



# Haverling

LONDON BOROUGH

## ADJUDICATION AND REVIEW COMMITTEE

### AGENDA

<b>7.00 pm</b>	<b>Thursday 18 May 2017</b>	<b>Committee Room 1- Town Hall - Town Hall</b>
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Members 10: Quorum 4

#### COUNCILLORS:

**Conservative  
( 4 )**

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

**Residents'  
( 2 )**

John Mylod (Vice-Chair)  
Julie Wilkes

**East 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 - 4)**

To approve as correct the Minutes of the meeting of the Adjudication and Review Committee held on 21 February 2017 and authorise the Chairman to sign them.

### **5 UPDATE ON CORPORATE COMPLAINTS 2016/17 (Pages 5 - 24)**

### **6 UPDATE ON PERFORMANCE ON MEMBER ENQUIRIES - 2016/17 (Pages 25 - 32)**

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

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**MINUTES OF A MEETING OF THE  
ADJUDICATION AND REVIEW COMMITTEE  
Committee Room 2 - Town Hall  
21 February 2017 (7.00 - 7.32 pm)**

**Present:**

**COUNCILLORS**

**Conservative Group** Roger Westwood (Vice-Chair) and Meg Davis

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

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

**Independent Residents  
Group** Michael Deon Burton

Apologies were received for the absence of Councillors Garry Pain and Julie Wilkes.

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

**31 DECLARATIONS OF INTERESTS**

There were no declarations of interest.

**32 MINUTES**

The minutes of the meeting held on 24 November 2016 were accepted and signed by the Chairman.

**33 QUARTER 3 CORPORATE COMPLAINTS**

Officers had provided the Committee with an update on the performance on handling corporate complaints in quarter 3, covering the period October to December 2016.

The Council had received 383 Stage 1 complaints in the quarter with 97% of them being responded to within 15 days. Additionally the Council had received 77 requests for escalation to Stage 2, 71 of these had been dealt with within 20 days.

The results of the audit of cases in quarter 3 had been reported. In some instances where a service had received a relatively small number of complaint, a higher percentage of cases had been audited. Although the data indicated that Communications had only closed 1 out of three

complaints within 15 days officers had explained that when they had checked the data the issue was a failure to close cases on the CRM system rather than a failure to close the complaint.

Officers had provided additional details regarding the Adults Social Care case where the Ombudsman had found maladministration, but no injustice. The Committee asked if they could be advised of how many homes the company who were responsible ran in the borough.

The Committee had also questioned the relatively small number of complaints made regarding Leisure Centres and Sports. Officers had explained that the majority of sports and leisure services were provided by an external contractor who would have their own complaints procedure and most complainants would no doubt approach them direct.

The Committee had asked what steps were taken to ensure lessons were learnt from completed complaints. Officers had advised that some areas i.e. housing, planning and environment were very good at applying lessons learnt to the way they dealt with issues to ensure they did not reoccur.

The Committee **noted** the report.

#### 34 **QUARTER 3 - MEMBERS' ENQUIRIES**

The Committee had received a report on the performance of officers responses to Members' enquiries in quarter 3. During the three month period 97% of members enquiries received a response within time.

For the nine month period to 31 December 2016 2532 enquiries had been lodged and 97% of these had been closed on time. Unsurprisingly the largest volume of enquiries related to Housing – Retained Services, Roads and Pavements and Traffic and Parking Control.

Members were tending to contact officers either via email or phone call.

The Committee questioned why so few enquiries were being received via the on-line forms, as Members indicated that they tended to use this method. Officers explained that this could be down to how the matter was classified, as they believed most on line form enquiries were seen as service requests and were therefore not included in this data. Officers indicated that they would check on the current status of the on line form as it was possible a volume of enquiries was being overlooked.

The Committee had sought further information regarding the Members'/MP enquiries relating to Learning and Achievement. Officers indicated that they would provide this information.

The Committee noted the report.

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**Chairman**

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**ADJUDICATION AND REVIEW  
COMMITTEE**

18 May 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 in 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 the year 2016/17, 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 Year End (April 2016 – March 2107)
2. The updated results following the Quarter 4 Audit of complaints, showing a comparison between Quarters 1 and 4
3. Decisions made by both the Local Government and Housing Ombudsmen throughout the year.

**REPORT DETAIL**

The Corporate Complaints Policy and Procedure came into effect 1st April 2015. This report summarises the performance being achieved under the Council's complaints handling process and supported by audit results. The audits which are carried out randomly each quarter identify Services levels of quality in Services responses, turnaround times, as well as identifying those areas in need of additional attention.

**Corporate Complaints Performance Statistics – Year End 2016/17**

The Year End performance statistics for all complaints under the procedure is attached as **Appendix 1**.

Between April 2016 and March 2017, the council received 1951 Stage 1 complaints. 97% of them (1900) were responded to within 15 days.

In addition, throughout the year, 312 requests were received for escalation to Stage 2 of the process, 94% (293) of them dealt with within 20 days.

This equates to an escalation request rate of 16%.

The following table provides an easy view of complaints completed at Stages 1 and 2 for this year, compared against the previous year, 2015/16.

	<b>2016/17</b>	<b>2015/16</b>
Stage 1 percentage to time	97%	89%
Stage 2 percentage to time	94%	89%
Cumulative percentage Stages 1 & 2	97%	89%
Stage 3 percentage to time	100%	100%

## Adjudication and Review Committee – 18<sup>th</sup> May 2017

There was one request to escalate a complaint to Stage 3 of the process. This equates to an escalation request rate of 0.3%

### **Stage 3 complaints – considered by Member Review Panel**

One case has been escalated to Stage 3, and was presented to Member Review Panel in December 2016. This was a Housing complaint relating to work carried out by a council contractor, which the customer alleged had caused a gas leak. The Panel were satisfied the complaint had been handled appropriately and supported the level of financial redress offered. It was determined that further reimbursement need not be offered and the case was not upheld.

### **Audit of Complaints**

The table below shows the breakdown of cases audited during the year. 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 complaints</b>	<b>No. of files audited</b>	<b>Percentage of total</b>
Adult Social Care	3	1	33%
Children's Services	35	10	29%
Chief Operating Officer	193	46	24%
Neighbourhoods	1831	167	9%
oneSource	200	30	15%
Totals	2262	254	11%

The comparison of audit results across Quarters 1 to 4 is attached as **Appendix 2**. Audits of cases are carried out randomly.

The audit results are disappointing. Action is planned to address the issues raised by the audit results; this will include re-visiting the training of complaint handlers within services and reinforcing the Complaints Policy & Procedure.

### **Ombudsmen Decisions**

During the year there were 65 decisions by Local Government and Housing Ombudsmen, as follows:

Closed after initial enquiries: No further action	13
Closed after initial enquiries: Out of jurisdiction	14
Not upheld: No maladministration	13
Premature complaint	12
Upheld: No further action	1

## Adjudication and Review Committee – 18<sup>th</sup> May 2017

Upheld: Maladministration, injustice with penalty	5
Upheld: Maladministration, injustice, no penalty	4
Upheld: Maladministration, no injustice	1
Housing Ombudsman: No Maladministration	2

Please see attached **Appendix 3**, detailing Ombudsman and Housing Ombudsman decisions received during the year.

### **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 – Year End Complaints statistics
- Appendix 2 – Audit comparison between Quarters 1 and 4
- Appendix 3 – Ombudsmen Decisions received

**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.**

The Corporate Complaints Policy and Procedure sets out timescales in which we have to respond to a complaint; 15 working days for Stage 1 and 20 working days for Stage 2.

Stage 3 (Adjudication and Review) also has a target. This is 31 calendar days.  
The target to achieve for both Stage 1 and Stage 2 responses and is 95% to time.

**The following performance figures relate to complaints under the process.**

Information on the following pages show:

- The number of complaints logged at Stage 1 and Stage 2 against the service area and the response times
- A graphic of Stage 1 and Stage 2 by topic showing those logged compared with those closed within time.
- The method of contact by our customers
- 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 2016/17 (in short) is therefore:

Stage 1 received	1951
Stage 1 percentage to time overall	97% (1900)
Percentage escalated to Stage 2	16%

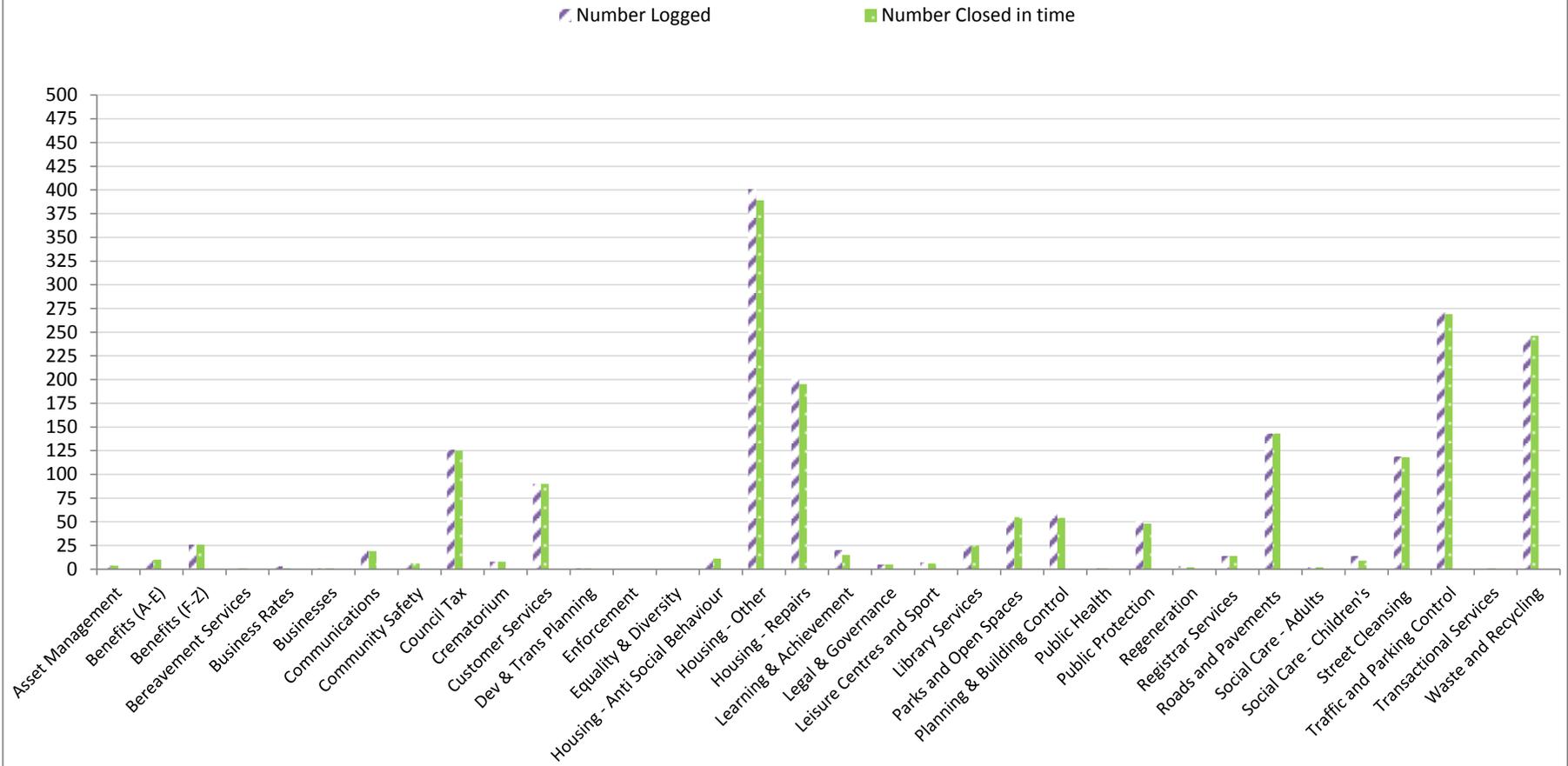
Stage 2 received	312
Stage 2 percentage to time overall	94% (293)
Percentage escalated to Stage 3	0.3%

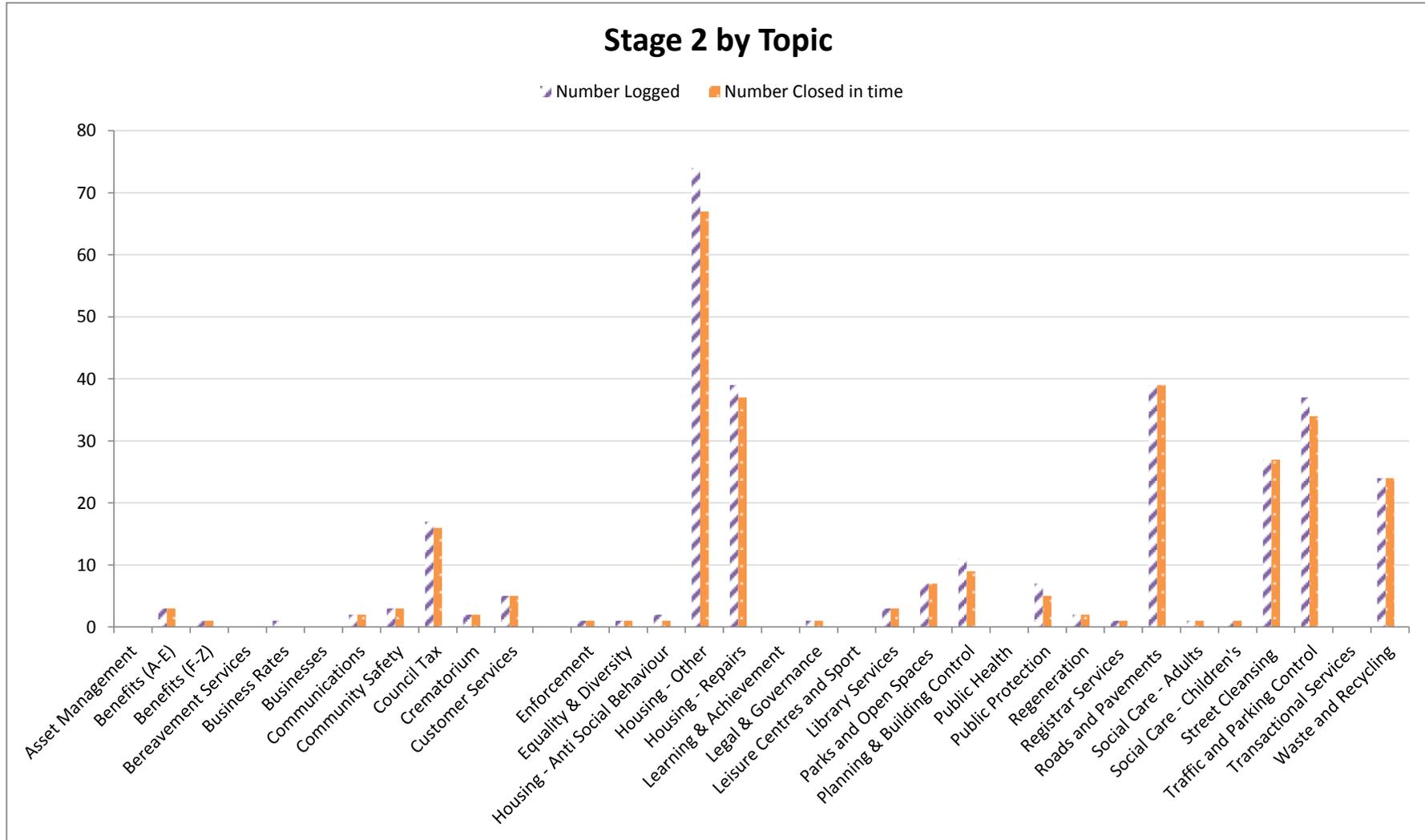
Stage 3 received	1
Stage 3 percentage to time overall	100%
Stage 1 & Stage 2 cumulative % to time	97%

Corporate Complaints Year End Report 2016/17

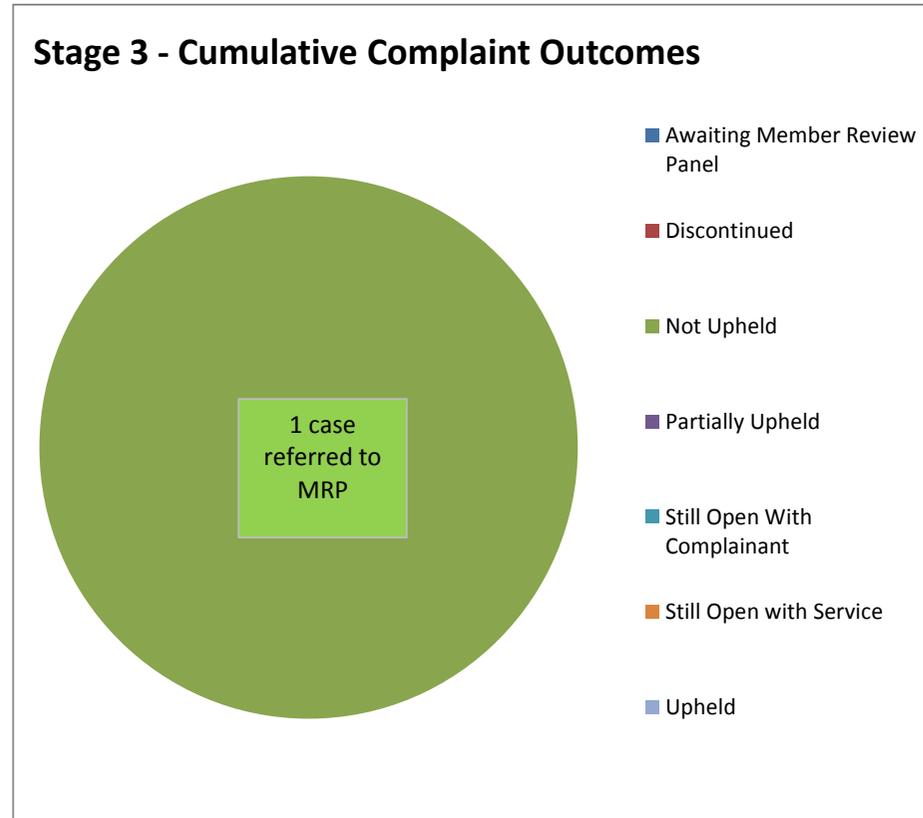
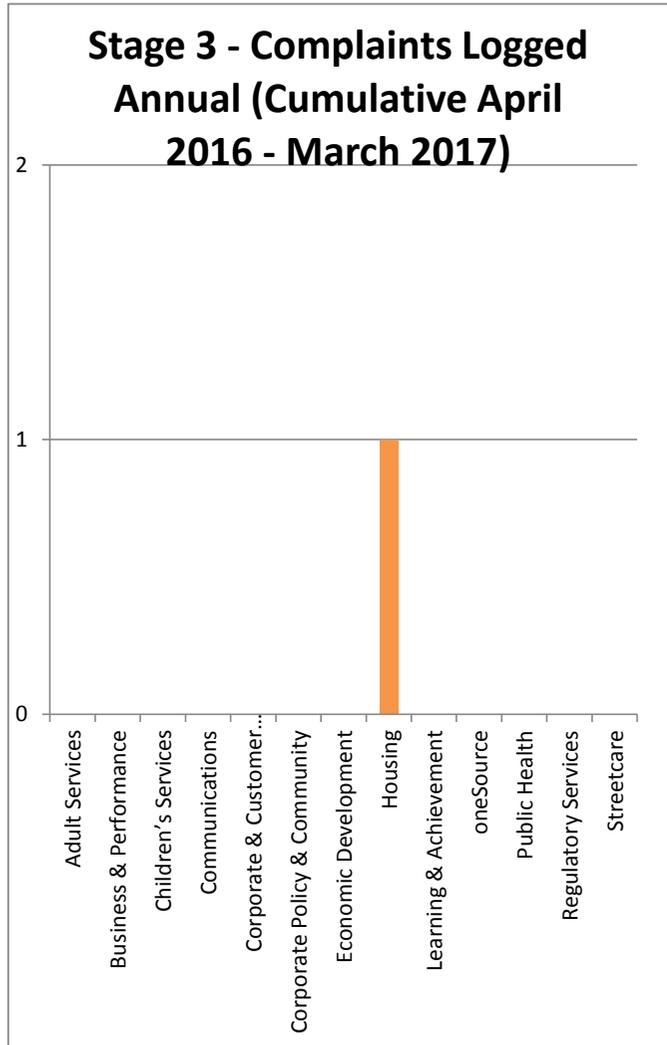
	Stage 1			Stage 2		
	Number Logged	Closed in 15 days	Closed in 15 days	Number Logged	Closed in 20 days	Closed in 20 days (%)
Asset Management	6	4	67%			
Benefits (A-E)	10	10	100%	3	3	100%
Benefits (F-Z)	26	26	100%	1	1	100%
Bereavement Services	1	1	100%			
Business Rates	3	1	33%	1	0	0%
Businesses	1	1	100%			
Communications (Inc Living Magazine)	23	19	83%	2	2	100%
Community Safety	7	6	86%	3	3	100%
Council Tax	126	125	99%	17	16	94%
Crematorium	8	8	100%	2	2	100%
Customer Services	90	90	100%	5	5	100%
Dev & Transport Planning	1	1	100%			
Enforcement				1	1	100%
Equality & Diversity				1	1	100%
Housing - Anti Social Behaviour	12	11	92%	2	1	50%
Housing - Other	401	389	97%	74	67	91%
Housing - Repairs	201	195	97%	39	37	95%
Learning & Achievement	20	15	75%			
Legal & Governance	5	5	100%	1	1	100%
Leisure Centres and Sport	7	6	86%			
Library Services (Inc Having Museum)	25	25	100%	3	3	100%
Parks and Open Spaces (Inc allotments)	55	55	100%	7	7	100%
Planning & Building Control	58	54	93%	11	9	82%
Public Health	1	1	100%			
Public Protection (Inc Trading Standards, Environmental Health & Noise Nuisance)	51	48	94%	7	5	71%
Regeneration	3	2	67%	2	2	100%
Registrar Services (Inc Birth, Death and Marriages)	14	14	100%	1	1	100%
Roads and Pavements (Inc Street Lighting)	143	143	100%	39	39	100%
Social Care Adults	2	2	100%	1	1	100%
Social Care Children's	14	9	64%	1	1	100%
Street Cleansing (Inc Trees)	119	118	99%	27	27	100%
Traffic and Parking Control	271	269	99%	37	34	92%
Transactional Services	1	1	100%			
Waste and Recycling	246	246	100%	24	24	100%
<b>Total</b>	<b>1951</b>	<b>1900</b>	<b>97%</b>	<b>312</b>	<b>293</b>	<b>94%</b>

### Stage 1 by Topic





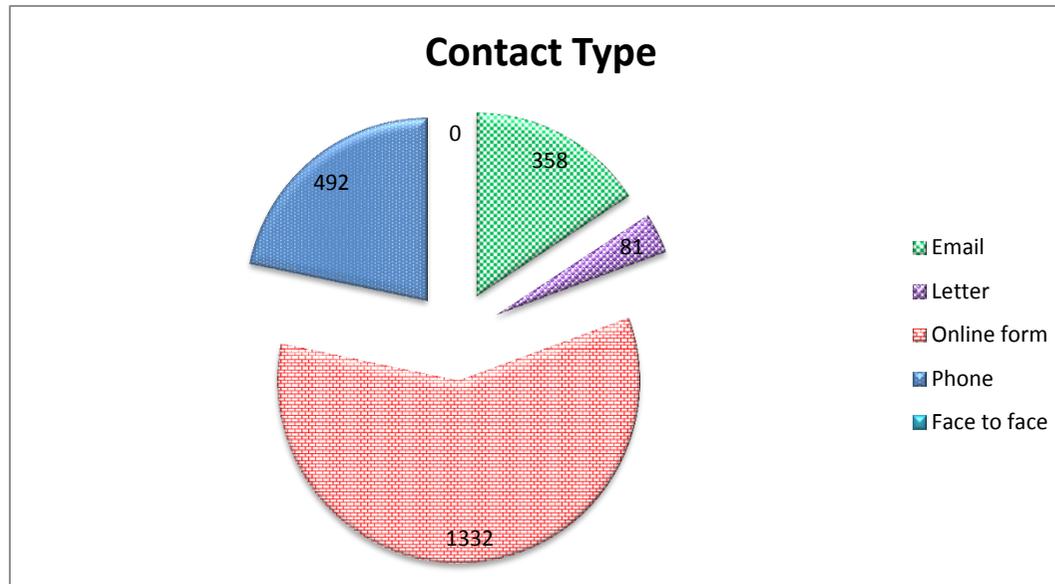
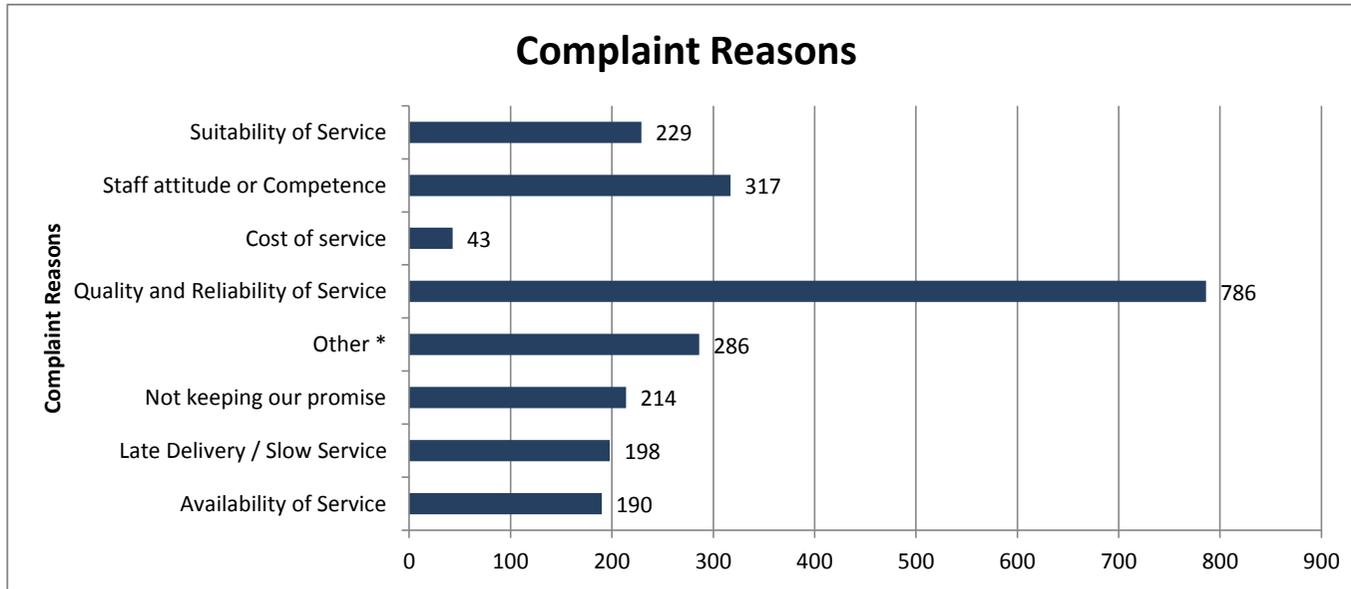
### Summary of Stage 3 Complaints



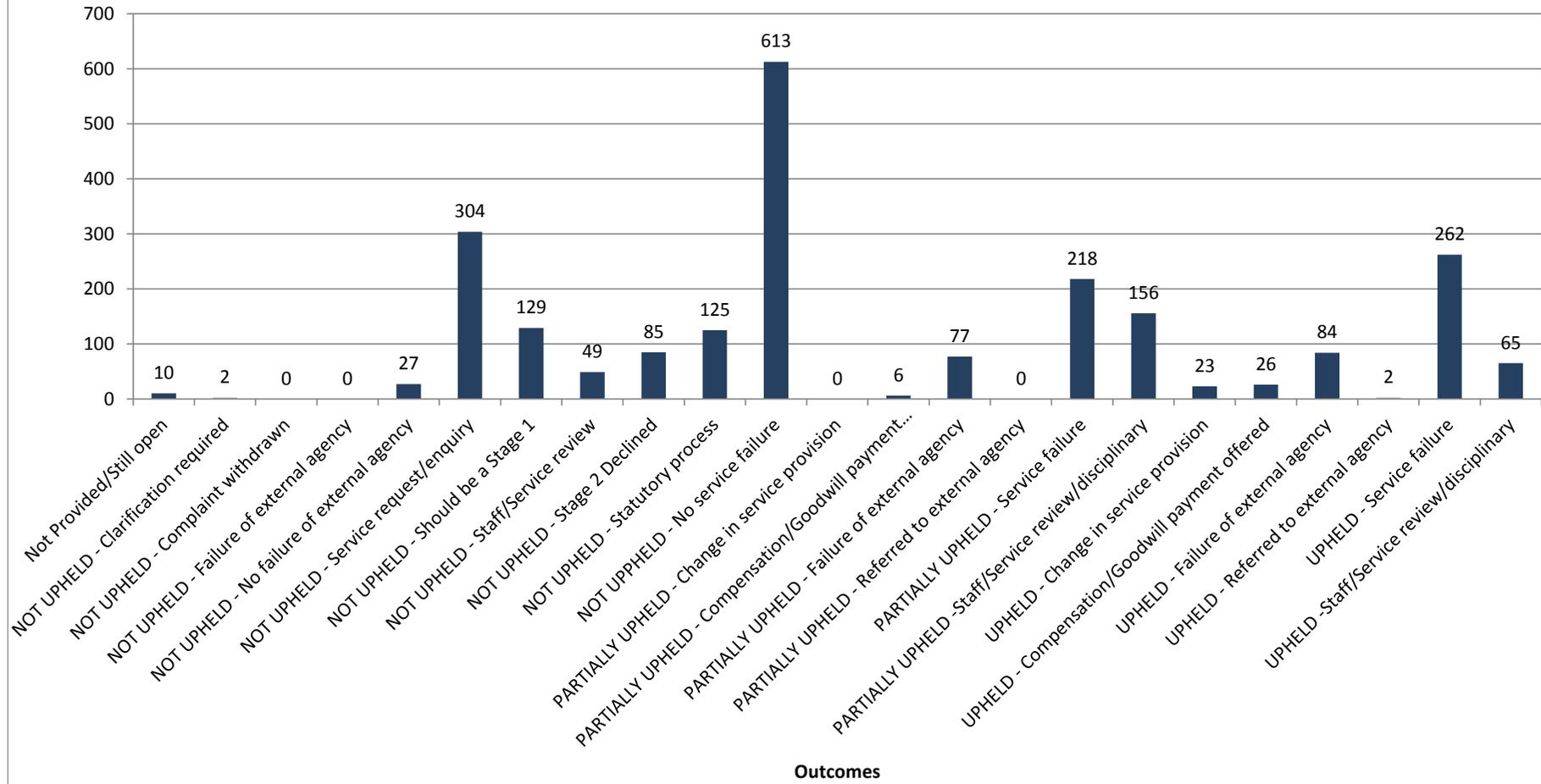
## Cumulative complaint figures April 2016 - March 2017

Table below shows all corporate complaint stage 1 &amp; 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
Asset Management	6	0.27%			1				1	1	2		1	
Benefits (A-K)	13	0.57%	2			1	1	1	2	4	2			
Benefits (L-Z)	27	1.19%	3	3	3	2	2	1	2	6		4	1	
Bereavement Services	1	0.04%								1				
Business Rates	4	0.18%	2			1								1
Businesses	1	0.04%	1											
Communications	25	1.10%		4	1	4	3	3	4	1		2	1	2
Community Safety	10	0.44%				2	2	3	2			1		
Council Tax	143	6.32%	11	9	6	7	12	12	19	12	10	17	12	16
Crematorium	10	0.44%	1	1	2		1					1	2	2
Customer Services	95	4.20%	14	16	12	4	1	11	5	3	4	11	7	7
Development & Trans Planning	1	0.04%		1										
Enforcement	1	0.04%			1									
Equality & Diversity	1	0.04%									1			
Housing - Anti Social Behaviour	14	0.62%	1	1		2		2	3		1	2		2
Housing - Other	475	20.99%	29	32	61	48	41	44	34	29	26	49	37	45
Housing -Repairs	240	10.61%	19	17	5	24	19	26	16	15	20	34	18	27
Learning & Achievement	20	0.88%	1	4	1	2	3	3	1	1	1		2	1
Legal & Governance	6	0.27%		2			1		1			2		
Leisure Centres & Sport	7	0.31%	1		1	2			2		1			
Library Services	28	1.24%	4	7	4	4	4	1				2		2
Parks and Open Spaces	62	2.74%	4	5	7	4	9	8	9	5	1	1	3	6
Planning & Building Control	69	3.05%	5	8	3	6	3	8	6	6	4	6	5	9
Public Health	1	0.04%					1							
Public Protection	58	2.56%	1	12	4		5	5	4	4	2	9	6	6
Regeneration	5	0.22%	1				1		2				1	
Registrar Services	15	0.66%	2	2	3	1	2	1				1	3	
Roads and Pavements	182	8.04%	11	10	22	13	21	25	13	15	8	20	8	16
Social Care Adults	3	0.13%		1								1	1	
Social Care Children's	15	0.66%	1		1			1	2	3	1			6
Street Cleansing	146	6.45%	7	8	26	11	25	15	7	12	6	4	14	11
Traffic & Parking Control	308	13.61%	26	30	36	22	26	29	27	24	20	25	12	31
Transactional Services	1	0.04%		1										
Waste and Recycling	270	11.93%	12	24	47	21	21	17	10	21	15	38	22	22
<b>Total Complaints logged</b>	<b>2263</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>230</b>	<b>156</b>	<b>212</b>
<b>Overall % of complaints 1&amp;2 completed within time</b>			<b>98%</b>			<b>98%</b>			<b>95%</b>			<b>95%</b>		



### Outcome of Complaints



## Audit Comparison Q1 to Q4

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.

Service Potential score	Time 3				1 <sup>st</sup> time 4				Compliance 8				Learning 3				Quality 17				Overall 35				DoT between Q1 & Q4
	Q 1	Q 2	Q 3	Q 4	Q 1	Q 2	Q 3	Q 4	Q 1	Q 2	Q 3	Q 4	Q 1	Q 2	Q 3	Q 4	Q 1	Q 2	Q 3	Q 4	Q 1	Q 2	Q 3	Q 4	
Communications	3	2	0	--	3	4	0	--	5	6	2	--	3	3	0	--	3	12	0	--	18	27	2	--	↔
Future & Customer Access	2	3	1	2	3	4	4	2	5	6	5	7	2	2	0	2	8	9	4	7	21	24	14	20	↓
Environment	3	3	3	3	3	4	4	4	7	7	7	7	2	3	2	2	12	12	13	10	28	29	28	25	↓
Housing	3	2	3	3	4	3	4	4	7	5	8	7	2	2	3	2	12	10	14	13	28	23	31	29	↑
oneSource	2	2	2	2	3	2	4	4	6	4	6	7	3	2	2	2	11	7	10	6	26	24	24	21	↓
Regeneration	0	0	--	3	0	4	--	4	4	3	--	3	0	3	--	2	1	9	--	8	5	19	--	20	↑
Regulatory	2	2	3	2	4	4	4	3	6	5	6	5	3	3	2	2	14	11	13	9	30	24	27	21	↓
Social care/L&A	3	3	2	3	3	4	4	4	7	6	5	6	3	3	3	3	15	13	13	13	31	28	27	29	↓

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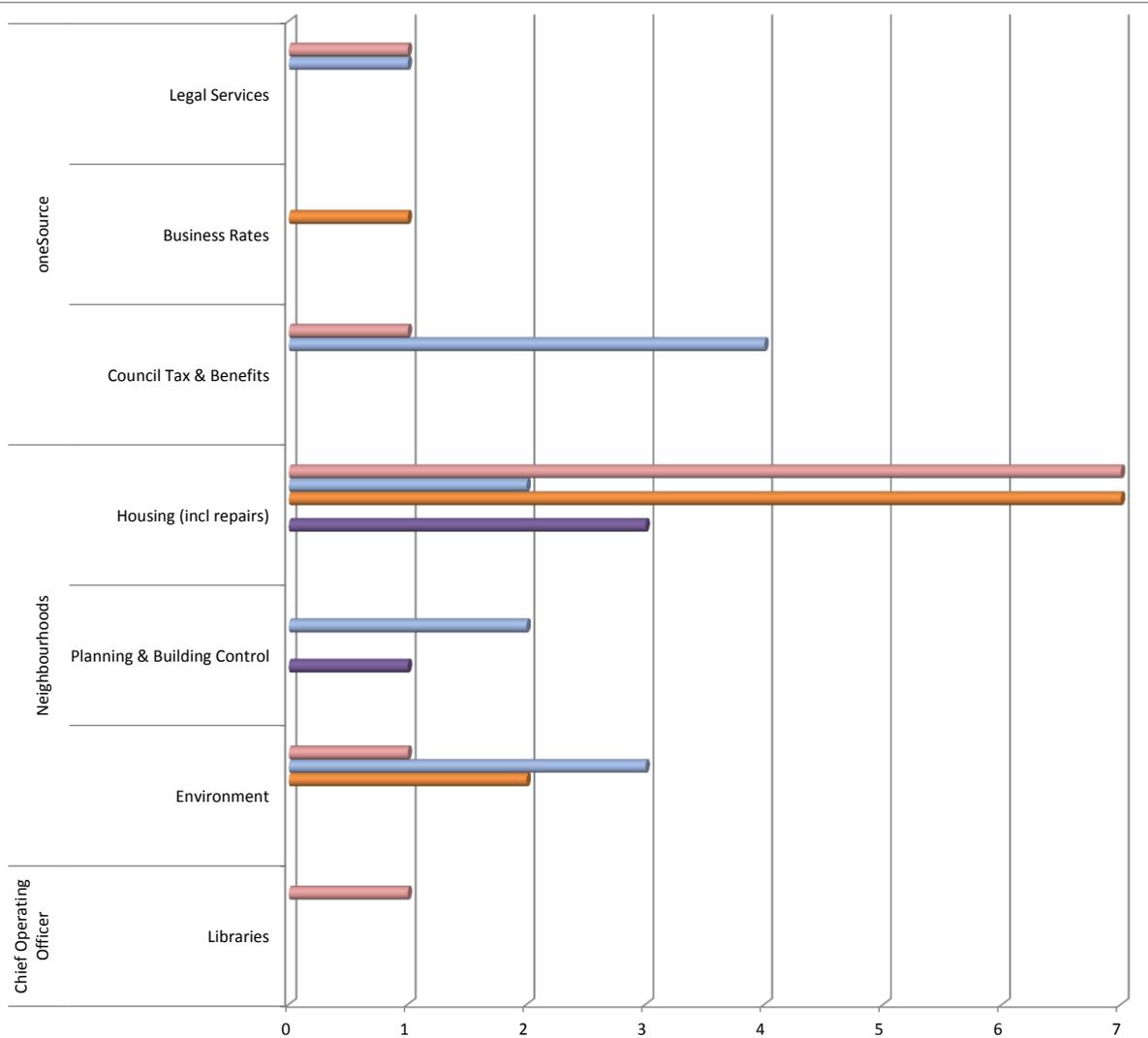
### Complaints determined:

		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	2	1		1	1	1						7
Children's Services	Children's Services Learning & Achievement				1					2		3					6
										1							1
Chief Operating Officer	Libraries										1						1
Neighbourhoods	Environment Planning & Building Control					1			2	3	1	1					8
	Housing (incl repairs)				1					2		3					6
oneSource	Council Tax & Benefits					3	1		7	2	7	4	2				26
	Business Rates										1	2					7
	Legal Services									1	1						2
<b>Total :</b>		0	0	0	4	2	0	0	10	12	11	10	2	0	0	0	65

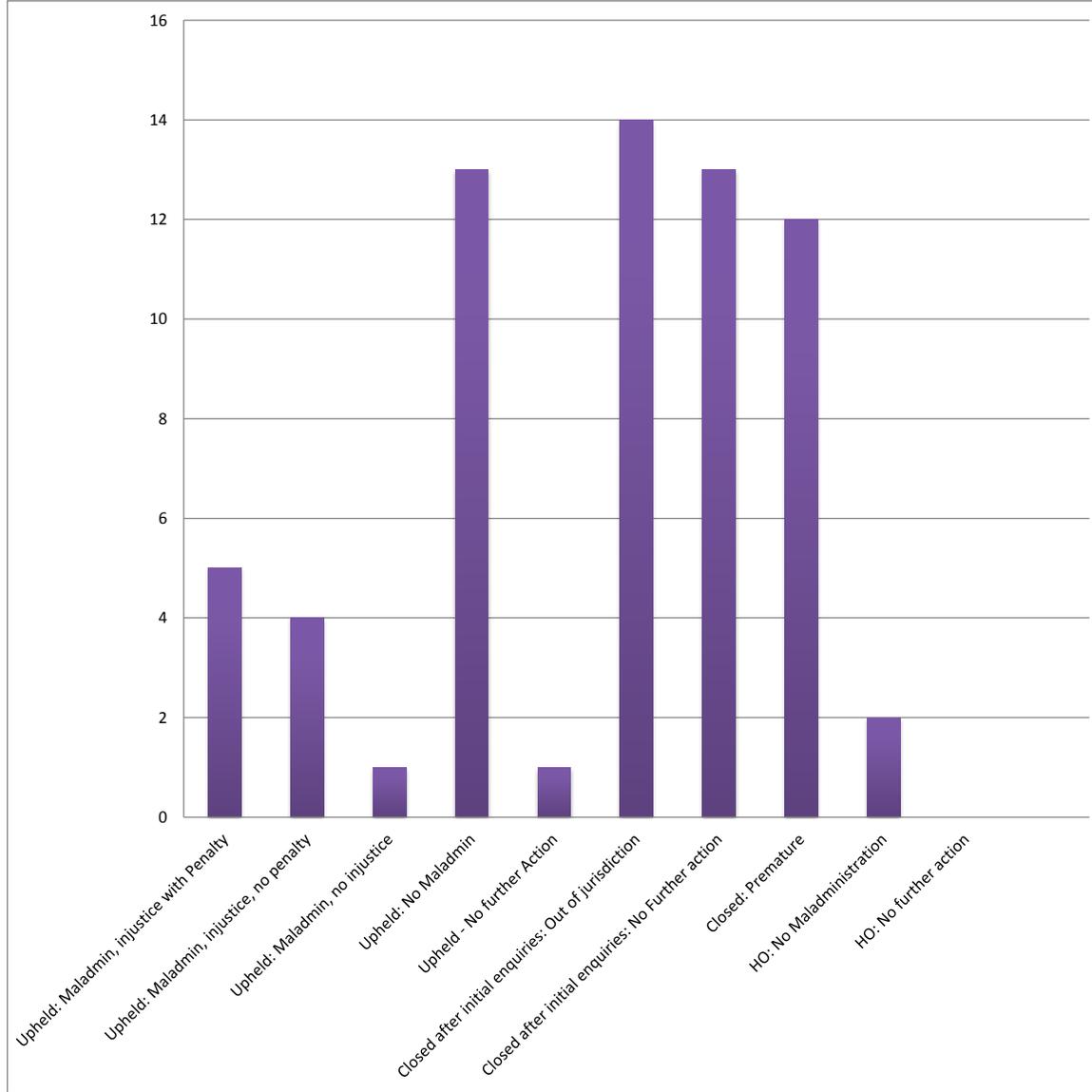
## Decisions

Directorate/Service Area

- 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, no injustice
- Upheld; Maladministration, injustice with penalty
- Report issued: Not upheld; no maladministration
- Report issued: Upheld; maladministration, no injustice
- Report Issued: Upheld; maladministration and injustice



## Outcomes



## Significant decisions from Local Government or Housing Ombudsmen

### 1. Ms A

Ms A complained the Council was wrong to refuse free transport for her son to attend the school named on his Education Health & Care Plan because it is outside the borough. Ombudsman determined there was fault by the Council which caused Ms A to suffer injustice. To remedy this, the Council was asked to repay Ms A's and her son's travel costs from the time he started school, pay the taxi fare costs for transporting him to school in the future and pay £250 in recognition of the difficulties she has faced and her time and trouble in pursuing matters.

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

### 2. Mrs W

Mrs W complained that the Council did not tell her mother it would charge her for her care package before she returned home from hospital. Also, that it did not ensure a care provider responded to her complaint about its carers. Ombudsman determined the Council should consider at the earliest opportunity what action it needs to take to ensure it provides people with information about key changes. The council apologised to the customer for failing to provide information about the charges before she went home and the failure to ensure she received a response to her complaint from the care provider. The Council was asked to pay £250 to remedy the distress it had caused.

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

### 3. Miss X

Miss X complained the Council had delayed a housing offer following its acceptance of a homelessness duty and did not properly explain the Homelessness Policy. The Council agreed to expedite an accommodation offer and make a payment of £100.

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

### 4. Mr D

Mr D complained about delays by the Council in carrying out repairs and the removal of a decorating allowance which had previously been agreed. Housing Ombudsman ordered the Council to pay the customer £180.27 and apologise for the service failures identified.

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

### 5. Miss B

Miss J complained that the Council had wrongly removed her from the Housing Register and failed to take account of her personal circumstances. She also complained that the Council failed to respond to her correspondence and telephone calls. The Council was asked to pay Miss B £500 in recognition of the distress, raised expectations and time and trouble caused. The Council also re-issued the decision letter on Miss J's latest application to join the Housing Register with a full explanation as to why she was not eligible.

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

### 6. Mrs B

The Ombudsman found that the Care Home where Mrs F's late father was staying did not have proper procedures in place to guide staff on when to call an ambulance. It was determined that the Council also gave Mrs F misleading information about the level of charges and required procedural changes and an apology from both the Council and Care Home.

**Ombudsman decision: Upheld - Maladministration, no Injustice**

### 7. Miss T

The Council was found at fault for not considering a medical form when it removed Miss T from the Housing Register. Following consideration of the medical form, there was no change in the Council's decision, although it was agreed that consideration would be given to any appeal made.

**Ombudsman decision: Upheld - Maladministration, Injustice, no penalty**

**8. Mrs B**

The Ombudsman found fault on Mrs P's complaint against the Council made on behalf of her mother. The Council failed to explain the Mrs P that a reablement placement depended on the acceptance of a referral and her meeting criteria. The Council had failed to fully explain why her mother was not eligible for the placement. Charges were waived, and apology sent to the family and steps taken to ensure improvements were made to the information and advice given in future.

**Ombudsman decision: Upheld - Maladministration, Injustice, no penalty**

**9. Mrs A**

Mrs A complained on behalf of her husband that he was wrongly advised he would not be charged anything to attend a day care centre only once a week.

The Ombudsman did not find enough evidence to conclude an officer had told Mr A that attendance at a day care centre for one day a week would be free. However, the Council did not charge in accordance with published policy and Mr A was therefore overcharged. A new invoice was issued.

**Ombudsman decision: Upheld - Maladministration, Injustice, no penalty**

**10. Mr D**

Mr D complained that despite an assurance from the Council that it can and does take enforcement action against owners whose vehicles block crossovers, since paying to extend the existing one outside his home, it has failed to do so and has ignored his reports, therefore failing to properly address his complaint.

The Council introduced changes as a result of the investigation, in addition, it agreed to: 1) Apologise to Mr D 2) Remind all CEO's and others involved in enforcement decisions that the policy does not depend on whether wheels are in or outside the dropped kerb area. 3) Prepare a fact sheet which is to be added to the same web page as the Dropped Kerb Application Form. 4) Record CEO visits on their handheld computers. 5) Prepare an automatic reply to emails explaining officers will visit if available. 6) Request forms on the Council website for CEO visits will explain a visit may not be immediate and that a response will not be sent to the contact.

**Ombudsman decision: Upheld - Maladministration, Injustice, no penalty**

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**ADJUDICATION AND REVIEW  
COMMITTEE**

18 May 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 | [ ] |
| 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 Year Ending 31<sup>st</sup> March 2017, indicating numbers received and performance.

**RECOMMENDATIONS**

That the Committee consider and discuss any further action required on the Member Enquiries Statistics for Year End 2016/17 (April 2016 – March 2017).

**REPORT DETAIL**

**Member Enquiries Performance Statistics**

The Year End performance statistics for all Member Enquiries is attached as **Appendix 1**.

In short, Members made 3536 enquiries of Services throughout the year. 97% of them (3426) were responded to within time.

The following table provides an easy view of Member Enquiries completed for 2016/17 compared with 2015/16.

	<b>2016/17</b>	<b>2015/16</b>
<b>Total No of Enquiries</b>	3536	2613
<b>No. completed in time</b>	3426	2367
<b>% completed in time</b>	97%	91%

**IMPLICATIONS AND RISKS**

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

**BACKGROUND PAPERS**

Appendix 1 – Year End 2016/17 Member Enquiries statistics

**This report shows the volume of Member and MP Enquiries received by services during Year ending 31st March 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 comparison with last year's volume
- The volume of Members' enquiries raised by individual Members/MPs

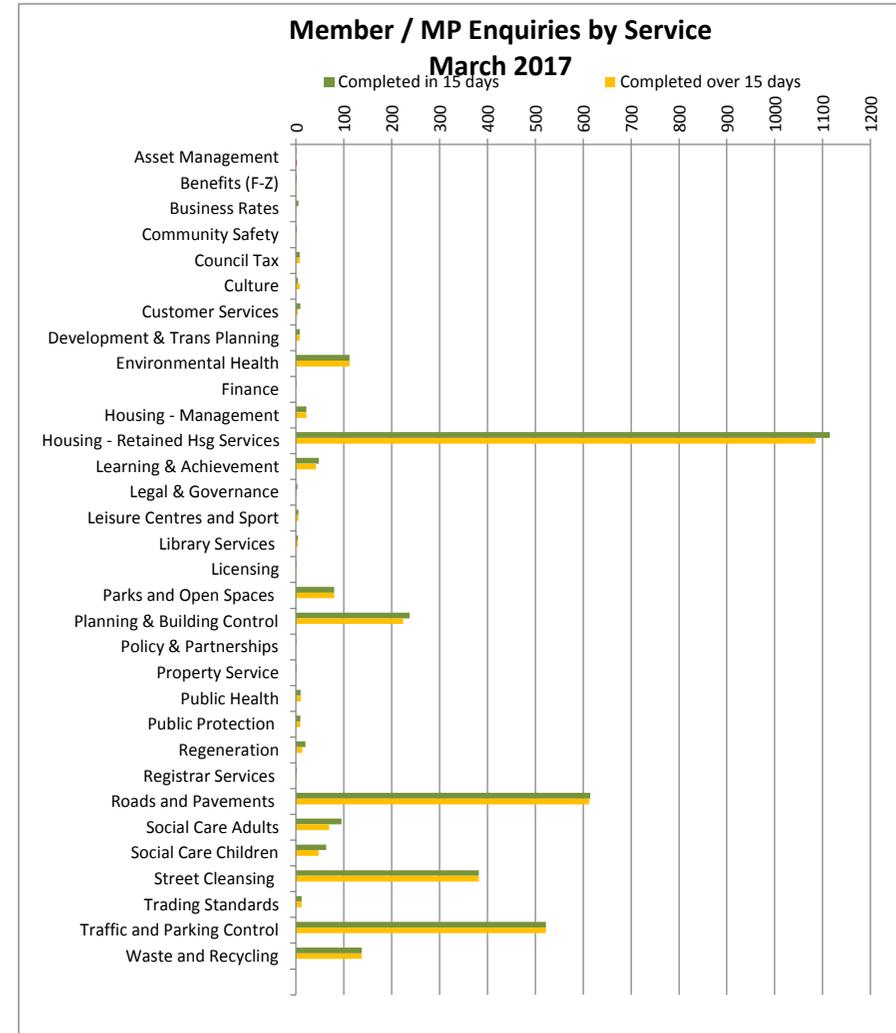
Performance for April 2016 to March 2017 (in short) is therefore:

- 3536 enquiries logged
- 97% closed on time

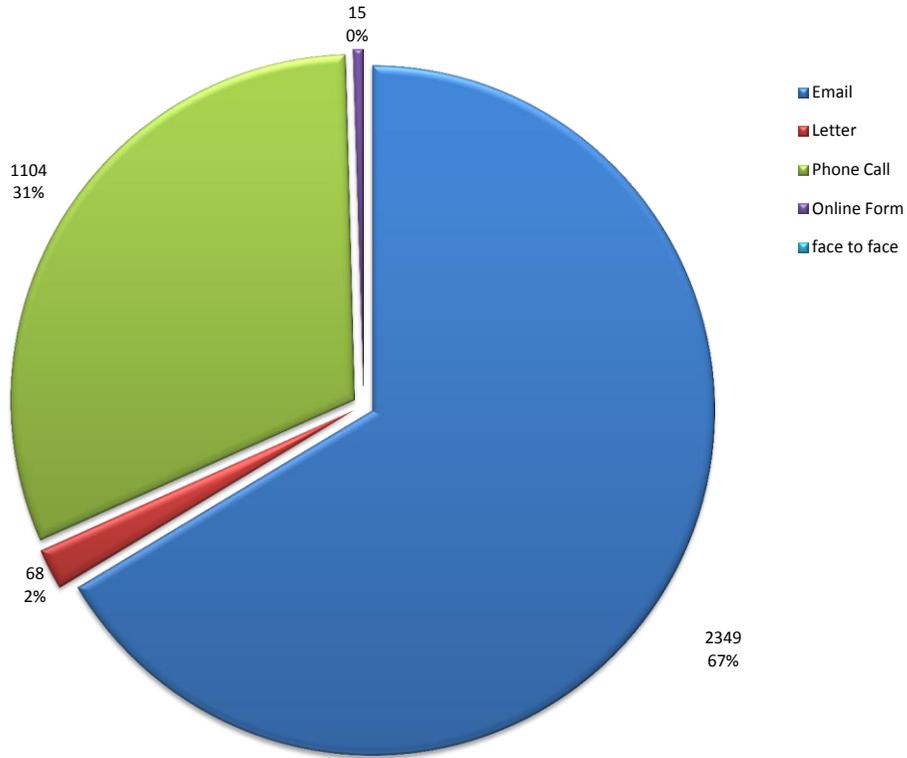
Page 2

Senior Leadership Support Team  
5th May 2017

Member / MP Enquiries by Service – March 2017				
	Number logged	Closed in 15 days	Closed in 15 days (%)	Closed over 15 days
Asset Management	1	0	0%	1
Benefits (F-Z)	2	2	100%	
Business Rates	5	1	20%	4
Community Safety	2	1	50%	1
Council Tax	8	8	100%	
Culture	9	8	89%	1
Customer Services	4	4	100%	
Development & Trans Planning	8	8	100%	
Environmental Health	112	112	100%	
Finance	1	0	0%	1
Housing - Management	22	22	100%	
Housing - Retained Hsg Services	1115	1085	97%	30
Learning & Achievement	48	42	88%	6
Legal & Governance	3	2	67%	1
Leisure Centres and Sport	5	5	100%	
Library Services	4	4	100%	
Licensing	1	1	100%	
Parks and Open Spaces	80	80	100%	
Planning & Building Control	237	224	95%	13
Policy & Partnerships	1	0	0%	1
Property Services	1	1	100%	
Public Health	10	10	100%	
Public Protection	9	9	100%	
Regeneration	20	13	65%	7
Registrar Services	2	2	100%	
Roads and Pavements	615	613	100%	2
Social Care Adults	95	69	73%	26
Children's services	63	47	75%	16
Street Cleansing	382	382	100%	
Trading Standards	12	12	100%	
Traffic and Parking Control	522	522	100%	
Waste and Recycling	137	137	100%	
<b>Total</b>	<b>3536</b>	<b>3426</b>	<b>97%</b>	<b>110</b>

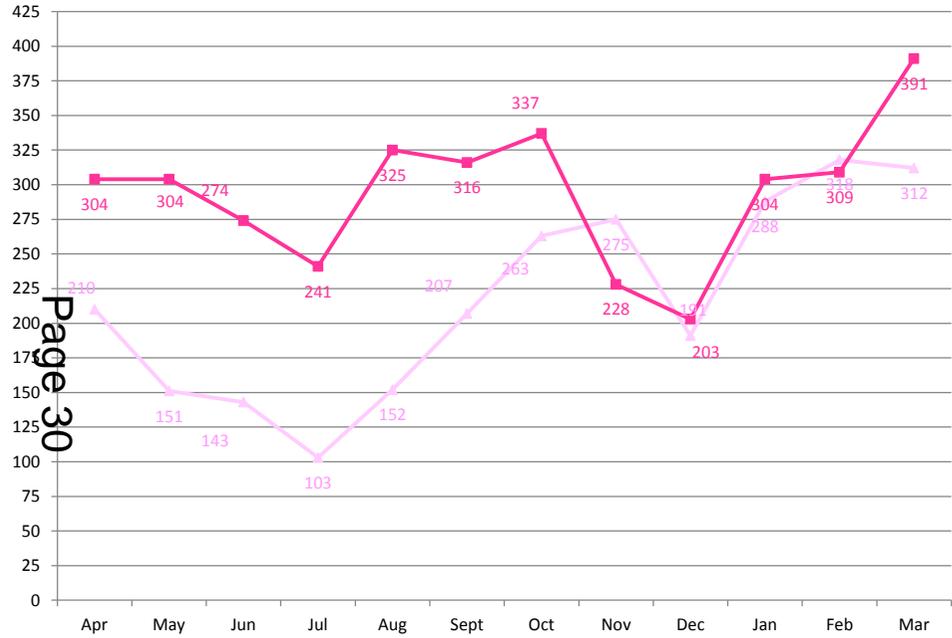


**Contact Type - How Member Enquiries are received (February 2017)**



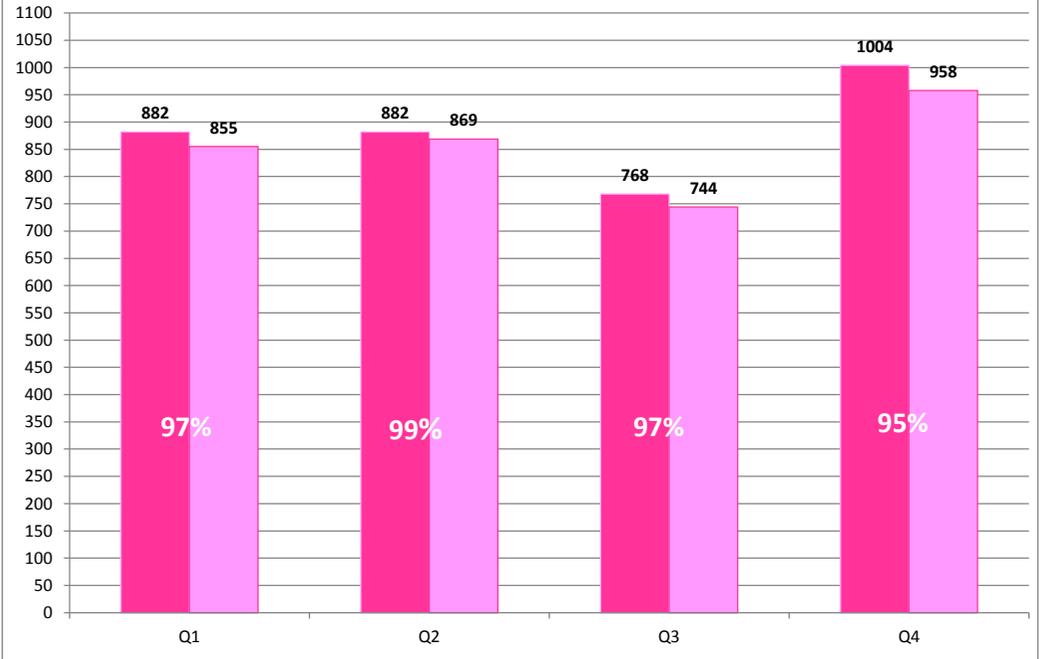
### Member/MP Enquiries Logged - Monthly (April 2016 - March 2017)

2015/16 2016/17



### Member/MP Enquiries (by Quarter)

Total Enquiries Completed within 15 days



**Annual total of Member Enquiries by Councillor & MP**

	Number received		Number received		Number received
Alex Donald	63	John Crowder	9	Philip Martin	23
Barbara Matthews	35	John Glanville	9	Philippa Crowder	22
Barry Mugglestone	48	John Mylod	40	Ray Best	32
Brian Eagling	32	John Wood	83	Ray Morgon	189
Carol Smith	16	Joshua Chapman	62	Reg Whitney	0
Clarence Barrett	42	Julie Wilkes	49	Robby Misir	12
Damian White	560	June Alexander	14	Robert Benham	68
Darren Wise	68	Keith Darvill	14	Roger Ramsey	152
David Durant	22	Keith Roberts	13	Ronald Ower	75
David Johnson	4	Lawrence Webb	11	Roger Westwood	2
Denis O'Flynn	38	Linda Hawthorn	85	Stephanie Nunn	106
Dilip Patel	40	Linda Trew	23	Steven Kelly	1
Fredrick Thompson	72	Linda Van Den Hende	29	Viddy Persaud	75
Garry Bain	6	Margaret Davis	14	Wendy Brice-Thompson	35
Gillian Ford	62	Melvin Wallace	30	Andrew Rosindell MP	449
Graham Williamson	22	Michael Deon Burton	44	Angela Watkinson MP	177
Ian Du Wulverton	3	Michael White	9	Jon Cruddas MP	150
Jason Frost	79	Nic Dodin	16	Margaret Hodge MP	4
Jeffery Tucker	59	Osman Dervish	48	Blanks / Out of Borough/other	19
Jody Ganly	40	Patricia Rumble	32	SubTotal	1591
Sub Total	1311	SubTotal	634	Grand Total	3,536

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