



Havering

L O N D O N B O R O U G H

ADJUDICATION AND REVIEW COMMITTEE AGENDA

7.30 pm	Tuesday 23 February 2016	Town Hall Main Road Romford
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Members 10: Quorum 4

COUNCILLORS:

Conservative (4)

Garry Pain (Chairman)
Roger Westwood (Vice-Chair)
Meg Davis
Michael White

Residents' (2)

John Mylod (Vice-Chair)
Julie Wilkes

East Havering Residents' (2)

Alex Donald
Linda Van den Hende

UKIP (1)

David Johnson

Independent Residents' (1)

Michael Deon Burton

For information about the meeting please contact:
Grant Soderberg Tel: 01708 433091
e-mail: grant.soderberg@onesource.co.uk

Protocol for members of the public wishing to report on meetings of the London Borough of Havering

Members of the public are entitled to report on meetings of Council, Committees and Cabinet, except in circumstances where the public have been excluded as permitted by law.

Reporting means:-

- filming, photographing or making an audio recording of the proceedings of the meeting;
- using any other means for enabling persons not present to see or hear proceedings at a meeting as it takes place or later; or
- reporting or providing commentary on proceedings at a meeting, orally or in writing, so that the report or commentary is available as the meeting takes place or later if the person is not present.

Anyone present at a meeting as it takes place is not permitted to carry out an oral commentary or report. This is to prevent the business of the meeting being disrupted.

Anyone attending a meeting is asked to advise Democratic Services staff on 01708 433076 that they wish to report on the meeting and how they wish to do so. This is to enable employees to guide anyone choosing to report on proceedings to an appropriate place from which to be able to report effectively.

Members of the public are asked to remain seated throughout the meeting as standing up and walking around could distract from the business in hand.

AGENDA ITEMS

1 CHAIRMAN'S ANNOUNCEMENTS

The Chairman will announce details of the arrangements in case of fire or other events that might require the meeting room or building's evacuation.

2 APOLOGIES FOR ABSENCE & SUBSTITUTE MEMBERS

(if any) – receive.

3 DECLARATIONS OF INTERESTS

Members are invited to declare any interests in any of the items on the agenda at this point of the meeting. Members may still declare an interest in an item at any time prior to the consideration of the matter.

4 MINUTES (Pages 1 - 4)

The Minutes of the meeting held on 26 November 2015 were agreed as a true record and signed by the Chairman.

5 UPDATE ON CORPORATE COMPLAINTS (Pages 5 - 18)

6 MEMBER ENQUIRIES - QUARTER 3 (Pages 19 - 26)

Andrew Beesley
Committee Administration
Manager

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**MINUTES OF A MEETING OF THE
ADJUDICATION AND REVIEW COMMITTEE
Town Hall Main Road Romford
26 November 2015 (7.30 - 8.30 pm)**

Present:

COUNCILLORS

Conservative Group	Garry Pain (Chairman), Roger Westwood (Vice-Chair) and Meg Davis
Residents' Group	John Mylod (Vice-Chair) and Julie Wilkes
East Havering Residents' Group	Alex Donald and Linda Van den Hende
UKIP Group	+Phil Martin
Independent Residents Group	

Apologies for absence were received from Councillors David Johnson (+Philip Martin substituted) and Michael Deon Burton.

The Chairman reminded Members of the action to be taken in an emergency.

There were no declarations of pecuniary interest.

7 MINUTES

The Minutes of the Meeting held on 25 August 2015 were accepted and signed by the Chairman.

8 CHILDREN, ADULTS & HOUSING, LEARNING & ACHIEVEMENT ANNUAL COMPLAINTS REPORT 2014/15

The Committee had before it a report concerning the complaints report submitted to the Children and Learning Overview and Scrutiny Committee on 9 September 2015. Members stated that they were satisfied with the contents of the report and had no questions to ask officers, but thanked them for the effort involved in ensuring complaints were dealt with appropriately and were satisfied that the report showed that overall the direction of travel was in the right direction and the outlook was positive.

The report reminded Members that Maintained Schools and Academies had their own complaints procedures which were dealt with through their Governing Bodies and were not included within the report. In addition, schools admissions and exclusions were dealt with through a statutory appeals process and therefore were also not included in the report.

The Committee duly **noted** the report.

9 ADULTS ANNUAL COMPLAINTS REPORT

The Committee had before it a report concerning the complaints and compliments report relating to the Adult Care services submitted to the Individuals Overview and Scrutiny Committee on 22 September 2015.

Members reiterated that they were satisfied with the contents of the report and had no questions to ask officers, but thanked them for the effort involved in ensuring complaints were dealt with appropriately and were satisfied that the report showed that overall the direction of travel was in the right direction and the outlook was positive.

The Committee duly **noted** the report.

10 CHILDREN, ADULTS & HOUSING (C&YPS) COMPLAINTS & COMPLIMENTS REPORT 2014/15

The Committee had before it a report concerning the complaints and compliments report relating to the Children and Young People's services submitted to the Children and Learning Overview and Scrutiny Committee on 9 September 2015.

Members reiterated that they were satisfied with the contents of the report and had no questions to ask officers, but thanked them for the effort involved in ensuring complaints were dealt with appropriately and were satisfied that the report showed that overall the direction of travel was in the right direction and the outlook was positive.

The Committee duly **noted** the report.

11 UPDATE ON CORPORATE COMPLAINTS

The Committee received a report which sought to update it on the progress being made to secure improvements to the management and processing of corporate complaints arising from the revised Corporate Complaint policy and procedure that went live on 1 April 2015.

Attached to the report were a number of appendices which provided Members with written and graphic information concerning the way in which it was currently proposed to present complaint statistics along with a revised Member Review Panel procedure, a synopsis of lessons learned and proposals for next steps to be taken to refine and develop the process further.

Members were then given a detailed presentation from the Chief Executive's Executive Manager concerning the position after six months experience gained after the introduction of the revised procedure. She explained that since the start of the process there had been a steep learning curve for her and her team – which had now been expanded to oversee both the Corporate Complaints process as well as dealing with the various Ombudsmen.

Concerning the former elements, there had now been two audits and she was pleased to be able to report that progress had been made across most service areas and where there appeared to be issues still to resolve, it was found to be more a matter of the number of complaints and the availability of personnel to deal with them (typically StreetCare attracted the highest number of complaints and whilst Regulatory Services did not have that many, a single poor result could skew its overall position disproportionately).

Members were reassured that the new process was not simply recording for the sake of producing statistics, but had a definite purpose: to provide a platform on which change could be delivered by learning from issues and applying that knowledge positively to ensure that the problem did not reoccur in the future. By way of example she informed Members that it was discovered that many complaints arose because basic information was either not readily available or did not exist which could be used to “frame” service delivery appropriately. She explained that if – say StreetCare – stated that lights would be repaired within x number of days, as long as the service dealt with the matter within that time-frame there were no grounds for complaint – and members of the public could be directed to that. If the service failed to address the problem within the period, there was a clear failure and the appropriate steps could be taken.

Members expressed satisfaction with this pragmatic approach, though concern was raised that not all residents were computer literate and the Executive Manager reassured them by confirming that whilst the internet would be the main platform for disseminating information, members of the public could still speak with staff directly. The point was that having a single set of information available in different formats would ensure that the same standards were being applied in all cases and ought to radically reduce (if not eliminate) doubt or confusion by both public and staff.

The Committee **noted** the oral update.

The Committee also **noted** the following in respect of the report itself:

1. The Corporate Complaints Performance Statistics for quarter 2 (July – September 2015)
2. Future reporting on Local Government and Housing Ombudsman Statistics
3. Lessons learned from complaints
4. Member Review Panels - minor amendments to the process.

The Committee thanked the CE's Executive Manager for her lucid and informative presentation and for the work she had put into the development

of the current process wished her well for the future and looked forward to receiving future updates from her successors.

12 **LGO & STAGE THREE UPDATE**

The clerk informed the Committee that from 1 October 2015 the responsibility for managing issues considered by the Ombudsmen as well as the management of the Stage Three process had transferred from Committee Administration to the Chief Executive's office. This report before members sought to provide them with a summary of LGO and Stage Three activity from the last meeting of the Committee in August to date. He added that this would therefore be the final report he would be providing them on these matters.

The Committee:

Noted the report and thanked the clerk for his work in this area over the past decade.

Chairman

ADJUDICATION AND REVIEW COMMITTEE

23 FEBRUARY 2016

Subject Heading:	Update on Corporate Complaints
CMT Lead:	Andrew Blake-Herbert
Report Author and contact details:	Carol Ager carol.ager@havering.gov.uk 01708 434389
Policy context:	Corporate Complaint Policy and Procedure 1st April 2015
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	<input type="checkbox"/>
People will be safe, in their homes and in the community	<input type="checkbox"/>
Residents will be proud to live in Havering	<input checked="" type="checkbox"/>

SUMMARY

This report updates Members of Adjudication and Review on progress to secure improvements to corporate complaints arising from the revised Corporate Complaint policy and procedure that went live on 1st April 2015.

This report attaches written information for Members to consider on complaint statistics for Quarter 3, indicating performance on timeliness and quality.

RECOMMENDATIONS

The Committee to note:

1. The Corporate Complaints Performance Statistics for quarter 3 (October – December 2015)
2. The updated results following the quarter 3 Audit of complaints

REPORT DETAIL

The Corporate Complaints policy and procedures changed on 1st April 2015. This report aims to demonstrate the improvements being made to the Council's complaints handling process through audit results which show increased quality in responses and turnaround times. The written documentation attached as appendices can be summarised below:

Corporate Complaints Performance Statistics

The 3rd quarter performance statistics for all complaints under the new procedure is attached as **Appendix 1**.

Appendix 2 provides an easy view of complaints completed at Stages 1 and 2.

Audit of Complaints

The comparison of audit results for Quarters 1 and 2 with up-to-date data for Quarter 3, show considerable improvements across most service areas. This is attached as **Appendix 3**.

IMPLICATIONS AND RISKS

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

BACKGROUND PAPERS

None

The Council defines a complaint as any expression of dissatisfaction about the Council's provision of, or failure to provide, a service for which it has responsibility and when it has not put right any service failure in a reasonable timescale.

Following the launch of the new Corporate Complaints Policy and Procedure on 1st April 2015, the timescales in which we have to respond to a complaint has increased from 10 working days to 15 working days for a Stage 1 complaint and from 10 working days to 20 working days for a Stage 2 complaint. For the first time Stage 3 (Adjudication and Review) has a target. This is 31 calendar days.

The target to achieve has also increased for both Stage 1 and Stage 2 responses and is now 95% to time.

The following performance figures now relate solely to complaints under the new process.

Information on the following pages show:

The number of complaints logged at Stage 1 and Stage 2 against the service area and the response times
 A graphic of Stage 1 and Stage 2 by topic showing those logged, closed or still open
 The specifics of complaints that are outside the corporate target and remain open that need attention
 The method of contact by our customers
 The cumulative total of complaints from the previous quarter and the build up to this quarter
 The complaint outcomes
 The reasons for complaints
 Stage 3 complaints and the outcome
 Stage 3 complaints that started prior to the new process that have also resulted in an MRP this year
 Cumulative complaint figures for both Stage 1 and Stage 2 complaints from April 2015 until March 2016

Quarter 2 Performance (Cumulative October - December 2015)

Stage 1 percentage to time overall	91%
Stage 2 Percentage to time	100%
Stage 3 Percentage to time	No cases
Stage 1 & 2 cumulative score	91%

Performance for November (in short) is therefore:

Stage 1 percentage to time overall	89%
Stage 2 percentage to time	100%
Stage 3 percentage to time	No cases

Performance for October (in short) is therefore:

Stage 1 percentage to time overall	92%
Stage 2 percentage to time	100%
Stage 3 percentage to time	No cases

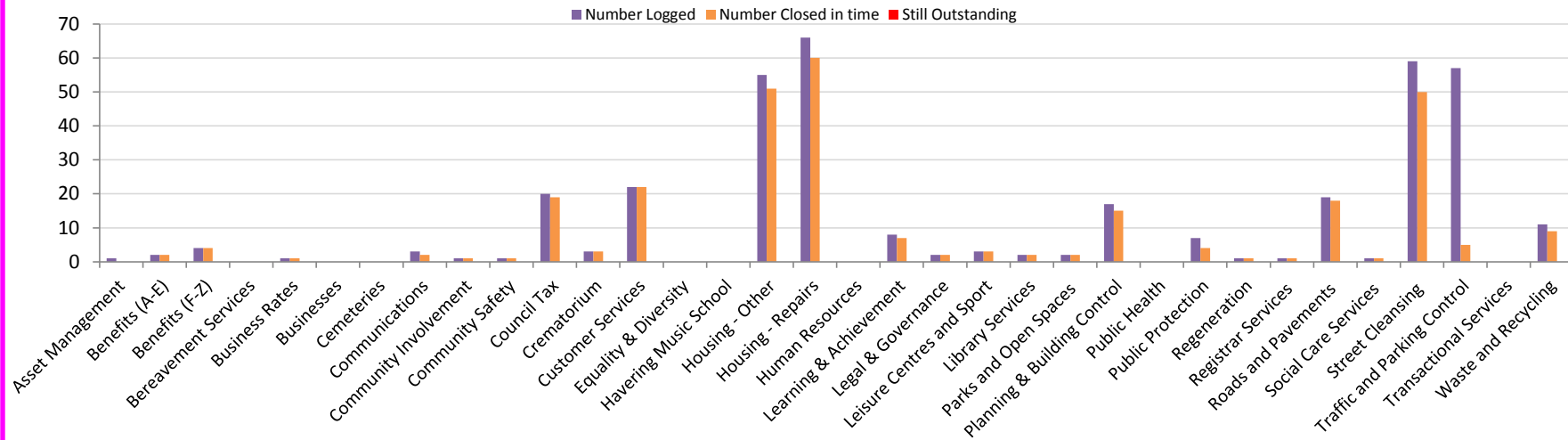
Performance for December (in short) is therefore:

Stage 1 percentage to time overall	92%
Stage 2 percentage to time	100%
Stage 3 percentage to time	No cases

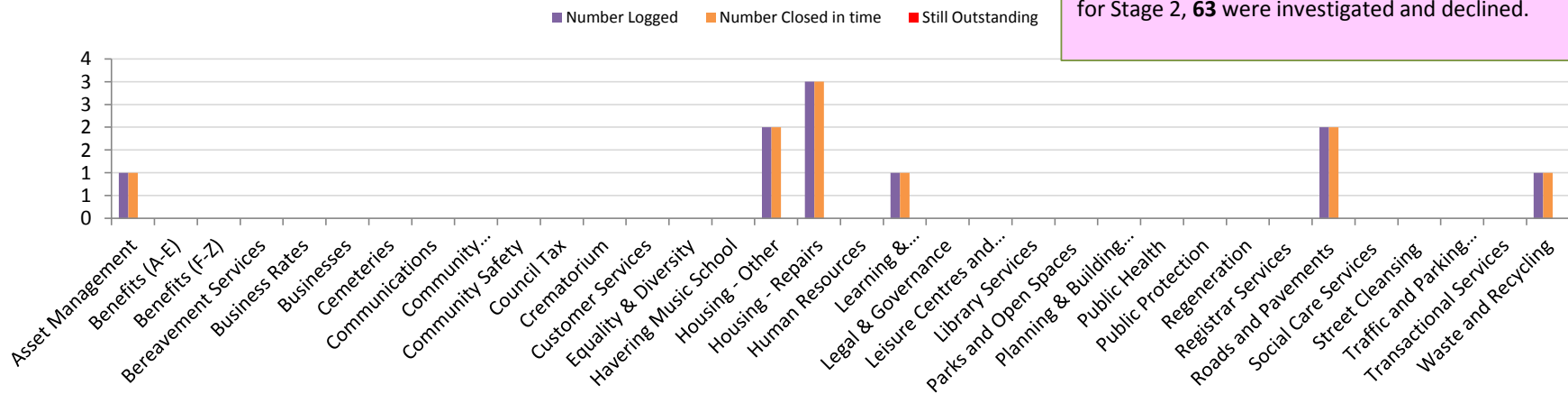
	Cumulative (Apr - Sep)	October				November				December				Cumulative *
		Stage 1 logged	In 15 days (%)	Stage 2 Logged	In 20 days (%)	Stage 1 logged	In 15 days (%)	Stage 2 Logged	In 20 days (%)	Stage 1 logged	In 15 days (%)	Stage 2 Logged	In 20 days	
Asset Management	10			1	100%	1	0%							11
Benefits (A-E)	1	1	100%							1	100%			3
Benefits (F-Z)	13	3	100%							1	100%			17
Bereavement Services	3													3
Business Rates	1					1	100%							2
Businesses	2													2
Cemeteries	0													0
Communications	2	1	0%			1	100%			1	100%			5
Community Involvement	0	1	100%											1
Community Safety	1	1	100%											2
Council Tax	37	8	88%			5	100%			7	100%			57
Crematorium	9	3	100%											12
Customer Services	59	9	100%			7	100%			6	100%			81
Equality & Diversity	0													0
Haverling Music School	0													0
Housing - Other	146	21	95%			12	100%	1	100%	22	86%	1	100%	201
Housing -Repairs	118	27	96%			16	100%	1	100%	23	78%	2	100%	184
Human Resources	2													2
Learning & Achievement	12	1	100%			6	83%	1	100%	1	100%			20
Legal & Governance	3	2	100%											5
Leisure Centres & Sport	1									3	100%			4
Library Services	11	6	100%			1	100%			2	100%			20
Parks and Open Spaces	29	2	100%			1	100%			2	100%			34
Planning & Building Control	27	1	0%			3	100%			13	92%			44
Public Health	0													0
Public Protection	20	1	100%			6	50%							27
Regeneration	4					1	100%							5
Registrar Services	6	1	100%											7
Roads and Pavements	198	6	100%	2	100%	6	83%			7	100%			217
Social Care Services	7					1	100%							8
Street Cleansing	187	25	80%			26	85%			8	100%			246
Traffic and Parking Control	368	22	86%			21	90%			14	93%			425
Transactional Services	0													0
Waste and Recycling	217	3	67%	1	100%	2	50%			7	100%			229
Stage 1 Logged (Total)	1494	145				117				118				1874
Completed in 15 days (%)	88%		92%				89%				92%			
Stage 2 logged (Total)	49			4				3				3		59
Completed in 20 days (%)	82%				100%				100%				100%	

* Annual cumulative count does not include Stage 2 as these complaints will have been counted as Stage 1 at some point during the year.

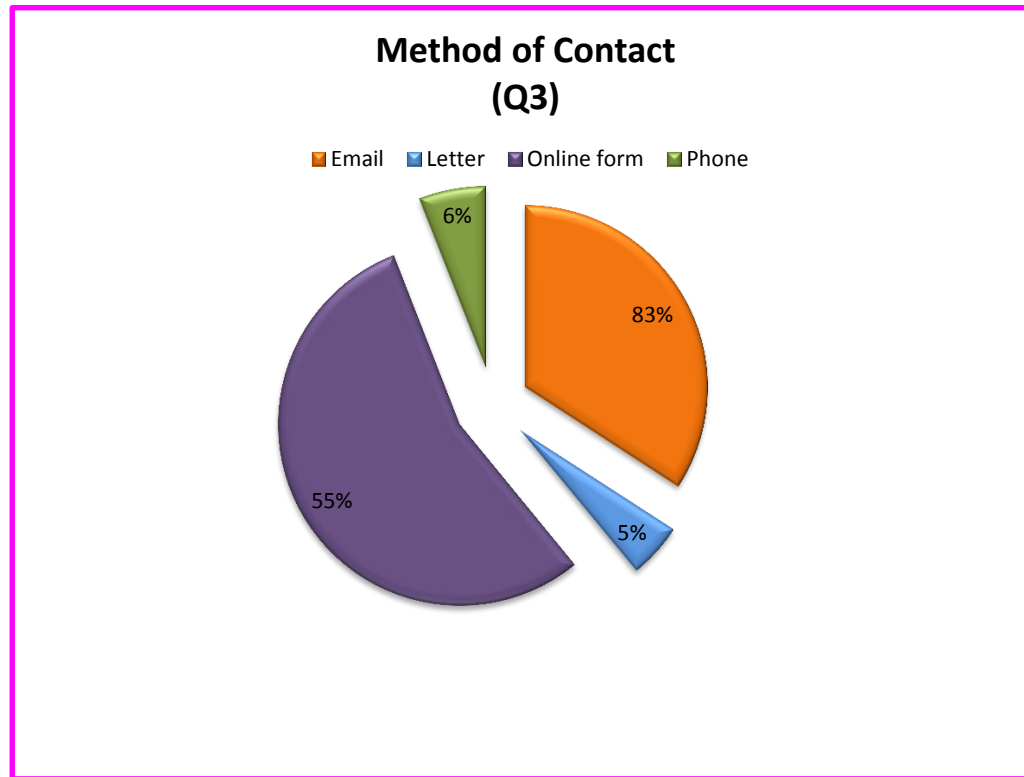
Stage 1 by Topic



Stage 2 by Topic

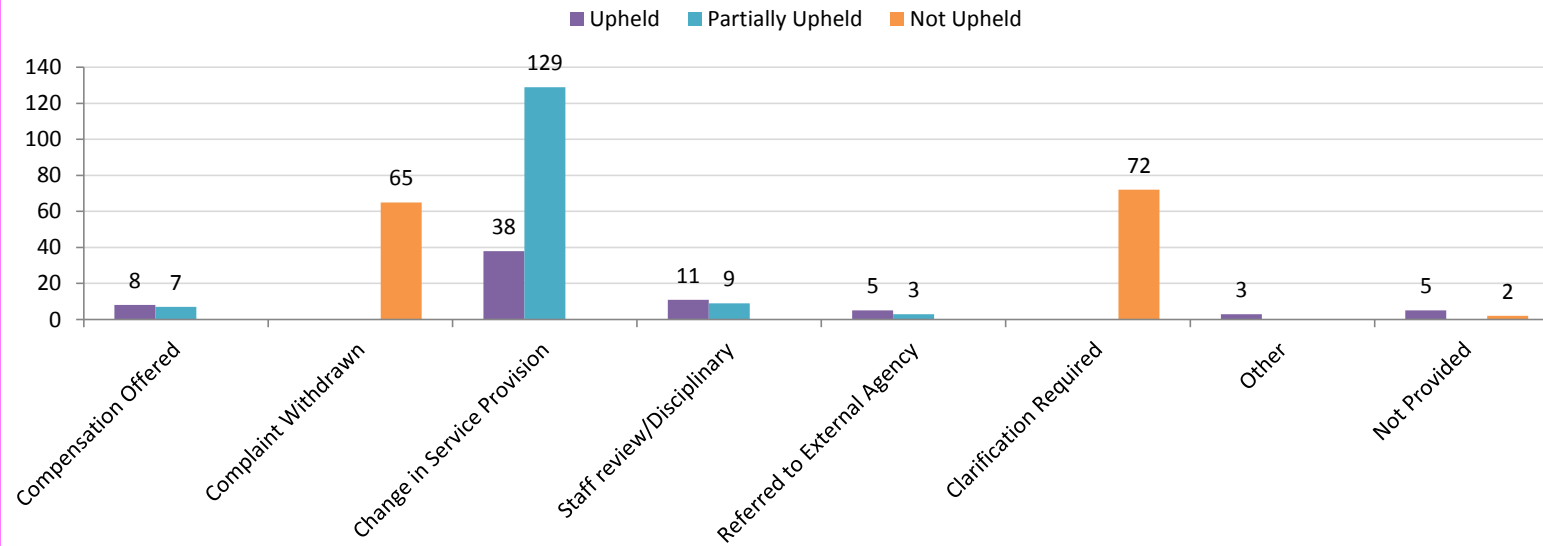


Please note: Whilst there were only 10 progressed Stage 2 complaints in Q3, there were **73** requests for Stage 2, **63** were investigated and declined.

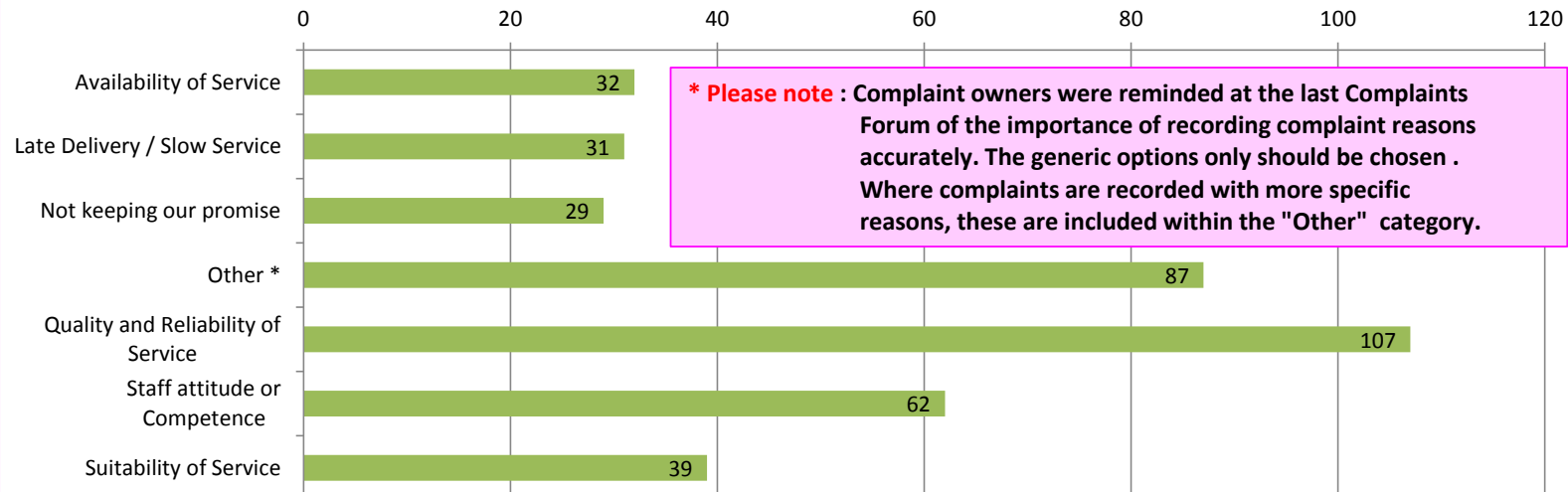


Please note: The method of contact defaults to the last recorded if the CRM owner does not actively amend this field. A reminder has been sent and will be re-iterated at the Complaints Forum to complaint owners.

Complaint Outcome (Q3)



Complaint Reason (Q3)



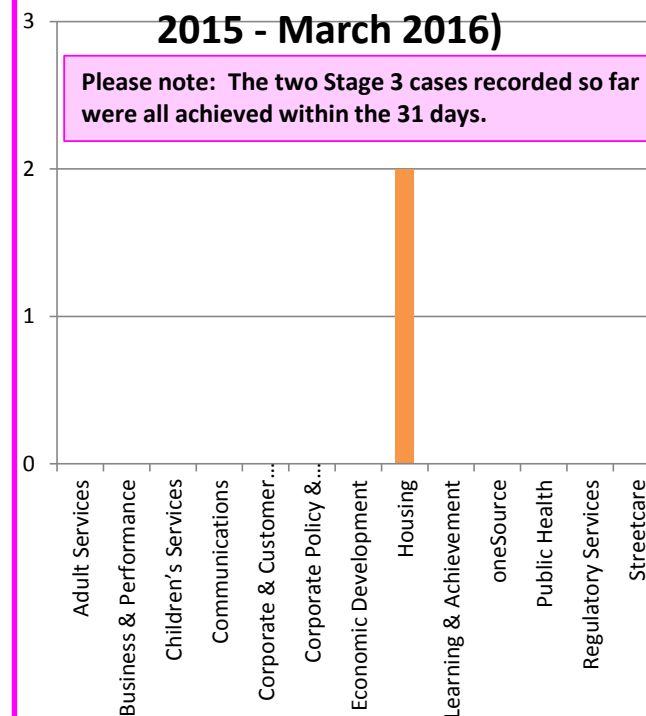
Detailed Summary of Stage 3 Complaints

Since the start of the new corporate complaints procedure which started on the 1st April 2015

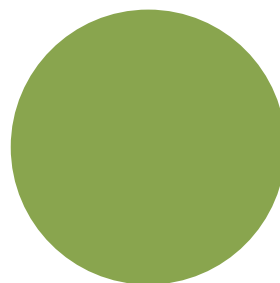
	Cumulative (April-Sept)	Oct-15	Nov-15	Dec-15	Total	Achieved within 31 Calendar days %
Adult Services		0	0		0	
Business & Performance	0	0	0	0	0	
Children's Services	0	0	0	0	0	
Communications	0	0	0	0	0	
Corporate & Customer Transformation	0	0	0	0	0	
Corporate Policy & Community	0	0	0	0	0	
Culture & Leisure	0	0	0	0	0	
Economic Development	0	0	0	0	0	
Housing	2	0	0	0	2	100%
Learning & Achievement	0	0	0	0	0	
oneSource	0	0	0	0	0	
Public Health	0	0	0	0	0	
Regulatory Services	0	0	0	0	0	
Streetcare	0	0	0	0	0	
Total Logged	2	0	0	0	2	100%

Stage 3 - Complaints Logged Annual (Cumulative April 2015 - March 2016)

Please note: The two Stage 3 cases recorded so far were all achieved within the 31 days.



Stage 3 - Cumulative Complaint Outcomes



- Awaiting Member Review Panel
- Discontinued
- Not Upheld
- Partially Upheld
- Still Open With Complainant
- Still Open with Service
- Upheld

Cumulative complaint figures April 15- March 16

Table below shows all corporate complaint stage 1 & 2 figures logged between April '15 to March '16

	Cumulative numbers logged April 15- March 16 (Stage 1&2)	% of total	April '15	May '15	June '15	July '15	August '15	September '15	October '15	November '15	December '15	January '16	February '16	March '16
Asset Management	14	0.72%	2	0	3	3	2	2	1	1	0			
Benefits (A-E)	4	0.21%	1	1	0	0	0	0	1	0	1			
Benefits (F-Z)	18	0.93%	5	1	6	1	1	0	3	0	1			
Bereavement Services	3	0.16%	0	1	0	2	0	0	0	0	0			
Business Rates	2	0.10%	0	1	0	0	0	0	0	1	0			
Businesses	2	0.10%	1	0	1	0	0	0	0	0	0			
Cemeteries	0	0.00%	0	0	0	0	0	0	0	0	0			
Communications	5	0.26%	0	0	0	2	0	0	1	1	1			
Community Involvement	1	0.05%	0	0	0	0	0	0	1	0	0			
Community Safety	2	0.10%	0	0	1	0	0	0	1	0	0			
Council Tax	60	3.10%	12	5	7	4	5	7	8	5	7			
Crematorium	12	0.62%	0	3	1	1	1	3	3	0	0			
Customer Services	82	4.24%	15	11	10	7	7	10	9	7	6			
Equality & Diversity	0	0.00%	0	0	0	0	0	0	0	0	0			
Havering Music School	0	0.00%	0	0	0	0	0	0	0	0	0			
Housing - Other	212	10.97%	27	27	19	34	24	24	21	13	23			
Housing -Repairs	189	9.78%	31	15	11	28	13	22	27	17	25			
Human Resources	2	0.10%	0	2	0	0	0	0	0	0	0			
Learning & Achievement	21	1.09%	1	0	3	3	0	5	1	7	1			
Legal & Governance	5	0.26%	1	0	0	1	1	0	2	0	0			
Leisure Centres & Sport	4	0.21%	0	0	0	1	0	0	0	0	3			
Library Services	20	1.03%	2	1	1	3	3	1	6	1	2			
Parks and Open Spaces	35	1.81%	6	3	7	3	5	6	2	1	2			
Planning & Building Control	45	2.33%	9	3	6	2	2	6	1	3	13			
Public Health	0	0.00%	0	0	0	0	0	0	0	0	0			
Public Protection	27	1.40%	4	0	7	7	1	1	1	6	0			
Regeneration	5	0.26%	0	0	3	0	1	0	0	1	0			
Registrar Services	7	0.36%	2	1	1	0	2	0	1	0	0			
Roads and Pavements	222	11.48%	26	20	49	49	32	25	8	6	7			
Social Care Services	9	0.47%	1	1	3	0	1	2	0	1	0			
Street Cleansing	251	12.98%	13	18	56	50	36	19	25	26	8			
Traffic & Parking Control	434	22.45%	73	39	95	91	43	36	22	21	14			
Waste and Recycling	240	12.42%	47	39	53	47	22	19	4	2	7			
Total Complaints logged	1933		279	192	343	339	202	188	149	120	121	0	0	0
Overall % of complaints 1&2 completed within time			Insufficient data for this 1st quarter			93%			91%					

NB : % of total indicates the percentage of complaints for each service area from April 2015 to March 2016.

% of total time refers to the percentage of stage 1&2 complaints completed within target per quarter

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Corporate Complaints Completed Stage 1 Performance

	April	May	June	July	August	September	October	November	December
Stage 1 percentage to time	83%	80%	85%	93%	91%	95%	92%	89%	92%

Corporate Complaints Completed Stage 2 Performance

	April	May	June	July	August	September	October	November	December
Stage 2 percentage to time									
Data previously combined old/new procedure. Those within the new procedure were all within time.									
100%	100%	100%	50% *	100%	100%	100%	100%	100%	100%
Percentage escalated to Stage 2									
3%	3%	1%	2.75%	2.5%	2.5%				

Complaints Audit

Quarter 3

	No. of files audited	No. of Q3 complaints	Percentage of total
Streetcare	16	147	11%
Housing	9	121	7%
oneSource	6	30	20%
Regulatory Services	8	28	29%
Social Care/L&A	3	9	33%
Culture and Leisure	5	17	29%
Regeneration	0	2	0%
Customer Services	3	22	14%
Community Safety	0	1	0%
Communications	2	3	66%
	52	380	14%

Audit Comparison

Service	Time			1 st time			Compliance			Learning			Quality			Overall		
	Q1	Q2	Q3	Q1	Q2	Q3	Q1	Q2	Q3	Q1	Q2	Q3	Q1	Q2	Q3	Q1	Q2	Q3
Good	2			2			3			2			20			29		
Excellent	3			4			4			3			30			44		
Streetcare	1	2	2	3	4	4	2	2	4	1	2	2	9	18	22	15	27	34
Housing	2	3	3	3	4	4	4	4	4	1	3	2	19	29	26	29	42	39
oneSource	2	2	2	3	4	3	2	2	3	2	2	3	13	23	23	23	33	34
Regulatory	2	1	2	4	3	3	4	2	3	3	2	2	26	18	18	39	27	28
Culture	3	2	3	4	3	4	4	4	3	3	3	3	15	19	18	28	35	31
Customer Services	2	2	3	2	3	4	2	2	4	0	1	3	11	12	15	18	21	29
Social care/L&A	0	2	3	0	4	4	0	0	4	0	3	3	0	25	24	0	33	38

ADJUDICATION AND REVIEW COMMITTEE

23 FEBRUARY 2016

Subject Heading:	Update on Member and MP Enquiries for Q3 2015/16
CMT Lead:	Andrew Blake-Herbert
Report Author and contact details:	Caroline Walshaw caroline.walshaw@haverling.gov.uk 01708 432261
Policy context:	An extension of the Corporate Complaints Policy and Procedures 1st April 2015
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	<input type="checkbox"/>
People will be safe, in their homes and in the community	<input type="checkbox"/>
Residents will be proud to live in Havering	<input checked="" type="checkbox"/>

SUMMARY

The attached statistical information has been taken from the Corporate data collection of Member enquiries between 1 October and 31 December 2015 and procedure that went live on 1st April 2015.

RECOMMENDATIONS

The Committee to:

1. **Note** the record of Member and MP enquiries for the year to date and for quarter 3 (October – December 2015)

2. **Decide** whether it wants the current format to continue or would like the information presented differently in future.

REPORT DETAIL

The Corporate Complaints policy and procedures changed on 1st April 2015. The appended details are designed to inform Members about the volume and focus of enquiries from Members and MPs and assist them with deciding whether recommendations should be made to the relevant Overview & Scrutiny sub-committees in respect of the nature or volume of enquiries within their areas of responsibility.

IMPLICATIONS AND RISKS

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

BACKGROUND PAPERS

None

Members/MP enquiries Quarter 3 Report

A new Corporate Complaints Policy and Procedure was launched on the 1st April 2015.

From 1st April complaints by Members and MPs that had previously been recorded under Members' Enquiries are recorded as complaints.

In line with the Corporate Complaint timescale, the number of days to respond increased from 10 working days to fifteen.

This report shows the Quarterly volume of Member and MP Enquiries received by services during the months of October, November & December.

N.B. We have accounted for Non-working days during the Christmas period and have adjusted the figures accordingly.

Information on the following pages show:

- The number of Member/MP enquiries logged and closed within 15 working days by service area
- A graphic showing Member/MP enquiries logged and closed within 15 working days by service area
- The method of contact by Members/MPs
- The cumulative total of Member/MP enquiries from the previous quarter and the build up to this quarter's performance
- The comparison with last year's volume
- A graphic of quarterly performance
- The volume of Members' enquiries raised by individual Members/MPs

Performance for Quarter 3 (in short) is therefore:

727 enquiries logged

88% closed on time

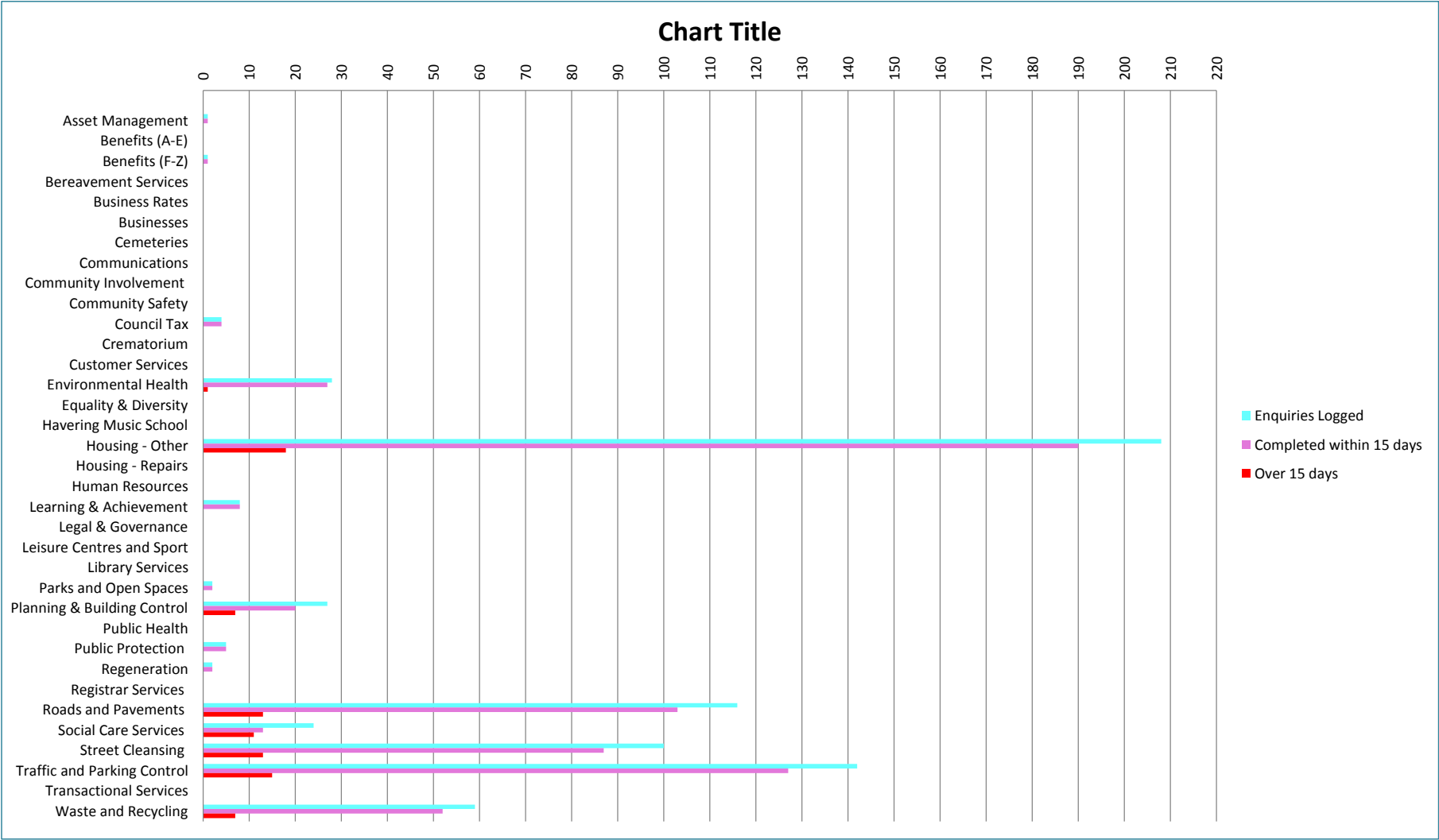
It has come to light that Members make far more enquiries than are recorded here. This will be rectified for future months to demonstrate the totality of the volume of enquiries into front line service areas and areas to prioritise for pro-active publication of information.

Members/MP enquiries Quarter 3 Report

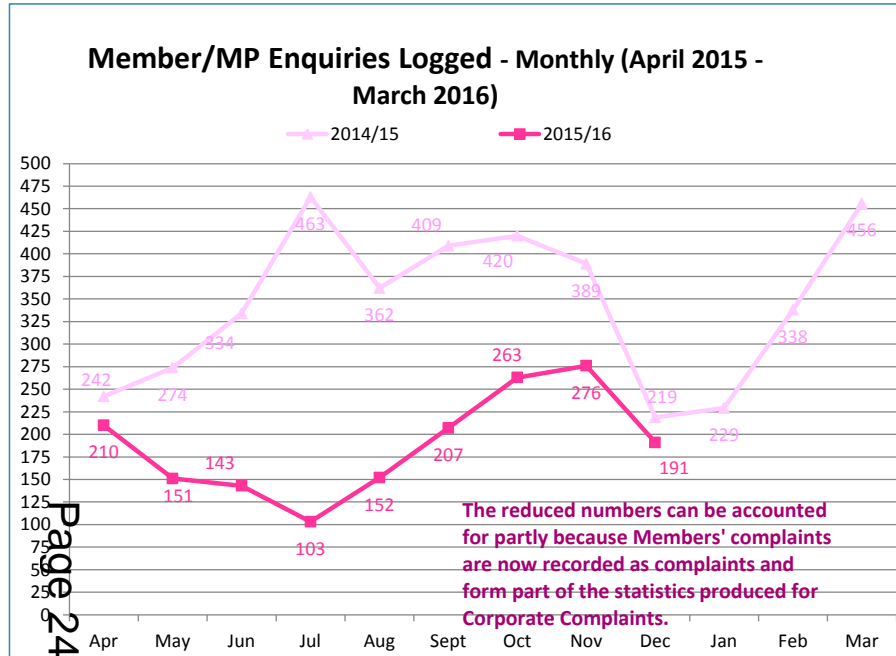
Quarter 3 Member Enquiry figures

	Carry Over	October '15			November '15			December '15			Annual
	Cumulative (Apr - Mar 2015/16)	Number Logged	Closed in 15 days	Closed in 15 days (%)	Number Logged	Closed in 15 days	Closed in 15 days (%)	Number Logged	Closed in 15 days	Closed in 15 days (%)	Cumulative (Apr 15 - Mar 16)
Art Services	0										0
Asset Management	0				1	1	100%				1
Benefits (A-E)	0										0
Benefits (F-Z)	0							1	1	100%	1
Bereavement Services	0										0
Business Rates	0										0
Businesses	0										0
Cemeteries	0										0
Communications	1										1
Community Involvement	0										0
Community Safety	1										1
Council Tax	1	1	1	100%	1	1	100%	2	2	100%	5
Crematorium	0										0
Customer Services	2										2
Environmental Health	20	12	12	100%	11	10	91%	5	5	100%	48
Equality & Diversity	0										0
Havering Music School	0										0
Housing - Other	264	69	66	96%	84	74	88%	55	50	91%	472
Housing - Repairs	176										176
Human Resources	0										0
Learning & Achievement	30	3	3	100%	2	2	100%	3	3	100%	38
Legal & Governance	0										0
Leisure Centres and Sport	0										0
Library Services	0										0
Parks and Open Spaces	2								2	100%	4
Planning & Building Control	18	6	5	83%	5	2	40%	16	13	81%	45
Public Health	0										0
Public Protection	41	1	1	100%	3	3	100%	1	1	100%	46
Regeneration	0			100%							2
Registrar Services	0										0
Roads and Pavements	151	48	40	83%	41	38	93%	27	25	93%	267
Social Care Services	25	7	4	57%	10	5	50%	7	4	57%	49
Street Cleansing	98	41	35	85%	39	34	87%	20	18	90%	198
Traffic and Parking Control	85	43	32	74%	60	57	95%	39	38	97%	227
Transactional Services	0										0
Waste and Recycling	51	30	25	83%	16	14	88%	13	13	100%	110
Total no. of enquiries logged	966	263			273			191			1,693
Total completed in 15 days	855		226			241			175		1,497
Total completed in 15 days (%)	86%			86%			88%			92%	88%
Target	95%	95%			95%			95%			95%

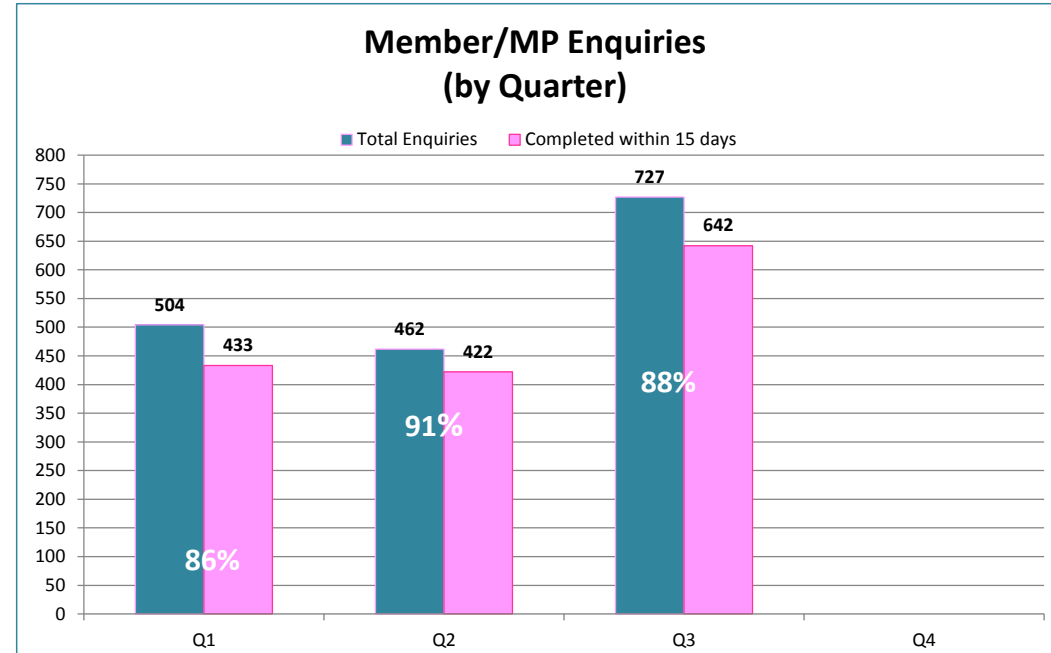
Members/MP enquiries Quarter 3 Report



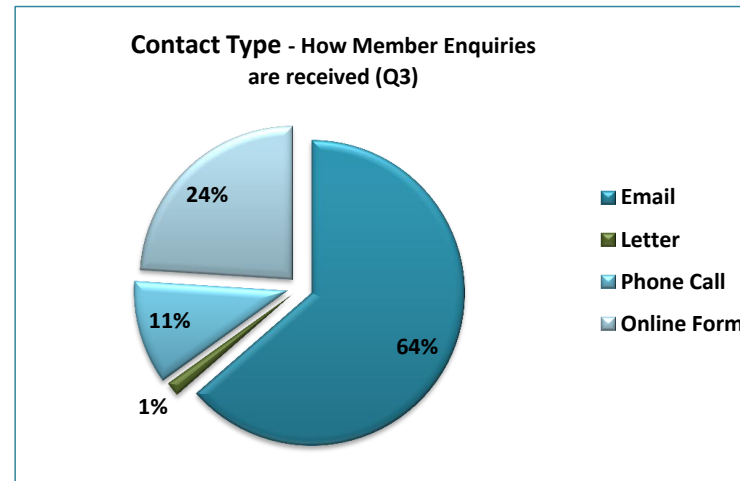
Members/MP enquiries Quarter 3 Report



NB: Q4 data will be available in the March Report.



NB: 2014/15 performance was against a target of 15 working days.



Members/MP enquiries Quarter 3 Report

Annual Rolling Total of Member Enquiries By Councillor & MP

	Cumulative (Apr- Sep)	Oct-15	Nov-15	Dec-15	TOTAL
Alex Donald	9	3	5	4	21
Barbara Matthews	3		2	4	9
Barry Mugglestone	17	1	5	1	24
Brian Eagling	9	1	4	1	15
Carol Smith	0		1		1
Clarence Barrett	11	3	5	6	25
Damian White	176	24	30	16	246
Darren Wise	18	8	4	4	34
David Durant	4	2	2	2	10
David Johnson	1		1		2
Dilip Patel	11	11	2		24
Fredrick Thompson	15	3	5	12	35
Garry Pain	2		2		4
Gillian Ford	20	3	7		30
Graham Williamson	1		2	1	4
Ian Dring	2				2
Jason West	18	10	3	3	34
Jeffery Tucker	24	10	7	3	44
Jody Ganly	16	6	2	3	27
John Crowder	3	1	1	1	6
John Glanville	7	2	1		10
John Mylod	22	3	4	3	32
John Wood	36	1	19	6	62
Joshua Chapman	10	4	4	2	20
Julie Wilkes	13	1	3	2	19
June Alexander	5			1	6
Keith Darvill	4				4
Keith Roberts	7	2	2	2	13
Lawrence Webb	1	1	1	2	5
Linda Hawthorn	26	3	3	2	34
Linda Trew	11	11			22
Sub Total	465	114	124	81	768

	Cumulative (Apr - Sep)	Oct-15	Nov-15	Dec-15	TOTAL
Linda Van Den Hende	6	1	4	1	12
Margaret Davis	17	2		1	20
Melvin Wallace	10		2	2	14
Michael Deon Burton	6	3			9
Michael White	1				1
Nic Dodin	1	4		1	6
Osman Dervish	6	1	3	4	14
Patricia Rumble	11		1	3	15
Philip Hyde	6	3	6	2	17
Philip Martin	3	2			5
Philippa Crowder	6				6
Ray Best	8	6	1	2	17
Ray Morgon	59	22	15	7	103
Reg Whitney	0				0
Robby Misir	4		4		8
Robert Benham	18	1	6	1	26
Roger Ramsey	27	9	2	6	44
Ronald Ower	12	9	4	5	30
Roger Westwood	0			1	1
Stephanie Nunn	27	11	8	4	50
Steven Kelly	3				3
Viddy Persaud	6	1	4	3	14
Wendy Brice-Thompson	19	4	5		28
Andrew Rosindell MP	104	36	49	58	247
Angela Watkinson MP	64	8	19	6	97
Heidi Allen	1				1
Jon Cruddas MP	26	17	13	2	58
Margaret Hodge MP	1				1
Blanks / Out of Borough/other	49	9	3	1	62
SubTotal	501	149	149	110	909
Grand Total	966	263	273	191	1,693

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