



## ADJUDICATION AND REVIEW COMMITTEE AGENDA

<b>7.00 pm</b>	<b>Tuesday 15 August 2017</b>	<b>Committee Room 3A - Town Hall</b>
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Members 10: Quorum 4

### COUNCILLORS:

**Conservative  
( 4 )**

Garry Pain (Chairman)  
Roger Westwood (Vice-Chair)  
Meg Davis  
Joshua Chapman

**Residents'  
( 2 )**

John Mylod (Vice-Chair)  
Julie Wilkes

**East Havering Residents'  
(2)**

Alex Donald  
Gillian Ford

**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 - 4)

To approve as correct the minutes of the meeting of the Adjudication and Review Committee held on 18 May 2017 and to authorise the Chairman to sign them.

### **5 UPDATE ON CORPORATE COMPLAINTS** (Pages 5 - 26)

### **6 UPDATE ON PERFORMANCE WITH MEMBER ENQUIRIES** (Pages 27 - 34)

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

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**MINUTES OF A MEETING OF THE  
ADJUDICATION AND REVIEW COMMITTEE  
Committee Room 1-Town Hall - Town Hall  
18 May 2017 (7.00 - 7.45 pm)**

**Present:**

**COUNCILLORS**

<b>Conservative Group</b>	Garry Pain (Chairman), Roger Westwood (Vice-Chair) and Meg Davis
<b>Residents' Group</b>	John Mylod (Vice-Chair)
<b>East Havering Residents' Group</b>	Alex Donald and *Linda Hawthorn (In place of Linda Van den Hende)
<b>UKIP Group</b>	David Johnson
<b>Independent Residents Group</b>	Michael Deon Burton

Apologies were received for the absence of Councillors Linda Van den Hende (Linda Hawthorn substituting) and Julie Wilkes.

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

**1 DECLARATIONS OF INTERESTS**

There were no declarations of interest.

**2 MINUTES**

The minutes of the meeting held on 21 February 2017 were accepted and signed by the Chairman.

**3 UPDATE ON CORPORATE COMPLAINTS 2016/17**

The Committee were advised that between April 2016 and the end of March 2017 the council had received 1951 Stage 1 complaints, of which 1900 (97%) had been responded to within 15 days. In addition, the council had received 312 requests for escalation to Stage 2 of the process with 293 (94%) of them being dealt with within 20 days. One complaint had been escalated to Stage 3 which demonstrated that Stage 2 was working well.

Officers undertook an audit of complaints, unfortunately the results were disappointing. The Chief Executive had indicated that he would be raising this at SLT to address these issues.

The Local Government and Housing Ombudsman had issued 65 decisions in the year. Of these 5 had been upheld as Maladministration with injustice and a penalty imposed; 4 more had been upheld as Maladministration with injustice, but no penalty imposed. In one further case maladministration had been found but no injustice.

Officers had provided details of the decision in these cases.

Following the last meeting officers had undertaken some further investigations and now advised the Committee that:

1. The Care Home where the Ombudsman had found maladministration was the only one run by that specific company in Havering. Since the investigation by the Ombudsman the company had introduced changes across all its care homes to address the specific issue;
2. With regard to the lack of complaints regarding Leisure Centres and Sports officers confirmed that SLM had their own complaints procedure so complainants would contact them with any complaints;
3. Services were reviewing all complaints and introducing changes to ensure the same issues did not continue to arise. For example Civil Enforcement Officers now wear Body Cams and the number of complaints have fallen as a result.

The Committee noted the report.

#### **4 UPDATE ON PERFORMANCE ON MEMBER ENQUIRIES - 2016/17**

Officers provided a report detailing the performance on Member Enquiries for the period April 2016 to March 2017. 2016/17 had seen massive increase in the number of member enquiries lodged from 2613 in 2015/16 to 3536 in 2016/17. 97% of these were completed in time.

Details of the number of enquiries submitted by each councillor and MP had been provided. The number of enquiries received each quarter remained reasonably constant.

Housing Retained Services, Roads and Pavements and Traffic and Parking Control attracted the greatest number of enquiries.

Members again raised questions around the use of the on-line form through the members' portal and officers agreed to meet Councillor Donald to try and identify the problem. Members were also concerned that it was not always possible to identify which complaint they were being advised had been resolved from the emails returned to them. Officers agreed to look into this.

The report was noted.

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**Chairman**

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## ADJUDICATION AND REVIEW COMMITTEE

15 August 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 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.

This report attaches written information for Members to consider on complaint statistics for Quarter 1, 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 1 (April – June 2017).
2. The results following the Quarter 1 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 has been in place since 1st April 2015. This report summarises the performance 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 1<sup>st</sup> quarter performance statistics for all complaints under the procedure is attached as **Appendix 1**.

In short, the council received 479 Stage 1 complaints during the period April to June 2017. 92% of them (439) were responded to within 15 days.

The council received 97 requests for escalation to Stage 2 of the process, 94% (91) of them dealt with within 20 days.

This equates to an escalation request rate of 20% however, this is reduced to 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>April</b>	<b>May</b>	<b>June</b>
Stage 1 percentage to time	93%	91%	92%
Stage 2 percentage to time	96%	93%	93%
Cumulative percentage Stages 1 & 2	93%	91%	91%

## **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 Q1 complaints</b>	<b>Percentage of total</b>
Chief Operating Officer	10	31	32%
Neighbourhoods	35	405	9%
oneSource	7	38	18%
Adult Services	0	0	0%
Children's Services	4	5	80%
Public Health	0	0	0
Totals	56	479	12%

The results of the audit for Quarter 1 is attached as **Appendix 2**. Selection of the cases for audit is carried out on a random basis.

## **Ombudsmen Decisions**

During Quarter 1 there were eighteen decisions by Local Government and Housing Ombudsmen, as follows:

- 8 x Closed after initial enquiries: No further action  
(*Environment; Housing (5); Planning & Building Control; Council Tax & Benefits*)
- 1 x Closed after initial enquiries: Out of jurisdiction  
(*Environment*)
- 4 x Not upheld: No maladministration  
(*Adult Services; Environment (2); Council Tax & Benefits*)
- 2 x Premature complaint  
(*Adult Services; Housing*)
- 3 x Upheld: Maladministration, injustice with penalty  
(*Adult Services; Housing (2)*)

## **IMPLICATIONS AND RISKS**

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

<b>BACKGROUND PAPERS</b>
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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 three appendices:

Appendix 1 – Quarter 1 Complaints statistics

Appendix 2 – Audit results for Quarter 1

Appendix 3 – Ombudsman Activity Report for Quarter 1

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

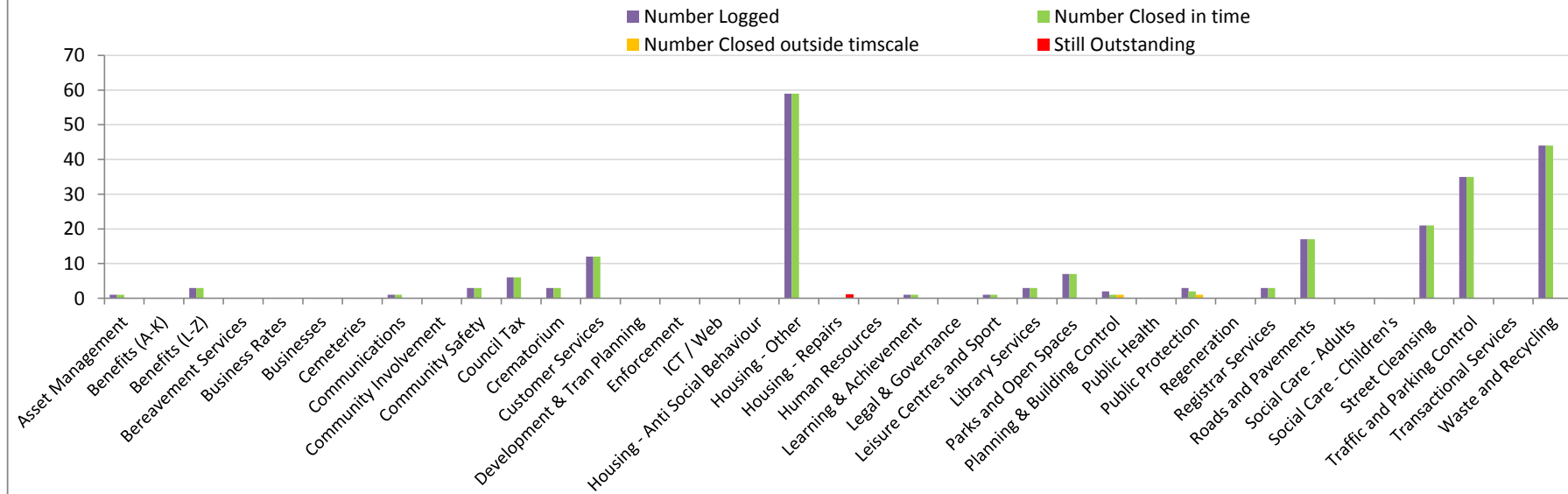
Performance for March to June 2017 (Quarter1) in short is therefore:

Stage 1 percentage to time overall	92% (439/479)
Stage 2 percentage to time	94% (91/97)
Stage 3 percentage to time	0% (1 case closed in 33 days)
Stage 1 & 2 cumulative score	92%

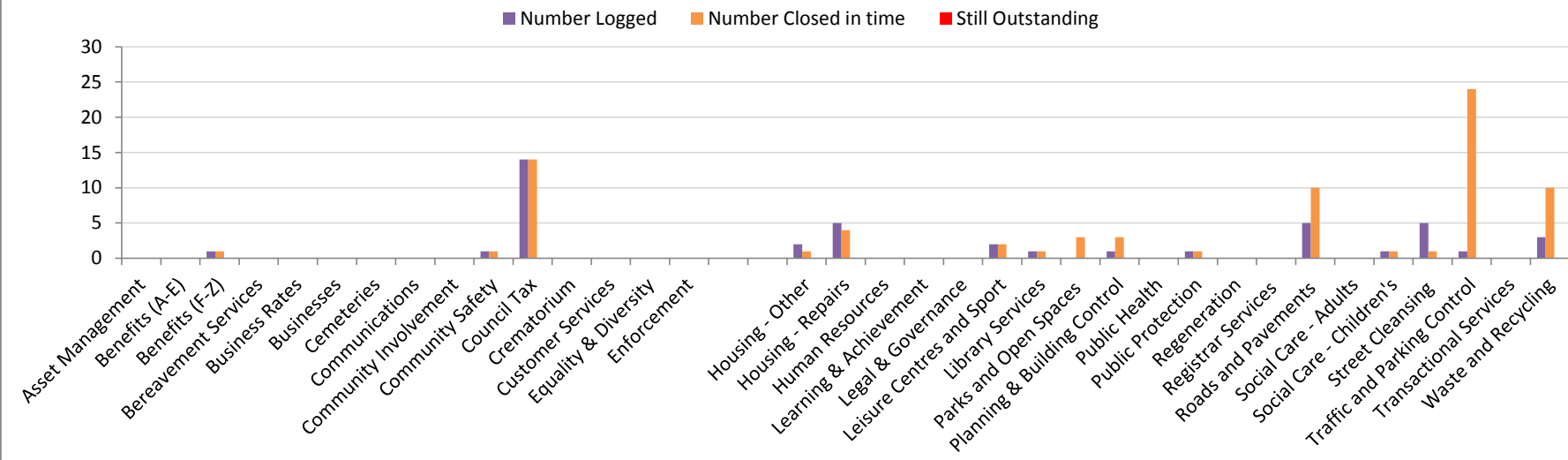
Senior Leadership Complaints team  
 4th August 2017

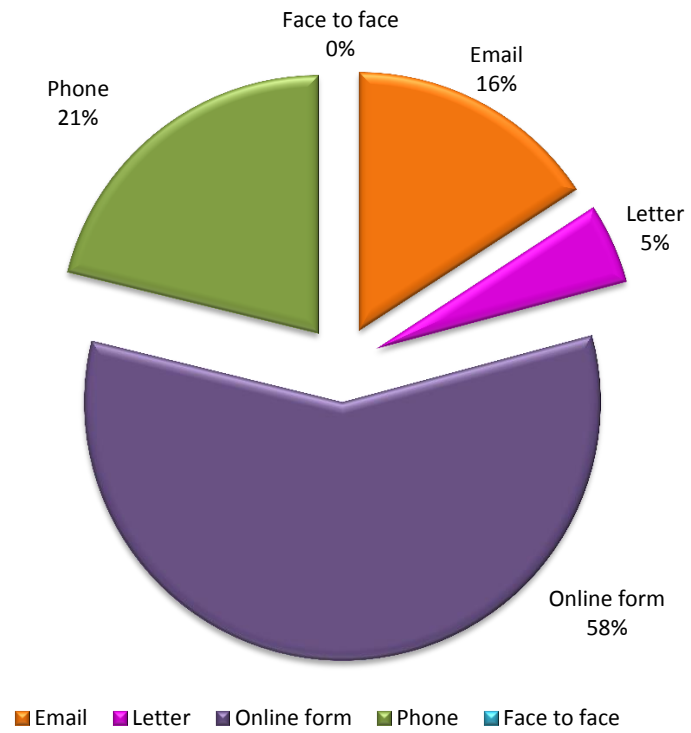
	Stage 1					Stage 2					Explanation of late response to Stage 1&2
	Number Logged	Closed in 15 days	Closed in 15 days (%)	Closed over 15 days	Over 15 days and still open	Number Logged	Closed in 20 days	Closed in 20 days (%)	Closed over 20 days	days and still open	
Art Services											
Asset Management	2	2	100%								
Benefits (A-K)	2	2	100%								
Benefits (L-Z)	2	1	50%	1		1	1	100%			
Bereavement Services											
Business Rates											
Businesses											
Cemeteries											
Communications (Inc Living Magazine)	2	2	100%								
Community Involvement (Inc Volunteers)											
Community Safety	3	3	100%			1	1	100%			
Council Tax	29	29	100%			14	13	93%	1		
Crematorium	3	3	100%								
Customer Services	14	12	86%	2							
Development & Trans Planning											
Enforcement											
Housing - Anti Social Behaviour	8	8	100%								
Housing - Other	85	77	91%	8		13	13	100%			
Housing - Repairs	61	34	56%	26	1	14	13	93%	1		
ICT / Web team											
Learning & Achievement											
Legal & Governance	3	2	67%	1							
Leisure Centres and Sport	2	2	100%			2	2	100%			
Library Services (Inc Having Museum)	4	4	100%								
Parks and Open Spaces (Inc allotments)	9	9	100%			3	3	100%			
Planning & Building Control	18	18	100%			3	2	67%	1		
Public Health											
Public Protection (Inc Trading Standards, Environmental Health & Noise Nuisance)	17	17	100%			1	1	100%			
Regeneration											
Registrar Services (Inc Birth, Death and Marriages)	3	3	100%								
Roads and Pavements (Inc Street Lighting)	42	42	100%			10	10	100%			
Social Care Adults											
Social Care Children's	5	4	80%	1							
Street Cleansing (Inc Trees)	27	27	100%			1	1	100%			
Traffic and Parking Control	83	83	100%			24	22	92%	2		
Transactional Services											
Waste and Recycling	55	55	100%			10	9	90%	1		
<b>Total</b>	<b>479</b>	<b>439</b>	<b>92%</b>	<b>39</b>	<b>1</b>	<b>97</b>	<b>91</b>	<b>94%</b>	<b>6</b>	<b>0</b>	

### Stage 1 by Topic



### Stage 2 by Topic



**Contact Type (April to June 2017)**



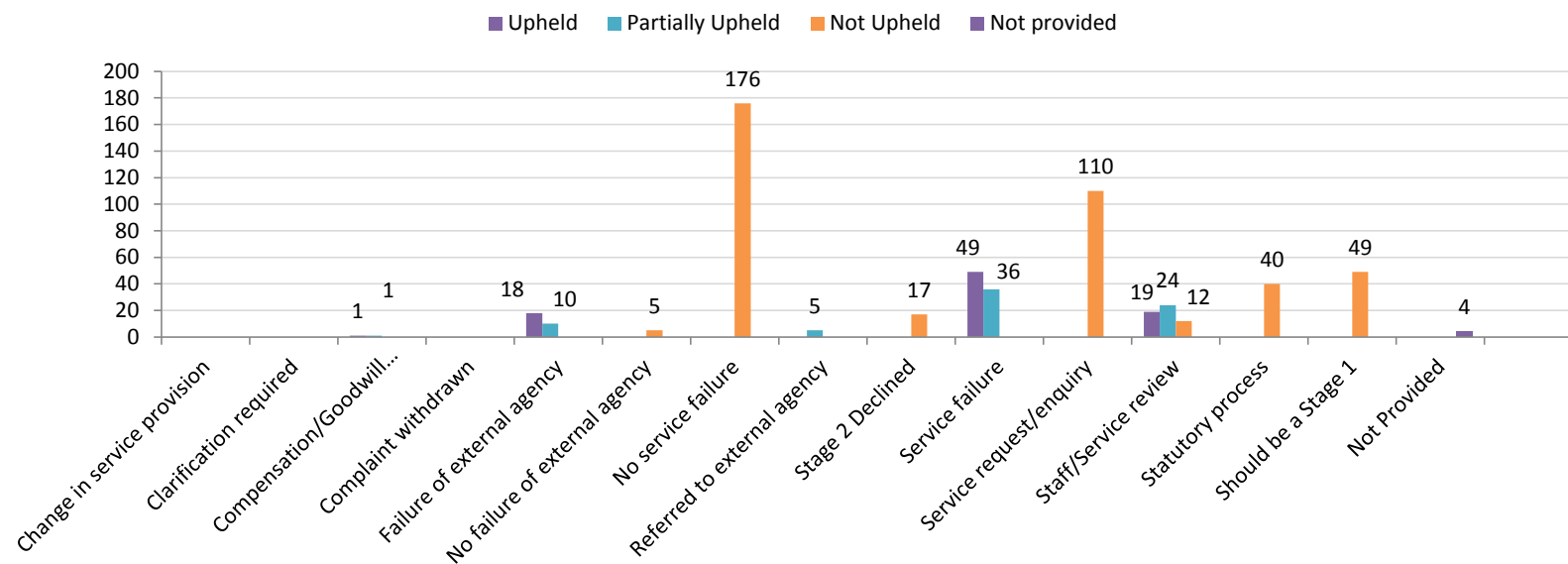
## Corporate Complaints Quarter 1 Report April to June 2017

Appendix 1

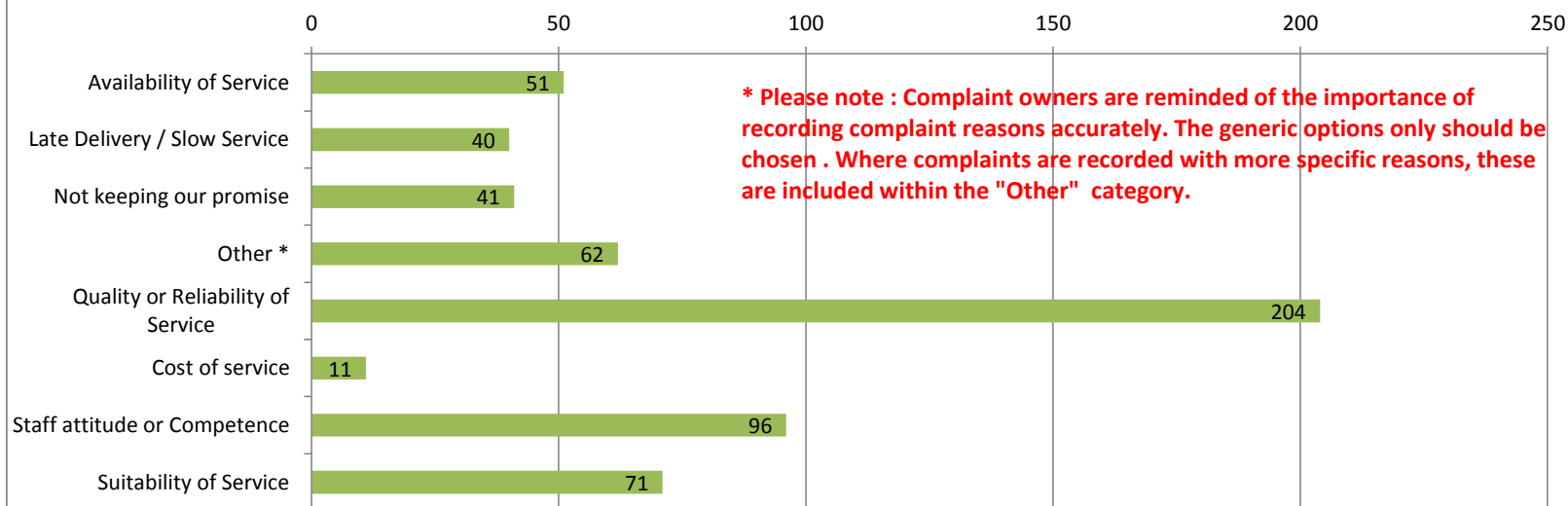
	Carry Over	April				May				June				Total
	Cumulative (Apr - Jun)	Stage 1 logged	In 15 days (%)	Stage 2 Logged	In 20 days (%)	Stage 1 logged	In 15 days (%)	Stage 2 Logged	In 20 days (%)	Stage 1 logged	In 15 days (%)	Stage 2 Logged	In 20 days (%)	Cumul ative*
Arts														0
Asset Management						1	100%			1	100%			2
Benefits (A-K)						1	100%			1	100%			2
Benefits (L-Z)						1	100%	1	100%	1	0%			2
Bereavement Services														0
Business Rates														0
Businesses														0
Cemeteries														0
Communications						1	100%			1	100%			2
Community Involvement														0
Community Safety						1	100%			2	100%	1	100%	3
Council Tax		11	100%	5	100%	12	100%	6	100%	6	100%	3	67%	29
Crematorium						1	100%			2	100%			3
Customer Services		5	60%			5	100%			4	100%			14
Development & Trans Planning							100%							0
Enforcement														0
Housing - Anti social behaviour		4	100%			2	100%			2	100%			8
Housing - Other		26	88%	5	100%	28	96%	4	100%	31	87%	4	100%	85
Housing -Repairs		11	64%	1	100%	23	39%	7	86%	27	67%	6	100%	61
Human Resources														0
ICT / Web team														0
Learning & Achievement														0
Legal & Governance		1	0%							2	100%			3
Leisure Centres and Sport						2	100%	2	100%		100%			2
Library Services		1	100%			2	100%			1	100%			4
Parks and Open Spaces		5	100%	2	100%	3	100%	1	100%	1	100%			9
Planning & Building Control		6	80%	2	100%	3	100%			9	100%	1	100%	18
Public Health														0
Public Protection		4	100%			7	100%	1	100%	6	100%		100%	17
Regeneration														0
Registrar Services						3	100%							3
Roads and Pavements		11	100%	2	100%	14	100%	6	100%	17	100%	2	100%	42
Social Care Adults														0
Social Care Children's		1	100%			2	50%			2	100%			5
Street Cleansing		7	100%	1	100%	11	100%			9	100%			27
Traffic and Parking Control		26	100%	6	100%	28	100%			29	100%	7	86%	83
Transactional Services							100%	11	91%					0
Waste and Recycling		20	100%	3	100%	24	100%	4	75%	11	100%	3	100%	55
Stage 1 Logged (Total)		139				175				165				479
Completed in 15 days (%)			93%				91%				92%			
Stage 2 logged (Total)				27				43				27		97
Completed in 20 days (%)					96%				93%				93%	

\* 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 Outcomes (April to June 2017)



### Complaint Reasons (April to June 2017)

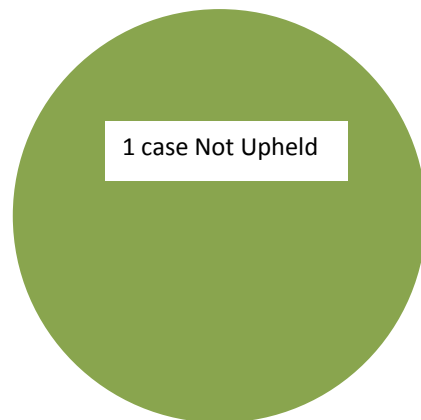


## Detailed Summary of Stage 3 Complaints - None recorded for April to June 2017

	Cumulative (April-June)	Apr-17	May-17	Jun-17	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	0	0	0	
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	1	0	1	
Total Logged	0	0	1	0	1	

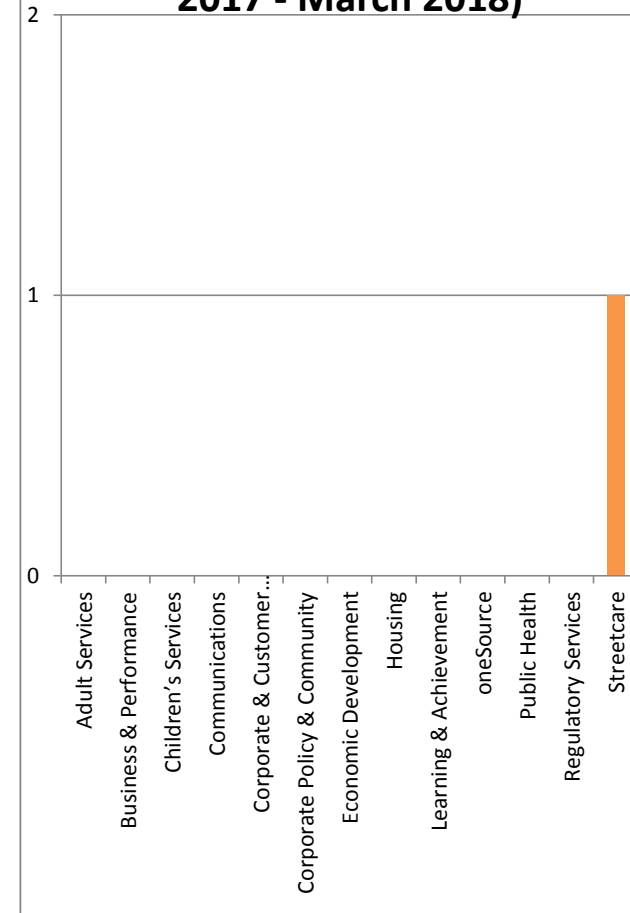
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## Stage 3 - Cumulative Complaint Outcomes



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

## Stage 3 - Complaints Logged Annual (Cumulative April 2017 - March 2018)



## Cumulative complaint figures April 17 - March 18

Table below shows all corporate complaint stage 1 &amp; 2 figures logged between April '17 and March '18

	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%	0	0	0									
Asset Management	2	0.35%	0	1	1									
Benefits (A-K)	2	0.35%	0	1	1									
Benefits (L-Z)	3	0.52%	0	2	1									
Bereavement Services	0	0.00%	0	0	0									
Business Rates	0	0.00%	0	0	0									
Businesses	0	0.00%	0	0	0									
Cemeteries	0	0.00%	0	0	0									
Communications	2	0.35%	0	1	1									
Community Involvement	0	0.00%	0	0	0									
Community Safety	4	0.69%	0	1	3									
Council Tax	43	7.47%	16	18	9									
Crematorium	3	0.52%	0	1	2									
Customer Services	14	2.43%	5	5	4									
Development & Trans Planning	0	0.00%	0	0	0									
Enforcement	0	0.00%	0	0	0									
Housing - Anti Social Behaviour	8	1.39%	4	2	2									
Housing - Other	98	17.01%	31	32	35									
Housing -Repairs	75	13.02%	12	30	33									
Human Resources	0	0.00%	0	0	0									
ICT / Web team	0	0.00%	0	0	0									
Learning & Achievement	0	0.00%	0	0	0									
Legal & Governance	3	0.52%	1	0	2									
Leisure Centres & Sport	4	0.69%	0	4	0									
Library Services	4	0.69%	1	2	1									
Parks and Open Spaces	12	2.08%	7	4	1									
Planning & Building Control	21	3.65%	8	3	10									
Public Health	0	0.00%	0	0	0									
Public Protection	18	3.13%	4	8	6									
Regeneration	0	0.00%	0	0	0									
Registrar Services	3	0.52%	0	3	0									
Roads and Pavements	52	9.03%	13	20	19									
Social Care Adults	0	0.00%	0	0	0									
Social Care Children's	5	0.87%	1	2	2									
Street Cleansing	28	4.86%	8	11	9									
Traffic & Parking Control	107	18.58%	32	39	36									
Transactional Services	0	0.00%	0	0	0									
Waste and Recycling	65	11.28%	23	28	14									
Total Complaints logged	576		166	218	192	0	0	0	0	0	0	0	0	0
Overall % of complaints 1&2 completed within time														

## Complaint Reasons

	Availability of Service	Late Delivery/Slow Service	Not keeping our promises	Quality or reliability of service	Cost of Service	Staff attitude or competence	Suitability of Service	Other	Total
Asset Management				1		1			2
Benefits (A-K)				1				1	2
Benefits (L-Z)						2		1	3
Business Rates									0
Cemeteries									0
Communications (Inc Living Magazine)				1		1			2
Council Tax	3	5	3	15	2	7	6	1	42
Crematorium						2		1	3
Customer Services	1			7		2	3	1	14
Community Safety	2		1				1		4
Housing - Anti Social			1	1		3	2	1	8
Housing - Other	5	6	12	29		20	8	18	98
Housing - Repairs	2	3	5	31		7	7	20	75
Learning & Achievement									0
Legal & Governance				2		1			3
Leisure Centres and Sport				3				1	4
Library Services (Inc Having Museum)				1		2		1	4
Parks and Open Spaces (Inc allotments)	1	3		5		1	1	1	12
Planning & Building Control	1		3	6		5	6		21
Public Health									0
Public Protection (Inc Trading Standards, Environmental Health & Noise Nuisance)	2	1	1	7		2	3	2	18
Registrar Services (Inc Birth, Death and Marriages)		1			1	1			3
Roads and Pavements (Inc Street Lighting)	13	7	4	17		1	9	1	52
Social Care Adults									0
Social Care Children's		2		2		1			5
Street Cleansing (Inc Trees)	2	2	1	14	1	3	1	4	28
Traffic and Parking Control	11	7	7	33	3	23	19	5	108
Waste and Recycling	8	3	3	28	4	11	5	3	65
Total:	51	40	41	204	11	96	71	62	576

This tables shows the breakdown of complaint reasons for each Service Area for Stages

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# Qtr 1 Audit Scores

Service	Time	1 <sup>st</sup> time	Compliance	Learning	Quality	Overall
Potential score	Q1 3	Q1 4	Q1 8	Q1 3	Q1 17	Q1 35
Chief Operating Officer	1	3	6	3	8	20
Neighbourhoods	3	3	7	2	11	25
OneSource	2	3	6	2	7	19
Adult Services	No cases audited					
Children's Services	2	4	5	3	13	26
Public Health	No cases audited					

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.

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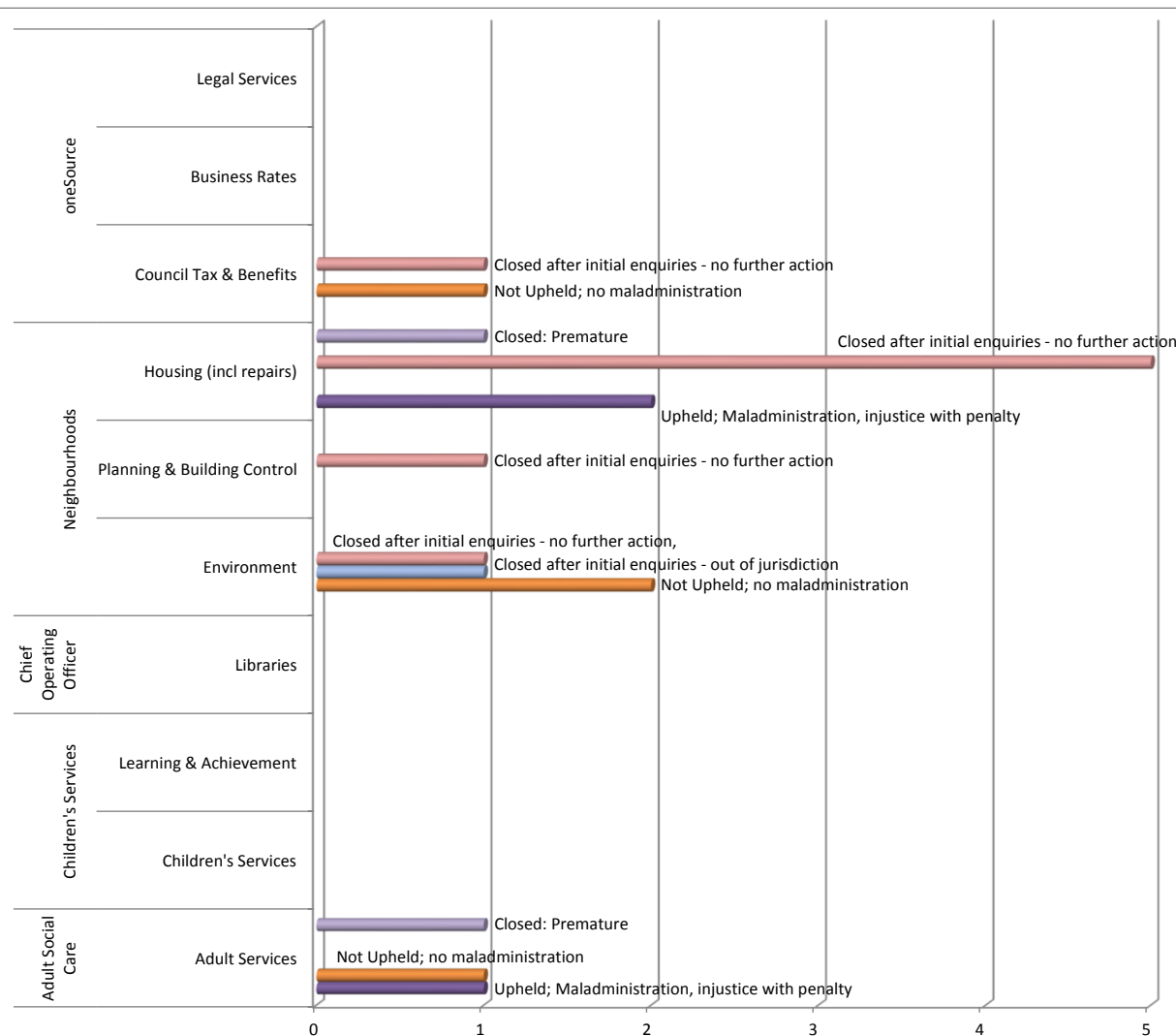
## Complaints determined:

		Report Issued: Upheld; maladministration and injustice	Report issued: Upheld; maladministration, no injustice	Report issued: Not upheld; no maladministration	Upheld; Maladministration, injustice with penalty	Upheld: Maladministration, injustice, no penalty	Upheld ; Maladministration, no injustice	Upheld: No further action	Not Upheld; no maladministration	Closed after initial enquiries - out of jurisdiction	Closed after initial enquiries - no further action	Closed: Premature	HO: No maladministration	HO: No further action	HO: Resolved locally - No further action	Not upheld: No further action
Adult Social Care	Adult Services				1				1			1				
Children's Services	Children's Services Learning & Achievement															
Chief Operating Officer	Libraries															
Neighbourhoods	Environment Planning & Building Control								2	1	1					
	Housing (incl repairs)				2						5	1				
oneSource	Council Tax & Benefits								1		1					
	Business Rates															
	Legal Services															
Total :		0	0	0	3	0	0	0	4	1	8	2	0	0	0	0

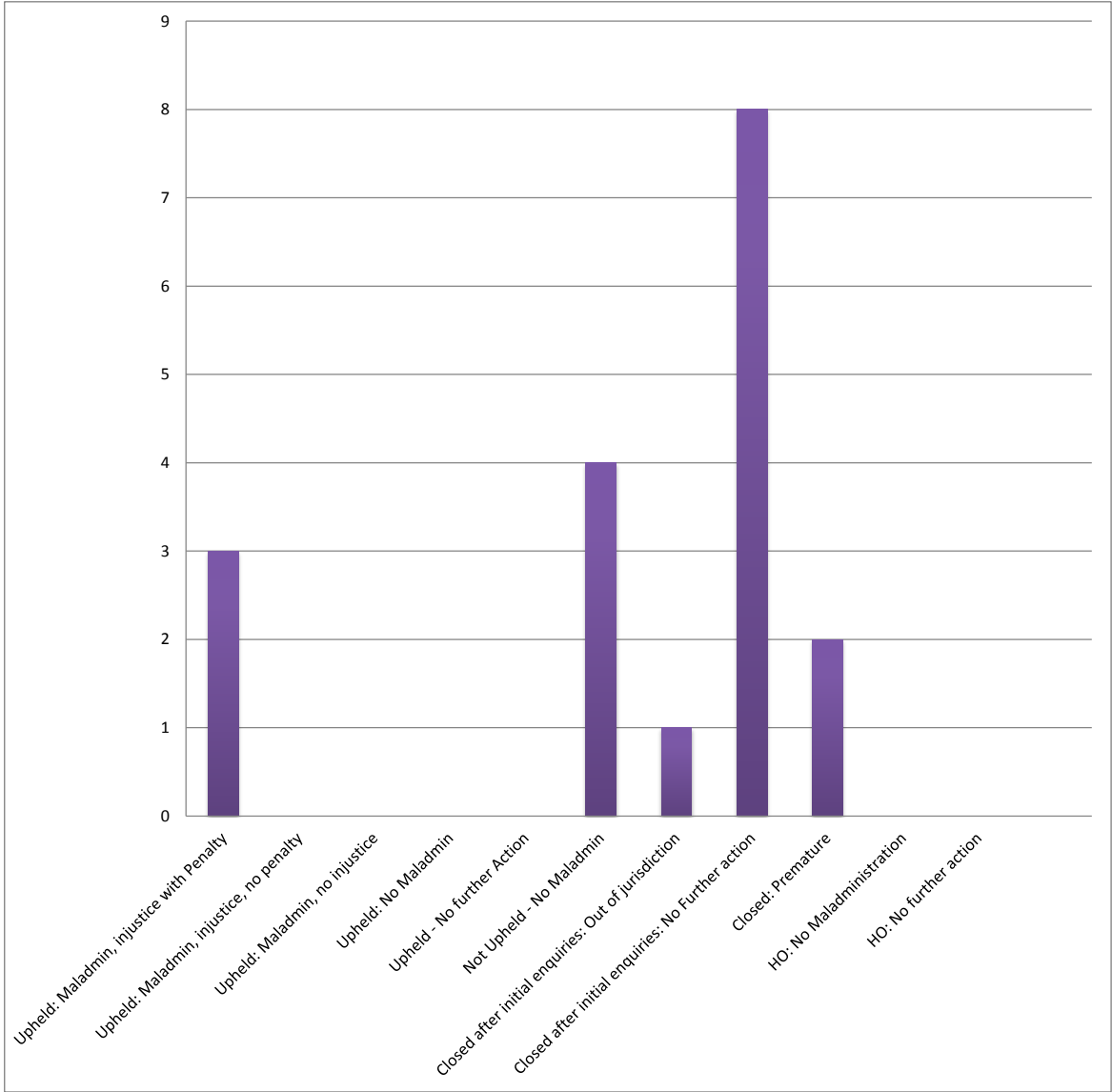
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2  
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18

## Decisions

- Closed: Premature  
■ Not upheld: No further action  
■ Closed after initial enquiries - no further action  
■ Closed after initial enquiries - out of jurisdiction  
■ Not Upheld; no maladministration  
■ Upheld; Maladministration, injustice with penalty



Outcomes



## Significant decisions from Local Government or Housing Ombudsmen

### 1. Mrs X

Mrs X complained the Council had failed to properly consider her housing situation and assist her in moving to a suitable property.

The Ombudsman found there was fault by the Council caused by the delay in carrying out a suitability review; its failure to provide alternative interim accommodation; and the imposition of conditions on its statutory duty to assist her in moving to a suitable property.

The Council was asked to apologise to Mrs X for the failings identified, as well as pay Mrs X £3000 in recognition of the distress caused. The sum was to be offset against Mrs X's outstanding rent arrears.

**Ombudsman decision: Upheld - Maladministration, Injustice with penalty**

### 2. Miss A

Miss A complained the Council was at fault in its handling of her request for assistance with her housing situation.

The Ombudsman found some evidence of fault by the Council and recommended it apologise and pay £100 in recognition of the injustice caused to her.

**Ombudsman decision: Upheld - Maladministration, Injustice with penalty**

### 3. Mr K

Mr K claimed the Council did not deal properly with the charges for his mother's care as it did not tell her or Mr K what the cost would be. The Council was instructed to waive any charges which exceeded £115 per week. Action was also required to ensure the Council complied with its statutory responsibilities

**Ombudsman decision: Upheld - Maladministration, Injustice with penalty**



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## ADJUDICATION AND REVIEW COMMITTEE

15 August 2017

<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	<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 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 1, indicating numbers received and performance.

**RECOMMENDATIONS**

That the Committee consider and discuss any further action required on the Member Enquiries Statistics for Quarter 1 (April – June 2017).

**REPORT DETAIL**

**Member Enquiries Performance Statistics**

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

In short, Members made 702 enquiries of Services during the period April to June 2017. 96% of them (672) were responded to within time.

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

	<b>April</b>	<b>May</b>	<b>June</b>	<b>Total</b>
<b>Total No of Enquiries</b>	212	235	255	702
<b>No. completed in time</b>	201	228	243	672
<b>% completed in time</b>	95%	97%	95%	96%

**IMPLICATIONS AND RISKS**

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

**BACKGROUND PAPERS**

Appendix 1 – Quarter 1 Member enquiries statistics



## Members / MP Enquiries Quarter 1 Report (April - June 2017)

Appendix 1

**This report shows the volume of Member and MP Enquiries received by services for the 1st Quarter, April to June 2017.**

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 1 (in short) is therefore:

- 702 enquiries logged

- 96% closed on time (672)

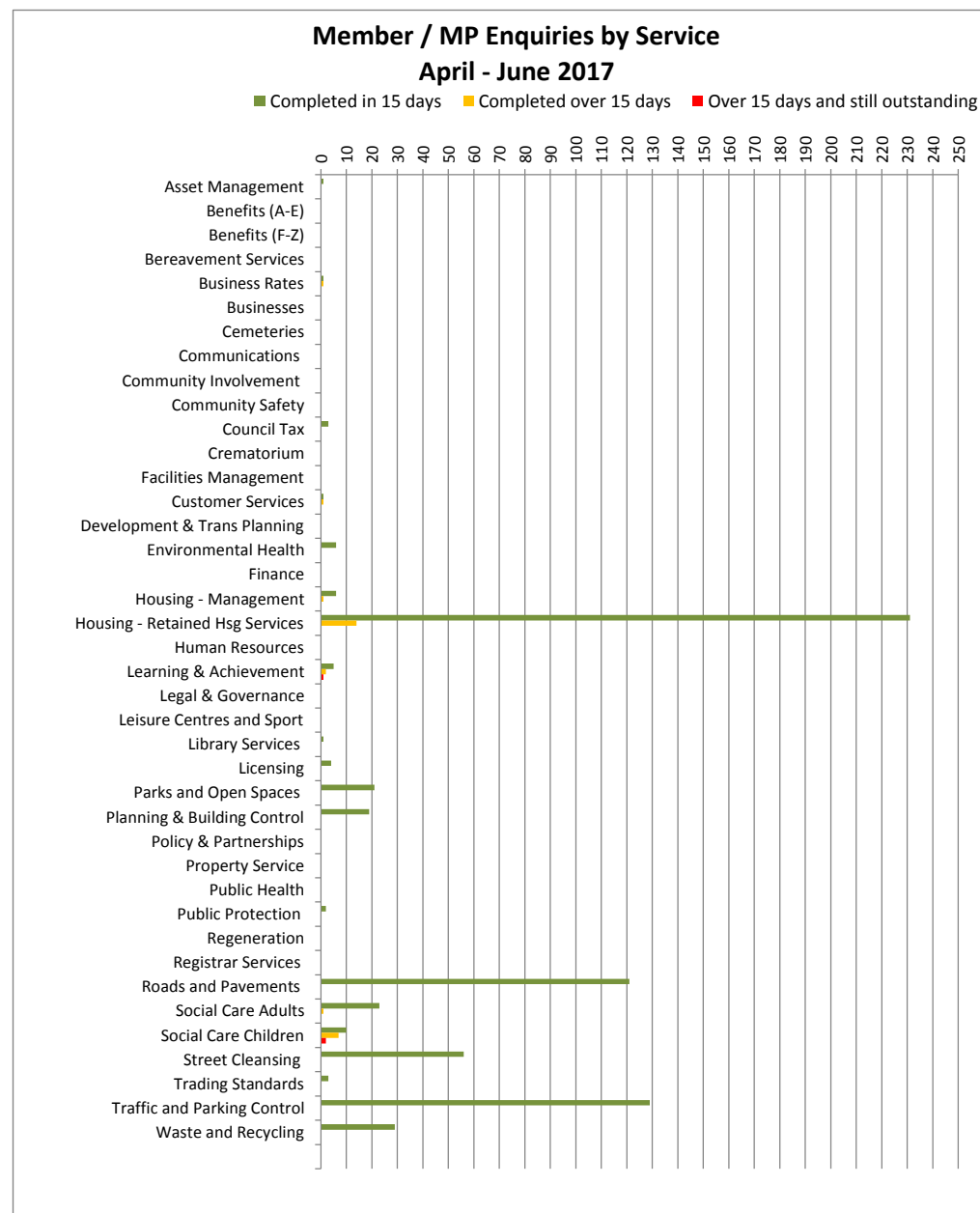
Senior Leadership Support Team

4th August 2017

## Members / MP Enquiries Quarter 1 Report (April - June 2017)

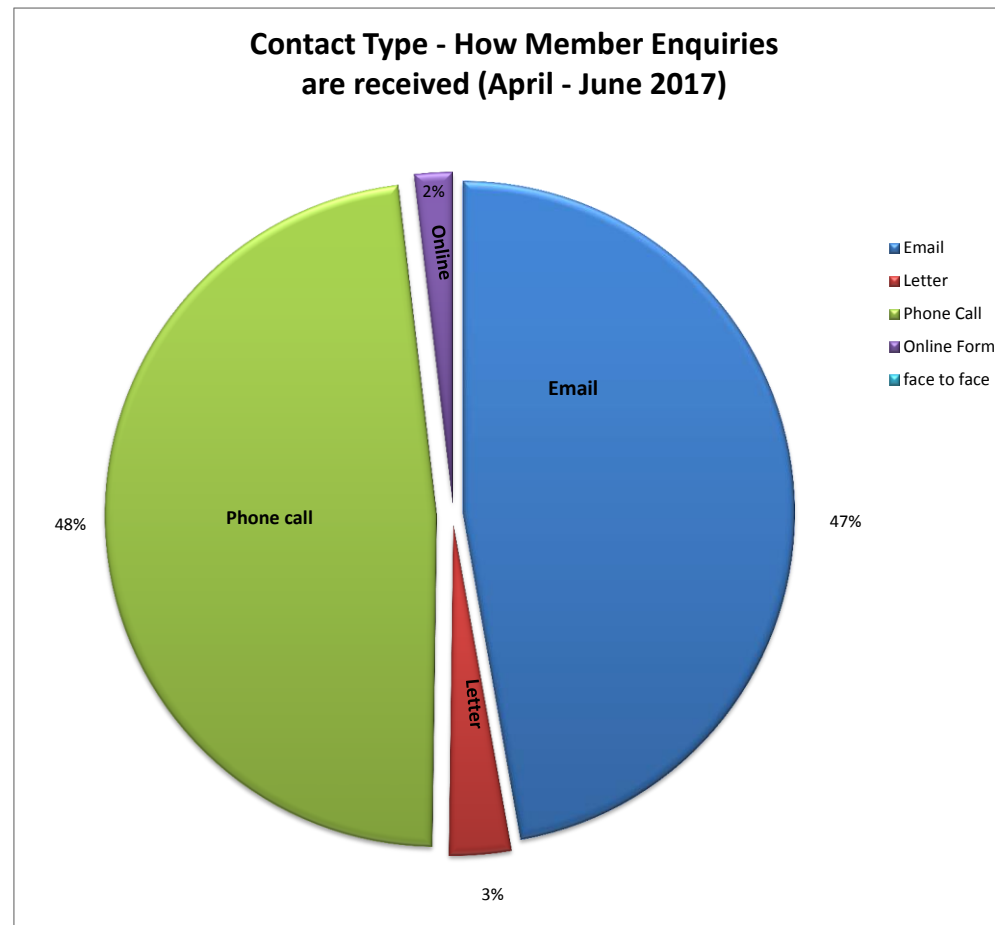
Appendix 1

	Member / MP Enquiries by Service – March to June 2017				
	Number logged	Closed in 15 days	Closed in 15 days (%)	Closed over 15 days	Over 15 days and still open
Asset Management	1	1	100%		
Benefits (A-E)					
Benefits (F-Z)					
Bereavement Services					
Business Rates	2	1	50%	1	
Businesses					
Cemeteries					
Communications					
Community Involvement					
Community Safety					
Council Tax	3	3	100%		
Crematorium					
Facilities Management					
Customer Services	2	1	50%	1	
Development & Trans Planning					
Environmental Health	6	6	100%		
Finance					
Housing - Management	7	6	85%		
Housing - Retained Hsg Services	245	231	94%	14	
Human Resources					
Learning & Achievement	8	5	62%	2	1
Legal & Governance					
Leisure Centres and Sport					
Library Services	1	1	100%		
Licensing	4	4	100%		
Parks and Open Spaces	21	21	100%		
Planning & Building Control	19	19	100%		
Policy & Partnerships					
Property Service					
Public Health					
Public Protection	2	2	100%		
Regeneration					
Registrar Services					
Roads and Pavements	121	121	100%		
Social Care Adults	24	23	96%		1
Social Care Children	19	10	53%	7	2
Street Cleansing	56	56	100%		
Trading Standards	3	3	100%		
Traffic and Parking Control	129	129	100%		
Waste and Recycling	29	29	100%		
<b>Total</b>	<b>702</b>	<b>672</b>	<b>96%</b>	<b>26</b>	<b>3</b>



**Members / MP Enquiries Quarter 1 Report  
(April - June 2017)**

Appendix 1



## Members / MP Enquiries Quarter 1 Report (April - June 2017)

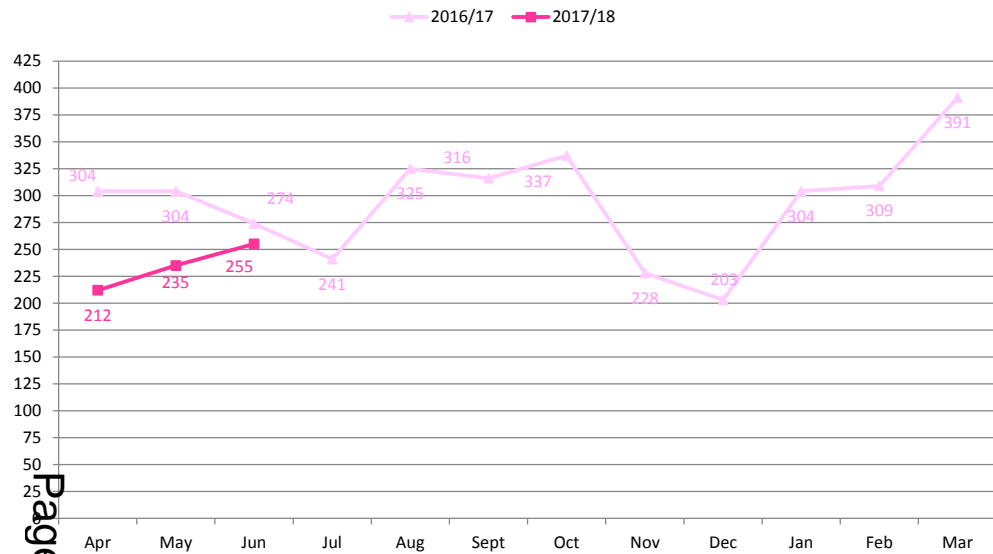
Appendix 1

	Carry Over	Apr-17			May-17			Jun-17			Annual
	Cumulative	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 17 - Mar 18)
Art Services	0										0
Asset Management	0										0
Benefits (A-E)	0										0
Benefits (F-Z)	0										0
Bereavement Services	0										0
Business Rates	0	1	0	0%	1	1	100%				2
Businesses	0										0
Cemeteries	0										0
Communications	0										0
Community Involvement	0										0
Community Safety	0										0
Council Tax	0				2	2	100%	1	1	100%	3
Crematorium	0										0
Customer Services	0				2	1	50%				2
Facilities Mangement	0				1	1	100%				1
Develop. & Trans Planning	0										0
Environmental Health	0	1	1	100%	4	4	100%	1	1	100%	6
Finance	0										0
Housing Management	0	2	2	100%	1		0%	4	4		7
Housing Retained Hsg Services	0	60	55	92%	65	62	95%	120	114	95%	245
Human Resources	0										0
Learning & Achievement	0	2	1	50%	2	2	100%	4	2	50%	8
Legal & Governance	0										0
Leisure Centres and Sport	0										0
Library Services	0				1	1	100%				1
Licensing	0							4	4	100%	4
Parks and Open Spaces	0	8	8	100%	4	4	100%	9	9	100%	21
Planning & Building Control	0	7	7	100%	4	4	100%	8	8	100%	19
Policy & Partnerships	0										0
Property Services	0										0
Public Health	0										0
Public Protection	0				2	2	100%				2
Regeneration	0										0
Registrar Services	0										0
Roads and Pavements	0	42	42	100%	41	41	100%	38	38	100%	121
Social Care Adults	0	5	4	80%	14	14	100%	5	5	100%	24
Social Care Children's	0	8	5	71%	6	4	67%	5	1	20%	19
Street Cleansing	0	22	22	100%	14	14	100%	20	20	100%	56
Trading Standards	0	2	2	100%	1	1	100%				3
Traffic and Parking Control	0	43	43	100%	54	54	100%	32	32	100%	129
Waste and Recycling	0	9	9	100%	16	16	100%	4	4	100%	29
<b>Total no. of enquiries logged</b>	<b>0</b>	<b>212</b>			<b>235</b>			<b>255</b>			<b>702</b>
<b>Total completed in 15 days</b>	<b>0</b>		<b>201</b>			<b>228</b>			<b>243</b>		<b>672</b>
<b>Total completed in 15 days (%)</b>				<b>95%</b>			<b>97%</b>			<b>95%</b>	<b>96%</b>
<b>Target</b>	<b>95%</b>		<b>95%</b>			<b>95%</b>		<b>95%</b>			<b>95%</b>

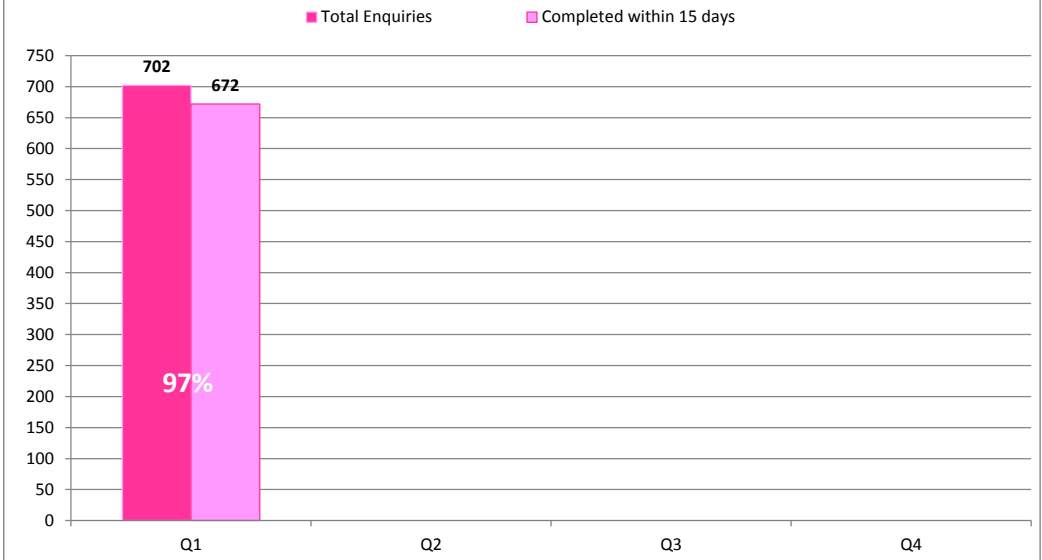
## Members / MP Enquiries Quarter 1 Report (April - June 2017)

Appendix 1

### Member/MP Enquiries Logged - Monthly (April 2017 - March 2018)



### Member/MP Enquiries (by Quarter)



## Members / MP Enquiries Quarter 1 Report (April - June 2017)

Appendix 1

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

	Cumulative	Apr-17	May-17	Jun-17	TOTAL
Alex Donald		4	2	2	8
Barbara Matthews					0
Barry Muggleston		6	2	6	14
Brian Eagling				1	1
Carol Smith		1	1	3	5
Clarence Barrett		2	3	3	8
Damian White		21	25	63	109
Darren Wise		2		5	7
David Durant		2	1		3
David Johnson			1		1
Denis O'Flynn			3	3	6
Dilip Patel		1	4	6	11
Fredrick Thompson		1	3	5	9
Garry Pain		1			1
Gillian Fenn		4	4	4	12
Graham Williamson		2	2	1	5
Ian Du Puyverton					0
Jason Frost		4	10	10	24
Jeffery Tucker		2	4	7	13
Jody Ganly			6	1	7
John Crowder		1	3	4	8
John Glanville			2	1	3
John Mylod		1	4		5
John Wood		7	3	2	12
Joshua Chapman			9	7	16
Julie Wilkes		2	1	1	4
June Alexander					0
Keith Darvill		2		1	3
Keith Roberts			1		1
Lawrence Webb			1		1
Linda Hawthorn		6	8	9	23
Linda Trew			4	2	6
Sub Total	0	72	107	147	326

	Cumulative	Apr-17	May-17	Jun-17	TOTAL
Linda Van Den Hende		1	1	1	3
Margaret Davis		1		1	2
Melvin Wallace		5	6	4	15
Michael Deon Burton		3	1		4
Michael White				1	1
Nic Dodin		1	1	1	3
Osman Dervish		2	4	4	10
Patricia Rumble		4		1	5
Philip Martin			2	2	4
Philippa Crowder			2		2
Ray Best		1	7	2	10
Ray Morgon		15	13	21	49
Reg Whitney					0
Robby Misir		1	2		3
Robert Benham		9	10	7	26
Roger Ramsey		15	17	11	43
Ronald Ower		10	12	3	25
Roger Westwood					0
Stephanie Nunn		11	8	5	24
Steven Kelly					0
Viddy Persaud		11	11	8	30
Wendy Brice-Thompson		2	7		9
Andrew Rosindell MP		25	12	28	65
Angela Watkinson MP		4			4
Jon Cruddas MP		11	10	8	29
Margaret Hodge MP					0
Julia Dockerill MP					0
Blanks / Out of Borough/other		8	2		10
					0
					0
SubTotal	-	140	128	108	376
Grand Total	-	212	235	255	702