

Scrutiny Panel 4 December 2023 Item 4 – Hackney Council Complaints and Members Enquires Annual Report 2022-2023	Item No 4
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OUTLINE

This report is in accordance with the Scrutiny Panel's remit to monitor the Council's Complaints and Enquiries process.

Attached is the annual report of the service for 2022/23. It provides an analysis of the volume of complaints received, the performance of the service, and progress being made with improvement work and quality assessment from the complaints and Members enquiries received in order to ensure that there is learning from the service and that the learning is being adequately shared.

Purpose

One of the Scrutiny Panel's functions is to contribute to the continuous improvement in service delivery through the consideration of performance information. The purpose of this report is to give the Scrutiny Panel an overview of how the council is responding to complaints and to consider if they are being dealt with successfully at the first stage, thus reducing the numbers that proceed to later stages.

Reports in the agenda:

To support this discussion the following background information has been provided.

- Complaints and Enquires Annual Report
- Appendix - Housing Service Self-Assessment.

Invited Guests

London Borough of Hackney

- Bruce Devile, Head of Business Intelligence, Elections & Member Services
- Louise Humphreys, Acting Director of Legal, Democratic & Electoral Services and Monitoring Officer
- Cllr Rob Chapman, Cabinet Member

ACTION

Scrutiny Panel is requested to consider the reports and to ask questions.