



# Havering

L O N D O N   B O R O U G H

## ADJUDICATION AND REVIEW COMMITTEE AGENDA

<b>7.00 pm</b>	<b>Thursday 23 November 2017</b>	<b>Committee Room 3A - Town Hall</b>
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Members 10: Quorum 4

### COUNCILLORS:

#### **Conservative ( 5 )**

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

#### **Residents' (2)**

John Mylod (Vice-Chair)  
Julie Wilkes

#### **East Havering Residents' (3)**

Alex Donald  
Linda Van den Hende  
Gillian Ford

#### **UKIP (1)**

David Johnson

#### **Independent Residents' (1)**

Michael Deon Burton

**For information about the meeting please contact:**  
**Victoria Freeman Tel: 01708 432432**  
**e-mail: victoria.freeman@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 - 2)

To approve as correct the minutes of the meeting of the Adjudication and Review Committee held on 15 August 2017 and to authorise the Chairman to sign them.

### **5 UPDATE ON CORPORATE COMPLAINTS** (Pages 3 - 22)

### **6 UPDATE ON PERFORMANCE ON MEMBER ENQUIRIES** (Pages 23 - 30)

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

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**MINUTES OF A MEETING OF THE  
ADJUDICATION AND REVIEW COMMITTEE  
Committee Room 3A - Town Hall  
15 August 2017 (7.00 - 7.15 pm)**

**Present:**

**COUNCILLORS**

**Conservative Group** Roger Westwood (Chairman) and Joshua Chapman

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

**East Havering  
Residents' Group** Alex Donald

David Johnson

**UKIP Group**

Apologies were received for the absence of Councillors Garry Pain, Meg Davis, Julie Wilkes, Linda Van den Hende, Michael Deon Burton and Gillian Ford.

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

**4 DECLARATIONS OF INTERESTS**

No interest was declared at the meeting.

**5 MINUTES**

The minutes of the meeting held on 18 May 2017 were agreed as a correct record and signed by the Chairman.

**6 UPDATE ON CORPORATE COMPLAINTS**

The Committee considered the report and without debate **RESOLVED** to note as follows:

- The Corporate Complaints Performance Statistics for Quarter 1 (April – June 2017).
- The results following the Quarter 1 Audit of complaints
- The decisions made by both the Local Government and Housing Ombudsmen throughout the quarter.

## 7 UPDATE ON PERFORMANCE WITH MEMBER ENQUIRIES

The Committee considered a report that provided an update on Member Enquiries handling performance, across all the Council services.

The Corporate Complaint Policy and Procedure had an agreed turnaround times on Member Enquires increased from 10 days to 15 days. 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.

Members commended the impressive achievement of turnaround times on Member Enquiries.

That Committee **noted** the Member Enquiries Statistics for Quarter 1 (April – June 2017).

The Senior Complaint and Investigation Manager highlighted to Committee the receipt of the Local Government Ombudsman's (LGO) Annual Review letter. It was noted that LGO decisions were currently reported quarterly, with the year- end data having been provided at the previous Adjudication & Review Committee in May 2017.

As the LGO Annual letters were not dispatched until July each year, there was a time lapse between the council's records of LGO decisions and those detailed by LGO via the Annual letter.

The Senior Complaint and Investigation Manager asked Members when they would prefer the end of year data to be reported to Committee.

It was agreed that reporting should continue as previously, with year-end reports notifying of all Ombudsmen decisions for the period and be taken from Council records. Any differences arising from the publication of the Annual letter would be reported to the subsequent Committee meeting.

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**Chairman**

## ADJUDICATION AND REVIEW COMMITTEE

23 November 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 2, 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 2 (July – September 2017).
2. The results following the Quarter 2 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 2<sup>nd</sup> quarter performance statistics for all complaints under the procedure is attached as **Appendix 1**.

In short, the council received 393 Stage 1 complaints during the period July to September 2017. 94% of them (370) were responded to within 15 days. A slight increase compared to Quarter 1 performance of 92%

The council received 73 requests for escalation to Stage 2 of the process, 96% (70) of them dealt with within 20 days. Another increase when compared to Quarter 2 performance of 94%.

This equates to an escalation request rate of 18% however, this is reduced to 3% 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>July</b>	<b>August</b>	<b>September</b>
Stage 1 percentage to time	89%	95%	100%
Stage 2 percentage to time	96%	100%	90%
Cumulative percentage Stages 1 & 2	90%	96%	98%

Clearly, Services had a slow start to the Quarter, however, performance improved throughout the period, bringing achievement rates in line with corporate standards.

### **Audit of Complaints**

The table below shows the breakdown of cases audited during Quarter 2. 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 Q2 complaints</b>	<b>Percentage of total</b>
Chief Operating Officer	10	19	52%
Neighbourhoods	38	344	11%
oneSource	8	25	32%
Adult Services	0	2	0%
Children's Services	3	3	100%
Public Health	0	0	0%
Totals	59	393	15%

The result of the audit for Quarter 2 is attached as **Appendix 2**. Selection of the cases for audit is carried out on a random basis. Pleasingly, audit results are showing improvements across all services.

### **Ombudsmen Decisions**

During Quarter 2 there were nineteen decisions by Local Government and Housing Ombudsmen, as follows:

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

## **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 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 July to September 2017 (Quarter1) in short is therefore:

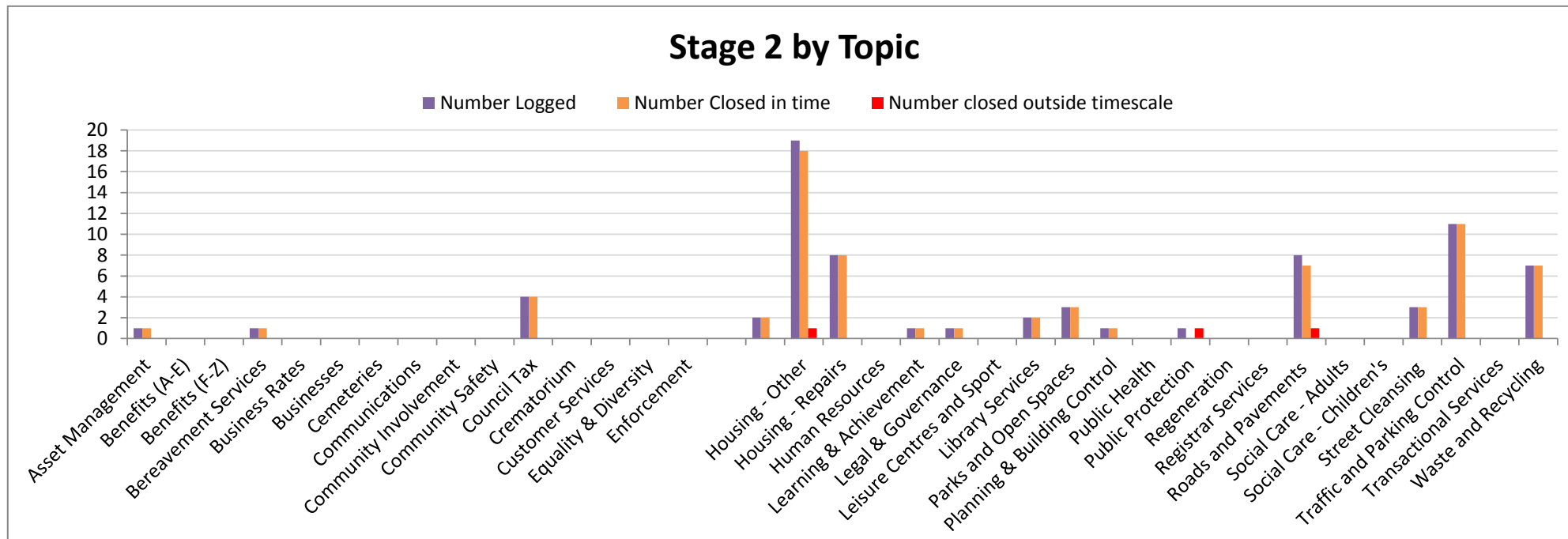
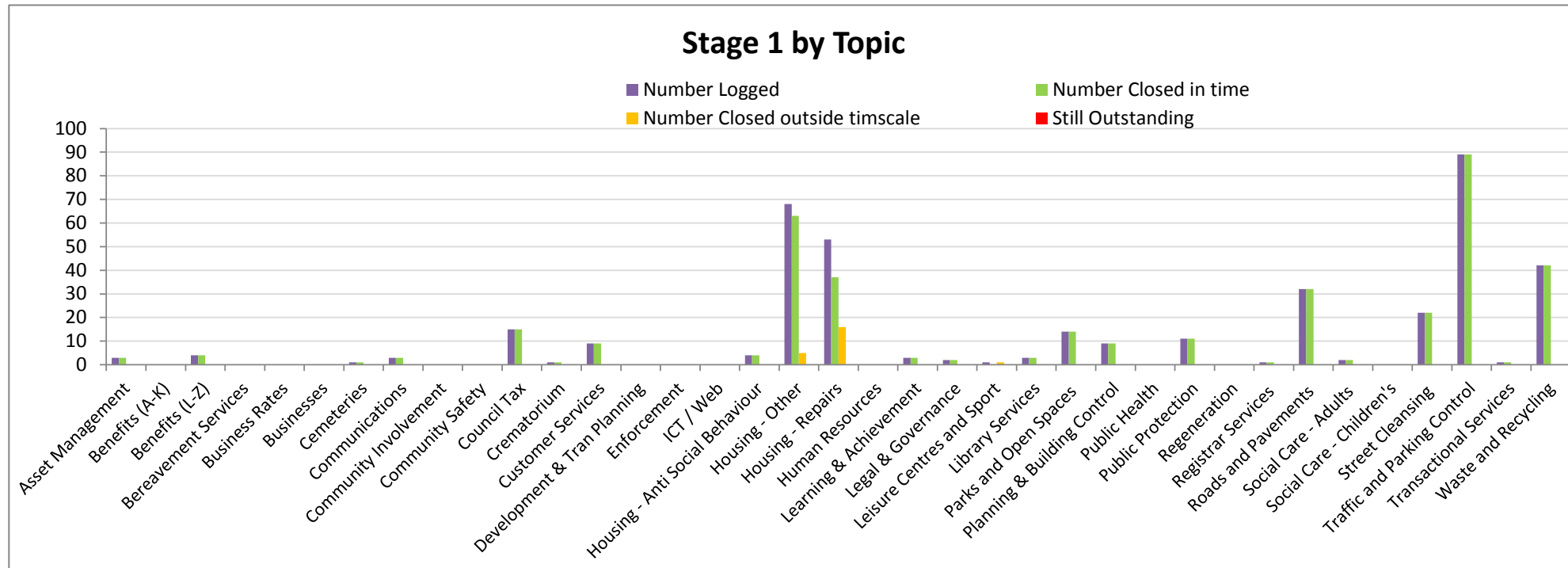
Stage 1 percentage to time overall	94% (370/393)
Stage 2 percentage to time	96% (70/73)
Stage 3 percentage to time	100% (1 case)
Stage 1 & 2 cumulative score	94%

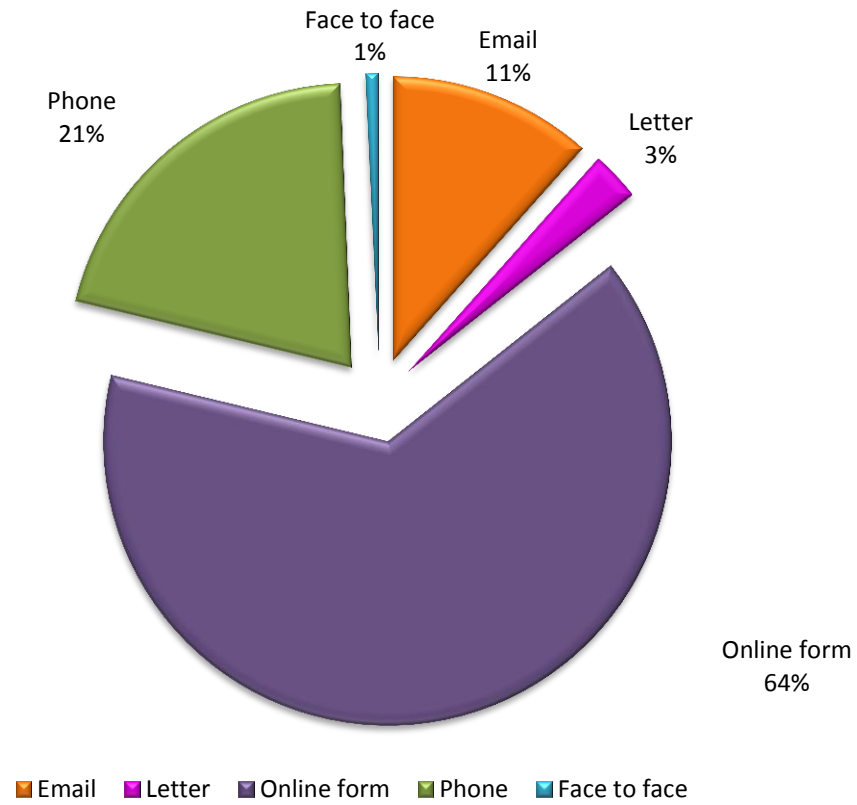
Senior Leadership Complaints team  
 13th November 2017

## Corporate Complaints Quarter 1 Report July to September 2017

Appendix 1

	Stage 1					Stage 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	3	3	100%			1	1	100%		
Benefits (A-K)										
Benefits (L-Z)	4	4	100%							
Bereavement Services						1	1	100%		
Business Rates										
Businesses										
Cemeteries	1	1	100%							
Communications (Inc Living Magazine)	3	3	100%							
Community Involvement (Inc Volunteers)										
Community Safety										
Council Tax	15	15	100%			4	4	100%		
Crematorium	1	1	100%							
Customer Services	9	9	100%							
Development & Trans Planning										
Enforcement										
Housing - Anti Social Behaviour	4	4	100%			2	2	100%		
Housing - Other	68	63	93%	5		19	18	95%	1	
Housing - Repairs	53	37	70%	16		8	8	100%		
ICT / Web team										
Learning & Achievement	3	3	100%			1	1	100%		
Legal & Governance	2	2	100%			1	1	100%		
Leisure Centres and Sport	1	0	0%	1						
Library Services (Inc Having Museum)	3	3	100%			2	2	100%		
Parks and Open Spaces (Inc allotments)	14	14	100%			3	3	100%		
Planning & Building Control	9	9	100%			1	1	100%		
Public Health										
Public Protection (Inc Trading Standards, Environmental Health & Noise Nuisance)	11	11	100%			1	0	100%	1	
Regeneration										
Registrar Services (Inc Birth, Death and Marriages)	1	1	100%							
Roads and Pavements (Inc Street Lighting)	32	32	100%			8	7	88%	1	
Social Care Adults	2	2	100%							
Social Care Children's										
Street Cleansing (Inc Trees)	22	22	100%			3	3	100%		
Traffic and Parking Control	89	88	99%	1		11	11	100%		
Transactional Services	1	1	100%							
Waste and Recycling	42	42	100%			7	7	100%		
<b>Total</b>	<b>393</b>	<b>370</b>	<b>94%</b>	<b>23</b>	<b>0</b>	<b>73</b>	<b>70</b>	<b>96%</b>	<b>3</b>	<b>0</b>



**Contact Type (July to September 2017)**

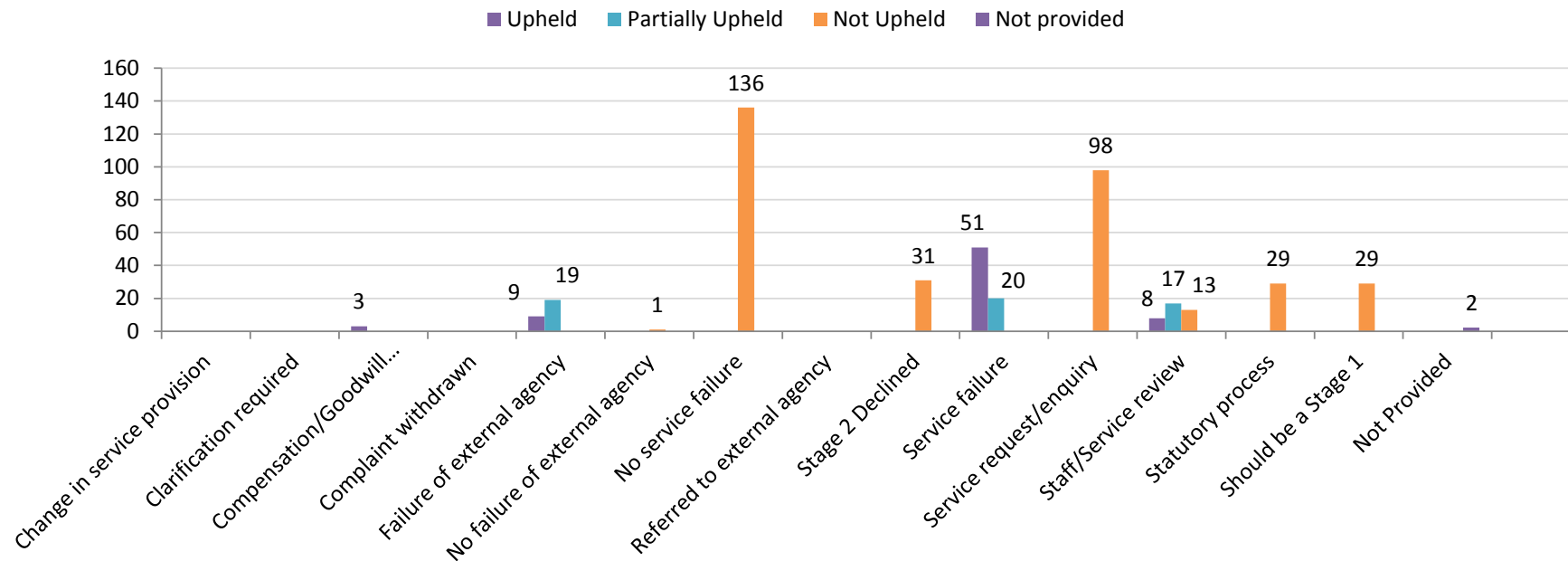
## Corporate Complaints Quarter 1 Report July to September 2017

Appendix 1

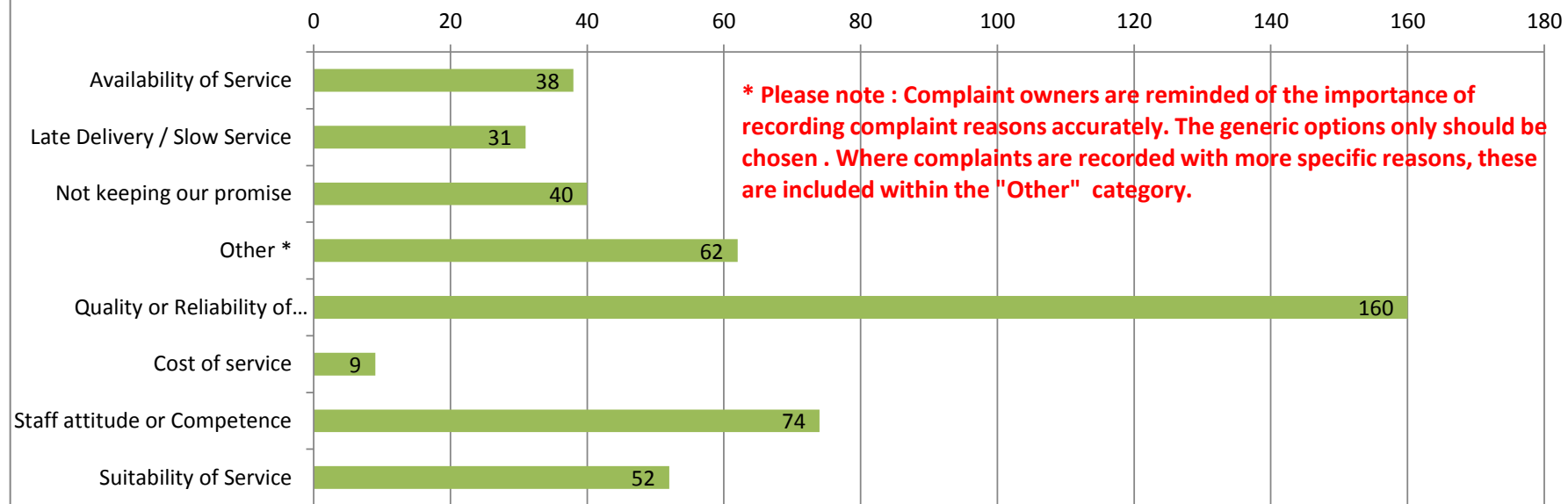
	Carry Over	July				August				September				Total
	Cumulative (Apr - Jun)	Stage 1 logged	In 15 days (%)	Stage 2 Logged	In 20 days (%)	Stage 1 logged	In 15 days (%)	Stage 2 Logged	In 20 days (%)	Stage 1 logged	In 15 days (%)	Stage 2 Logged	In 20 days (%)	Cumul ative*
Arts	0													0
Asset Management	2	1	100%	1	100%	1	100%			1	100%			5
Benefits (A-K)	2													2
Benefits (L-Z)	2	2	100%			1	100%			1	100%			6
Bereavement Services	0			1	100%									0
Business Rates	0													0
Businesses	0													0
Cemeteries	0					1	100%							1
Communications	2	2	100%			1	100%							5
Community Involvement	0													0
Community Safety	3													3
Council Tax	29	6	100%	1	100%	2	100%	2	100%	7	100%	1	100%	44
Crematorium	3									1	100%			4
Customer Services	14	2	100%			3	100%			4	100%			23
Development & Trans Planning	0													0
Enforcement	0													0
Housing - Anti social behaviour	8	1	100%			2	100%	1	100%	1	100%	1	100%	12
Housing - Other	85	19	79%	4	100%	24	96%	8	100%	25	100%	7	86%	153
Housing -Repairs	61	22	45%	2	100%	19	79%	3	100%	12	100%	3	100%	114
Human Resources	0													0
ICT / Web team	0													0
Learning & Achievement	0	1	100%	1	100%	1	100%			1	100%			3
Legal & Governance	3	1	100%			1	100%	1	100%					5
Leisure Centres and Sport	2					1	100%							3
Library Services	4			1	100%					3	100%	1	100%	7
Parks and Open Spaces	9	4	100%	1	100%	3	100%	2	100%	7	100%			23
Planning & Building Control	18	6	100%	1	100%	1	100%			2	100%			27
Public Health	0													0
Public Protection	17	4	100%	1	0%	3	100%			4	100%			28
Regeneration	0													0
Registrar Services	3	1	100%											4
Roads and Pavements	42	13	100%	3	100%	9	100%	3	100%	10	100%	2	50%	74
Social Care Adults	0	1	100%			1	100%							2
Social Care Children's	5													5
Street Cleansing	27	11	100%			7	100%	1	100%	4	100%	2	100%	49
Traffic and Parking Control	83	36	97%	7	100%	29	100%	3	100%	24	100%	1	100%	172
Transactional Services	0	1	100%											1
Waste and Recycling	55	17	100%	3	100%	16	100%	2	100%	9	100%	2	100%	97
Stage 1 Logged (Total)	479	151				126				116				872
Completed in 15 days (%)	92%		89%				95%				100%			
Stage 2 logged (Total)	97			27				26				20		170
Completed in 20 days (%)	94%				96%				100%				90%	

\* 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 (July to September 2017)



### Complaint Reasons (July to September 2017)

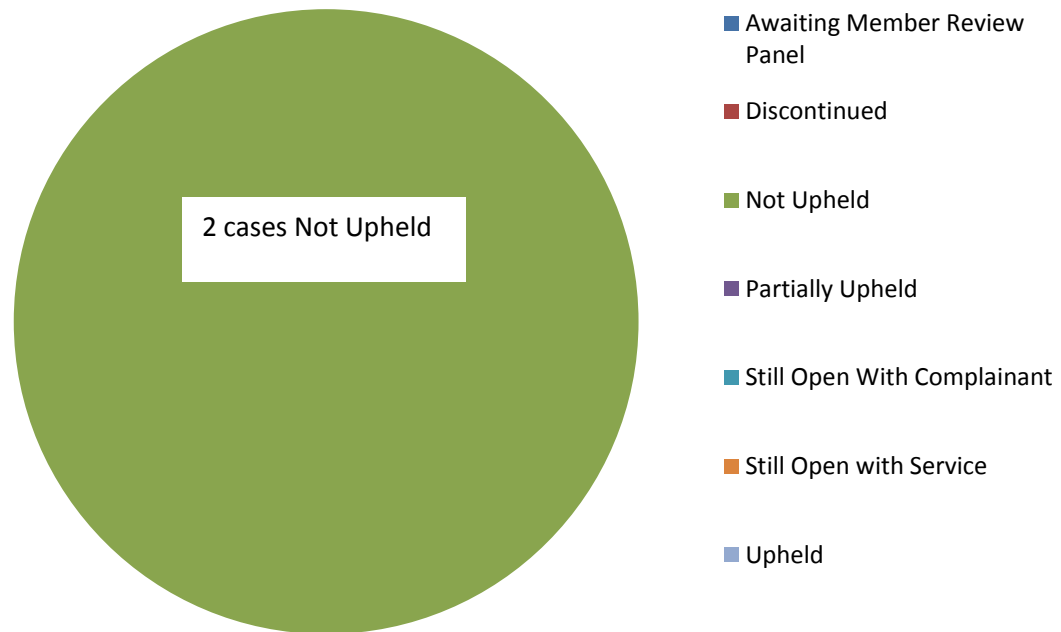




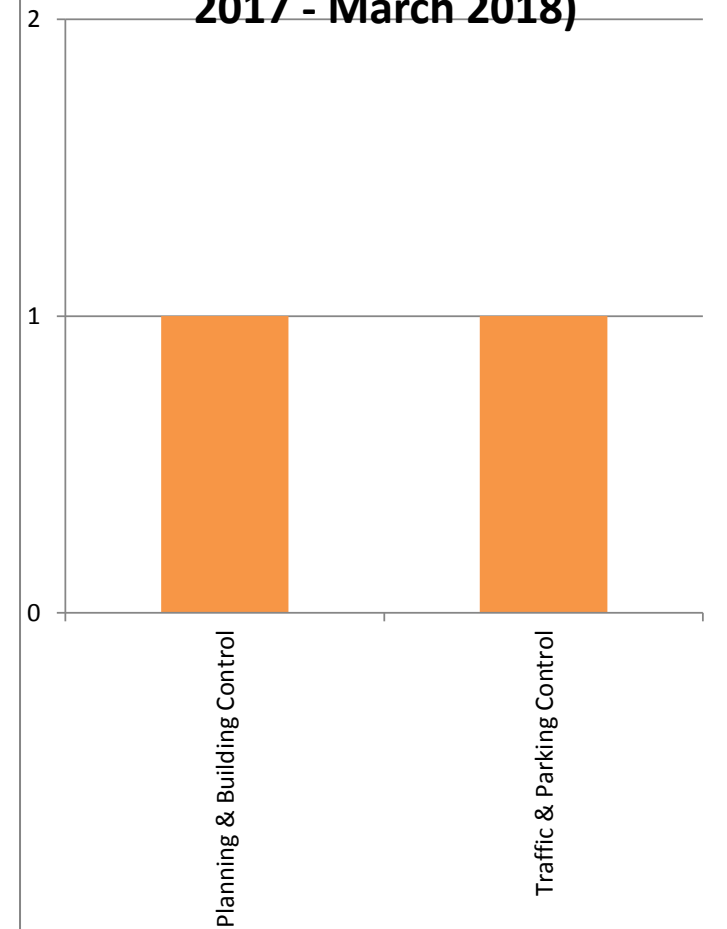
## Detailed Summary of Stage 3 Complaints recorded for July to September 2017

	Cumulative April- June	Jul-17	Aug-17	Sep-17	Total	Achieved within 31 Calendar days %
Planning & Buliding Control	0	1	0	0	1	100%
Traffic & Parking Control	1	0	0	0	1	0%
Total Logged	1	1	0	0	2	

### Stage 3 - Cumulative Complaint Outcomes



### 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 &2 figures logged between April '17 and March '18

	Cumulative numbers logged April 16- March 17 (Stage 1&2)	% of total	April '17	May '17	June '17	July '17	August '17	September '17	October '17	November '17	December '17	January '18	February '18	March '18
Arts	0	0.00%	0	0	0	0	0	0	0	0	0	0	0	0
Asset Management	6	0.58%	0	1	1	2	1	1	0	0	0	0	0	0
Benefits (A-K)	2	0.19%	0	1	1	0	0	0	0	0	0	0	0	0
Benefits (L-Z)	7	0.67%	0	2	1	2	1	1	0	0	0	0	0	0
Bereavement Services	1	0.10%	0	0	0	1	0	0	0	0	0	0	0	0
Business Rates	0	0.00%	0	0	0	0	0	0	0	0	0	0	0	0
Businesses	0	0.00%	0	0	0	0	0	0	0	0	0	0	0	0
Cemeteries	1	0.10%	0	0	0	0	1	0	0	0	0	0	0	0
Communications	5	0.48%	0	1	1	2	1	0	0	0	0	0	0	0
Community Involvement	0	0.00%	0	0	0	0	0	0	0	0	0	0	0	0
Community Safety	4	0.38%	0	1	3	0	0	0	0	0	0	0	0	0
Council Tax	62	5.95%	16	18	9	7	4	8	0	0	0	0	0	0
Crematorium	4	0.38%	0	1	2	0	0	1	0	0	0	0	0	0
Customer Services	23	2.21%	5	5	4	2	3	4	0	0	0	0	0	0
Development & Trans Planning	0	0.00%	0	0	0	0	0	0	0	0	0	0	0	0
Enforcement	0	0.00%	0	0	0	0	0	0	0	0	0	0	0	0
Housing - Anti Social Behaviour	14	1.34%	4	2	2	1	3	2	0	0	0	0	0	0
Housing - Other	185	17.75%	31	32	35	23	32	32	0	0	0	0	0	0
Housing -Repairs	136	13.05%	12	30	33	24	22	15	0	0	0	0	0	0
Human Resources	0	0.00%	0	0	0	0	0	0	0	0	0	0	0	0
ICT / Web team	0	0.00%	0	0	0	0	0	0	0	0	0	0	0	0
Learning & Achievement	4	0.38%	0	0	0	2	1	1	0	0	0	0	0	0
Legal & Governance	6	0.58%	1	0	2	1	2	0	0	0	0	0	0	0
Leisure Centres & Sport	5	0.48%	0	4	0	0	1	0	0	0	0	0	0	0
Library Services	9	0.86%	1	2	1	1	0	4	0	0	0	0	0	0
Parks and Open Spaces	29	2.78%	7	4	1	5	5	7	0	0	0	0	0	0
Planning & Building Control	31	2.98%	8	3	10	7	1	2	0	0	0	0	0	0
Public Health	0	0.00%	0	0	0	0	0	0	0	0	0	0	0	0
Public Protection	30	2.88%	4	8	6	5	3	4	0	0	0	0	0	0
Regeneration	0	0.00%	0	0	0	0	0	0	0	0	0	0	0	0
Registrar Services	4	0.38%	0	3	0	1	0	0	0	0	0	0	0	0
Roads and Pavements	92	8.83%	13	20	19	16	12	12	0	0	0	0	0	0
Social Care Adults	2	0.19%	0	0	0	1	1	0	0	0	0	0	0	0
Social Care Children's	5	0.48%	1	2	2	0	0	0	0	0	0	0	0	0
Street Cleansing	53	5.09%	8	11	9	11	8	6	0	0	0	0	0	0
Traffic & Parking Control	207	19.87%	32	39	36	43	32	25	0	0	0	0	0	0
Transactional Services	1	0.10%	0	0	0	1	0	0	0	0	0	0	0	0
Waste and Recycling	114	10.94%	23	28	14	20	18	11	0	0	0	0	0	0
Total Complaints logged	1042		166	218	192	178	152	136	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	0	0	0	3	0	1	0	0	4
Benefits (A-K)	0	0	0	0	0	0	0	0	0
Benefits (L-Z)	2	0	0	1	0	1	0	0	4
Business Rates	0	0	0	0	0	0	0	0	0
Cemeteries	0	0	0	1	0	0	0	0	1
Communications (Inc Living Magazine)	0	0	0	0	0	0	1	2	3
Council Tax	0	1	0	8	1	4	3	1	18
Crematorium	0	0	0	1	0	1	0	0	2
Customer Services	2	0	0	2	0	2	0	3	9
Community Safety	0	0	0	0	0	0	0	0	0
Housing - Anti Social	1	0	3	2	0	0	0	1	7
Housing - Other	4	4	8	22	3	23	4	18	86
Housing - Repairs	3	7	7	27	1	2	4	11	62
Learning & Achievement	0	1	0	1	0	1	0	0	3
Legal & Governance	0	0	0	2	0	1	0	0	3
Leisure Centres and Sport	0	0	0	0	0	0	0	1	1
Library Services (Inc Having Museum)	0	0	0	2	0	2	1	0	5
Parks and Open Spaces (Inc allotments)	1	2	1	5	0	2	4	2	17
Planning & Building Control	0	3	1	3	0	1	2	0	10
Public Health	0	0	0	0	0	0	0	0	0
Public Protection (Inc Trading Standards, Environmental Health & Noise Nuisance)	4		1	1		3	1	2	12
Registrar Services (Inc Birth, Death and Marriages)	0	0	0	0	0	0	0	1	1
Roads and Pavements (Inc Street Lighting)	4	2	8	11	0	2	10	3	40
Social Care Adults	0	1	0	0	0	1	0	1	3
Social Care Children's	0	0	0	0	0	0	0	0	0
Street Cleansing (Inc Trees)	5	3	1	10	0	1	1	4	25
Traffic and Parking Control	10	5	4	33	1	21	18	8	100
Transactional Services	0	0	0	0	0	0	0	1	1
Waste and Recycling	1	2	5	26	3	5	4	3	49
Total:	37	31	39	161	9	74	53	62	466

This table shows the breakdown of complaint reasons for each Service Area for Stages 1 and 2

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# Qtr 1 Audit Scores

Service Potential Score	Time 3		1 <sup>st</sup> time 4		Compliance 8		Learning 3		Quality 17		Overall 35		
	Q1	Q2	Q1	Q2	Q1	Q2	Q1	Q2	Q1	Q2	Q1	Q2	DoT
Chief Operating Officer	1	2	3	4	6	6	3	3	8	10	20	24	↑
Neighbourhoods	3	2	3	4	7	7	2	3	11	12	25	27	↑
OneSource	2	2	3	4	6	7	2	2	7	9	19	23	↑
Adult Services	No cases audited												
Children's Services	2	3	4	4	5	6	3	3	13	15	26	31	↑
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.

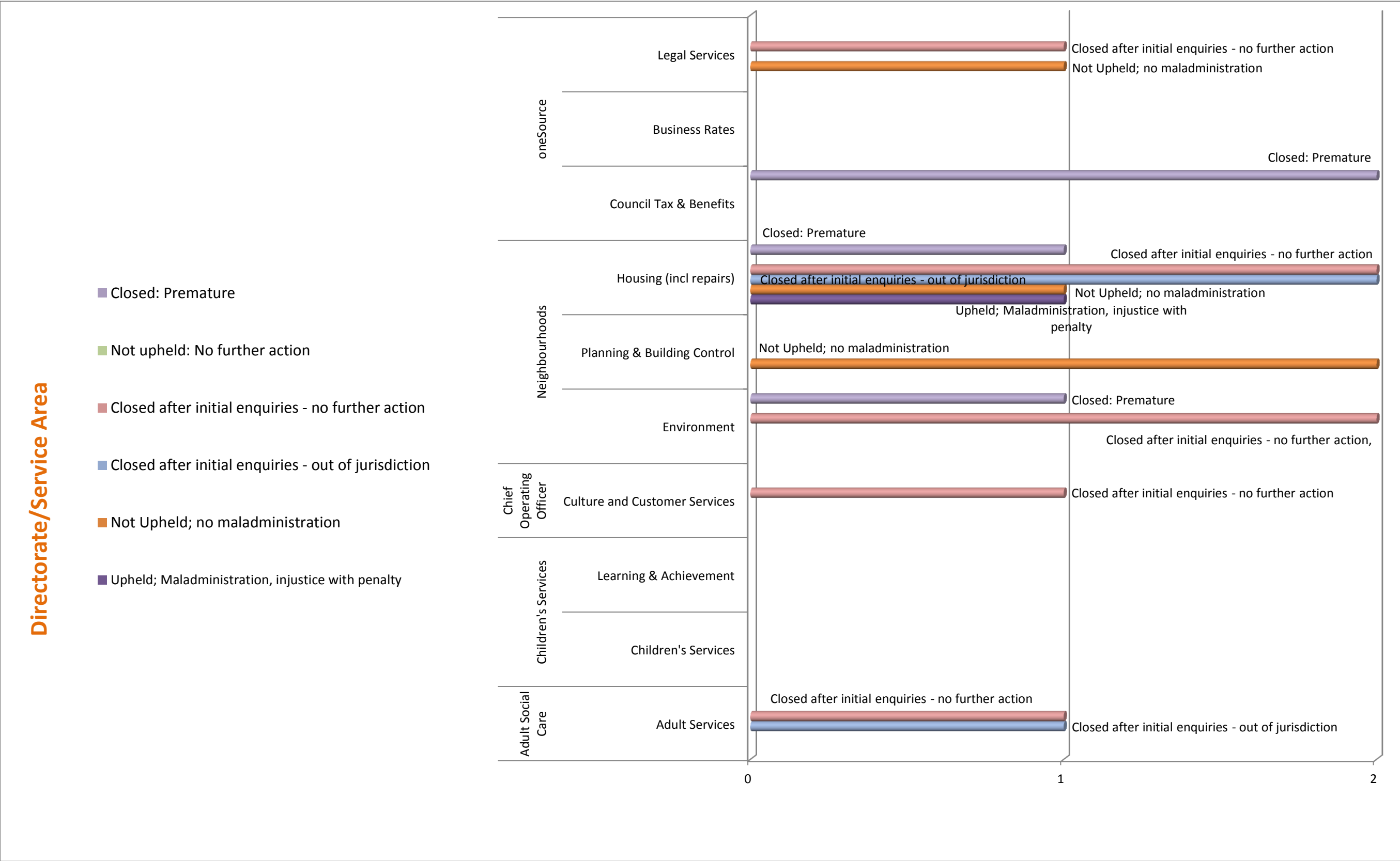
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Complaints determined:

		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					
Children's Services	Children's Services Learning & Achievement															
Chief Operating Officer	Culture and Customer Services										1					
Page 19 Neighbourhoods	Environment Planning & Building Control								2		2	1				
	Housing (incl repairs)				1				1	2	2	1				
	Council Tax & Benefits Business Rates											2				
oneSource	Legal Services								1		1					
Total :		0	0	0	1	0	0	0	4	3	7	4	0	0	0	0

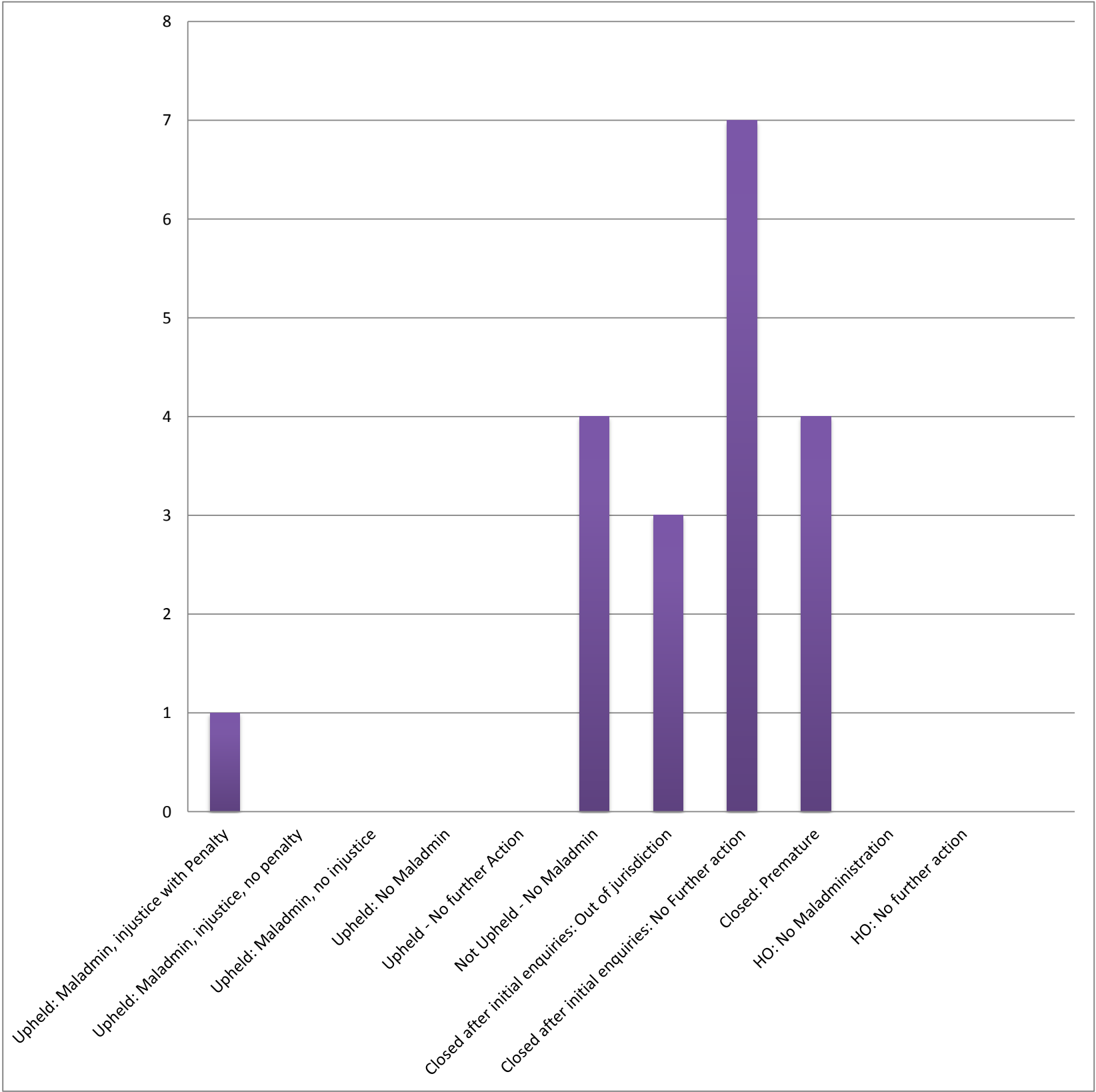
2  
0  
0  
1  
3  
2  
7  
2  
0  
2  
19

Decisions





Outcomes



**Significant decisions from Local Government or Housing Ombudsmen**

**1. Miss X**

Miss X made a complaint about how the Council had addressed repairs at her home, including rear fence/wall, low hot water pressure, a gas leak and the front door. She also complained about the standard of workmanship and the Council's complaint handling process.

The Housing Ombudsman ordered the Council to make a compensation payment to Miss X of £400. Some of which was offset against Miss X's outstanding rent arrears. In addition, it was recommended that the Council reviews its Tenants' Handbook to ensure that the target timescales for repairs are clear and consistent.

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

## ADJUDICATION AND REVIEW COMMITTEE

23 November 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 Enquiries 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 2, indicating numbers received and performance.

## RECOMMENDATIONS

That the Committee consider and discuss any further action required on the Member Enquiries Statistics for Quarter 2 (July – September 2017).

## REPORT DETAIL

### Member Enquiries Performance Statistics

The 2<sup>nd</sup> quarter performance statistics for all Member Enquiries is attached as **Appendix 1**.

In short, Members made 926 enquiries of Services during the period July to September 2017. 98% of them (904) were responded to within time; a considerable increase across the three month period, compared to the previous Quarter when 702 enquiries were received and 672 responded to within time.

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

	July	August	September	Total
<b>Total No of Enquiries</b>	316	349	261	926
<b>No. completed in time</b>	303	343	258	904
<b>% completed in time</b>	96%	98%	99%	<b>98%</b>

## IMPLICATIONS AND RISKS

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

## BACKGROUND PAPERS

Appendix 1 – Quarter 2 Member Enquiries statistics

**Members / MP Enquiries Quarter 1 Report  
(July - September 2017)**

**This report shows the volume of Member and MP Enquiries received by services for the 2nd Quarter, July to September 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

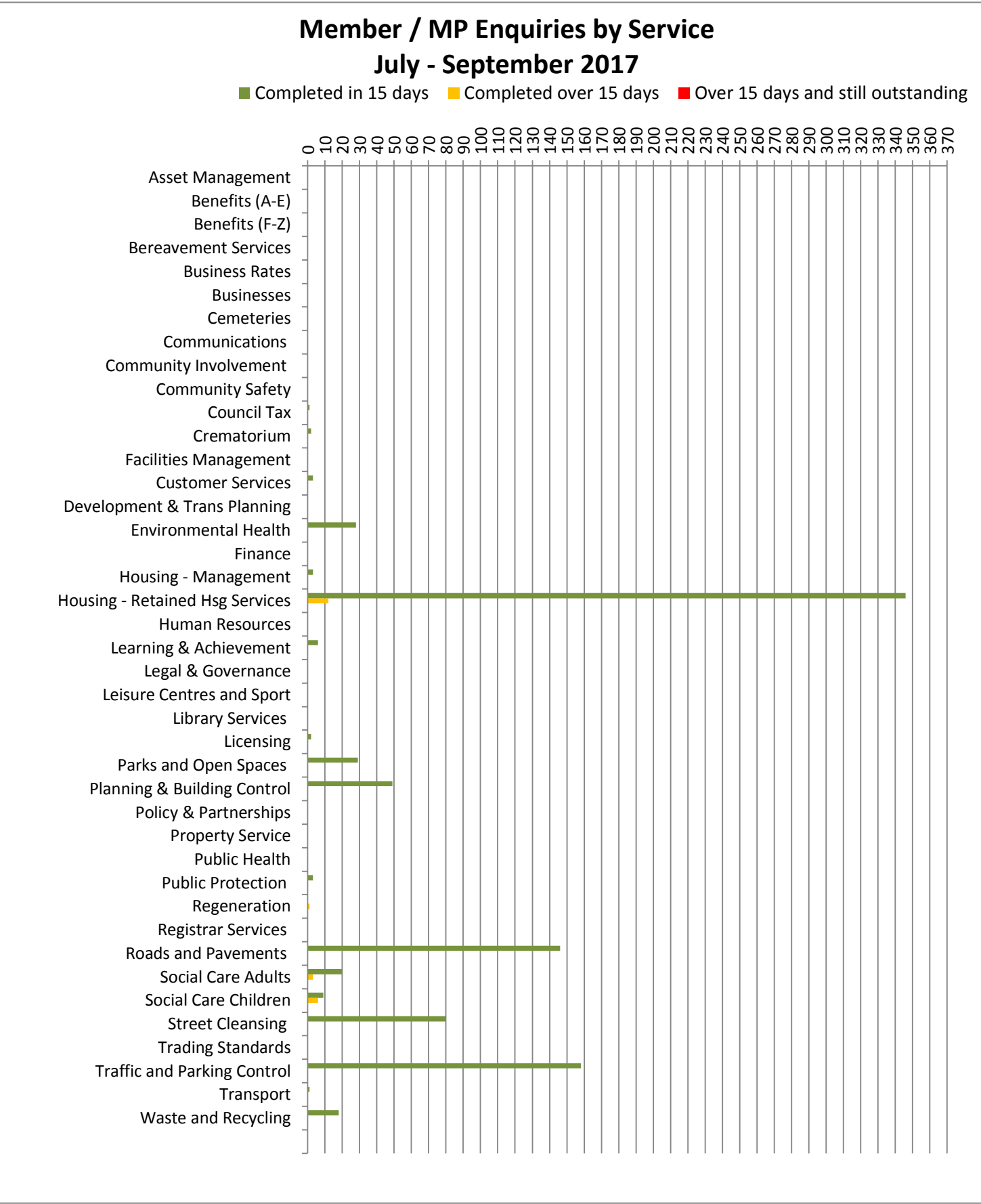
Performance forQuarter 1 (in short) is therefore:

- 926 enquiries logged
- 98% closed on time (904)

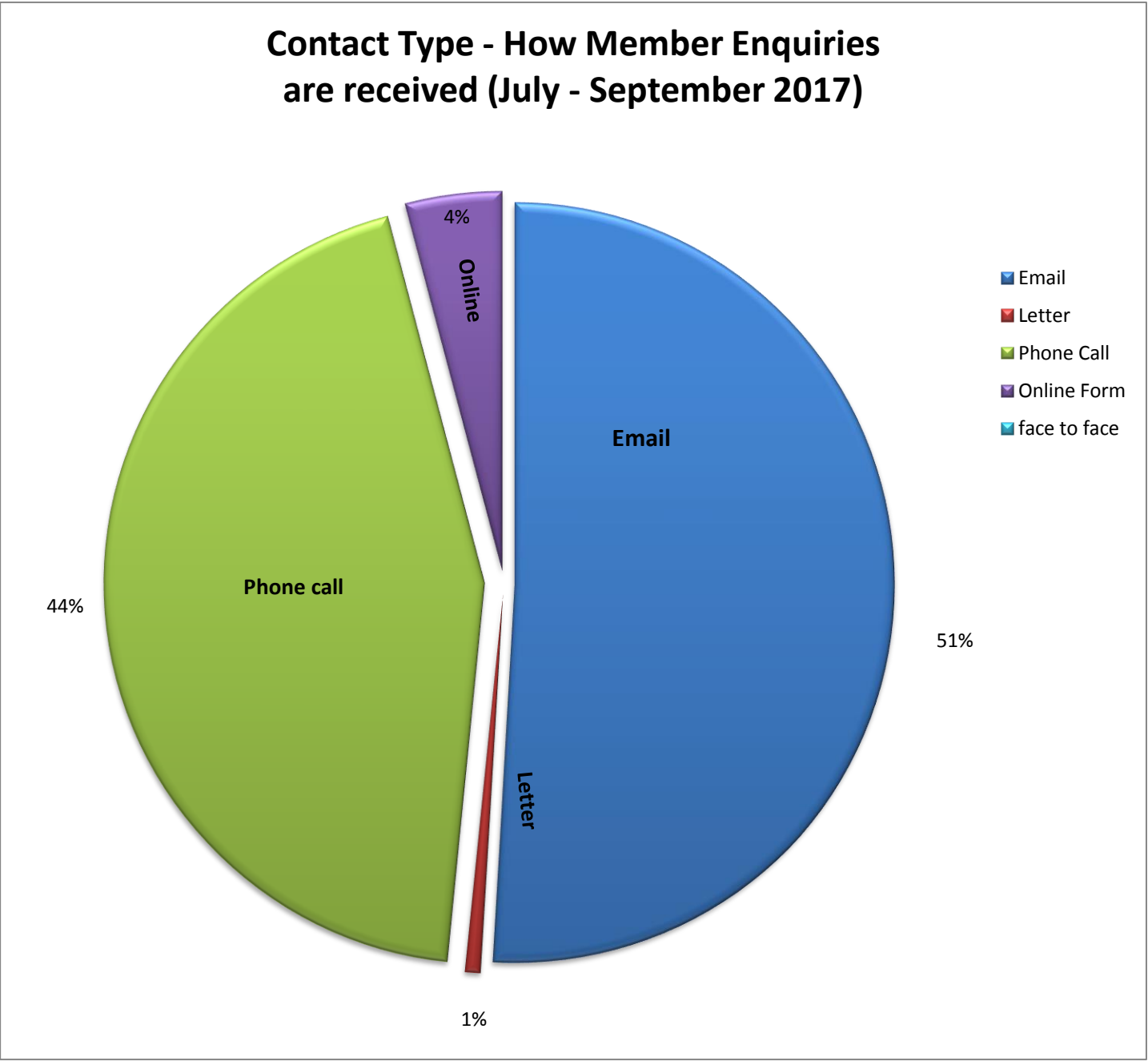
Senior Leadership Support Team  
13th November 2017

Members / MP Enquiries Quarter 1 Report  
(July - September 2017)

	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					
Benefits (A-E)					
Benefits (F-Z)					
Bereavement Services					
Business Rates					
Businesses					
Cemeteries					
Communications					
Community Involvement					
Community Safety					
Council Tax	1	1	100%		
Crematorium	2	2	100%		
Facilities Management					
Customer Services	3	3	100%		
Development & Trans Planning					
Environmental Health	28	28	100%		
Housing - Management	3	3	100%		
Housing - Retained Hsg Services	358	346	97%	12	
Human Resources					
Learning & Achievement	6	6	100%		
Legal & Governance					
Leisure Centres and Sport					
Library Services					
Licensing	2	2	100%		
Parks and Open Spaces	29	29	100%		
Planning & Building Control	49	49	100%		
Policy & Partnerships					
Property Service					
Public Health					
Public Protection	3	3	100%		
Regeneration	1	0	0%	1	
Registrar Services					
Roads and Pavements	146	146	100%		
Social Care Adults	23	20	87%	3	
Social Care Children	15	9	60%	6	
Street Cleansing	80	80	100%		
Trading Standards					
Traffic and Parking Control	158	158	100%		
Transport	1	1	100%		
Waste and Recycling	18	18	100%		
Total	926	904	98%	22	0



Members / MP Enquiries Quarter 1 Report  
(July - September 2017)



## Members / MP Enquiries Quarter 1 Report (July - September 2017)

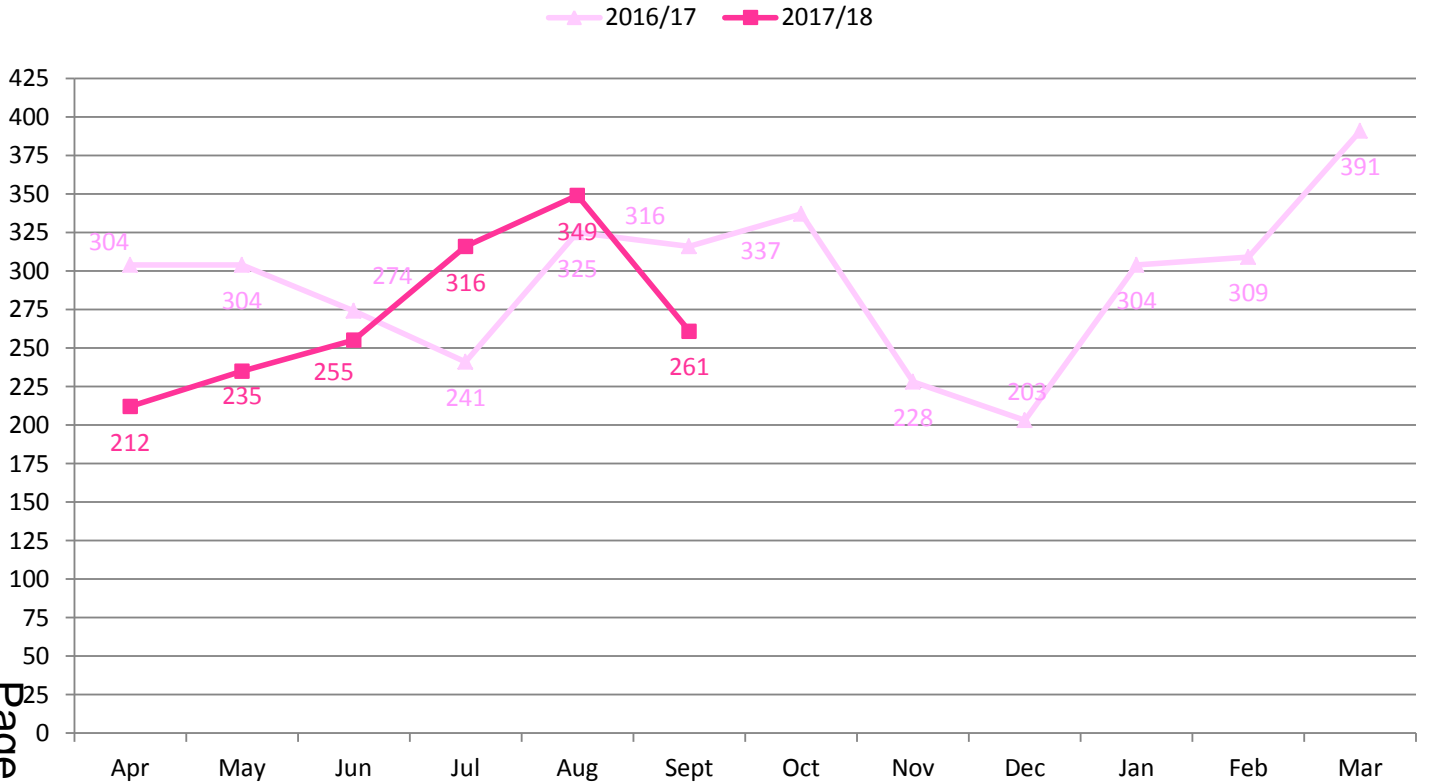
Appendix 1

		Jul-17			Aug-17			Sep-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	2										2
Businesses	0										0
Cemeteries	0										0
Communications	0										0
Community Involvement	0										0
Community Safety	0										0
Council Tax	3	1	1	100%							4
Crematorium	0				2	2	100%				2
Customer Services	2	1	1	100%	1	1	100%	1	1	100%	5
Facilities Mangement	1										1
Develop. & Trans Planning	0										0
Environmental Health	6	12	12	100%	7	7	100%	9	9	100%	34
Housing - Management	7	1	1	100%	2	2	100%				10
Housing - Retained Hsg Services	245	102	92	90%	162	160	99%	94	94	100%	603
Human Resources	0										0
Learning & Achievement	8	1	1	100%	3	3	100%	2	2	100%	14
Legal & Governance	0										0
Leisure Centres and Sport	0										0
Library Services	1										1
Licensing	4				1	1	100%	1	1	100%	6
Parks and Open Spaces	21	14	14	100%	9	9	100%	6	6	100%	50
Planning & Building Control	19	19	19	100%	15	15	100%	15	15	100%	68
Policy & Partnerships	0										0
Property Services	0										0
Public Health	0										0
Public Protection	2				1	1	100%	2	2	100%	5
Regeneration	0							1	0	0%	1
Registrar Services	0										0
Roads and Pavements	121	53	53	100%	55	55	100%	38	38	100%	267
Social Care Adults	24	16	15	94%	3	2	67%	4	3	75%	47
Social Care Children's	19	2	0	0%	7	4	57%	6	5	83%	34
Street Cleansing	56	30	30	100%	30	30	100%	20	20	100%	136
Trading Standards	3										3
Traffic and Parking Control	129	60	60	100%	43	43	100%	55	55	100%	287
Transport	0							1	1	100%	1
Waste and Recycling	29	4	4	100%	8	8	100%	6	6	100%	47
<b>Total no. of enquiries logged</b>	<b>702</b>	<b>316</b>			<b>349</b>			<b>261</b>			<b>1,628</b>
<b>Total completed in 15 days</b>	<b>672</b>		<b>303</b>			<b>343</b>			<b>258</b>		<b>1,576</b>
<b>Total completed in 15 days (%)</b>	<b>96%</b>			<b>96%</b>			<b>98%</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>

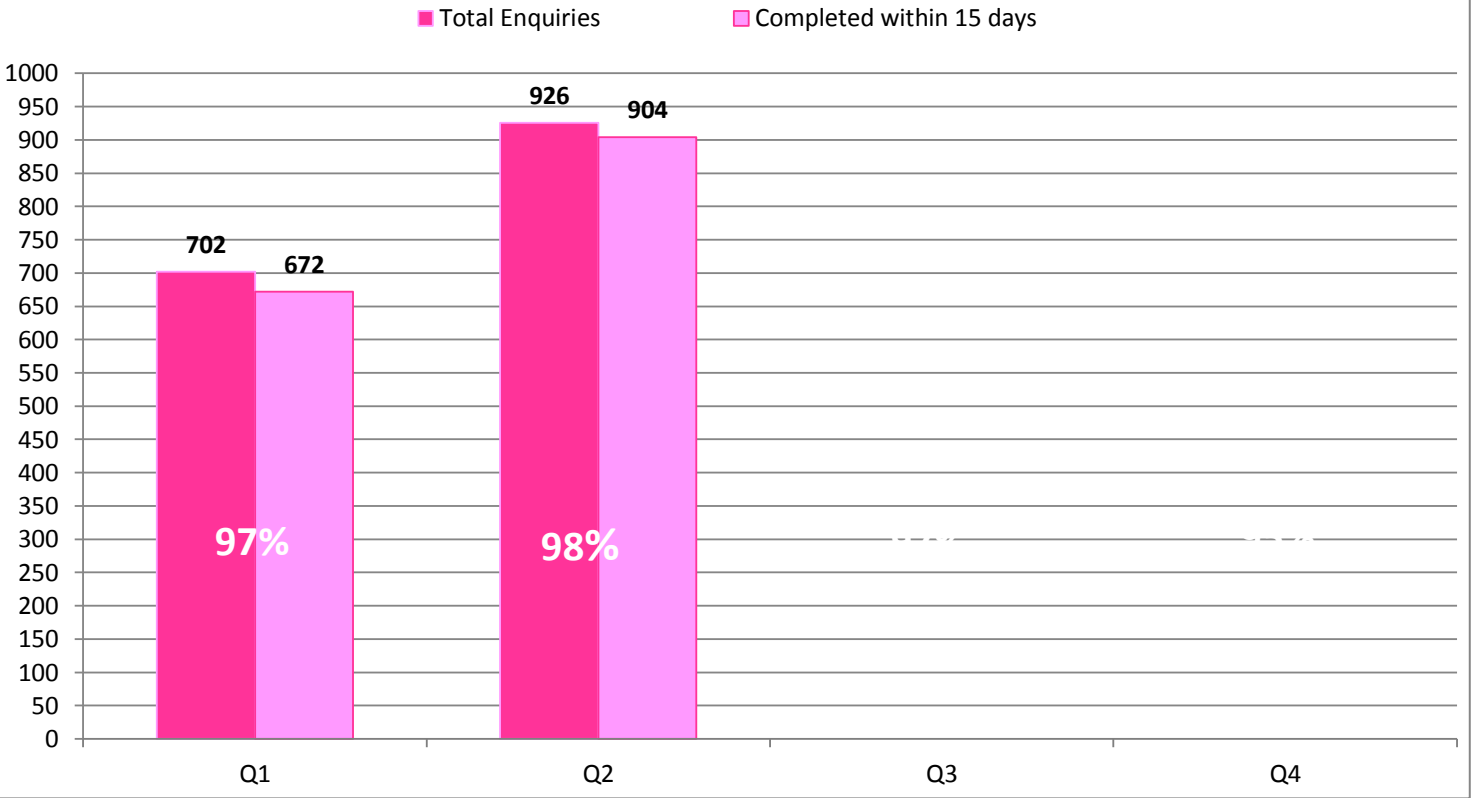


Members / MP Enquiries Quarter 1 Report  
(July - September 2017)

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



Member/MP Enquiries  
(by Quarter)



Members / MP Enquiries Quarter 1 Report  
(July - September 2017)

Annual rolling total of Member Enquiries by Councillor & MP

	Cumulative	Jul-17	Aug-17	Sep-17	TOTAL
Alex Donald	8	3	5	1	17
Barbara Matthews	0	3	0	0	3
Barry Mugglestone	14	2	5	3	24
Brian Eagling	1	0	1	1	3
Carol Smith	5	4	1	2	12
Clarence Barrett	8	1	7	4	20
Damian White	109	48	115	32	304
Darren Wise	7	4	0	4	15
David Durant	3	0	0	3	6
David Johnson	1	1	0	0	2
Denis O'Flynn	6	2	2	3	13
Dilip Patel	11	6	8	2	27
Fredrick Thompson	9	7	1	5	22
Garry Pain	1	1	0	0	2
Gillian Ford	12	11	14	3	40
Graham Wiliamson	5	2	2	1	10
Ian D Wulverton	0	0	0	0	0
Jason Frost	24	3	7	6	40
Jeffery Tucker	13	9	5	8	35
Jody Ganly	7	4	5	7	23
John Crowder	8	4	4	2	18
John Glanville	3	3	1	0	7
John Mylod	5	2	1	1	9
John Wood	12	4	11	4	31
Joshua Chapman	16	16	9	15	56
Julie Wilkes	4	3	3	2	12
June Alexander	0	2	0	0	2
Keith Darvill	3	2	0	1	6
Keith Roberts	1	2	4	4	11
Lawrence Webb	1	1	0	1	3
Linda Hawthorn	23	11	3	9	46
Linda Trew	6	1	0	3	10
Sub Total	326	162	214	127	829

	Cumulative	Jul-17	Aug-17	Sep-17	TOTAL
Linda Van Den Hende	3	1	4	1	9
Margaret Davis	2	0	0	0	2
Melvin Wallace	15	2	5	2	24
Michael Deon Burton	4	1	8	2	15
Michael White	1		0	0	1
Nic Dodin	3	2	1	2	8
Osman Dervish	10	3	14	2	29
Patricia Rumble	5	1	2	2	10
Philip Martin	4	1	0	1	6
Philippa Crowder	2	4	1	0	7
Ray Best	10	1	3	1	15
Ray Morgon	49	15	9	19	92
Reg Whitney	0	0	0	0	0
Robby Misir	3	3	0	1	7
Robert Benham	26	6	4	1	37
Roger Ramsey	43	29	10	25	107
Ronald Ower	25	6	8	6	45
Roger Westwood	0	0	0	1	1
Stephanie Nunn	24	9	2	4	39
Steven Kelly	0	0	0	0	0
Viddy Persaud	30	10	7	5	52
Wendy Brice-Thompson	9	6	5	4	24
Andrew Rosindell MP	65	29	20	26	140
Angela Watkinson MP	4	0	0	0	4
Jon Cruddas MP	29	14	14	6	63
Margaret Hodge MP	0	0	0	0	0
Julia Lopez MP (Dockerill)	0	10	16	23	49
Blanks / Out of Borough/other	10	1	2	0	13
					0
					0
SubTotal	376	154	135	134	799
Grand Total	702	316	349	261	1,628