



# Haverling

LONDON BOROUGH

## ADJUDICATION AND REVIEW COMMITTEE

### AGENDA

**7.00 pm**

**Tuesday  
21 February 2017**

**Committee Room 2 -  
Town Hall**

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 Haverling 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:  
James Goodwin Tel: 01708 432432  
e-mail: james.goodwin@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 - 6)**

To approve as correct the minutes of the meeting held on 24 November 2016 and authorise the Chairman to sign them.

### **5 QUARTER 3 CORPORATE COMPLAINTS (Pages 7 - 20)**

### **6 QUARTER 3 - MEMBERS ENQUIRIES (Pages 21 - 30)**

**Andrew Beesley**  
**Head of Democratic Services**

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# Public Document Pack Agenda Item 4

**MINUTES OF A MEETING OF THE  
ADJUDICATION AND REVIEW COMMITTEE  
Committee Room 2 - Town Hall  
24 November 2016 (7.00 - 7.35 pm)**

**Present:**

**COUNCILLORS**

**Conservative Group** Garry Pain (Chairman), Roger Westwood (Vice-Chair) and Meg Davis

**Residents' Group** John Mylod (Vice-Chair)

**East Havering Residents' Group** Alex Donald and Linda Van den Hende

**UKIP Group** David Johnson

Apologies were received for the absence of Councillors Michael White and Julie Wilkes.

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

**23 MINUTES**

The minutes of the meeting held on 16 August 2016 were accepted and signed by the Chairman.

**24 ADULT SOCIAL CARE COMPLAINTS AND COMPLIMENTS REPORT**

The Committee received the Adult Social Care Annual Complaints Report 2015/16 which outlined the complaints, enquiries, compliments and Members correspondence received during the period April 2015 – March 2016.

Adult Social Care Annual Complaints fell within the remit of 'The Local Authority Social Services and National Health Service Complaints (England) Regulations with a requirement to publish the Annual Report.

Adult Social Care had experienced increased demand with 3707 clients coming in to the service in 2015/16. This had been reflected in the number of formal complaints which had increased by 17%. Informal complaints, mainly involving external provider agencies i.e. home care and residential/nursing homes, had decreased by 18%.

The committee sought clarification as to the number of clients last year and what the percentage increase was this year.

For other areas of complaint i.e. 'level of service' and 'dispute decision' officers had supplied an explanation. The challenge for the service was to ensure that expectations were managed properly.

The Committee:

1. **Noted** the content of the report and the continued work in resolving and learning from complaints and the future challenges faced by the service;
2. **Noted** the actions identified to improve the service and the continued monitoring to ensure actions were implemented to evidence service improvements; and
3. **Noted** the positive feedback to services by way of compliments received.

## 25 **CHILDREN AND YOUNG PEOPLE SERVICES COMPLAINT AND COMPLIMENTS ANNUAL REPORT**

The Children & Young People's Services Complaints Annual Report 2015/16 provided information about the numbers and types of complaints handled by the Children & Young People's Service during the year, as well as Member's correspondence. It was a requirement under the Children Act 1989 Representations Procedure (England) Regulations 2006 that the Annual Report be published.

There had been a slight increase in the number of complaints of 6% in 2015/16 (74) compared to 70 in 2014/15, with Ombudsman enquiries in 2015/16 (5) compared to 3 in 2014/15. The majority of complaints were made by parents with just 14% (10) being made by children directly or via advocate. There had been a continuing trend with Stage 1 complaints increasing; however Stage 2 complaints were reducing with the positive outcomes achieved through meeting with complainants.

The Committee had concerns at the increase of 25% in complaints regarding 'attitude/behaviour of staff' which were mainly in relation to decisions made, although there were also issues around 'lack of communication'. The Director of Children's Services acknowledged these concerns and advised the Committee that one of the key issues facing the service was the stability of staff; there had been an high turnover of staff during the year. Things were improving now there was a permanent leadership team in place and work was progressing on appointing a permanent middle management team. This would help with stability and help with the communication issues.

Many of the interactions between the service and clients were at times of greatest stress for the client and they did not always agree with the services

decisions. The way to reduce these tensions was to improve communication.

The Director of Children's Services also informed the Committee that because of the increase in the volume of clients the service had tended to rely on process to mitigate/manage risk. Staff were being encouraged to work closer with families to reduce the level of risk.

The Committee highlighted concerns that the highest increase in complaints had been among children that were 'Mixed White and Black British in 2016/17 (88%) with a reduction in those that came from 'White British' background. Officers explained that whilst these percentages seemed high it was only a small number of complaints. The Committee asked for a breakdown in figures rather than percentages.

The Committee had looked at complaints concerning Looked After Children, of which there had been 33. The most common complaints were about communication with staff members (42%) and decisions made about their case (39%).

The Director of Children's Services informed the Committee that the recent Ofsted inspection had confirmed the need to improve service and provide a higher level of service. Statutorily the Council were required to provide service to care leavers up to 21, and to 25 for those with Learning Difficulties. The Pathway would now provide a service to all care leavers up to 25 yrs of age. The team providing this service had been strengthened and now included trained social workers as well as specialists in drug and alcohol awareness. In response to a question from the Committee the Director of Children's Services confirmed that at present the Mind of My Own (MOMO) was only available to children whilst they were in care. The intention was to extend its availability to all participants up to the age of 25 yrs. Additionally the service was looking to strengthen its approach to advocates and Independent visitors.

The Committee:

1. **Noted** the contents of the Annual Report and the continued efforts made by the service to learn from complaints despite the increasing demand on the service; and
2. **Noted** that the recommendations identified from complaints and continued monitoring of these to ensure that actions were implemented to evidence service improvements.

## 26 **LEARNING AND ACHIEVEMENT COMPLAINT AND COMPLIMENTS ANNUAL REPORT**

This report provided information on complaints received during 2015/16. The Committee noted that Maintained Schools and Academies had their own complaints procedures which were dealt with through their Governing Bodies and therefore were not included in this report. Additionally Schools

admissions and appeals were dealt with through a statutory appeals process and were also not included in this report.

Officers advised that the number of Ombudsman enquiries decreased slightly in 2015/16 with two of those being premature/informal enquiries and one where no investigation was warranted. The number of complaints overall had more than doubled with the majority of those resulting from school expansions and the introduction of the new Children & Families Act.

The Committee questioned why the number of compliments had decreased by 58% in 2015/16. Officers advised that last year had been unusual with the Music School attracting many compliments.

The Committee **noted** the report.

## 27 **UPDATE ON CORPORATE COMPLAINTS**

The Committee received a report on complaint handling performance across all Council services.

The Corporate Complaint Policy and Procedure had been introduced on 1 April 2015. As part of the new policy, it had been agreed that turnaround times should be increased from 10 days to 15 days. It had been further agreed that the percentage of cases responded to within the time be increased from 90% to 95%.

During the period July to September 2016 the Council had received 519 Stage 1 complaints, 99% of which were responded to within 15 days. The council also received 82 requests for escalation to Stage 2 of the process, 96% of them being dealt within 20 days.

The Committee:

1. **Noted** the Corporate Complaints performance Statistics for Quarter 2 (July – September 2016);
2. **Noted** the updated results following the Quarter 2 Audit of complaints: and
3. **Noted** the decisions taken by both the Local Government and Housing Ombudsman throughout the quarter.

## 28 **MEMBERS / MP ENQUIRIES QUARTER 2 REPORT - (JULY TO SEPTEMBER 2016)**

The Committee received a breakdown of Members/MP enquiries received in quarter 2. 882 enquiries were logged of which 98% (869 cases) were closed on time.

The Committee noted that the areas which received the greatest number of enquiries were related to Housing Retained Services, Roads and

Pavements, Street Cleansing and Traffic and Parking Control. The Committee were concerned at these levels and asked for further information on the type of enquiry and whether this was repeated.

The Committee **noted** the report.

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**Chairman**

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**ADJUDICATION AND REVIEW  
COMMITTEE  
21 FEBRUARY 2017**

<b>Subject Heading:</b>	Update on Corporate Complaints
<b>SLT Lead:</b>	Andrew Blake-Herbert
<b>Report Author and contact details:</b>	Carol Ager <a href="mailto:carol.ager@havering.gov.uk">carol.ager@havering.gov.uk</a> 01708 434389
<b>Policy context:</b>	Corporate Complaint Policy and Procedure 1st April 2015
<b>Financial summary:</b>	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 [ ]
- People will be safe, in their homes and in the community [ ]
- Residents will be proud to live in Havering [X]

**SUMMARY**

This report updates Members of Adjudication and Review on complaint handling performance, across all Council services.

The Corporate Complaint Policy and Procedure was introduced on 1<sup>st</sup> April 2015. As part of the new Policy, it was agreed that turnaround times be increased from 10 days to 15 days. It was further agreed that the percentage of cases responded to within time be increased from 90% to 95%. The purpose of the changes was to enable a full and proper investigation into a complaint, therefore ensuring the council response was right first time, most of the time; to ensure a higher quality response; that the Policy & Procedure was fully complied with and importantly, that Services learned from their complaints.

Statistics are reported to Committee on a quarterly basis. Since April 2015, there have been notable improvements in complaint handling performance.

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

**RECOMMENDATIONS**

That the Committee consider and discuss any further action required on the following:

1. The Corporate Complaints Performance Statistics for Quarter 3 (October – December 2016)
2. The updated results following the Quarter 3 Audit of complaints
3. Decisions made by both the Local Government and Housing Ombudsmen throughout the quarter.

**REPORT DETAIL**

The Corporate Complaints Policy and Procedure came into effect 1st April 2015. This report summarises the improvements being maintained under the Council's complaints handling process, through audit results, which identify Services with increased quality in responses and turnaround times, together with those areas in need of additional attention.

**Corporate Complaints Performance Statistics**

The 3<sup>rd</sup> quarter performance statistics for all complaints under the procedure is attached as **Appendix 1**.

In short, the council received 383 Stage 1 complaints during the period October to December 2016. 97% of them (371) were responded to within 15 days.

The council received 77 requests for escalation to Stage 2 of the process, 92% (71) of them dealt with within 20 days.

This equates to an escalation request rate of 20% however, this is reduced to 8.5% when considering the number of cases that were not escalated to Stage 2.

The following table provides an easy view of complaints completed at Stages 1 and 2.

	<b>October</b>	<b>November</b>	<b>December</b>
Stage 1 percentage to time	95%	97%	97%
Stage 2 percentage to time	96%	92%	89%
Cumulative percentage Stages 1 & 2	95%	96%	95%

## **Audit of Complaints**

The table below shows the breakdown of cases audited during Quarter 3. Generally, the aim is to audit approximately ten percent of the total number of complaints received. For some services, this computes to a much higher percentage, as they have broad ranging, diverse service elements, and the dip test seeks to cover all areas.

	<b>No. of files audited</b>	<b>No. of Q3 complaints</b>	<b>Percentage of total</b>
Communications	1	4	25%
Culture & Customer Access	3	15	20%
Environment	18	158	11%
Housing	13	119	11%
oneSource	8	53	15%
Regulatory Services	7	25	28%
Social Care / L&A	4	9	44%
Totals	54	383	14%

The comparison of audit results between Quarters 2 and 3 is attached as **Appendix 2**. The RAG status can be affected by the individual cases audited, which is carried out randomly.

## **Ombudsmen Decisions**

During Quarter 3 there were fourteen decisions by Local Government and Housing Ombudsmen, as follows:

- 2 x Closed after initial enquiries: No further action  
*(Housing and Legal & Governance)*
- 1 x Closed after initial enquiries: Out of jurisdiction  
*(Council Tax)*
- 6 x Not upheld: No maladministration  
*(Housing (3), Planning & Building Control, Traffic and Parking Control, Business Rates)*
- 1 x Premature complaint  
*(Planning and Building Control)*
- 1 x Upheld: No further action  
*(Planning & Building Control)*
- 1 x Upheld: Maladministration, injustice with penalty  
*(Housing)*
- 1 x Upheld: Maladministration, no injustice  
*(Adults Social Care)*
- 1 x Housing Ombudsman: No Maladministration  
*(Housing Repairs)*

## **IMPLICATIONS AND RISKS**

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

### **BACKGROUND PAPERS**

The Corporate Complaints Policy and Procedure is published on the internet and as it has been mentioned previously, may provide background to the information in this report.

Attached are two appendices:

Appendix 1 – Quarter 3 Complaints statistics

Appendix 2 – Audit comparison between Quarters 2 and 3

**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.**

In line with the Corporate Complaints Policy and Procedure, the timescales in which we have to respond to a complaint are 15 days for a Stage 1, 20 days for a Stage 2 and 31 calendar days for Stage 3 (Adjudication and Review). The target to achieve for both Stages 1 and 2 is 95% to time

**The information on the following pages shows:**

- 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
- Cumulative complaint figures for both Stage 1 and Stage 2 complaints from April 2016 until March 2017

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Performance for October to December 2016 (Quarter 3):	
Stage 1 percentage to time overall	96% (368/383)
Stage 2 percentage to time	92% (71/77)
Stage 3 percentage to time	No cases
Stage 1 & 2 cumulative score	95%

Performance for July to September 2016 (Quarter 2):	
Stage 1 percentage to time overall	98% (510/519)
Stage 2 percentage to time	96% (79/82)
Stage 3 percentage to time	No cases
Stage 1 & 2 cumulative score	98%

Performance for April to June 2016 (Quarter 1):	
Stage 1 percentage to time overall	99% (550/557)
Stage 2 percentage to time	96% (45/47)
Stage 3 percentage to time	No cases
Stage 1 & 2 cumulative score	98%

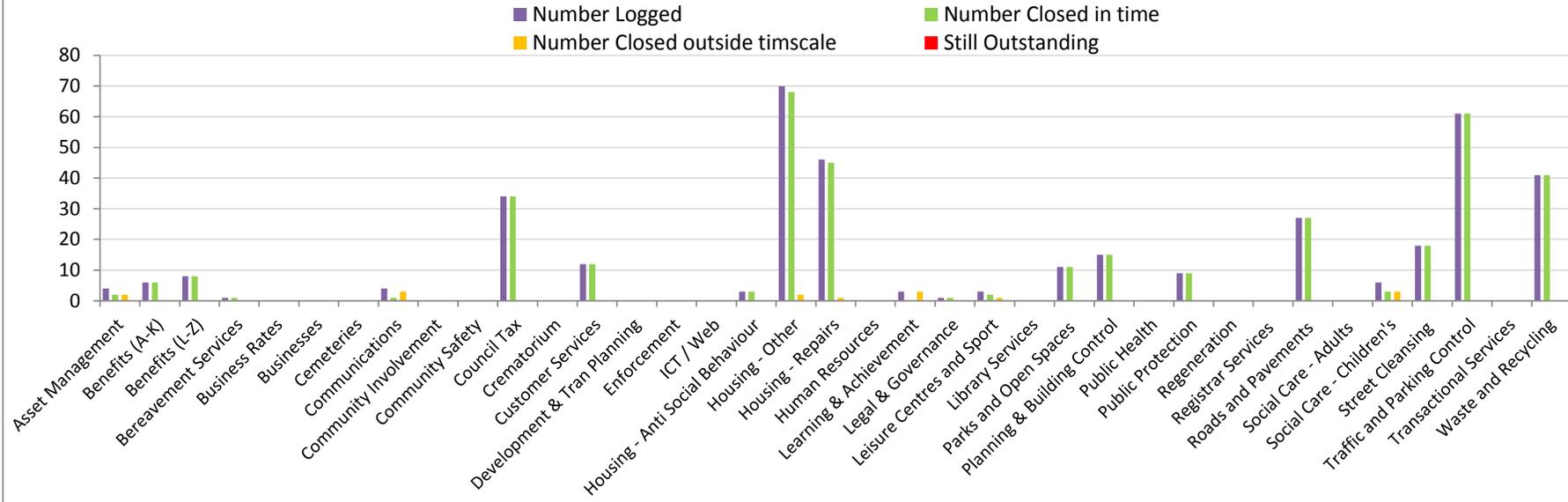
Performance for April to December 2016 (Quarters 1, 2 & 3):	
Stage 1 percentage to time overall	98% (1428/1459)
Stage 2 percentage to time	95% (195/206)
Stage 3 percentage to time	No cases
Stage 1 & 2 cumulative score	97%

Senior Leadership Complaints team  
21st February 2017

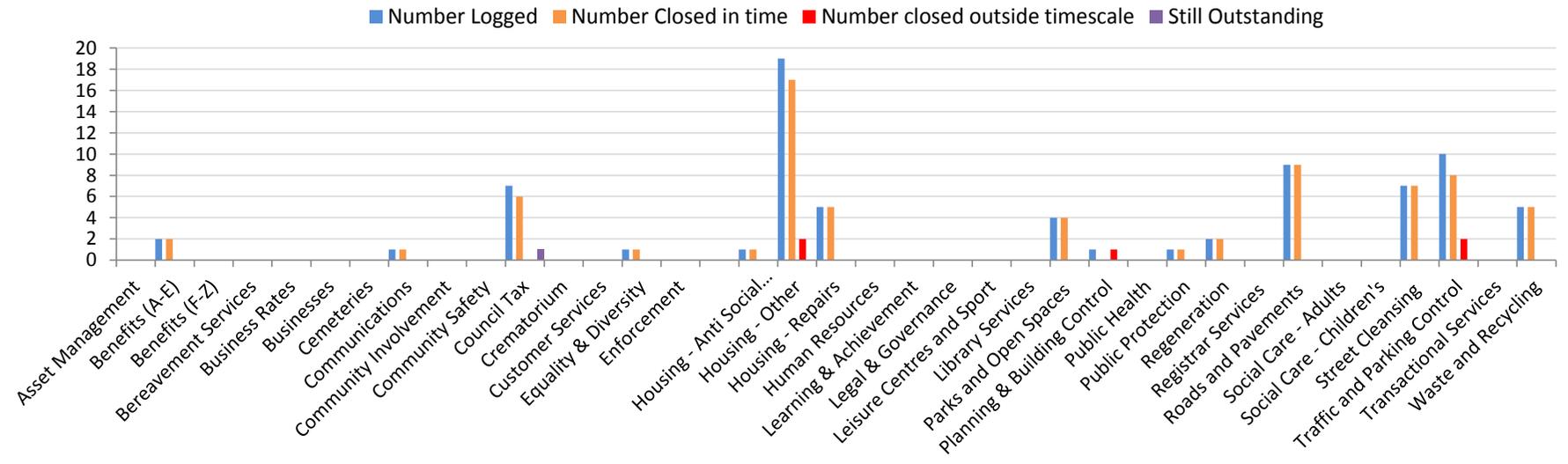
Qtr 3 Corporate Complaints Report (October to December 2016)

	Stage 1					Stage 2					Explanation of late response to Stage 1&2
	Number Logged	Closed in 15 days	Closed in 15 days (%)	Closed over 15 days	Over 15 days and still open	Number Logged	Closed in 20 days	Closed in 20 days (%)	Closed over 20 days	Over 20 days and still open	
Art Services											
Asset Management	4	2	50%	1	1						
Benefits (A-K)	6	6	100%			2	2	100%			
Benefits (L-Z)	8	8	100%								
Bereavement Services	1	1	100%								
Business Rates											
Businesses											
Cemeteries											
Communications (Inc Living Magazine)	4	1	25%	3		1	1	100%			
Community Involvement (Inc Volunteers)											
Community Safety including ASB						2	2	100%			
Council Tax	34	34	100%			7	6	86%		1	
Crematorium											
Customer Services	12	12	100%								
Development & Trans Planning											
Enforcement											
Equality & Diversity						1	1	100%			
Housing - Anti Social Behaviour	3	3	100%			1	1	100%			
Housing - Other	70	68	97%	2		19	17	89%	2		
Housing - Repairs	46	45	98%	1		5	5	100%			
Learning & Achievement	3	0	0%	3							
Legal & Governance	1	1	100%								
Leisure Centres and Sport	3	2	67%	1							
Library Services (Inc Having Museum)											
Parks and Open Spaces (Inc allotments)	11	11	100%			4	4	100%			
Planning & Building Control	15	15	100%			1	0	0%	1		
Public Health											
Public Protection (Inc Trading Standards, Environmental Health & Noise Nuisance)	9	9	100%			1	1	100%			
Regeneration						2	2	100%			
Registrar Services (Inc Birth, Death and Marriages)											
Roads and Pavements (Inc Street Lighting)	27	27	100%			9	9	100%			
Social Care Adults											
Social Care Children's	6	3	50%	3							
Street Cleansing (Inc Trees)	18	18	100%			7	7	100%			
Traffic and Parking Control	61	61	100%			10	8	80%	2		
Transactional Services											
Waste and Recycling	41	41	100%			5	5	100%			
<b>Total</b>	<b>383</b>	<b>368</b>	<b>96%</b>	<b>14</b>	<b>1</b>	<b>77</b>	<b>71</b>	<b>92%</b>	<b>5</b>	<b>1</b>	

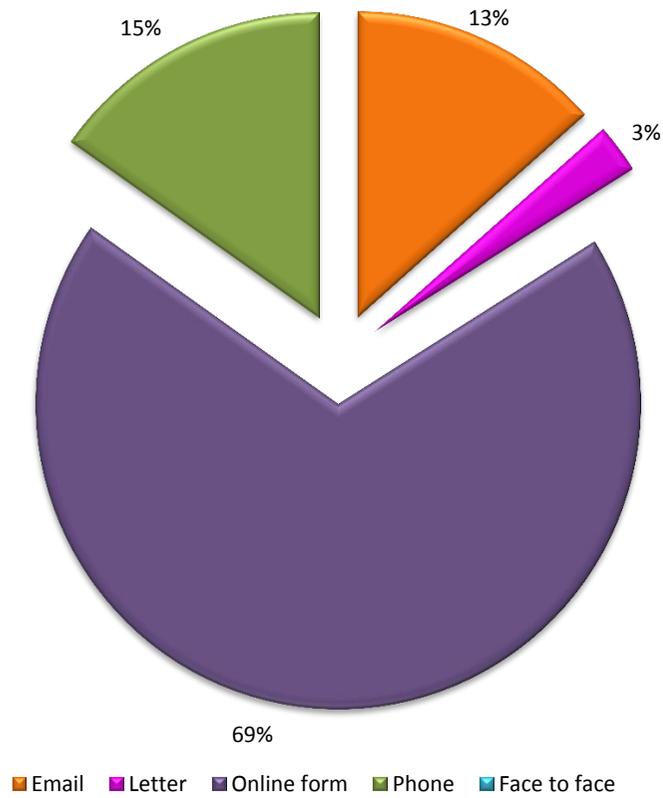
### Stage 1 by Topic



### Stage 2 by Topic



October - December 2016 Contact Type



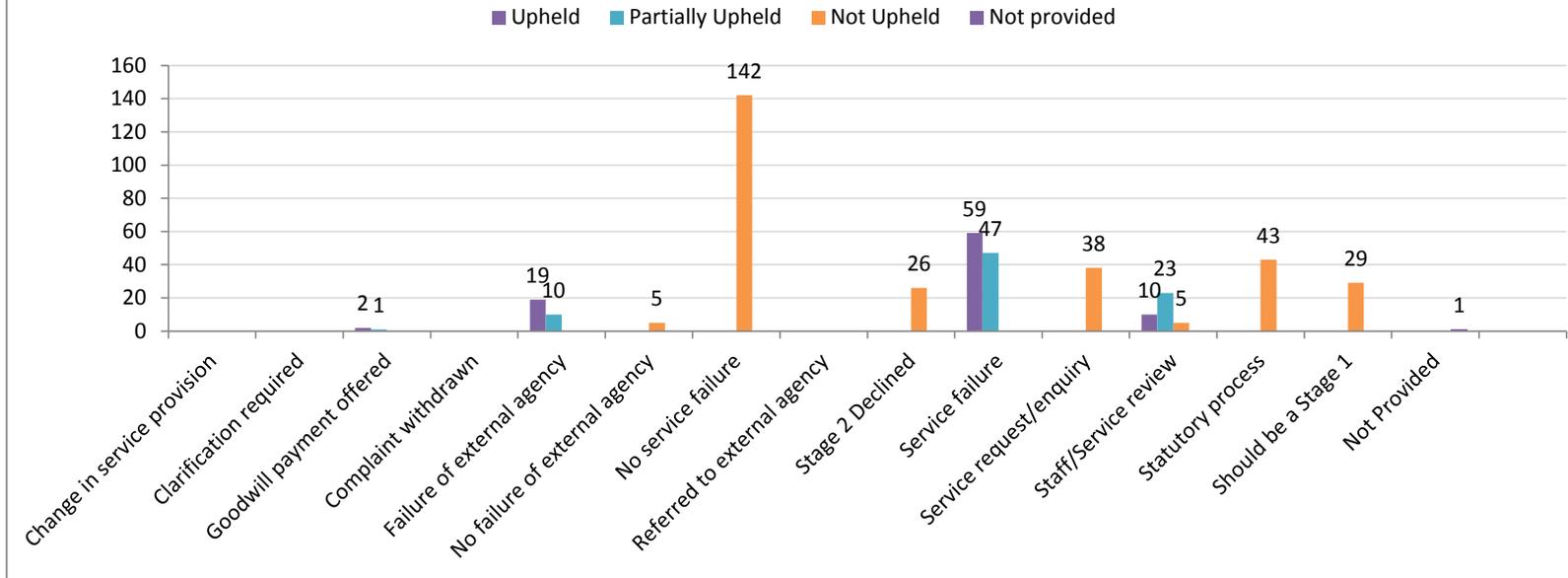
The method of contact defaults to the last recorded if the CRM owner does not actively amend this field. Complaint owners are reminded to ensure the correct data is entered.

Qtr 3 Corporate Complaints Report (October to December 2016)

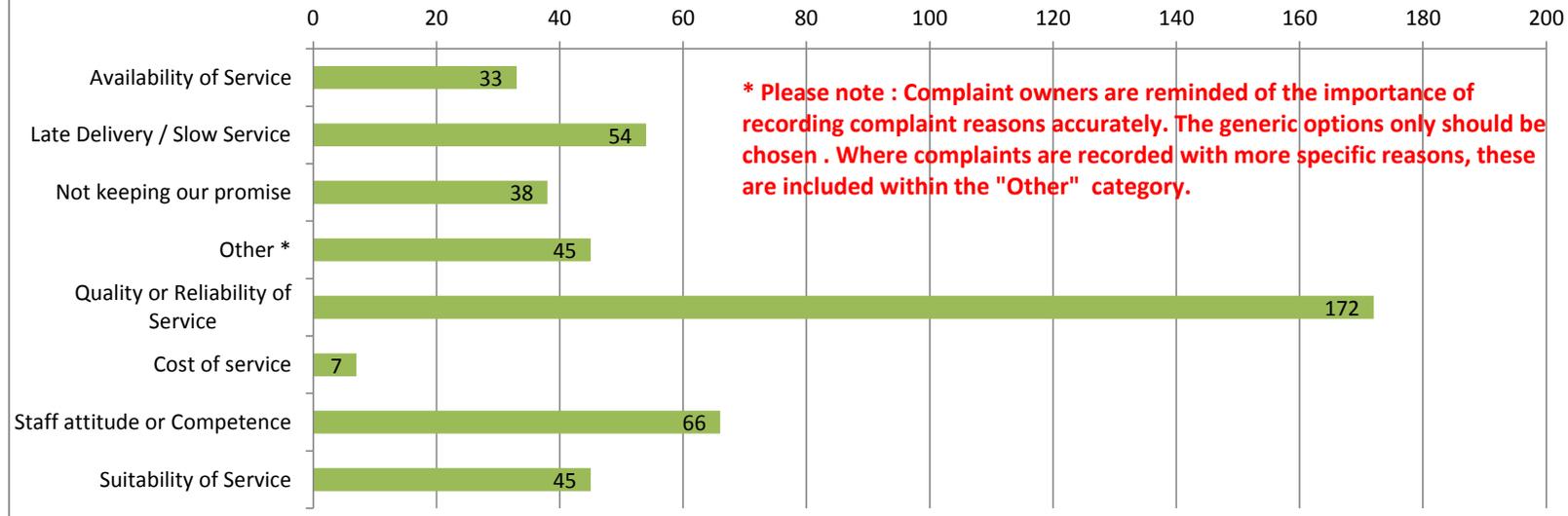
	Carry Over	October				November				December				Total
	Cumulative (Apr -Sept)	Stage 1 logged	In 15 days (%)	Stage 2 Logged	In 20 days (%)	Stage 1 logged	In 15 days (%)	Stage 2 Logged	In 20 days (%)	Stage 1 logged	In 15 days (%)	Stage 2 Logged	In 20 days (%)	
Arts	0													0
Asset Management	1	1	0%			1	100%			2	50%			5
Benefits (A-K)	4	2	100%			3	100%	1	100%	1	100%	1	100%	10
Benefits (L-Z)	13	2	100%			6	100%							21
Bereavement Services	0					1	100%							1
Business Rates	2													2
Businesses	1													1
Cemeteries	0													0
Communications	15	4	25%					1	100%					19
Community Involvement	0													0
Community Safety including ASB	6			2	100%									6
Council Tax	53	16	100%	3	100%	10	100%	2	100%	8	100%	2	50%	87
Crematorium	5													5
Customer Services	57	5	100%			3	100%			4	100%			69
Development & Trans Planning	1													1
Enforcement	0													0
Equality & Diversity	0											1	100%	0
Housing - Anti social behaviour	6	2	100%	1	100%					1	100%			9
Housing - Other	228	28	100%	6	83%	24	92%	5	100%	18	100%	8	88%	298
Housing -Repairs	93	16	94%		100%	14	100%	1	100%	16	100%	4	100%	139
Human Resources	0													0
ICT / Web team	0													0
Learning & Achievement	14	1	0%			1	0%			1	0%			17
Legal & Governance	3	1	100%											4
Leisure Centres and Sport	4	2	50%							1	100%			7
Library Services	22		100%											22
Parks and Open Spaces	34	6	100%	3	100%	4	100%	1	100%	1	100%			45
Planning & Building Control	27	6	100%			6	100%			3	100%	1	0%	42
Public Health	1													1
Public Protection	26	3	100%	1	100%	4	100%			2	100%			35
Regeneration	2			2	100%									2
Registrar Services	11													11
Roads and Pavements	80	11	100%	2	100%	11	100%	4	100%	5	100%	3	100%	107
Social Care Adults	1													1
Social Care Children's	2	2	50%			3	67%			1	0%			8
Street Cleansing	77	5	100%	2	100%	9	100%	3	100%	4	100%	2	100%	95
Traffic and Parking Control	156	25	100%	2	100%	20	100%	4	50%	16	100%	4	100%	217
Transactional Services	1													1
Waste and Recycling	130	9	100%	1	100%	18	100%	3	100%	14	100%	1	100%	171
<b>Stage 1 Logged (Total)</b>	<b>1076</b>	<b>147</b>				<b>138</b>				<b>98</b>				<b>1459</b>
<b>Completed in 15 days (%)</b>	<b>99%</b>		<b>95%</b>				<b>97%</b>				<b>97%</b>			
<b>Stage 2 logged (Total)</b>	<b>129</b>			<b>25</b>				<b>25</b>				<b>27</b>		<b>206</b>
<b>Completed in 20 days (%)</b>	<b>96%</b>				<b>96%</b>				<b>92%</b>				<b>89%</b>	

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

### Complaint Outcome (October - December 2016)

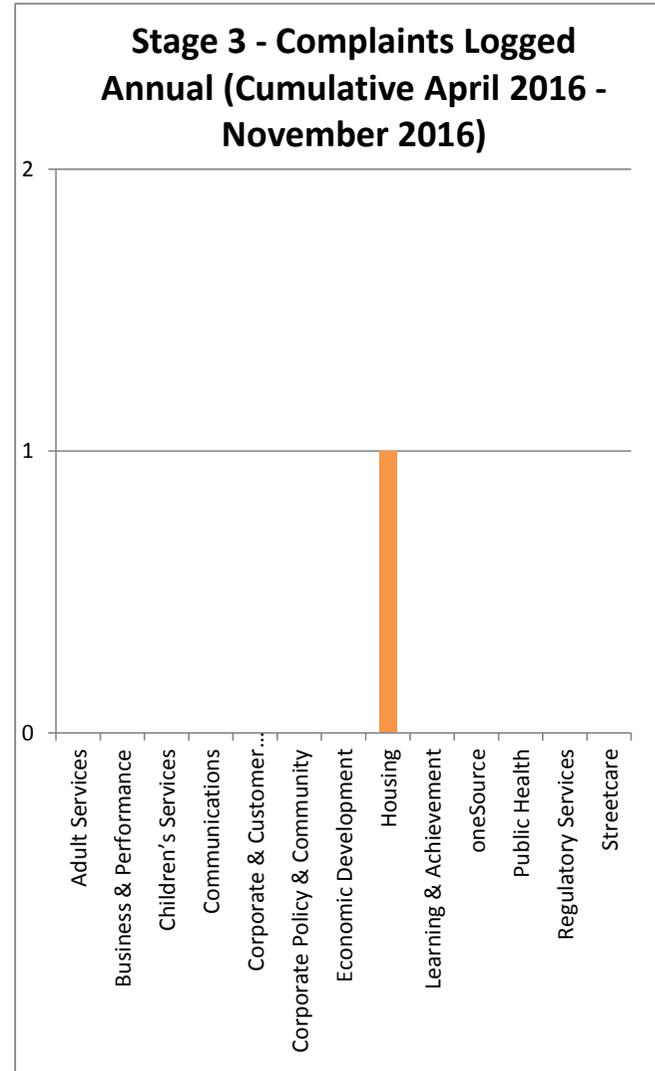


### Complaint Reason (October - December 2016)

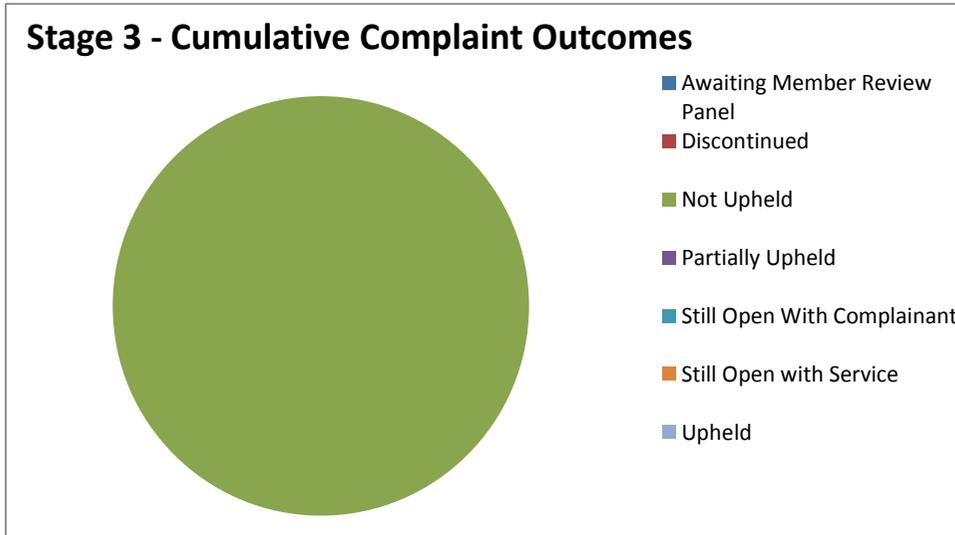


### Detailed Summary of Stage 3 Complaints

	Cumulative (April-June)	Oct-16	Nov-16	Dec-16	Total	Achieved within 31 Calendar days %
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	0	0	1	0	1	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	
<b>Total Logged</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>	



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**Cumulative complaint figures April 16 - March 17**

Table below shows all corporate complaint stage 1 & 2 figures logged between April '16 and March '17

	Cumulative numbers logged April 16-March 17 (Stage 1&2)	% of total	April '16	May '16	June '16	July '16	August '16	September '16	October '16	November '16	December '16	January '17	February '17	March '17
Arts	0	0.00%												
Asset Management	5	0.30%			1					1		2		
Benefits (A-K)	13	0.78%	2			1	1	1	2	4	2			
Benefits (L-Z)	22	1.32%	3	3	3	2	2	1	2	6				
Bereavement Services	1	0.06%								1				
Business Rates	3	0.18%	2			1								
Businesses	1	0.06%	1											
Cemeteries	0	0.00%												
Communications	20	1.20%		4	1	4	3	3	4	1				
Community Involvement	0	0.00%												
Community Safety	9	0.54%				2	2	3	2					
Council Tax	98	5.89%	11	9	6	7	12	12	19	12	10			
Crematorium	5	0.30%	1	1	2		1							
Customer Services	70	4.21%	14	16	12	4	1	11	5	3	4			
Development & Trans Planning	1	0.06%		1										
Enforcement	1	0.06%			1									
Equality & Diversity													1	
Housing - Anti Social Behaviour	10	0.60%	1	1		2		2	3				1	
Housing - Other	344	20.67%	29	32	61	48	41	44	34	29	26			
Housing -Repairs	161	9.68%	19	17	5	24	19	26	16	15	20			
Human Resources	0	0.00%												
ICT / Web team	0	0.00%												
Learning & Achievement	17	1.02%	1	4	1	2	3	3	1	1	1			
Legal & Governance	4	0.24%		2			1		1					
Leisure Centres & Sport	7	0.42%	1		1	2			2				1	
Library Services	24	1.44%	4	7	4	4	4	1						
Parks and Open Spaces	52	3.13%	4	5	7	4	9	8	9	5	1			
Planning & Building Control	49	2.94%	5	8	3	6	3	8	6	6	4			
Public Health	1	0.06%					1							
Public Protection	37	2.22%	1	12	4		5	5	4	4	2			
Regeneration	4	0.24%	1				1		2					
Registrar Services	11	0.66%	2	2	3	1	2	1						
Roads and Pavements	138	8.29%	11	10	22	13	21	25	13	15	8			
Social Care Adults	1	0.06%		1										
Social Care Children's	9	0.54%	1		1			1	2	3	1			
Street Cleansing	117	7.03%	7	8	26	11	25	15	7	12	6			
Traffic & Parking Control	240	14.42%	26	30	36	22	26	29	27	24	20			
Transactional Services	1	0.06%		1										
Waste and Recycling	188	11.30%	12	24	47	21	21	17	10	21	15			
<b>Total Complaints logged</b>	<b>1664</b>		<b>159</b>	<b>198</b>	<b>247</b>	<b>181</b>	<b>204</b>	<b>216</b>	<b>172</b>	<b>163</b>	<b>125</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Overall % of complaints 1&amp;2 completed within time</b>			<b>98%</b>			<b>98%</b>			<b>97%</b>					

## Audit Comparison Q1 to Q3

Service Potential score	Time 3			1 <sup>st</sup> time 4			Compliance 8			Learning 3			Quality 17			Overall 35			DoT between Q2 & Q3
	Q 1	Q 2	Q 3	Q 1	Q 2	Q 3	Q 1	Q 2	Q 3	Q 1	Q 2	Q 3	Q 1	Q 2	Q 3	Q 1	Q 2	Q 3	
Communications	3	2	0	3	4	0	5	6	2	3	3	0	3	12	0	18	27	2	↓
Culture & Customer Access	2	3	1	3	4	4	5	6	5	2	2	0	8	9	4	21	24	14	↓
Environment	3	3	3	3	4	4	7	7	7	2	3	2	12	12	13	28	29	28	↓
Housing	3	2	3	4	3	4	7	5	8	2	2	3	12	10	14	28	23	31	↑
oneSource	2	2	2	3	2	4	6	4	6	3	2	2	11	7	10	26	24	24	↔
Regeneration	0	0	--	0	4	--	4	3	--	0	3	--	1	9	--	5	19	--	↔
Regulatory	2	2	3	4	4	4	6	5	6	3	3	2	14	11	13	30	24	27	↑
Social care/L&A	3	3	2	3	4	4	7	6	5	3	3	3	15	13	13	31	28	27	↓

Note: The overall score is not the total of all columns. It will be the average of all cases audited, and is due to spreadsheet roundings. Cases are audited on a purely random basis using raw data from CRM. No other information used in selection process. Scores are RAG colour coded to indicate where improvements made.

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**ADJUDICATION AND REVIEW  
COMMITTEE  
24 NOVEMBER 2016**

<b>Subject Heading:</b>	Update on performance on Member Enquiries
<b>SLT Lead:</b>	Andrew Blake-Herbert
<b>Report Author and contact details:</b>	Carol Ager <a href="mailto:carol.ager@havering.gov.uk">carol.ager@havering.gov.uk</a> 01708 434389
<b>Financial summary:</b>	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 | [ ] |
| People will be safe, in their homes and in the community     | [ ] |
| Residents will be proud to live in Havering                  | [X] |

**SUMMARY**

This report updates Members of Adjudication and Review on Member Enquiries handling performance, across all Council services.

The Corporate Complaint Policy and Procedure was introduced on 1<sup>st</sup> April 2015. At that time it was agreed that turnaround times on Member Enquires be increased from 10 days to 15 days. It was further agreed that the percentage of cases responded to within time be increased from 90% to 95%. The purpose of the changes was to ensure Member Enquiries were handled in the same manner as Corporate Complaints, enabling a fulsome reply to Members and therefore ensuring a higher quality response.

Statistics are reported to Committee on a quarterly basis. Since April 2015, there have been notable improvements in the handling of Member Enquiries.

This report attaches written information for Members to consider on Member Enquiries statistics for Quarter 3, indicating numbers received and performance.

**RECOMMENDATIONS**

That the Committee consider and discuss any further action required on the Member Enquiries Statistics for Quarter 3 (October – December 2016)

**REPORT DETAIL**

**Member Enquiries Performance Statistics**

The 3<sup>rd</sup> quarter performance statistics for all Member Enquiries is attached as **Appendix 1**.

In short, Members made 768 enquiries of Services during the period October to December 2016. 97% of them (744) were responded to within time.

The following table provides an easy view of Member Enquiries completed for each month.

	<b>October</b>	<b>November</b>	<b>December</b>	<b>Total</b>
<b>Total No of Enquiries</b>	337	228	203	768
<b>No. completed in time</b>	324	220	200	744
<b>% completed in time</b>	96%	96%	99%	97%

**IMPLICATIONS AND RISKS**

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

**BACKGROUND PAPERS**

Appendix 1 – Quarter 3 Member enquiries statistics

## Members / MP Enquiries Quarter 3 Report (October to December 2016)

This report shows the volume of Member and MP Enquiries received by services for the 3rd Quarter, October to December 2016.

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 quarters and the build up to this quarter's performance

The comparison with last year's volume

The volume of Members' enquiries raised by individual Members/MPs

Performance for Quarter 3 (in short) is:

768 enquiries logged  
97% closed on time (744)

Performance for Quarter 2 (in short) is:

882 enquiries logged  
99% closed on time (869)

Performance for Quarter 1 (in short) is:

882 enquiries logged  
97% closed on time (855)

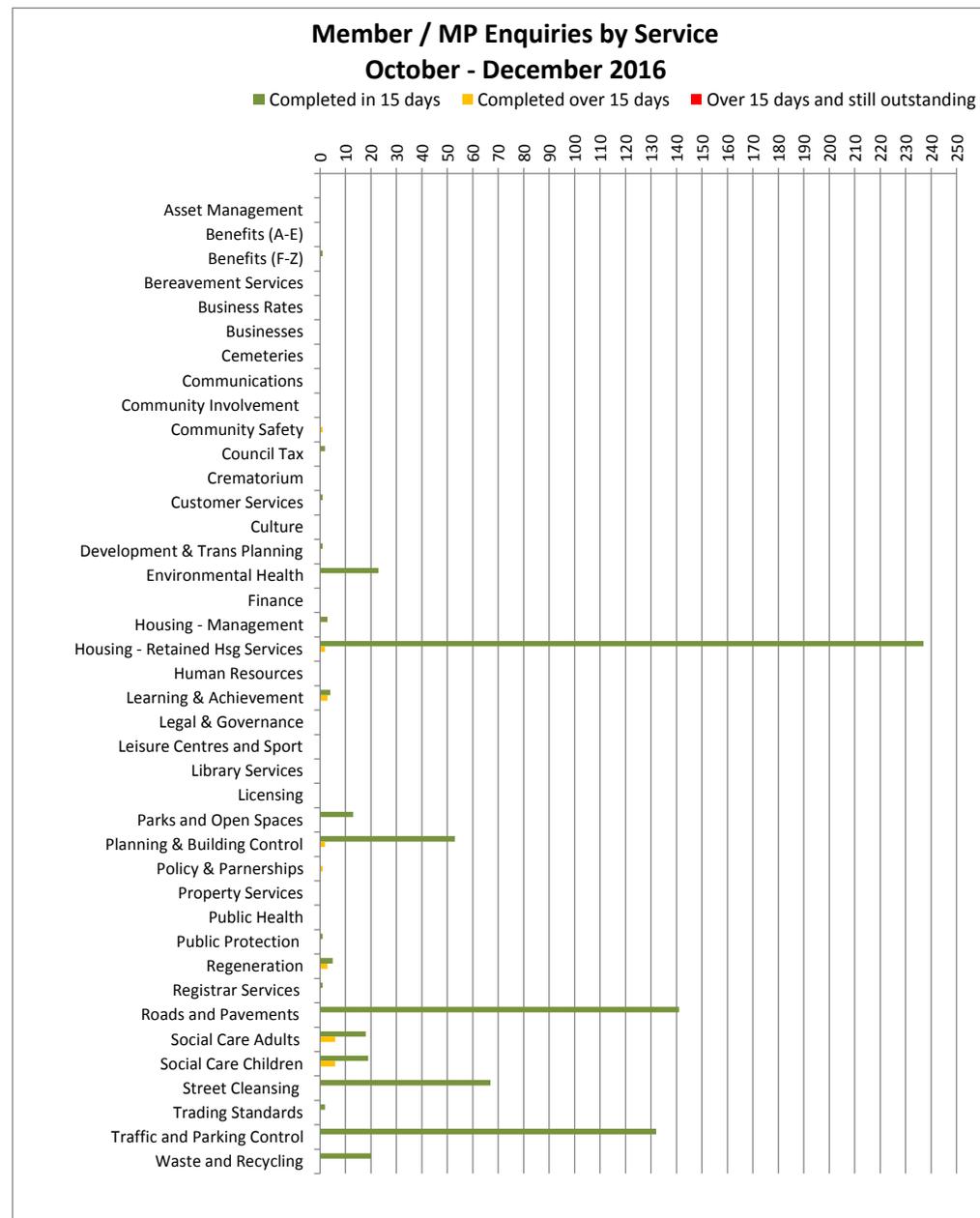
Cumulative Performance for Quarters 1, 2 & 3:

2532 enquiries logged  
97% closed on time (2468 cases)

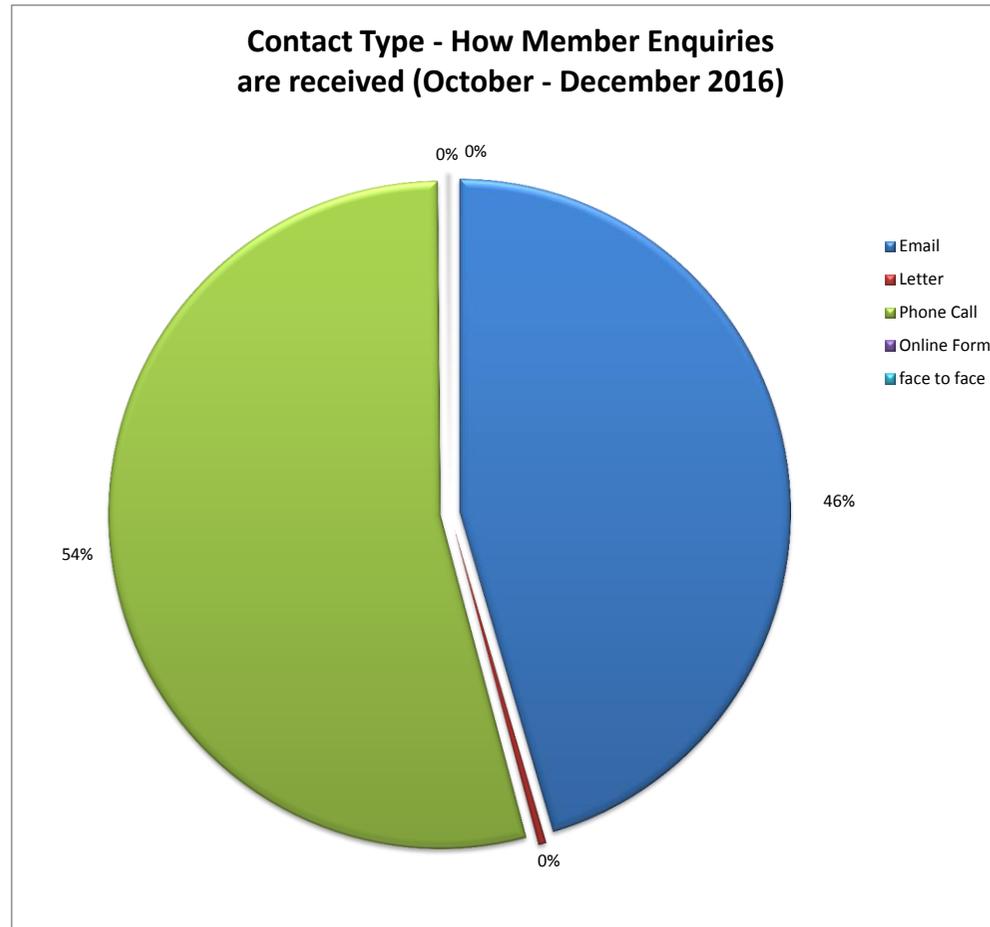
Senior Leadership Support Team  
21st February 2017

## Members / MP Enquiries Quarter 3 Report (October to December 2016)

	Member / MP Enquiries by Service – October - December 2016				
	Number logged	Closed in 15 days	Closed in 15 days (%)	Closed over 15 days	Over 15 days and still open
Asset Management					
Benefits (A-E)					
Benefits (F-Z)	1	1	100%		
Bereavement Services					
Business Rates					
Businesses					
Cemeteries					
Communications					
Community Involvement					
Community Safety	1	0	0%		1
Council Tax	2	2	100%		
Crematorium					
Culture					
Customer Services	1	1	100%		
Development & Trans Planning	1	1	100%		
Environmental Health	23	23	100%		
Finance					
Housing - Management	3	3	100%		
Housing - Retained Hsg Services	239	237	99%		2
Human Resources					
Learning & Achievement	7	4	57%		3
Legal & Governance					
Leisure Centres and Sport					
Library Services					
Licensing					
Parks and Open Spaces	13	13	100%		
Planning & Building Control	55	53	96%		2
Policy & Partnerships	1	0	0%		1
Property Service					
Public Health					
Public Protection	1	1	100%		
Regeneration	8	5	63%		3
Registrar Services	1	1	100%		
Roads and Pavements	141	141	100%		
Social Care Adults	24	18	75%		6
Social Care Children	25	19	76%		6
Street Cleansing	67	67	100%		
Trading Standards	2	2	100%		
Traffic and Parking Control	132	132	100%		
Waste and Recycling	20	20	100%		
<b>Total</b>	<b>768</b>	<b>744</b>	<b>97%</b>	<b>24</b>	<b>0</b>



**Members / MP Enquiries Quarter 3 Report  
(October to December 2016)**

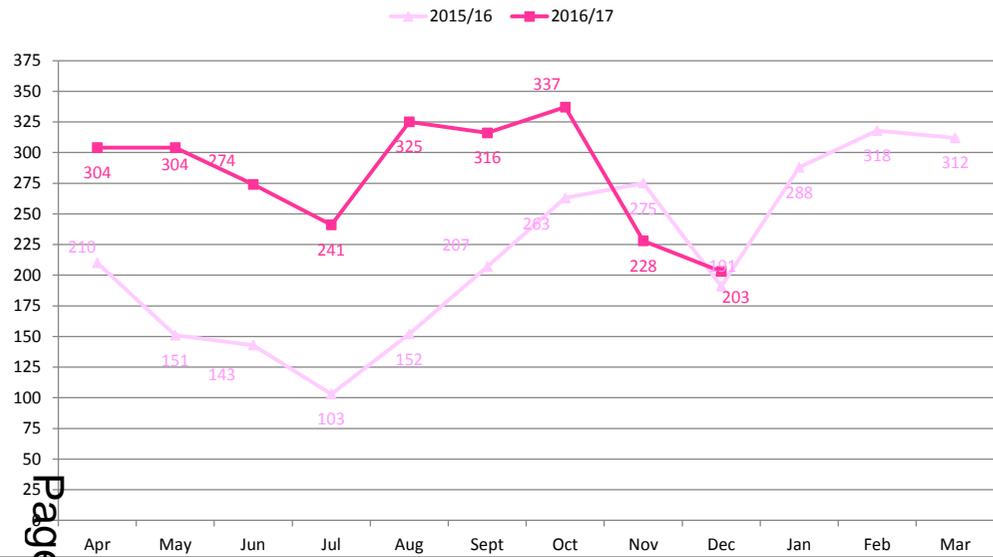


## Members / MP Enquiries Quarter 3 Report (October to December 2016)

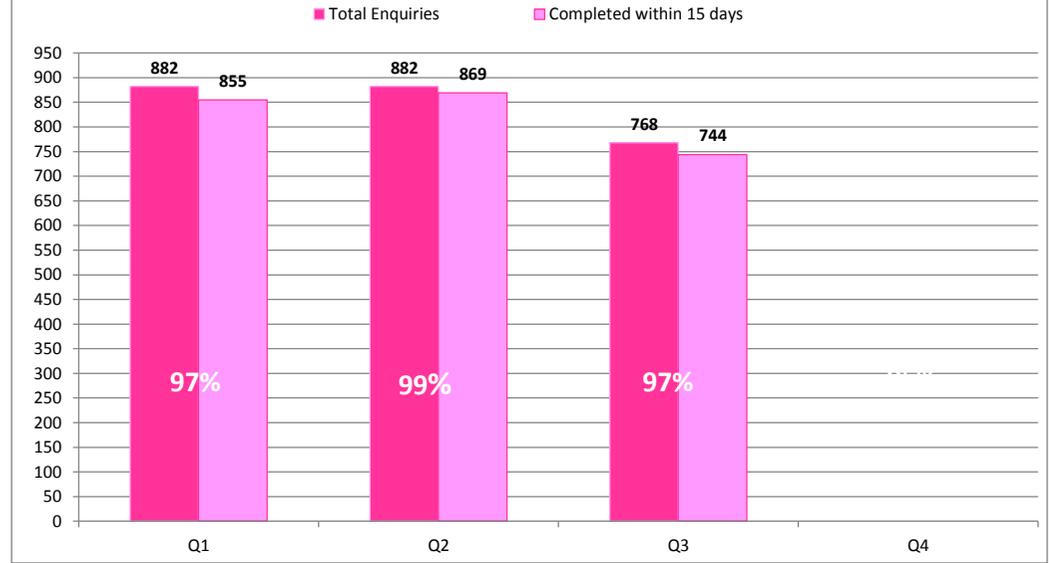
	Carry Over	Oct-16			Nov-16			Dec-16			Annual
	Cumulative (Apr Sept 16)	Number Logged	Closed in 15 days	Closed in 15 days (%)	Number Logged	Closed in 15 days	Closed in 15 days (%)	Number Logged	Closed in 15 days	Closed in 15 days (%)	Cumulative (Apr 16 - Mar 17)
Art Services											0
Asset Management	1										1
Benefits (A-E)											0
Benefits (F-Z)					1	1	100%				1
Bereavement Services											0
Business Rates	2										2
Businesses											0
Cemeteries											0
Communications											0
Community Involvement											0
Community Safety	1							1		0%	2
Council Tax	3				1	1	100%	1	1	100%	5
Crematorium											0
Customer Services	5							1	1	100%	6
Culture	2										2
Develop. & Trans Planning	6	1	1	100%							7
Environmental Health	65	6	6	100%	8	8	100%	9	9	100%	88
Finance	1										1
Housing Management	15	1	1	100%	2	2	100%				18
Housing Retained Hsg Services	550	111	110	100%	63	62	98%	65	65	100%	789
Human Resources											0
Learning & Achievement	34	5	3	100%				2	1	50%	41
Legal & Governance	3										3
Leisure Centres and Sport	1										1
Library Services	4										4
Licensing											0
Parks and Open Spaces	31	7	7	100%	2	2	100%	4	4	100%	44
Planning & Building Control	119	14	12	100%	21	21	100%	20	20	100%	174
Policy & Partnerships					1	0	0%				1
Property Services	1										1
Public Health	10										10
Public Protection	8							1	1	100%	9
Regeneration	4	4	1	25%	1	1	100%	3	3	100%	12
Registrar Services	1	1	1	100%							2
Roads and Pavements	293	68	68	100%	39	39	100%	34	34	100%	434
Social Care Adults	51	6	4	100%	10	6	60%	8	8	100%	75
Social Care Children's	22	10	7	45%	11	9	82%	4	3	75%	47
Street Cleansing	221	26	26	100%	25	25	100%	16	16	100%	288
Trading Standards	6				1	1	100%	1	1	100%	8
Traffic and Parking Control	228	64	64	100%	37	37	100%	31	31	100%	360
Waste and Recycling	76	13	13	100%	5	5	100%	2	2	100%	96
<b>Total no. of enquiries logged</b>	<b>1764</b>	<b>337</b>			<b>228</b>			<b>203</b>			<b>2,532</b>
<b>Total completed in 15 days</b>	<b>1724</b>		<b>324</b>			<b>220</b>			<b>200</b>		<b>2,468</b>
<b>Total completed in 15 days (%)</b>	<b>98%</b>		<b>96%</b>			<b>96%</b>			<b>99%</b>		<b>97%</b>
<b>Target</b>	<b>95%</b>		<b>95%</b>			<b>95%</b>			<b>95%</b>		<b>95%</b>

## Members / MP Enquiries Quarter 3 Report (October to December 2016)

### Member/MP Enquiries Logged - Monthly (April 2016 - March 2017)



### Member/MP Enquiries (by Quarter)



## Members / MP Enquiries Quarter 3 Report (October to December 2016)

### Annual rolling total of Member Enquiries by Councillor & MP

	Cumulative (Apr- Dec)	Oct-16	Nov-16	Dec-16	TOTAL
Alex Donald	35	6	2	2	45
Barbara Matthews	28	2	1		31
Barry Muggleston	23	6	1	5	35
Brian Eagling	20	2	3	3	28
Carol Smith	9	1	1		11
Clarence Barrett	29	5	3		37
Damian White	232	62	18	27	339
Darren Wise	35	7	9	4	55
David Durant	11	1	1	3	16
David Johnson	4				4
Denis O'Flynn	23	2	4	2	31
Dilip Patel	24	2	1	1	28
Fredrick Thompson	41	10	10	4	65
Garry Pain	4			2	6
Gillian Ferris	28	5	4	1	38
Graham Williamson	9	1	1	1	12
Ian Duvvurton	3				3
Jason Frost	25	9	7	6	47
Jeffery Baker	25	4	6	4	39
Jody Ganly	27		2	3	32
John Crowder	2	2	2	1	7
John Glanville	2	2	1	1	6
John Mylod	21	5	3	2	31
John Wood	39	7	2	5	53
Joshua Chapman	23	6	5	5	39
Julie Wilkes	30	8	3	3	44
June Alexander	9	1	2		12
Keith Darvill	2	1			3
Keith Roberts	5	2		3	10
Lawrence Webb	5		2		7
Linda Hawthorn	52	6	2	7	67
Linda Trew	15		3	1	19
Sub Total	840	165	99	96	1200

	Cumulative (Apr - Dec)	Oct-16	Nov-16	Dec-16	TOTAL
Linda Van Den Hende	22				22
Margaret Davis	10	2	1		13
Melvin Wallace	13	4	2		19
Michael Deon Burton	32	3	1		36
Michael White	5	2			7
Nic Dodin	12	1	1	1	15
Osman Dervish	28	4	3	4	39
Patricia Rumble	21	3	4		28
Philip Martin	16	2			18
Philippa Crowder	11	5		1	17
Ray Best	20	2	2	2	26
Ray Morgon	105	17	12	8	142
Reg Whitney	0				0
Robby Misir	7		4		11
Robert Benham	50	1	3	1	55
Roger Ramsey	60	21	12	12	105
Ronald Ower	31	10	7	5	53
Roger Westwood	1	1			2
Stephanie Nunn	68	7	4	7	86
Steven Kelly	0				0
Viddy Persaud	30	10	6	4	50
Wendy Brice-Thompson	20	4	3	4	31
Andrew Rosindell MP	194	41	40	29	304
Angela Watkinson MP	84	20	16	15	135
Jon Cruddas MP	72	11	8	14	105
Margaret Hodge MP	1	1			2
Blanks / Out of Borough/other	11				11
					0
					0
					0
SubTotal	924	172	129	107	1332
<b>Grand Total</b>	<b>1,764</b>	<b>337</b>	<b>228</b>	<b>203</b>	<b>2,532</b>