



Haverling

LONDON BOROUGH

ADJUDICATION AND REVIEW COMMITTEE AGENDA

7.00 pm	Thursday 7 March 2019	Town Hall
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Members 8: Quorum 3

COUNCILLORS:

**Conservative Group
(4)**

Maggie Themistocli
(Chairman)
Ray Best (Vice-Chair)
Joshua Chapman
Timothy Ryan (Vice-Chair)

**Residents' Group
(1)**

Ray Morgon

**Upminster & Cranham
Residents' Group
(1)**

Gillian Ford

**Independent
Residents Group'
(1)**

Jeffrey Tucker

**Labour Group
(1)**

Denis O'Flynn

**For information about the meeting please contact:
Richard Cursons Tel: 01708 432430
e-mail:richard.cursons@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:-

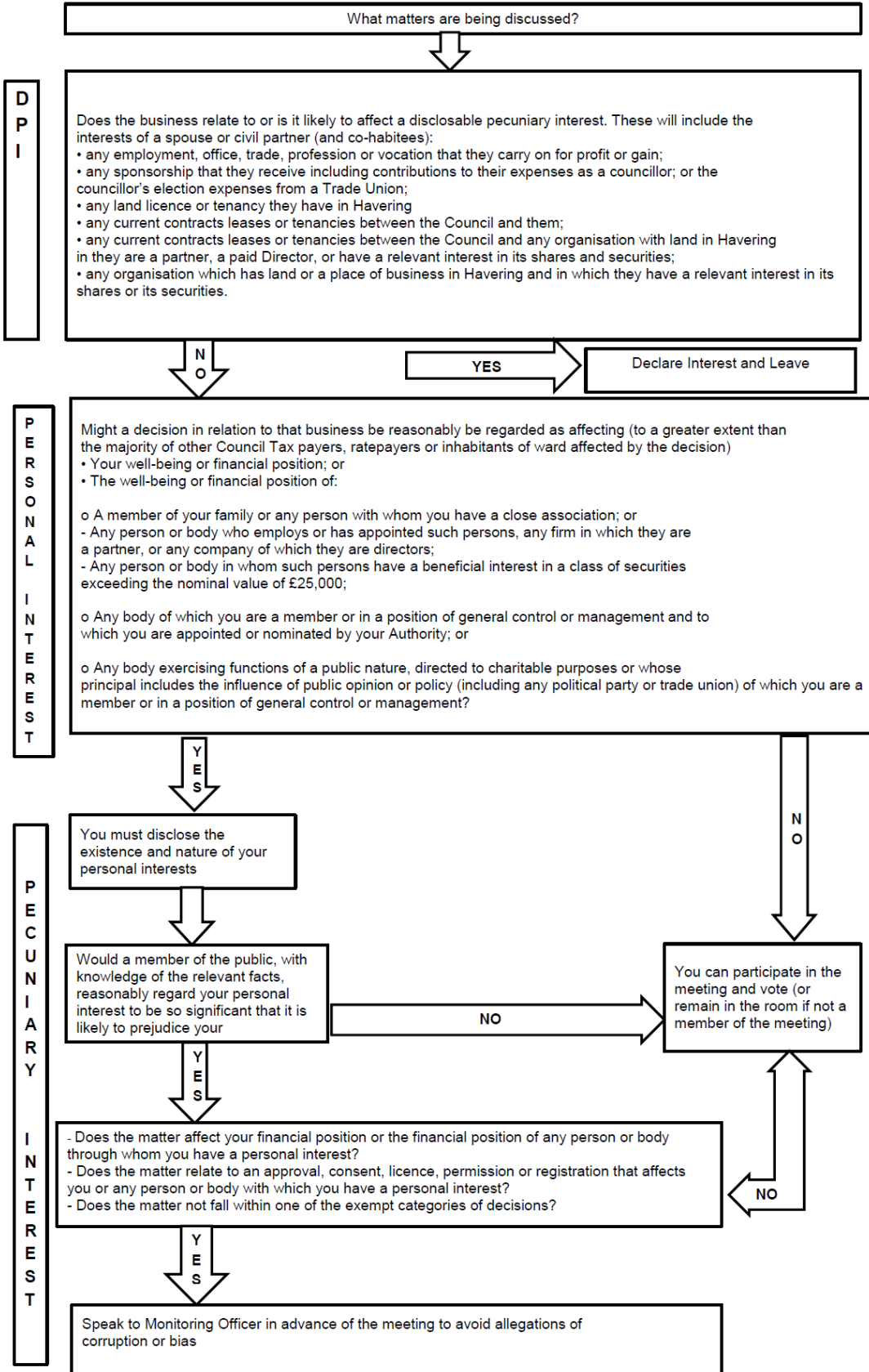
- filming, photographing or making an audio recording of the proceedings of the meeting;
- using any other means for enabling persons not present to see or hear proceedings at a meeting as it takes place or later; or
- reporting or providing commentary on proceedings at a meeting, orally or in writing, 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.

DECLARING INTERESTS FLOWCHART – QUESTIONS TO ASK YOURSELF



AGENDA ITEMS

1 CHAIRMAN'S ANNOUNCEMENTS

The Chairman will announce details of the arrangements in case of fire or other events that might require the meeting room or building's evacuation.

2 APOLOGIES FOR ABSENCE & SUBSTITUTE MEMBERS

(if any) – receive.

3 DECLARATIONS OF INTERESTS

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

4 MINUTES (Pages 1 - 6)

To approve as a correct record, the minutes of the meeting of the Committee held on 20 November 2018 and to authorise the Chairman to sign them.

5 UPDATE ON CORPORATE COMPLAINTS AND STATUTORY COMPLAINTS FOR QUARTER 3 (Pages 7 - 26)

Andrew Beesley
Head of Democratic Services

**MINUTES OF A MEETING OF THE
ADJUDICATION AND REVIEW COMMITTEE
Town Hall
20 November 2018 (7.00 - 8.30 pm)**

Present:

COUNCILLORS

Conservative Group Maggie Themistocli (Chairman), Ray Best (Vice-Chair),
Joshua Chapman and Jason Frost

Residents' Group Ray Morgon

Labour Group Denis O'Flynn

**Upminster & Cranham
Residents' Group** Gillian Ford

**Independent Residents
Group**

An apology for absence was received for the absence of Councillor Jeffrey Tucker.

All decisions were taken with no votes against.

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

6 DISCLOSURES OF INTERESTS

There were no disclosures of interest.

7 MINUTES

The minutes of the meeting held on 22 August 2018 were agreed as a correct record and signed by the Chairman.

**8 UPDATE ON CORPORATE COMPLAINTS AND STATUTORY
COMPLAINTS FOR QUARTER 2**

The Committee considered a report which provided an update on complaint handling performance across all council services.

The Corporate Complaint Policy and Procedure was introduced on 1 April 2015. Turnarounds were set to 15 working days for Stage 1 complaints and

20 working days for Stage 2 complaints. Services should aim to respond to 95% of cases within time.

Some changes to the corporate timescales had been made, effective 1 October 2018, and the impact would be explored in greater detail at the next meeting of Committee.

The 2nd quarter performance statistics for all complaints under the procedure was appended to the report as **Appendix 1**.

In summary, the Council received 480 Stage 1 complaints during the period July to September 2018. 80% of them (383) were responded to within 15 days.

The council received 98 requests for escalation to Stage 2 of the process, 84% (82) of them dealt with within 20 days.

This equated to an escalation request rate of 20% however, this was reduced to 4% when considering the number of cases that were not escalated to Stage 2.

Results for Quarter 2 were disappointing, bearing in mind the target was 95%. However, this had been discussed at length at previous meetings and as a result; a review had been carried out into the effectiveness of the timescales set out in the Corporate Complaint Policy. A number of changes were made and this would be reflected in the Quarter 3 reporting period.

Quarters 1 and 2 statutory complaints statistics for Children's Social Care and Adult Social Care were shown at Appendix 2 of the report.

There had been a slight increase in Children's statutory complaints in Q1 (35) and Q2 (23) overall of 2% in 2018-2019 (58) compared to the same period in 2017-18 (57). Adult statutory complaints had seen a slight decrease in 2018-19 for Q1 (20) and Q2 (20) overall of 7% (40) compared to 2017-18 (43) in the same period.

Performance on response times for statutory complaints still required improvement with Adults having 65% (13 of 20) responded to within timescale in Q1 and 55% (11 of 20) in Q2 and Children's having 34% (12 of 35) in Q1 and 61% (14 of 23) in Q2. There was one escalation to Stage 2 in Q1 and 4 in Q2 for Children's Services within the statutory process.

Members noted that there was no Stage 2 process in Adult Social Care complaints. Following Stage 1 complaint the complaint automatically went to the Local Government and Social Care Ombudsman.

Members were advised that there was a new system in place to deal with Housing complaints and that staff were confident of clearing the backlog of work by December 2018.

During Quarter 2 there were 19 decisions by the Local Government and Social Care Ombudsman and the Housing Ombudsman.

The Committee **noted** the contents of the report and its appendices.

9 **ADULT SOCIAL CARE - ANNUAL COMPLAINTS REPORT 2017/18**

The report before Members considered the Adult Social Care Annual Complaints Report 2017/18 which was appended to the report as appendix 1.

Highlights of the report included:

Adult Social Care complaints had decreased slightly in 2017/18 (108) by 11% from 2016/17 (121) with a 13% decrease in formal (75 in 17/18 from 86 in 16/17) and 6% in informal complaints (33 in 17/18 from 35 in 16/17) The number of enquiries however had increased in 2017/18 (34) by 47% from 2016/17 (18).

Ombudsman enquiries had increased slightly from 8 in 2016/17 to 9 in 2017/18. Of these, two were found to be maladministration injustice with penalty regarding financial implications on change of service, one no maladministration after investigation. The remaining enquiries were either closed after initial enquiries, out of jurisdiction or premature.

The highest number of complaints received was for external home care. The total commissioned hours for Adult Social Care for 2017/18 was 707,593 with 15,884 of those hours representing 2% of complaints involving external home care.

The main reason for complaints 'level of service' still remained around disputes on charges, linked to level and quality of service. There were also issues regarding delays in equipment and services and financial assessments/funding. During 2017/18 there were changes in Adult Social Care teams involving a realignment of cases which had an impact and also the Financial Assessment & Benefits Team developed a backlog of assessments to be completed (now resolved)

The number of complaints upheld in 2017/18 was 51 with 52 not being upheld and five being withdrawn. With the introduction of the new social care system in February 2019 the Complaints & Information Team would be able to improve management information, including better categorisation of outcomes to indicate where a complaint is fully upheld, partially upheld or not upheld.

Overall response times still needed to improve, however those that had been responded to within 10 working days improved with 25 being responded, 11-20 working days was at the same level of 32 as 2016/17 and

those responded to over 20 working days reduced to 50 in 2017/18 as opposed to 76 in 2016/17.

Complainants preferred method of contact is via email, letter and telephone. With the new social care system, this may move more towards online with the introduction of the social care portal.

Compliments had decreased by 21% from 62 in 16/17 to 49 in 2017/18. Satisfaction surveys may be re-introduced and teams were reminded to send in compliments to log, which should bring compliments back up in the following year.

Member enquiries had declined from 91 in 2016/17 to 68 in 17/18 with 88% being responded to within timescale.

Members **noted** the contents of the report and the continued work in resolving and learning from complaints and the challenges faced by the service with increasing demands.

Members **noted** the actions identified to improve services and the continued monitoring by the Service and the Complaints & Information Team to ensure these were implemented evidencing service improvements and with a view to reducing similar complaints.

Members **noted** the positive feedback to services by way of compliments received and highlighting good practice.

10 **CHILDREN'S SERVICES COMPLAINTS - ANNUAL COMPLAINTS REPORT 2017/18**

The report before Members considered the Children's Services Annual Complaints Report 2017/18 which was appended to the report as appendix 1.

Highlights of the report included:

The number of Stage 1 complaints decreased slightly in 2017-18 by 2% from 92 in 2016-17 to 90 in 2017-18 with a drop in Ombudsman enquiries also from 6 in 2016-17 to 3 in 2017-18. Complaints made directly by young people increased from 15 in 2016-17 to 18 in 2017-18 and had increased steadily over the last three years. However enquiries had risen from 43 in 2016-17 to 50 in 2017-18 and were not included in figures in the report. There was one escalation from Stage 1 to Stage 2 and no Stage 3 Reviews during 2017-18

Complaints received by the Intervention & Support Services had decreased by 19% from 69 in 2016-17 to 56 in 2017-18, however received the highest number of complaints across teams, with Triage/MASH & Assessment being the next highest. This was reflective of the type of complaints received

from parents around the unwelcomed intervention by Social Workers and decisions made regarding their children.

Complaints received from young people related to the level of support, particularly when leaving care. The Cocoon had provided an informal venue for meetings with young people to discuss their concerns in a positive way resulting in five of the 18 complaints received being withdrawn.

Response times needed to be improved and the cause for the delay needed to be identified. Although it was notable that complaints were complex, involving very emotive situations, they needed to be investigated thoroughly. This had resulted in a reduction of complaints being escalated, however efforts needed to be made to ensure they complied to the statutory timeframe.

Member enquiries had increased from 61 in 2016-17 to 63 in 2017-18 with 62% being responded to within timescale.

The number of compliments was low with 10 being received in 2017-18 from 16 in 2016-17, with Adoption receiving the highest number (3). Staff would need to be reminded to send compliments to the Complaints & Information Team to be logged.

Children's Services had strived forward with their vision for children and young people, with openness to learning and making improvements. This was reflected in the recent Ofsted inspection in which inspectors found improvements across all service areas.

Education complaints had reduced by 67% in 2017-18 from 18 in 2016-17 to 6 and enquiries relating to schools, academies or colleges had dropped by 30% from 60 in 2016-17 to 42 in 2017-18. There were no Ombudsman enquiries in 2017-18.

Those enquiries reported against service areas, related to complaints referred on to the relevant education provision, and Education & Schools received the highest number of these enquiries (26).

Education's response times in 2017-18 were 100% showing an improvement from 72% in 2016-17. Although member enquiry response times were slightly down in 2017-18 at 82% compared to 84% in 2016-17.

Compliments received were very low, and efforts would need to be made to encourage staff to send these for logging, with only four being recorded for 2017-18.

Members **noted** the contents of the attached reports and the continued efforts made by the service to learn from complaints and enable young people to engage with the complaints process.

Members **noted** the recommendations identified from complaints and continued monitoring of these to ensure that actions were implemented to evidence service improvements.

Members **noted** the positive feedback to services received through compliments, highlighting good practice.

Chairman

**ADJUDICATION AND REVIEW
COMMITTEE**

7 March 2019

Subject Heading:	Update on Corporate Complaints and Statutory Complaints for Quarter 3
SLT Lead:	Andrew Blake-Herbert
Report Author and contact details:	Carol Ager carol.ager@havering.gov.uk 01708 434389
Policy context:	Corporate Complaint Policy and Procedure 1st April 2015
Financial summary:	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 1st April 2015. Some changes to the Corporate timescales were made, effective 1st October 2018. Turnaround was set to 10 working days for Stage 1 complaints and 25 working days for Stage 2 complaints. Services should aim to respond to 95% of cases within time.

This report also includes quarterly statistics for Statutory complaints; information follows.

Statistics are reported to Committee on a quarterly basis.

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

RECOMMENDATIONS

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

1. The Corporate Complaints Performance Statistics for Quarter 3 (October – December 2018).
2. The Statutory Complaints Performance Statistics for Quarter 3 (October – December 2018).
3. Decisions made by both the Local Government and Social Care Ombudsman (LGSCO) and the Housing Ombudsman (HO) 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, and identifies Services response turnaround times, together with those areas in need of additional attention.

Statutory complaints, those related to the care of children and adults, are subject to a separate Statutory Complaint Policy with different timescales.

Corporate Complaints Performance Statistics

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

In short, the council received 411 Stage 1 complaints during the period October to December 2018. 77% of them (315) were responded to within 10 days, which is the revised timescale, effective October 2018.

The council received 69 requests for escalation to Stage 2 of the process, 88% (61) of them dealt with within 25 days, in line with the revised timescale, effective October 2018.

This equates to an escalation request rate of 17% however, this is reduced to 9% when considering the number of cases that were not escalated to Stage 2. When compared to the previous quarter, the request for escalation rate is lower than the previous 20%. However, the number of cases actually taken through the Stage 2 process is higher than the previous 4%.

Adjudication and Review Committee – 7th March 2019

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

	October	November	December
Stage 1 percentage to time	73%	80%	76%
Stage 2 percentage to time	85%	92%	89%
Cumulative percentage Stages 1 & 2	75%	82%	78%

Results for Quarter 3 are disappointing. However, bearing in mind the timescale for Stage 1 complaints changed from 15 days to 10 days with effect from 1st October 2018, a dip in performance was to be expected whilst Services re-aligned themselves to the amended process.

While performance for Stage 2 complaints has improved since Quarter 2, it still does not meet the prescribed target of 95% in time, and this is of concern to the team. It is recognised that the nature of Stage 2 complaints has changed, with several contributory factors indicating the team are under-resourced; a backlog has occurred for the first time since the introduction of the Stage 2 team in April 2015. A recruitment campaign will be undertaken post 1 April 2019 and whilst results may not be seen immediately, it is anticipated performance will improve following a period of training.

Statutory Complaints Performance Statistics

Quarters 1 and 2 statutory complaints statistics for Children's Social Care and Adult Social Care are shown at Appendix 2.

There has been a slight increase in Children's statutory complaints in Q3 (21) compared to the same period in 2017-18 (22). Adult statutory complaints has seen a slight decrease in 2018-19 for Q3 (22) compared to 2017-18 (27) in the same period.

Performance on response times for statutory complaints still require improvement with Adults having 64% (14 of 22) responded to within timescale and Children's having 34% (6 of 21) in Q3. There were two escalations to Stage 2 in Q3 for Children's Services within the statutory process.

Ombudsmen Decisions

During Quarter 3 there were 11 decisions by Local Government and Social Care Ombudsman, as follows:

- 4 x Closed after initial enquiries: No further action
(*Environment (1); Housing (3)*)
- 2 x Closed after initial enquiries: Out of jurisdiction
(*Housing (2)*)
- 3 x Closed: Premature
(*Children's Services (2); Housing (1)*)
- 1 x Not Upheld: No maladministration

Adjudication and Review Committee – 7th March 2019

(Housing)

1 x Upheld: Maladministration, injustice with penalty
(Planning & Building Control) S

There were no Housing Ombudsman decisions during the period.

See table below for comparison of significant (**S**) decisions made for Quarter 3 in 2017 and 2018:

Significant decisions (where maladministration and injustice found)				
	Quarter 3 2017		Quarter 3 2018	
Maladministration, injustice with penalty	1	Housing	1	Planning & Building Control
Maladministration, injustice, no penalty	2 1	Housing Traffic & Parking Control	0	

Quarter 3 Ombudsman decisions are shown in more detail on attached Appendix 3.

IMPLICATIONS AND RISKS

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

BACKGROUND PAPERS

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

Attached are two appendices:

Appendix 1 – Quarter 3 Corporate Complaints statistics

Appendix 2 – Quarter 3 Statutory Complaints statistics

Appendix 3 – Ombudsman Activity Report for Quarter 3

The Council defines a complaint as any expression of dissatisfaction about the Council's provision of, or failure to provide, a service for which it has responsibility and when it has not put right any service failure in a reasonable timescale.

In line with the revision of timescales to the Corporate Complaints Policy and Procedure, with effect from 1st October 2018, we have to respond to Stage 1 complaints in 10 days, 25 days for a Stage 2 and 30 working days for a Stage 3 (Adjudication and Review). The target to achieve for both Stages 1 and 2 is 95% to time

The information on the following pages shows:

The number of complaints logged at Stage 1 and Stage 2 against the service area and the response times
 A graphic of Stage 1 and Stage 2 by topic showing those logged, closed or still open
 The specifics of complaints that are outside the corporate target and remain open that need attention
 The method of contact by our customers
 The cumulative total of complaints from the previous quarter and the build up to this quarter
 The complaint outcomes
 The reasons for complaints
 Stage 3 complaints and the outcome
 Cumulative complaint figures for both Stage 1 and Stage 2 complaints from April 2018 until March 2019

Page 11

Performance for Quarter 3 2018:

Stage 1 percentage to time overall	77% (315/411)
Stage 2 percentage to time	88% (61/69)
Stage 3 percentage to time	0% (No cases)

Performance for Quarter 3 2017:

Stage 1 percentage to time overall	91% (330/362)
Stage 2 percentage to time	89% (68/76)
Stage 3 percentage to time	0% (No cases)

Performance for Quarter 2 2018:

Stage 1 percentage to time overall	80% (383/480)
Stage 2 percentage to time	84% (82/98)
Stage 3 percentage to time	0% (one case closed in 33 days)

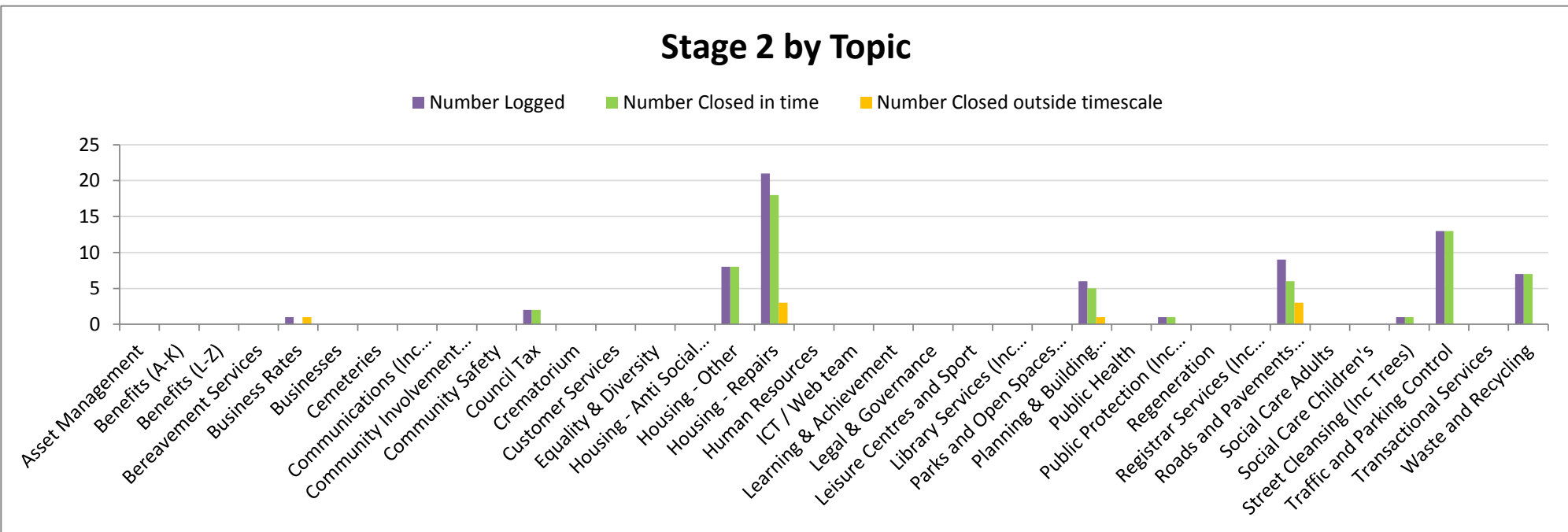
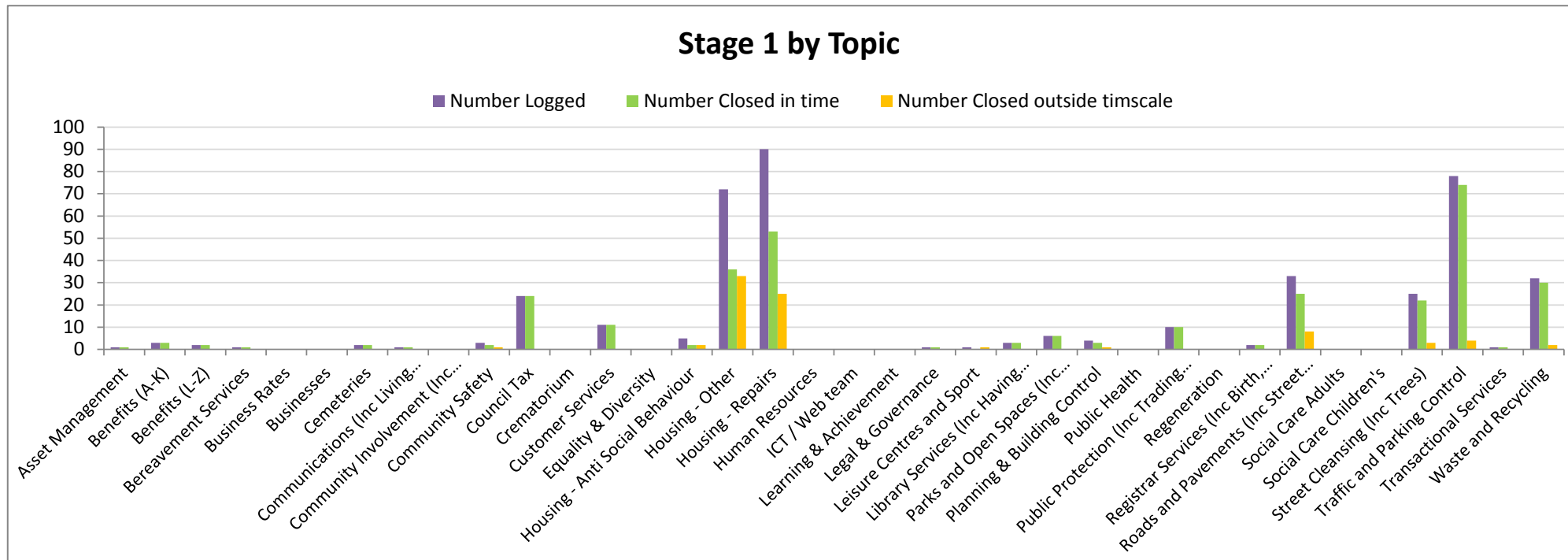
Performance for Quarter 1 2018:

Stage 1 percentage to time overall	92% (439/479)
Stage 2 percentage to time	88% (91/97)
Stage 3 percentage to time	0% (No cases)

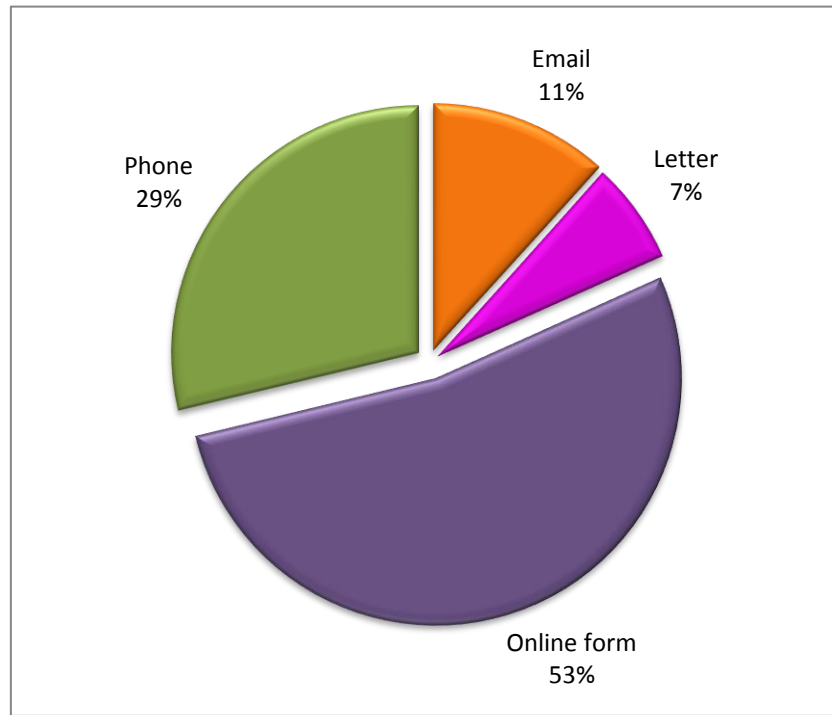
Senior Leadership Complaints team
 25th February 2019

Corporate Complaints Report - Quarter 3 October to December 2018

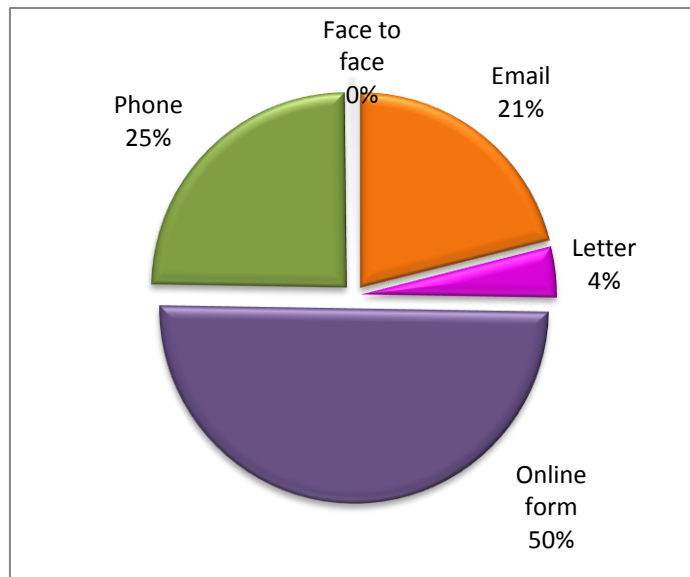
	Stage 1					Stage 2				
	Number Logged	Closed in 15 days	Closed in 15 days (%)	Closed over 15 days	Still open	Number Logged	Closed in 20 days	Closed in 20 days (%)	Closed over 20 days	Still open
Art Services										
Asset Management	1	1	100%							
Benefits (A-K)	3	3	100%							
Benefits (L-Z)	2	2	100%							
Bereavement Services	1	1	100%							
Business Rates						1	0	0%	1	
Businesses										
Cemeteries	2	2	100%							
Communications (Inc Living Magazine)	1	1	100%							
Community Involvement (Inc Volunteers)										
Community Safety	3	2	67%	1						
Council Tax	24	24	100%			2	2	100%		
Crematorium										
Customer Services	11	11	100%							
Equality & Diversity										
Housing - Anti Social Behaviour	5	2	40%	2	1					
Housing - Other	72	36	50%	33	3	8	8	100%		
Housing - Repairs	90	53	59%	25	12	21	18	86%	3	
Human Resources										
ICT / Web team										
Learning & Achievement										
Legal & Governance	1	1	100%							
Leisure Centres and Sport	1		0%	1						
Library Services (Inc Having Museum)	3	3	100%							
Parks and Open Spaces (Inc allotments)	6	6	100%							
Planning & Building Control	4	3	75%	1		6	5	83%	2	
Public Health										
Public Protection (Inc Trading Standards, Environmental Health & Noise Nuisance)	10	10	100%			1	1	100%		
Regeneration										
Registrar Services (Inc Birth, Death and Marriages)	2	2	100%							
Roads and Pavements (Inc Street Lighting)	33	25	76%	8		9	6	67%	3	
Social Care Adults										
Social Care Children's										
Street Cleansing (Inc Trees)	25	22	88%	3		1	1	100%		
Traffic and Parking Control	78	74	95%	4		13	13	100%		
Transactional Services	1	1	100%							
Waste and Recycling	32	30	94%	2		7	7	100%		
Total	411	315	77%	80	16	69	61	88%	9	0



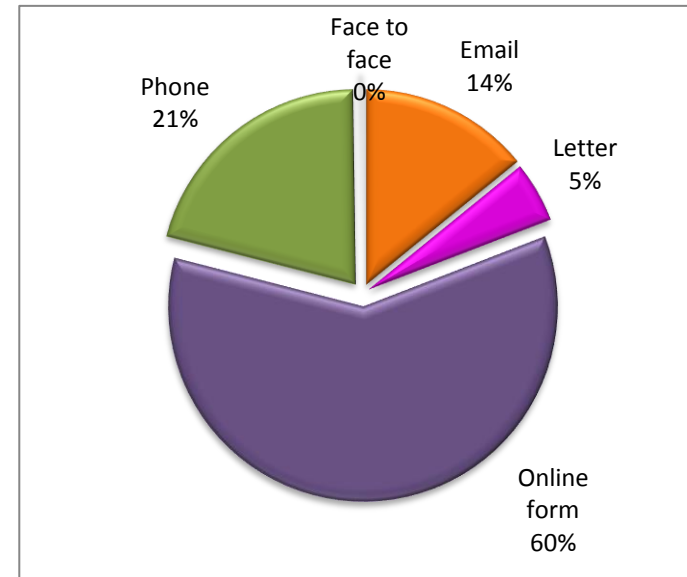
Quarter 3 Contact Type



Quarter 2 Contact Type



Quarter 3 2017 Contact Type

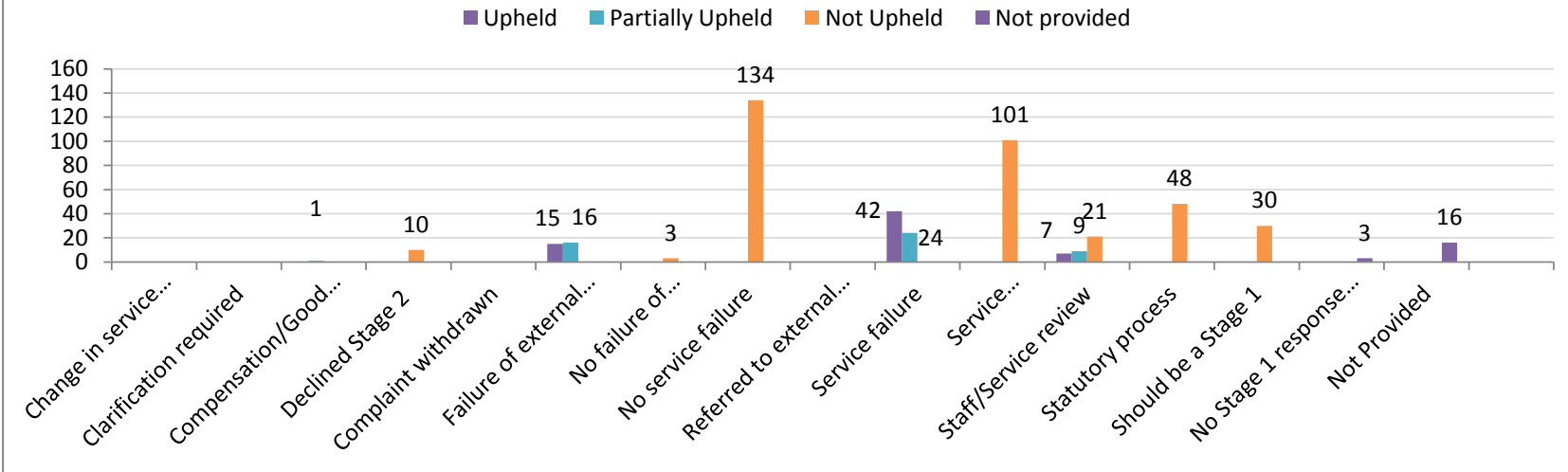


Corporate Complaints Report - Quarter 3 October to December 2018

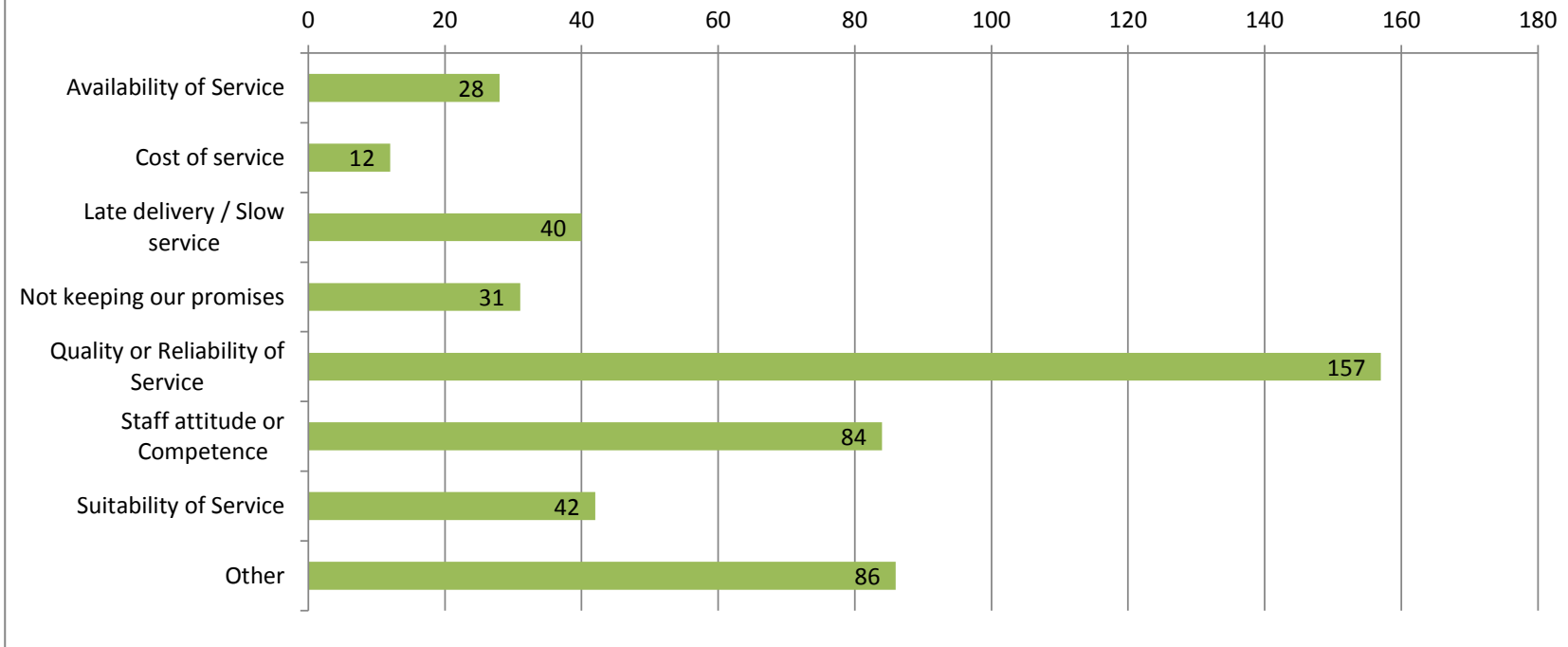
	Carry Over	October				November				December				Total
	Cumulative (Apr - Sept)	Stage 1 logged	In 15 days (%)	Stage 2 Logged	In 20 days (%)	Stage 1 logged	In 15 days (%)	Stage 2 Logged	In 20 days (%)	Stage 1 logged	In 15 days (%)	Stage 2 Logged	In 20 days (%)	Cumulative*
Art Services	1													1
Asset Management	4									1	100%			5
Benefits (A-K)	2					1	100%			2	100%			5
Benefits (L-Z)	2	1	100%							1	100%			4
Bereavement Services	1					1	100%							2
Business Rates	0							1	0%					0
Businesses	0													0
Cemeteries	0	1	100%							1	100%			2
Communications (Inc Living	0	1	100%											1
Community Involvement (Inc	0													0
Community Safety	0	2	100%							1	100%			3
Council Tax	38	9	100%	1	100%	9	100%			6	100%	1	100%	62
Crematorium	1													1
Customer Services	18	5	100%			6	100%							29
Equality & Diversity	0													0
Housing - Anti Social Behaviour	15	2	0%			2	50%			1	100%			20
Housing - Other	138	36	58%	3	100%	21	48%	3	100%	15	33%	2	100%	210
Housing - Repairs	133	20	60%	7	100%	36	67%	5	80%	34	50%	9	78%	223
Human Resources	0													0
ICT / Web team	0													0
Learning & Achievement	1													1
Legal & Governance	4									1	100%			5
Leisure Centres and Sport	4									1	0%			5
Library Services (Inc Having	8					2	100%			1	100%			11
Parks and Open Spaces (Inc	23	4	100%			1	100%			1	100%			29
Planning & Building Control	33	2	50%	2	50%	2	100%	3	100%		100%	1	100%	37
Public Health	0													0
Public Protection (Inc Trading	31	5	100%	1	100%	3	100%			2	100%			41
Regeneration	0													0
Registrar Services (Inc Birth,	4					2	100%							6
Roads and Pavements (Inc Street	83	9	56%	5	40%	14	71%	3	100%	10	100%	1	100%	116
Social Care Adults	3													3
Social Care Children's	7		57%											7
Street Cleansing (Inc Trees)	69	11	82%	1	100%	6	83%			8	100%			94
Traffic and Parking Control	193	26	85%	4	100%	29	100%	6	100%	23	100%	3	100%	271
Transactional Services	1					1	100%							2
Waste and Recycling	115	11	82%	3	100%	11	100%	3	100%	10	100%	1	100%	147
Stage 1 Logged (Total)	932	145				147				119				1343
Completed in 15 days (%)	87%		73%				80%				76%			
Stage 2 logged (Total)	190			27				24				18		259
Completed in 20 days (%)	78%				85%				92%				89%	

* 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 (Quarter 3 - 2018)



Complaint Reasons (Quarter 3 - 2018)



Cumulative complaint figures April 18 - March 19

	Cumulative numbers logged April 17 - March 18 (Stage 1&2)	% of total	Complaints by Month												
			April '18	May '18	June '18	July '18	August '18	September '18	October '18	November '18	December '18	January '19	February '19	March '19	
Asset Management	5	0.31%	0	1	1	2	0	0	0	0	0	1			
Benefits (A-K)	6	0.37%	0	1	0	1	1	0	0	0	1	2			
Benefits (L-Z)	6	0.37%	1	0	2	1	0	0	0	1	0	1			
Bereavement Services	3	0.19%	0	1	0	0	1	0	0	0	1	0			
Business Rates	1	0.06%	0	0	0	0	0	0	0	0	1	0			
Businesses	0	0.00%	0	0	0	0	0	0	0	0	0	0			
Cemeteries	2	0.12%	0	0	0	0	0	0	0	1	0	1			
Communications (Inc Living	1	0.06%	0	0	0	0	0	0	0	1	0	0			
Community Involvement (Inc	0	0.00%	0	0	0	0	0	0	0	0	0	0			
Community Safety	3	0.19%	0	0	0	0	0	0	0	2	0	1			
Council Tax	53	3.31%	6	15	6	0	0	0	0	10	9	7			
Crematorium	22	1.37%	0	1	0	8	7	6	0	0	0	0			
Customer Services	22	1.37%	3	5	3	0	0	0	0	5	6	0			
Equality & Diversity	8	0.50%	0	0	0	4	3	1	0	0	0	0			
Havering Music School	0	0.00%	0	0	0	0	0	0	0	0	0	0			
Housing - Anti Social Behaviour	17	1.06%	2	6	4	0	0	0	0	2	2	1			
Housing - Other	149	9.30%	24	29	31	2	5	2	39	0	17				
Housing - Repairs	265	16.54%	37	26	16	19	44	29	27	24	43				
Human Resources	122	7.62%	0	0	0	30	20	31	0	41	0				
ICT / Web team	0	0.00%	0	0	0	0	0	0	0	0	0	0			
Learning & Achievement	1	0.06%	0	0	0	0	0	1	0	0	0	0			
Legal & Governance	7	0.44%	2	0	2	2	0	0	0	0	0	1			
Leisure Centres and Sport	7	0.44%	1	1	0	1	1	2	0	0	0	1			
Library Services (Inc Having	13	0.81%	1	2	2	1	0	4	0	2	1	1			
Parks and Open Spaces (Inc	34	2.12%	7	6	3	7	2	3	4	1	1	1			
Planning & Building Control	63	3.93%	6	12	5	6	13	11	4	5	1				
Public Health	0	0.00%	0	0	0	0	0	0	0	0	0	0			
Public Protection (Inc Trading	48	3.00%	4	4	6	6	8	9	6	3	2				
Regeneration	0	0.00%	0	0	0	0	0	0	0	0	0	0			
Registrar Services (Inc Birth, Death	7	0.44%	0	4	1	0	0	0	0	2	0				
Roads and Pavements (Inc Street	135	8.43%	18	22	6	15	17	15	14	17	11				
Social Care Adults	4	0.25%	0	1	0	2	1	0	0	0	0				
Social Care Children's	10	0.62%	1	1	1	3	4	0	0	0	0				
Street Cleansing (Inc Trees)	101	6.30%	9	9	13	12	20	12	12	6	8				
Traffic and Parking Control	317	19.79%	29	48	30	43	40	36	30	35	26				
Transactional Services	2	0.12%	1	0	0	0	0	0	0	1	0				
Waste and Recycling	168	10.49%	15	18	32	24	20	20	14	14	11				
Total Complaints logged	1602		167	213	164	189	207	182	172	171	137	0	0	0	
Overall % of complaints 1&2 completed within time			91%			80%			78%			#DIV/0!			

Corporate Complaints Report - Quarter 3 October to December 2018

	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
Art Services									0
Asset Management				1					1
Benefits (A-K)		1			1			1	3
Benefits (L-Z)				1				1	2
Bereavement Services					1				1
Business Rates						1			1
Cemeteries								1	1
Communications (Inc Living Magazine)		1							1
Council Tax	4		1	7	2	5	2	5	26
Crematorium				1					1
Customer Services		1		2	1	3	1	3	11
Community Safety		1						2	3
Housing - Anti Social Behaviour	2	1				1		1	5
Housing - Other	2	5	4	17	1	16	4	31	80
Housing - Repairs	4	18	12	50	2	8	4	13	111
Learning & Achievement									0
Legal & Governance								1	1
Leisure Centres and Sport								1	1
Library Services (Inc Having Museum)	1			1		1			3
Parks and Open Spaces (Inc allotments)				1		3	1	1	6
Planning & Building Control			1	5		3	1	1	11
Public Health									0
Public Protection (Inc Trading Standards, Environmental Health & Noise Nuisance)	1	1		2		3	3		10
Registrar Services (Inc Birth, Death and Marriages)				2					2
Roads and Pavements (Inc Street Lighting)	2	3	5	16		2	10	4	42
Social Care Adults									0
Social Care Children's									0
Street Cleansing (Inc Trees)	2	2	4	5		4	6	3	26
Traffic and Parking Control	7	2	1	30	2	27	8	14	91
Transactional Services				1					1
Waste and Recycling	3	4	3	15	2	7	2	3	39
Total:	28	40	31	157	12	84	42	86	480

This table shows the breakdown of complaint reasons for each service area for Stages 1 and 2.

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.

Adult Social Care do not have statutory timescales, however these are in line with the Statutory regulations for Children's timescales as follows: to respond to a complaint within 10 - 20 working days for Stage 1, 25-65 working days for Stage 2 (independent investigation) and 45 working days for Review Panel. The Review Panel involves Panel to be held within 30 working days of request, report and recommendations to be sent to Director within 5 working days of the Review Panel and Director issues response within 15 working days on receipt of the report. The target to achieve for 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 Service 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 October 2018 until December 2018

Performance for October to December 2018 (Quarter 3) in short is therefore:

Stage 1 percentage to time overall	49%	(20/41)
Stage 2 percentage to time	0	0
Stage 3 percentage to time	0	0
Stage 1 & 2 cumulative score	n/a	

Social Care Complaints team

Statutory Complaints Quarter 3 Report October to December 2018

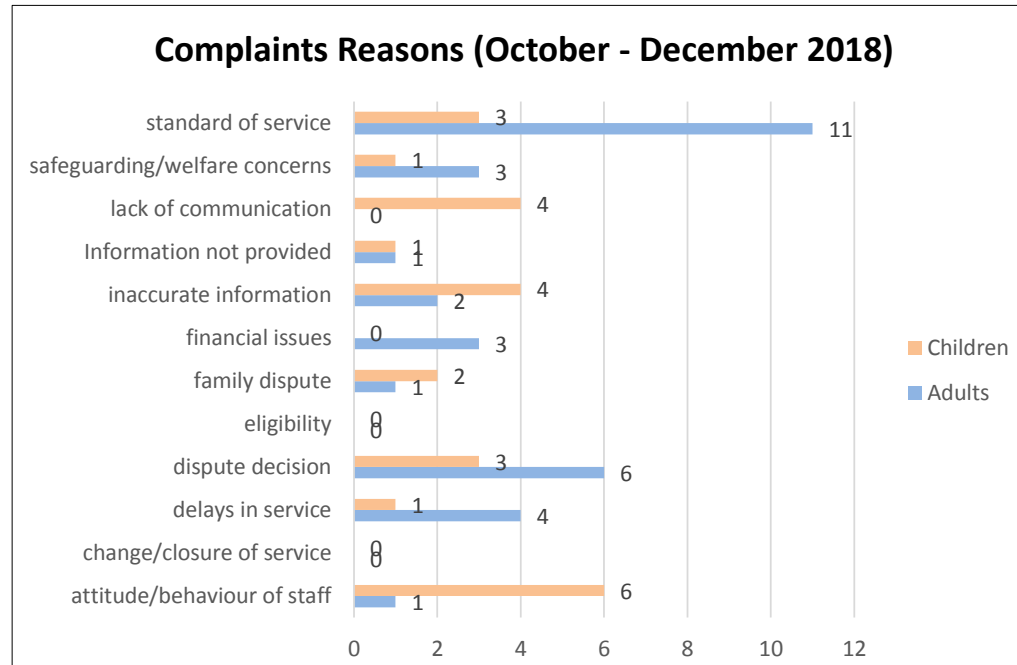
	Stage 1					Stage 2					Explanation of late response to Stage 1&2
	Number Logged	Within 20 days	Within 20 days (%)	Over 20 days	Over 20 days and still open	Number Logged	Closed in 20 days	Closed in 20 days (%)	Closed over 20 days	days and still open	
Social Care Adults - Statutory	22	14	64%								
Social Care Children's - Statutory	19	6	32%			2					
Total	41	20	49%	0						0	

Adults - 6 withdrawn
 Children's - 3 withdrawn

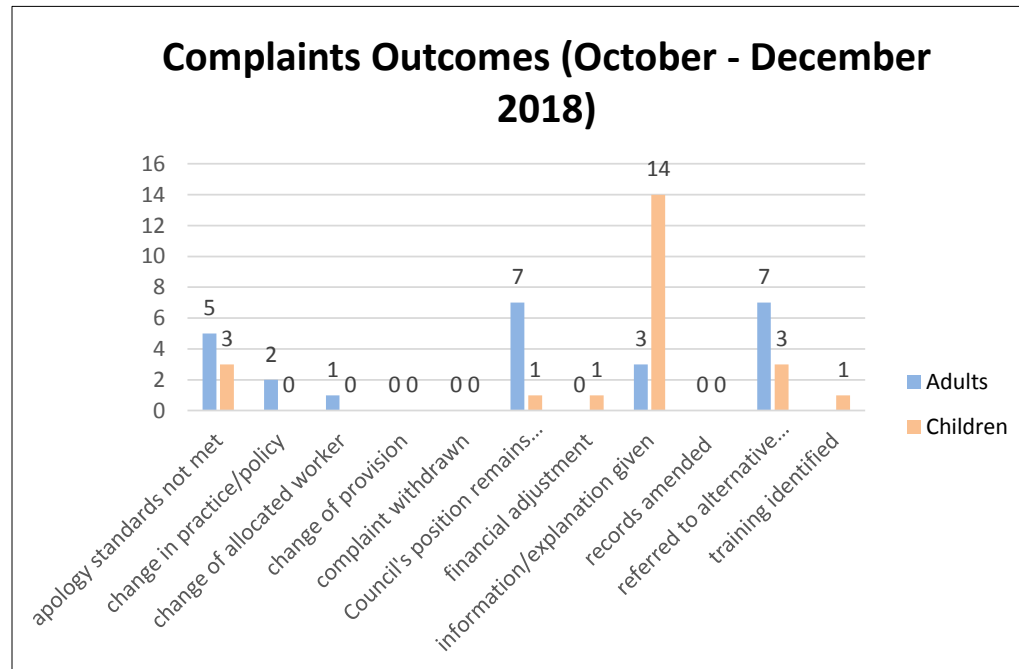
Showing this quarters performance

	Carry Over	October				November				December				Total
	Cumulative (Jul - Sept)	Stage 1 logged	In 20 days (%)	Stage 2 Logged	In 65 days (%)	Stage 1 logged	In 20 days (%)	Stage 2 Logged	In 20 days (%)	Stage 1 logged	In 20 days (%)	Stage 2 Logged	In 20 days (%)	Cumul ative*
Social Care Adults - Statutory		9	67%			4	100%			9	44%			22
Social Care Children's - Statutory		7	0%			6	50%			6	50%			19
Stage 1 Logged (Total)														41
Completed in 20 days (%)														
Stage 2 logged (Total)				2										
Completed in 25-65 days (%)														

e Stage 2 as these complaints will have been counted as Stage 1 at some point during the year.

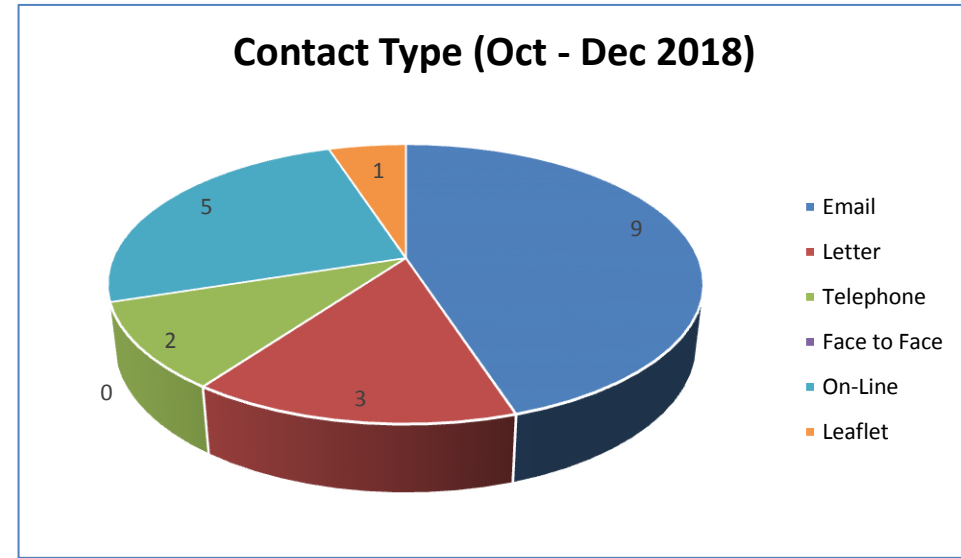
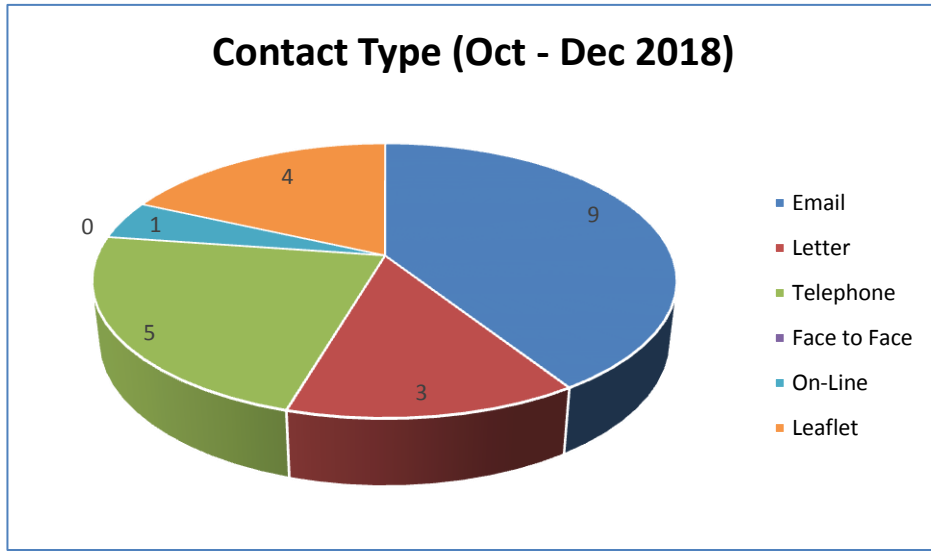


Outcomes: there can be more than one outcome to a complaint.



Adult Social Care

Children's Services

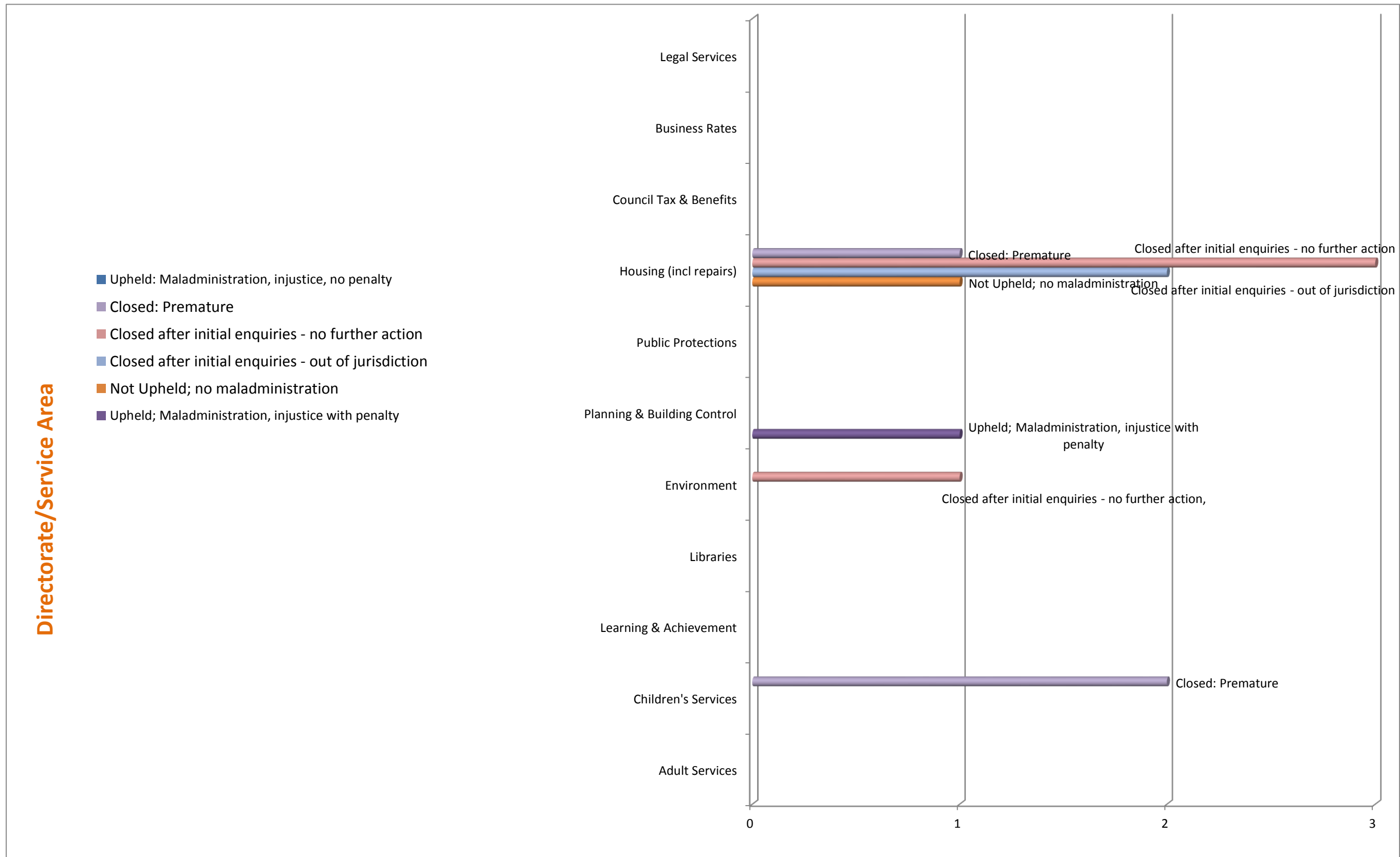


Complaints determined:

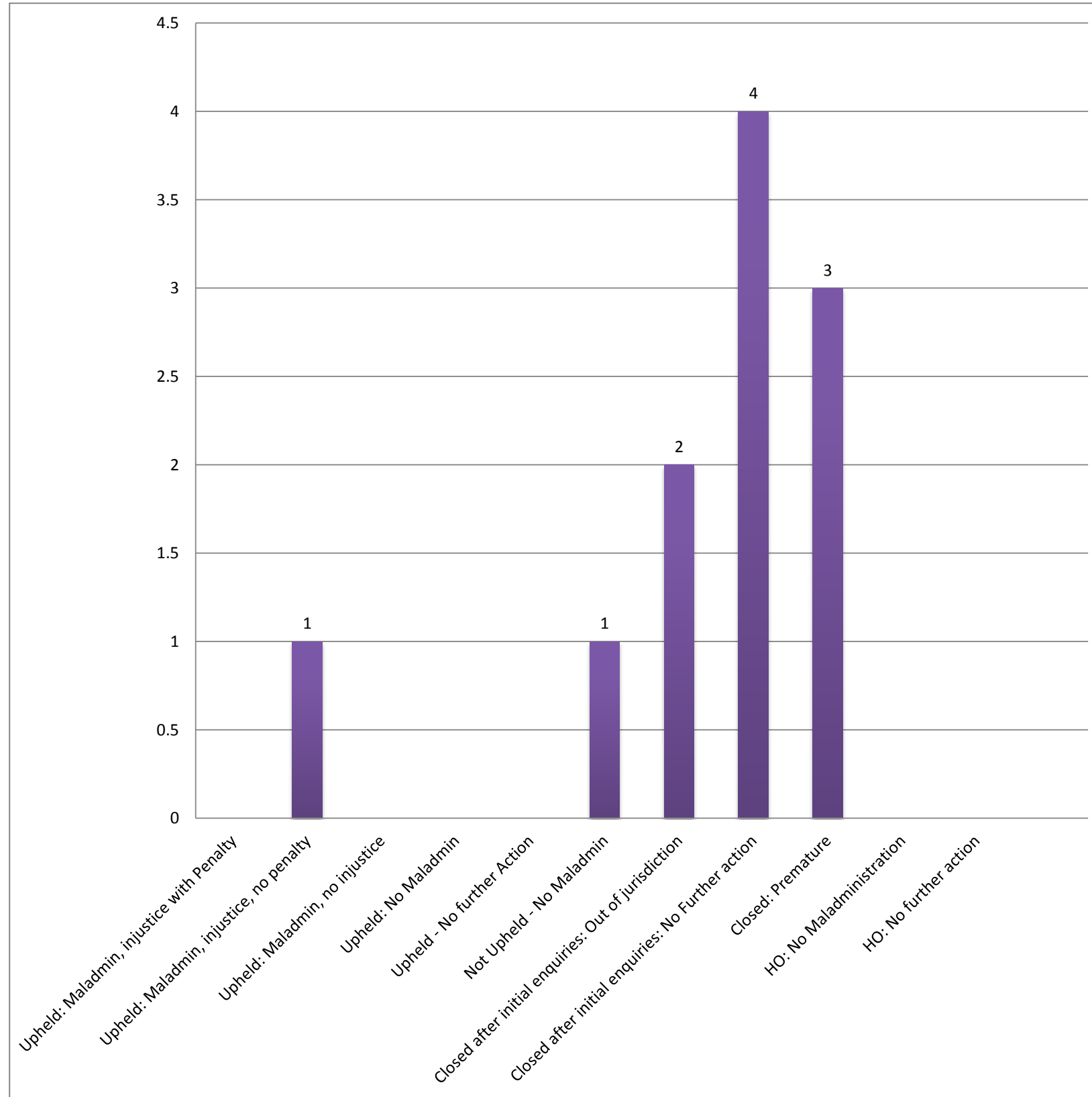
		Report Issued: Upheld; maladministration and injustice	Report issued: Upheld; maladministration, no injustice	Report issued: Not upheld; no maladministration	Upheld; Maladministration, injustice with penalty	Upheld; Maladministration, injustice, no penalty	Upheld ; Maladministration, no injustice	Upheld: 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															
Children's Services	Children's Services Learning & Achievement											2				
Chief Operating Officer	Libraries															
Page 23 Neighbourhoods	Environment Planning & Building Control				1						1					
	Public Protections															
	Housing (incl repairs)								1	2	3	1				
oneSource	Council Tax & Benefits															
	Business Rates															
	Legal Services															
Total :		0	0	0	1	0	0	0	1	2	4	3	0	0	0	0

0
2
0
0
1
1
0
7
0
0
0
11

Decisions



Outcomes



Significant decisions from Local Government or Housing Ombudsmen

1. Mr & Mrs X

Mr & Mrs X complained the Council was at fault for the way it determined their neighbour's planning application. The Council failed to evidence its decision making and failed to follow its complaints procedure. Although the Ombudsman did not consider the Council's decision or handling of Mr and Mrs X's complaint would have been different had the faults not occurred. The Council agreed to pay Mr and Mrs X £200 to recognise the uncertainty caused by the fault identified and review its procedures.

Ombudsman decision: Upheld - Maladministration, Injustice with penalty