Formal Complaints & Performance Indicator Working Group
REPORT OF:	Greg Campbell, Director - 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 OTHER OPTIONS CONSIDERED

1.1 For information only.

2.0 BACKGROUND INFORMATION

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

3.0 FINANCIAL IMPLICATIONS

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

3.1 There are no direct financial implications arising from this report.

4.0 LEGAL/GOVERNANCE IMPLICATIONS

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

4.1 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.

5.0 RESOURCE IMPLICATIONS: STAFFING, ICT AND ASSETS

5.1 None

6.0 RELEVANT RISKS

6.1 None

7.0 ENGAGEMENT/CONSULTATION

7.1 None

8.0 EQUALITY IMPLICATIONS

Name & Title: Kim Anderson, Corporate Manager - Communities, Leisure and Health
Tel & Email 01277 312500 kim.anderson@brentwood.gov.uk

8.1 None

9.0 ECONOMIC IMPLICATIONS

Name & Title: Leigh Nicholson, Interim Director - Place
Tel & Email 01277 312500 / leigh.nicholson@brentwood.rochford.gov.uk

9.1 There are no direct economic implications arising from this report.

REPORT AUTHOR:	Name:	Greg Campbell
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APPENDICES

- Appendix A: Performance Indicators and Formal Complaints Working Group Report Q3 2023-24

BACKGROUND PAPERS

None

SUBJECT HISTORY (last 3 years)

Council Meeting	Date
Audit and Scrutiny Committee	14/11/2023
Audit and Scrutiny Committee	23/09/2023
Audit and Scrutiny Committee	07/03/2023
Audit and Scrutiny Committee	24/01/2023
Audit and Scrutiny Committee	08/03/2022
Audit and Scrutiny Committee	07/12/2021
Audit and Scrutiny Committee	28/09/2021
Audit and Scrutiny Committee	11/03/2021