

HARROW STRATEGIC PARTNERSHIP BOARD

Flash Musicals Compact Complaint

29th March 2012

Introduction

This report brings to the Board's attention a report that has investigated a complaint made under the Compact.

The Compact is a partnership document that sets out the responsibilities of both the public and the voluntary and community sectors in providing services for people in Harrow. The Compact's overarching statement is supported by five Codes covering Funding, Volunteering, Disability, Black and Minority Ethnic issues and Consultation.

Complaints that the terms of the Compact have been breached are investigated by an officer from the Policy and Partnerships Team and their report is sent to the complainant for comments. Officers also provide additional remarks relating to any comments received from the complainants. In the attached report, the investigation itself is in ordinary typeface, the comments of the complainants are in bold and the additional officer comments are in bold italics.

The investigation report is brought to the Board for consideration because the Compact is a partnership document and the Board has a responsibility for monitoring how well it is observed. The Board can recommend that the organisation that is the subject of the complaint should reconsider the decision or action that gave rise to the complaint, or accept that the investigation has shown that the issue complained of was not at odds with the Compact.

In previous investigation reports, officers have sought to identify improvements to policy, process or practice to ensure that similar issues do not arise in the future. In the case of this particular complaint, the circumstances are so specific to the organisation and property concerned that it has not been possible to make generally applicable recommendations for the future. However, there is a general lesson that all discussions, agreements, and understanding relating to land, buildings and finances need to be properly and fully recording in writing so that there is clarity amongst all of those involved.

Proposed Action

That the Board considers the investigation report, the comments of the complainants and the further remarks of the officers and determines whether to make a recommendation to the Council as the body complained about regarding the decisions and actions described or whether to accept that the decisions and actions described are in accordance with the Compact.

What are you asking the Partnership Board to do

Consider the complaint and the investigation.