



ADJUDICATION AND REVIEW COMMITTEE

22 August 2018

Subject Heading:

Update on performance on Member Enquiries

SLT Lead:

Andrew Blake-Herbert

Report Author and contact details:

Carol Ager carol.ager@havering.gov.uk
01708 434389

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 – 22nd August 2018

This report attaches written information for Members to consider on Member Enquiries statistics for Quarter 1, indicating numbers received and performance.

RECOMMENDATIONS

That the Committee consider and discuss any further action required on the Member Enquiries Statistics for Quarter 1 (April – June 2018).

REPORT DETAIL

Member Enquiries Performance Statistics

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

In short, Members made 857 enquiries of Services during the period April to June 2018. 95% of them (811) were responded to within time.

The following table provides an easy view of Member Enquiries completed for each month, with a comparison between 2017/18 and 2018/19 years.

| | April | | May | | June | | Total | |
|-------------------------------|---------|---------|---------|---------|---------|---------|---------|---------|
| | 2017/18 | 2018/18 | 2017/18 | 2018/19 | 2017/18 | 2018/19 | 2017/18 | 2018/19 |
| Total No. of Enquiries | 212 | 334 | 235 | 235 | 255 | 288 | 702 | 857 |
| No. completed in time | 201 | 323 | 228 | 223 | 243 | 265 | 672 | 811 |
| % completed in time | 95% | 97% | 97% | 95% | 95% | 92% | 96% | 95% |

IMPLICATIONS AND RISKS

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

BACKGROUND PAPERS

Appendix 1 – Quarter 1 Member enquiries statistics