



ADJUDICATION AND REVIEW COMMITTEE

18 May 2017

Subject Heading:

Update on performance on Member Enquiries

SLT Lead:

Andrew Blake-Herbert

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Financial summary:

There are no financial implications to this report.

The subject matter of this report deals with the following Council Objectives

Havering will be clean and its environment will be cared for	[]
People will be safe, in their homes and in the community	[]
Residents will be proud to live in Havering	[X]

SUMMARY

This report updates Members of Adjudication and Review on Member Enquiries handling performance, across all Council services.

The Corporate Complaint Policy and Procedure was introduced on 1st April 2015. At that time it was agreed that turnaround times on Member Enquiries be increased from 10 days to 15 days. It was further agreed that the percentage of cases responded to within time be increased from 90% to 95%. The purpose of the changes was to ensure Member Enquiries were handled in the same manner as Corporate Complaints, enabling a fulsome reply to Members and therefore ensuring a higher quality response.

Statistics are reported to Committee on a quarterly basis. Since April 2015, there have been notable improvements in the handling of Member Enquiries.

Adjudication and Review Committee – 18th May 2017

This report attaches written information for Members to consider on Member Enquiries statistics for Year Ending 31st March 2017, indicating numbers received and performance.

RECOMMENDATIONS

That the Committee consider and discuss any further action required on the Member Enquiries Statistics for Year End 2016/17 (April 2016 – March 2017).

REPORT DETAIL

Member Enquiries Performance Statistics

The Year End performance statistics for all Member Enquiries is attached as **Appendix 1**.

In short, Members made 3536 enquiries of Services throughout the year. 97% of them (3426) were responded to within time.

The following table provides an easy view of Member Enquiries completed for 2016/17 compared with 2015/16.

	2016/17	2015/16
Total No of Enquiries	3536	2613
No. completed in time	3426	2367
% completed in time	97%	91%

IMPLICATIONS AND RISKS

There are no financial, legal, human resource or equality implications or risks from this report.

BACKGROUND PAPERS

Appendix 1 – Year End 2016/17 Member Enquiries statistics