

AGENDA ITEM: 8

SUMMARY



Report for:	Finance and Resources Overview & Scrutiny Committee
Date of meeting:	31 January 2012
PART:	1
If Part II, reason:	

Title of report:	Performance Report Quarter 3 – Legal Governance and Democratic Services
Contact:	CLlr Neil Harden, Portfolio Holder for Residents and Regulatory Services Author/Responsible Officers: Steven Baker, Assistant Director (Legal, Democratic & Regulatory) Noele Pope, Group Manager (Legal Governance) Jim Doyle, Group Manager (Democratic Services)
Purpose of report:	To provide Members with the performance report for quarter 3 in respect of Legal Governance and Democratic Services.
Recommendations	That Members note the report.
Corporate objectives:	Resources and Value For Money; Optimise Resources and Implement Best Practice.
Implications:	<u>Financial</u> None.

'Value For Money Implications'	<u>Value for Money</u> Monitoring Performance supports the Council in achieving Value for Money for its citizens.
Risk Implications	Risk Assessment completed for each service area as part of service planning and reviewed quarterly.
Equalities Implications	Equality Impact Assessment completed for each service area as part of service planning and reviewed quarterly.
Health And Safety Implications	None
Consultees:	Cllr Neil Harden, Portfolio Holder for Residents and Regulatory Services
Background papers:	Annex : Quarter 3, 2011/12 Performance Report

1. Members will find attached to this report the performance data for Legal Governance and Democratic Services in relation to the third quarter of 2011/12. Generally speaking the data does not reveal any major issues for concern. The improved performance in relation to CA02 (percentage of complainants satisfied with the outcome of their complaint) is encouraging. Although still showing as red, the percentage of complainants who stated that they were satisfied with the **outcome** of their complaint has increased from 15.79% in quarter 2 to 62.5% in quarter 3. This is still below the target of 70% but does show a significant improvement.
2. Similarly, in relation to CA03, there has been a marked improvement in the percentage of complainants who said they were satisfied with the way their complaint was handled. This has increased from 52.63% in quarter 2 to 79.17% in quarter 3. This exceeds the 70% target and therefore shows as green. Hopefully the improvements to CA02 and CA03 can be sustained going forward.
3. Work is underway to develop new software for the Corporate Customer Complaints System which we hope will simplify and speed up the process and produce useful data which can be used by the departments to effect service improvements.

