



Havering

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

ADJUDICATION AND REVIEW COMMITTEE AGENDA

7.00 pm	Tuesday 16 August 2016	Town Hall Main Road Romford
----------------	-----------------------------------	--

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 DISCLOSURE OF INTERESTS

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

4 MINUTES (Pages 1 - 10)

The Minutes of the meeting held on 12 May 2016 were agreed as being a true record and signed by the Chairman.

5 CORPORATE COMPLAINTS QUARTERLY UPDATE

Presentation,

6 MEMBER ENQUIRIES QUARTERLY UPDATE

Presentation.

7 LGO AND HOUSING OMBUDSMAN ANNUAL REVIEW UPDATE

Presentation.

**Andrew Beesley
Committee Administration
Manager**

This page is intentionally left blank

**MINUTES OF A MEETING OF THE
ADJUDICATION AND REVIEW COMMITTEE
Town Hall Main Road Romford
12 May 2016 (7.00 - 7.25 pm)**

Present:

COUNCILLORS

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

Apologies were received for the absence of Councillors John Mylod.

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

There were no declarations of interest.

16 MINUTES

The Minutes of the Meeting held on 23 February 2016 were accepted and signed by the Chairman.

17 CORPORATE COMPLAINTS YEAR-END UPDATE

Members were provided with a presentation from the Senior Complaint and Investigation Officer. The number of complaints dealt with at Stage One of the Corporate Complaints process for the year to 31 March was 2,328 and the resolution rate for completion in time was 89%. 62 complaints were escalated to Stage Two and 89% of these were completed within time. Only two complaints proceeded to Stage Three and both (100%) were dealt with within time.

The Committee was provided with a number of charts with data showing how these statistics were apportioned across the Council's services and these are appended to the Minute.

In addition, the Senior Complaint and Investigation Manager provided a summary of information relating to enquiries made by the Local Government

and Housing Ombudsmen. In summary, there were 30 cases during the year of which the Ombudsmen reached decisions in 23 cases (12 of these were closed after initial enquiries), six were still awaiting a decision, one case was with the service for it to respond and nine related to matters which had already been considered and decided on within the Corporate Complaints process.

Members expressed their satisfaction with the way in which the new process appeared to be working and were informed that audits had revealed areas where the process could be further improved and that there would be a review in October.

In response to a question from a member, the Head of Regulatory Services explained that the Council needed to provide clearer information to residents in respect of service level agreements (SLAs) and what the Council could and could not deliver. He cited issues around bus-stops which were often a cause of complaint but which the Council could do nothing about, the responsible body being Transport for London. He stated that it would be a good step forward if, at the first contact, Council staff could ensure that realistic expectations were given. If the SLA was 15 days, this needed to be made clear. If the matter was not one the Council could address, then this needed to be clearly stated and the complainant sign-posted to the appropriate agency.

In response to a further observation by a Member, the Head of Service stated that there were enhancements to the process which were being considered which were designed to help councillors manage requests from complainants by providing them with web links so that they could more effectively deal with complainants when they were first contacted. This was designed to forestall any escalation wherever possible.

The Committee thanked the Senior Complaint and Investigation Officer for her presentation.

18 MEMBER ENQUIRIES YEAR-END UPDATE

The Committee was provided with a presentation from the Executive Support Manager concerning MP and Member enquiries throughout the year 2015-16.

Members were informed that during the year a total of 2,613 enquiries had been received. Of those, 2,367 (91%) had been responded to and closed within the 15 working days allowed. It was explained that one persistent difficulty was the overlap between enquiries and complaints, but this was slowly being addressed. Members were provided with a range of statistical information which is appended to this Minute.

One area which skewed the response time figures for services such as Social Care and Housing was the fact that there was a good deal of input from third-party or external providers and, on occasion, it could be difficult to

obtain the information requested within the Corporate timeframe. Attempts continued to be made to reduce these figures.

The Committee thanked the Executive Support Manager for her presentation.

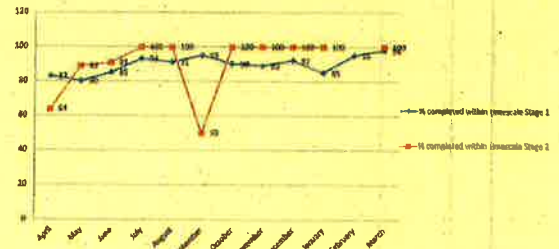
Chairman

This page is intentionally left blank

Update on Corporate Complaints

Patrick Keyes / Carol Ager
12th May 2015

Corporate Complaints Completed (%) within timescale
April 2015 to March 2016



Corporate Complaints 2015/16 Summary

Stage 1 requests	2328	
Completed in time	2072	(89%)
Escalated to Stage 2	62	(2.6%)
Completed in time	55	(89%)
Escalated to Stage 3	2	(3.2%)
Completed in time	2	(100%)

* Please see Appendix 1 for more a detailed breakdown

Corporate Complaints Completed Stage 1 Performance (under new process)

	April	May	June	July	August	September
Stage 1 percentage to time	89%	80%	85%	93%	91%	95%

	Oct	Nov	Dec	Jan	Feb	Mar
	80%	89%	92%	85%	96%	98%

Corporate Complaints (by month)



* There was a large increase in complaints in the early part of the year, due to the bedding in of the new complaints process, and clarification on what should be classified as a complaint

Corporate Complaints Completed Stage 2 Performance (under new process)

	April	May	June	July	August	September
Stage 2 percentage to time	84%	89%	91%	100%	100%	90% *
Percentage escalated to Stage 2	4%	5%	3%	3%	3%	1%

	October	November	December	January	February	March
	100%	100%	100%	100%	—	100%
	8%	8%	8%	3%	0%	2%

LGO Activity

- In October 2015 the LGO activity moved to the CMT Support team
- Between 1st October and 31st March the Council has had 30 contacts from LGO and HO
- Of those 30:
 - 23 were decisions (12 cases closed after initial enquiries)
 - 6 are still waiting Ombudsmen decision
 - 1 case is with the Service area for information
 - 9 were complaints that had been through the Council's new Corporate Complaints procedure
- See Appendix 2 for additional breakdown

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 time-scale.

Accepted for publication 2007

Following the launch of the new Corporate Complaints Policy and Procedure on 1st April 2018, 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 15 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 shows:

The number of complaints logged at Stage 1 and Stage 2 against the service area and the response time

A graphic of Stage 1 and Stage 2 by topic showing those tagged, closed or still open

The specialties of complaints that are outside the corporate target and remain open that need attention. The method is as follows:

The method of contact by our customers
The maintenance of a...

The cumulative total of complaints from the previous quarter and the build up to this quarter.

The complaint procedures
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 MDRable need

Cumulative complaint figures for both Stage 1 and Stage 2 complaints from April 2015 until March 2016

Performance for 2015/16 (in short) is therefore

Stage 1 received	2118	Stage 2 received	82
Stage 1 percentage to time overall	60% (ADP)	Stage 2 percentage to time overall	89% (SD)
Percentage escalated to Stage 2	1.6%	Percentage escalated to Stage 2	1.2%

Stage 3 creep rate	3
Stage 2 percentage to time overall	100% (2)
Stage 1 & Stage 2 cumulative % to time	88%

CMT Complaints Team
8th May 2016

All figures relate to complaints handled through the new process.

Audit Comparison between Q1 & Q4

Service	Time		1 st time		Compliance		Learning		Quality		Overall							
	Q 1	Diff	Q 1	Diff	Q 1	Diff	Q 1	Diff	Q 1	Diff	Q 1	Diff						
Streetcare	1	3	↑	3	4	↑	2	3	↑	1	2	↑	9	10	↑	15	31	↑
Housing	2	3	↑	3	4	↑	4	3	↓	1	3	↑	19	20	↑	20	33	↑
oneSource	2	2	↔	3	4	↑	2	3	↑	2	3	↑	13	20	↑	23	32	↑
Regulatory	2	3	↑	6	4	↔	4	3	↓	3	3	↔	28	21	↓	59	34	↓
Culture	3	2	↓	4	3	↓	4	3	↓	3	3	↔	15	17	↑	29	20	↓
Customer Services	2	2	↔	2	3	↓	2	3	↑	0	2	↑	11	11	↔	17	21	↑
Societal care/L&A	2	2	↔	4	3	↓	4	3	↓	3	3	↔	25	17	↓	38	28	↓
Communications	3	0	↓	3	4	↑	3	2	↓	3	3	↔	24	17	↓	30	16	↓

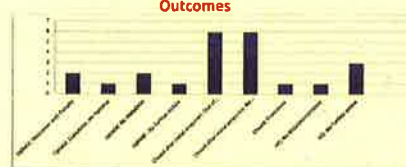
	1996	1997	1998	1999	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	2029	2030	2031	2032	2033	2034	2035	2036	2037	2038	2039	2040	2041	2042	2043	2044	2045	2046	2047	2048	2049	2050	2051	2052	2053	2054	2055	2056	2057	2058	2059	2060	2061	2062	2063	2064	2065	2066	2067	2068	2069	2070	2071	2072	2073	2074	2075	2076	2077	2078	2079	2080	2081	2082	2083	2084	2085	2086	2087	2088	2089	2090	2091	2092	2093	2094	2095	2096	2097	2098	2099	2100	2101	2102	2103	2104	2105	2106	2107	2108	2109	2110	2111	2112	2113	2114	2115	2116	2117	2118	2119	2120	2121	2122	2123	2124	2125	2126	2127	2128	2129	2130	2131	2132	2133	2134	2135	2136	2137	2138	2139	2140	2141	2142	2143	2144	2145	2146	2147	2148	2149	2150	2151	2152	2153	2154	2155	2156	2157	2158	2159	2160	2161	2162	2163	2164	2165	2166	2167	2168	2169	2170	2171	2172	2173	2174	2175	2176	2177	2178	2179	2180	2181	2182	2183	2184	2185	2186	2187	2188	2189	2190	2191	2192	2193	2194	2195	2196	2197	2198	2199	2200	2201	2202	2203	2204	2205	2206	2207	2208	2209	2210	2211	2212	2213	2214	2215	2216	2217	2218	2219	2220	2221	2222	2223	2224	2225	2226	2227	2228	2229	2230	2231	2232	2233	2234	2235	2236	2237	2238	2239	2240	2241	2242	2243	2244	2245	2246	2247	2248	2249	2250	2251	2252	2253	2254	2255	2256	2257	2258	2259	2260	2261	2262	2263	2264	2265	2266	2267	2268	2269	2270	2271	2272	2273	2274	2275	2276	2277	2278	2279	2280	2281	2282	2283	2284	2285	2286	2287	2288	2289	2290	2291	2292	2293	2294	2295	2296	2297	2298	2299	2300	2301	2302	2303	2304	2305	2306	2307	2308	2309	2310	2311	2312	2313	2314	2315	2316	2317	2318	2319	2320	2321	2322	2323	2324	2325	2326	2327	2328	2329	2330	2331	2332	2333	2334	2335	2336	2337	2338	2339	2340	2341	2342	2343	2344	2345	2346	2347	2348	2349	2350	2351	2352	2353	2354	2355	2356	2357	2358	2359	2360	2361	2362	2363	2364	2365	2366	2367	2368	2369	2370	2371	2372	2373	2374	2375	2376	2377	2378	2379	2380	2381	2382	2383	2384	2385	2386	2387	2388	2389	2390	2391	2392	2393	2394	2395	2396	2397	2398	2399	2400	2401	2402	2403	2404	2405	2406	2407	2408	2409	2410	2411	2412	2413	2414	2415	2416	2417	2418	2419	2420	2421	2422	2423	2424	2425	2426	2427	2428	2429	2430	2431	2432	2433	2434	2435	2436	2437	2438	2439	2440	2441	2442	2443	2444	2445	2446	2447	2448	2
--	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	---

What Next?

- Continue to work with service areas and particularly on lessons learned
- CRM Outcomes changed to reflect more accurate recording
- Process for online form linked into CRM ongoing
- Complaint Forum for staff – supported by a Yammer Group
- Continue to identify and challenge through audit following a revision to the Audit tool
- Review the Corporate Complaints Policy in October

Stage 1 by Topic





Ombudsman decision: Upheld - Maladministration, Injustice with penalty

On his way back to his home in the village of Hildesheim, he was killed by a car.

The Stage 1 complaint was not upheld and Mrs B's request to escalate to Stage 2 was declined. The Ombudsman found fault by the Council but this did not cause a significant injustice to Mrs B.

Ombudsman decision: Maladministration, no injustice

Ombudsman decision: Misadministration, no injustice

Page 3

This page is intentionally left blank

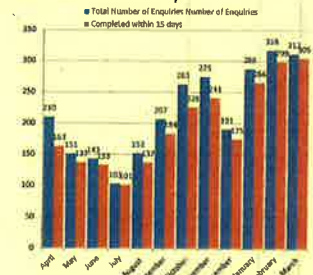
Member / MP Enquiries

Caroline Walshaw

Member / MP Enquiries Completed within 15 days (April 2015 to March 2016)

% of Member Enquiries completed within 15 days

April	78%
May	91%
June	93%
July	98%
August	90%
September	89%
October	86%
November	88%
December	92%
January	92%
February	94%
March	98%



Member / MP Enquiries Summary April 2015 - March 2016

Number of enquiries received	2613
Number of enquiries closed within 15 days	2367
% of enquiries closed within 15 days	91%

Member Enquiry Year End Report 2015/16

Enquiry Type	Received	Completed	Completion %
Asset Management	0	0	100%
Binoculars (B 2)	0	0	100%
Complaints	0	0	100%
Community/Leisure (Inc. Leisure Magazine)	0	0	0%
Community Safety	0	0	100%
Council Tax	0	0	100%
Democracy	0	0	100%
Customer Services	0	0	100%
Development & Transport	0	0	100%
Environment & Health	0	0	0%
Planning - Other	0	0	0%
Planning - Features	0	0	0%
Planning & Enforcement	0	0	0%
Public Protection (Inc. Trading Standards, Environmental Health & Fire Brigade)	0	0	0%
Regeneration	0	0	0%
Regeneration Services (Inc. Street, Clean & Safe)	0	0	0%
Health and Performance (Inc. Leisure Magazine)	0	0	0%
Social Care Advice & Children	0	0	0%
Street Cleaning (Inc. Street)	0	0	0%
Traffic and Parking Control	0	0	0%
Waste and Recycling	0	0	0%
Total	2613	2367	91%

Total Number of Member/ MP Enquiries

Total Number of Member/MP Enquiries



This page is intentionally left blank