



ADJUDICATION AND REVIEW COMMITTEE

23 November 2017

Subject Heading:

Update on performance on Member Enquiries

SLT Lead:

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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	<input type="checkbox"/>
People will be safe, in their homes and in the community	<input type="checkbox"/>
Residents will be proud to live in Havering	<input checked="" type="checkbox"/>

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.

This report attaches written information for Members to consider on Member Enquiries statistics for Quarter 2, indicating numbers received and performance.

RECOMMENDATIONS

That the Committee consider and discuss any further action required on the Member Enquiries Statistics for Quarter 2 (July – September 2017).

REPORT DETAIL

Member Enquiries Performance Statistics

The 2nd quarter performance statistics for all Member Enquiries is attached as **Appendix 1**.

In short, Members made 926 enquiries of Services during the period July to September 2017. 98% of them (904) were responded to within time; a considerable increase across the three month period, compared to the previous Quarter when 702 enquiries were received and 672 responded to within time.

The following table provides an easy view of Member Enquiries completed for each month.

	July	August	September	Total
Total No of Enquiries	316	349	261	926
No. completed in time	303	343	258	904
% completed in time	96%	98%	99%	98%

IMPLICATIONS AND RISKS

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

BACKGROUND PAPERS

Appendix 1 – Quarter 2 Member Enquiries statistics