



## ADJUDICATION AND REVIEW COMMITTEE

20 February 2018

**Subject Heading:**

Update on performance on Member Enquiries

**SLT Lead:**

Andrew Blake-Herbert

**Report Author and contact details:**

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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.

A Member Enquiry represents a request for information from a Councillor or Member of Parliament, and which is not a Service Request.

The Corporate Complaint Policy and Procedure was introduced on 1<sup>st</sup> 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 – 20<sup>th</sup> February 2018

This report attaches written information for Members to consider on Member Enquiries statistics for Quarter 3, indicating numbers received and performance.

### **RECOMMENDATIONS**

That the Committee consider and discuss any further action required on the Member Enquiries Statistics for Quarter 3 (October – December 2017).

### **REPORT DETAIL**

#### **Member Enquiries Performance Statistics**

The 3<sup>rd</sup> quarter performance statistics for all Member Enquiries is attached as **Appendix 1**.

In short, Members made 727 enquiries of Services during the period October to December 2017. 98% of them (714) were responded to within time; compared to the previous Quarter when 926 enquiries were received and 904 responded to within time.

For the same period in the previous year, 2016, 768 were received and 744 (97%) were dealt with in time.

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

	<b>October</b>	<b>November</b>	<b>December</b>	<b>Total</b>
<b>Total No of Enquiries</b>	288	274	165	727
<b>No. completed in time</b>	285	268	161	714
<b>% completed in time</b>	99%	98%	98%	<b>98%</b>

### **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.