



Haverling

LONDON BOROUGH

ADJUDICATION AND REVIEW COMMITTEE AGENDA

7.00 pm

Tuesday
21 May 2019

Committee Room 2 -
Town Hall

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:-

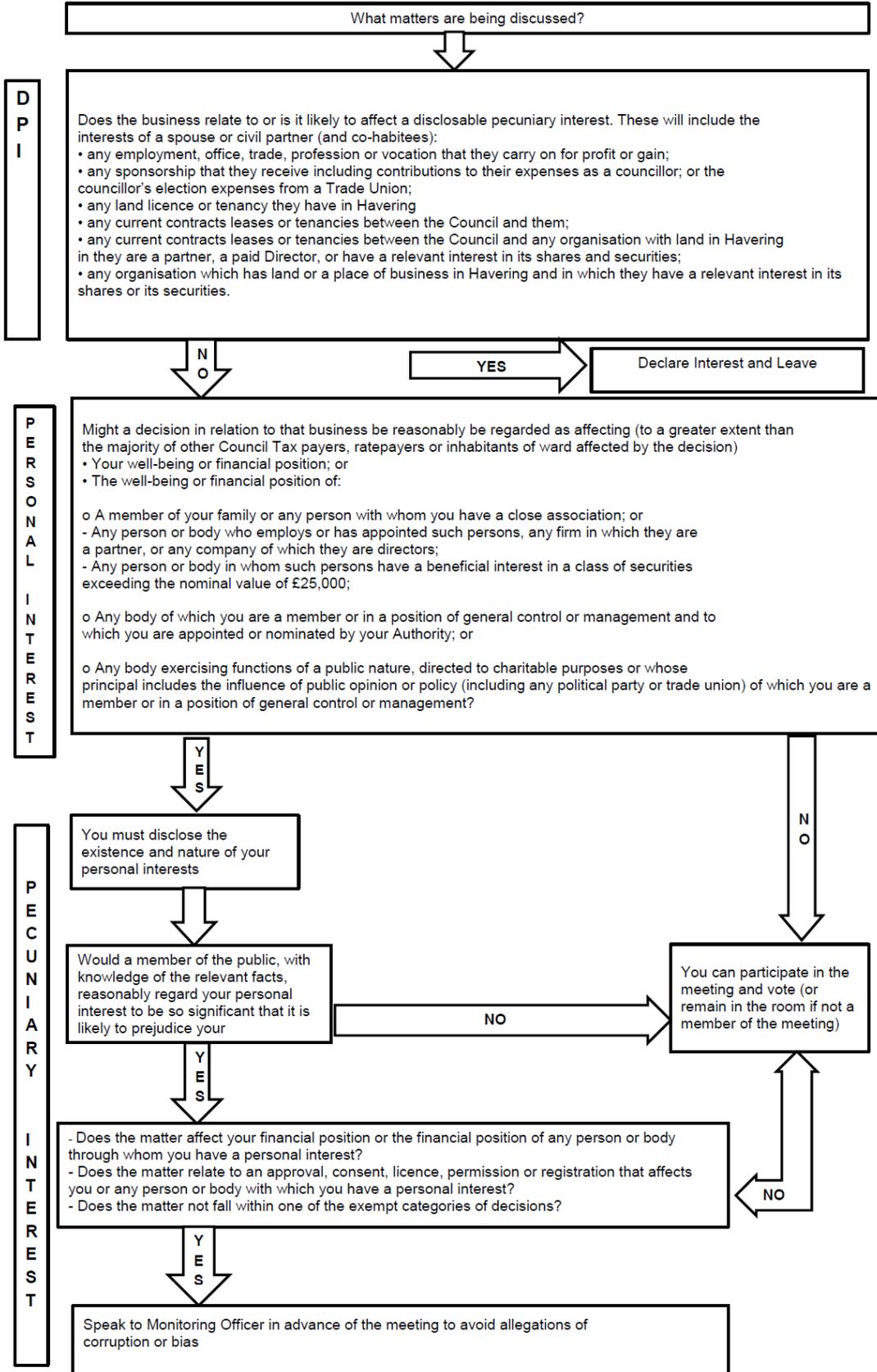
- filming, photographing or making an audio recording of the proceedings of the meeting;
- using any other means for enabling persons not present to see or hear proceedings at a meeting as it takes place or later; or
- reporting or providing commentary on proceedings at a meeting, orally or in writing, 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 - 4)

To approve as a correct record, the minutes of the meeting of the Committee held on 7 March 2019 and to authorise the Chairman to sign them.

5 UPDATE ON CORPORATE COMPLAINTS AND STATUTORY COMPLAINTS FOR QUARTER 4 (Pages 5 - 42)

Report and appendices attached.

6 WORK PROGRAMME

The Committee is invited to suggest items for its work programme for the coming municipal year.

Andrew Beesley
Head of Democratic Services

**MINUTES OF A MEETING OF THE
ADJUDICATION AND REVIEW COMMITTEE
Town Hall
7 March 2019 (7.00 - 8.00 pm)**

Present:

COUNCILLORS

Conservative Group Maggie Themistocli (Chairman), Timothy Ryan (Vice-Chair), +Nisha Patel and +Robby Misir

Residents' Group Ray Morgon

Labour Group +Carole Beth

Upminster & Cranham Residents' Group Gillian Ford

Independent Residents Group

Apologies were received for the absence of Councillors Joshua Chapman, Ray Best, Denis O'Flynn and Jeffrey Tucker.

+Substitute members: Councillor Nisha Patel (for Joshua Chapman), Councillor Robby Misir (for Ray Best) and Councillor Carole Beth (for Denis O'Flynn).

All decisions were taken with no votes against.

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

11 MINUTES

The minutes of the meeting of the Committee held on 20 November 2018 were agreed as a correct record and signed by the Chairman.

12 UPDATE ON CORPORATE COMPLAINTS AND STATUTORY COMPLAINTS FOR QUARTER 3

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 future meetings of Committee.

The 3rd quarter performance statistics for all complaints under the procedure was appended to the report as **Appendix 1**.

In summary, the Council received 411 Stage 1 complaints during the period October to December 2018. 77% of them (315) were responded to within 10 days.

The council received 69 requests for escalation to Stage 2 of the process, 88% (61) of them dealt with within 25 days.

This equated to an escalation request rate of 17% however, this was reduced to 9% when considering the number of cases that were not escalated to Stage 2.

Results for Quarter 3 were disappointing, bearing in mind the target was 95%.

However, bearing in mind the timescale for stage 1 complaints had changed from 15 days to 10 days with effect from 1 October 2018, a dip in performance had been expected whilst Services re-aligned themselves to the amended process.

Quarter 3 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 decrease in Children's statutory complaints in Q3 (21) compared to the same period in 2017-18 (22). Adult statutory complaints had 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 required 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 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 in the near future.

During Quarter 3 there were 11 decisions by the Local Government and Social Care Ombudsman and the Housing Ombudsman.

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

Chairman

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**ADJUDICATION AND REVIEW
COMMITTEE**

21 May 2019

Subject Heading:	Update on Corporate Complaints and Statutory Complaints for Year End 2018/19, including Quarter 4
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

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.

As the changes to the timescales were effective half way through the reporting year, it is suggested that a like-for-like comparison cannot easily be made.

This report also includes Quarter 4 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 4 and Year End 2018/19, indicating numbers received and performance on timeliness and quality.

It also includes Quarter 4 statistics for statutory complaints.

RECOMMENDATIONS

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

1. The Corporate Complaints Performance Statistics for Quarter 4 (January – March 2019).
2. The Statutory Complaints Performance Statistics for Quarter 4 (January – March 2019).
3. Decisions made by both the Local Government and Social Care Ombudsman (LGSCO) and the Housing Ombudsman (HO) throughout the quarter, which are also included in the Year End report.
4. The Corporate Complaints Performance Statistics for Year End 2018/19.

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.

A project is underway to source a suitable replacement system for the administration of Corporate Complaints (non-Statutory) and Member Enquiries. This is initially planned as a temporary solution until a replacement for CRM is determined. The scope of the project has been identified and current work practices confirmed by the service areas. The procurement process will take place via the G Cloud Framework and a set of supplier questions are being compiled in order to shortlist and offer a demonstration and possible tender submission.

Corporate Complaints Performance Statistics

Quarter 4

The 4th quarter performance statistics for all complaints under the procedure is attached as **Appendix 1**.

In short, the council received 499 Stage 1 complaints during the period January to March 2019. 78% of them (390) were responded to within 10 days, which is the revised timescale, effective October 2018.

In addition, the council received 115 requests for escalation to Stage 2 of the process, 81% (93) of them dealt with within 25 days, in line with the revised timescale, effective October 2018.

This equates to an escalation request rate of 23% however, this is reduced to 15% 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 higher than the previous 17%, and the number of cases actually taken through the Stage 2 process is also higher than the previous 9%.

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

	January	February	March
Stage 1 percentage to time	73%	69%	93%
Stage 2 percentage to time	83%	61%	93%
Cumulative percentage Stages 1 & 2	75%	68%	93%

Results for Quarter 4 are mixed. It has been discussed at this meeting previously. How the changes to the corporate timescales, along with Service resourcing issues, have had a negative impact on performance.

Whilst performance at both stages of the process slipped during the early part of the quarter, it is pleasing to see a marked improvement during March.

Statutory Complaints Performance Statistics

Quarter 4 statutory complaints statistics for Children's Social Care and Adult Social Care are shown at Appendix 2.

There has been an increase of 19% in Adult Social Care statutory complaints, from 22 in Quarter 3 to 27 in Quarter 4, of which five are ongoing. Children's Services statutory complaints increased by 30%, from 19 in Quarter 3 to 27 in Quarter 4.

Response times have improved slightly from 49% in Quarter 3 to 63% (34 of 54) being responded to within the 20 day timescale, however there is still a need to improve response times.

Adjudication and Review Committee – 21st May 2019

The main reasons for complaints dealt with by Adult Social Care were disputes over client contribution and service issues with home care and care home providers. A number of complaints were received relating to the transfer of homecare service required during December 2018 due to Allied Healthcare capacity issues.

The main reasons for complaints dealt with by Children's Services related to standard of service (such as slow service and faulty equipment), staff attitudes and issues with payments.

Children's Services Stage 2 complaints were unusually high in Quarter 4, with four Stage 2 requests. Of these two were withdrawn as outcomes were agreed and resolved with the complainants, however two which were received in January are ongoing.

Year End 2018/19

The Year End performance statistics for all corporate complaints under the procedure is attached as **Appendix 4**.

Between April 2018 and March 2019, the council received 1842 Stage 1 complaints. 82% of them (1515) were responded to within timescale, which changed from 15 to 10 working days halfway through the year.

In addition, throughout the year, 374 requests were received for escalation to Stage 2 of the process, 81% (304) of them dealt with within timescale, which changed from 20 to 25 working days on 1st October 2018.

This equates to an escalation request rate of 20% compared to 17% the previous year.

The following table provides an easy view of complaints completed at Stages 1 and 2 for this year, compared against the previous year, 2017/18.

	2017/18	2018/19
Stage 1 percentage to time	93%	82%
Stage 2 percentage to time	91%	81%
Cumulative percentage Stages 1 & 2	93%	82%
Stage 3 percentage to time	100%	0%

There was one request to escalate a complaint to Stage 3 of the process. This equates to an escalation request rate of 0.27%.

Year-end statutory complaints have not been detailed within this report, as they will be reported separately under the Adults and Children's Annual reports at a later date.

Stage 3 complaints – considered by Member Review Panel

One case has been escalated to Stage 3, and was presented to Member Review Panel in July 2018. This was a Planning and Building Control complaint relating to the way the council had dealt with a planning application, and whether the Planning Manager had been biased in their decision making process. The Panel were satisfied the complaint had been handled appropriately and the case was not upheld, although the Panel did make a number of recommended actions for the Service to carry out.

Ombudsmen Decisions

Quarter 4

During Quarter 4 there were 20 decisions by Local Government and Social Care Ombudsman (LGSCO), as follows:

- 5 x Closed after initial enquiries: No further action
(Adults (1); Children’s (1); Environment (1))
- 2 x Closed after initial enquiries: Out of jurisdiction
(Environment (1); Housing (1))
- 5 x Closed: Premature
(Children’s Services (3); Environment (1); Housing (1))
- 3 x Not Upheld: No maladministration
(Housing (2); Planning and Building Control (1))
- 3 x Upheld: Maladministration, injustice with penalty **S**
(Adults (1); Council Tax and Benefits (1); Housing (1))

Housing Ombudsman (HO) decisions during the period:

- 1 x No Maladministration
- 1 x Maladministration with Penalty **S**

See table below for comparison of significant (**S**) decisions made for Quarter 4 in 2017 and 2018:

Significant decisions (where maladministration and injustice found)				
	Quarter 4 2017		Quarter 4 2018	
Maladministration, injustice with penalty	1	Children’s services	3	Adults; Council Tax and Benefits; Housing
Maladministration, injustice, no penalty	1	Legal Services	0	
HO: Maladministration with penalty	0		1	Housing

Quarter 4 Ombudsman decisions are shown in more detail on attached **Appendix 3**.

Year end

During the year there were 64 decisions by Local Government and Housing Ombudsmen, as follows:

Closed after initial enquiries: No further action	25
Closed after initial enquiries: Out of jurisdiction	10
Not upheld: No maladministration	6
Premature complaint	12
Upheld: No further action	1
Upheld: Maladministration, injustice with penalty	7
Upheld: Maladministration, injustice, no penalty	1
Housing Ombudsman: No Maladministration	1
Housing Ombudsman: Maladministration with penalty	1

These decisions have previously been reported at each Quarterly meeting. Please see attached **Appendix 5**, 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 five appendices:

- Appendix 1 – Quarter 4 Corporate Complaints statistics
- Appendix 2 – Quarter 4 Statutory Complaints statistics
- Appendix 3 – Ombudsman Activity Report for Quarter 4
- Appendix 4 – Year end Corporate Complaints statistics
- Appendix 5 – Ombudsman Activity Report for Year end

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 4 2017:	
Stage 1 percentage to time overall <small>(451/469)</small>	96%
Stage 2 percentage to time <small>(65/78)</small>	83%
Stage 3 percentage to time <small>(One case)</small>	100%
Stage 1 & 2 cumulative score	94%

Performance for Quarter 2 2018:	
Stage 1 percentage to time overall <small>(383/480)</small>	80%
Stage 2 percentage to time <small>(82/98)</small>	84%
Stage 3 percentage to time <small>(One case)</small>	0%

Performance for Quarter 4 2018:	
Stage 1 percentage to time overall <small>(390/499)</small>	78%
Stage 2 percentage to time <small>(93/115)</small>	81%
Stage 3 percentage to time <small>(No cases)</small>	0%
Stage 1 & 2 cumulative score	79%

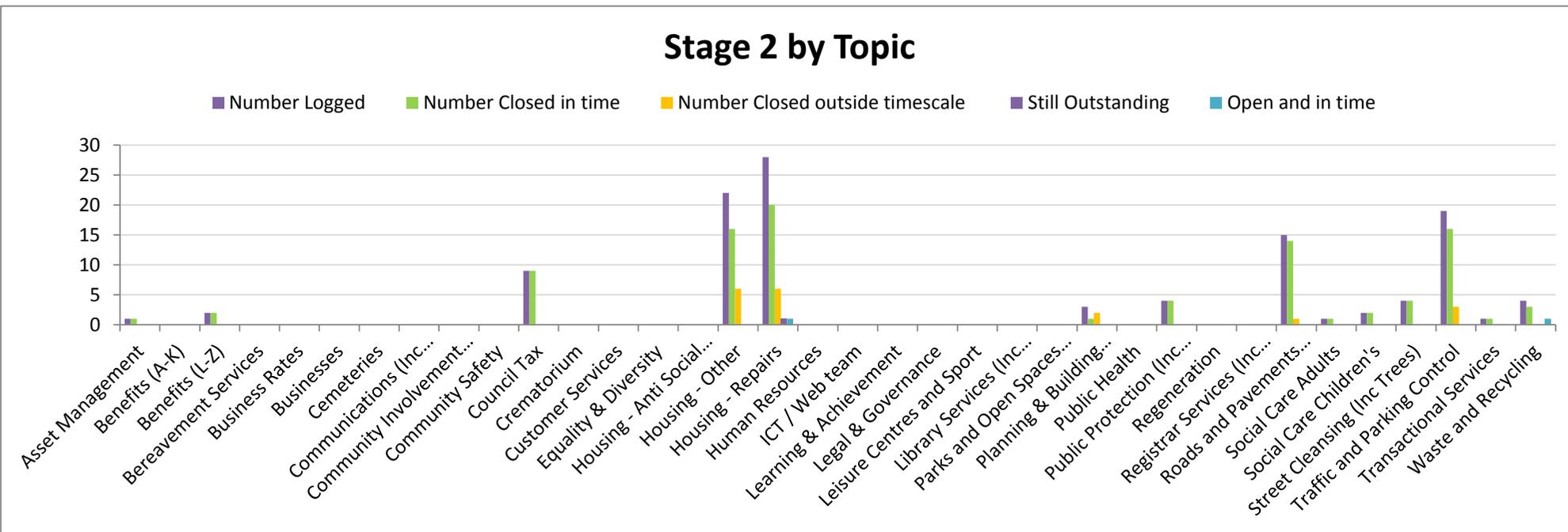
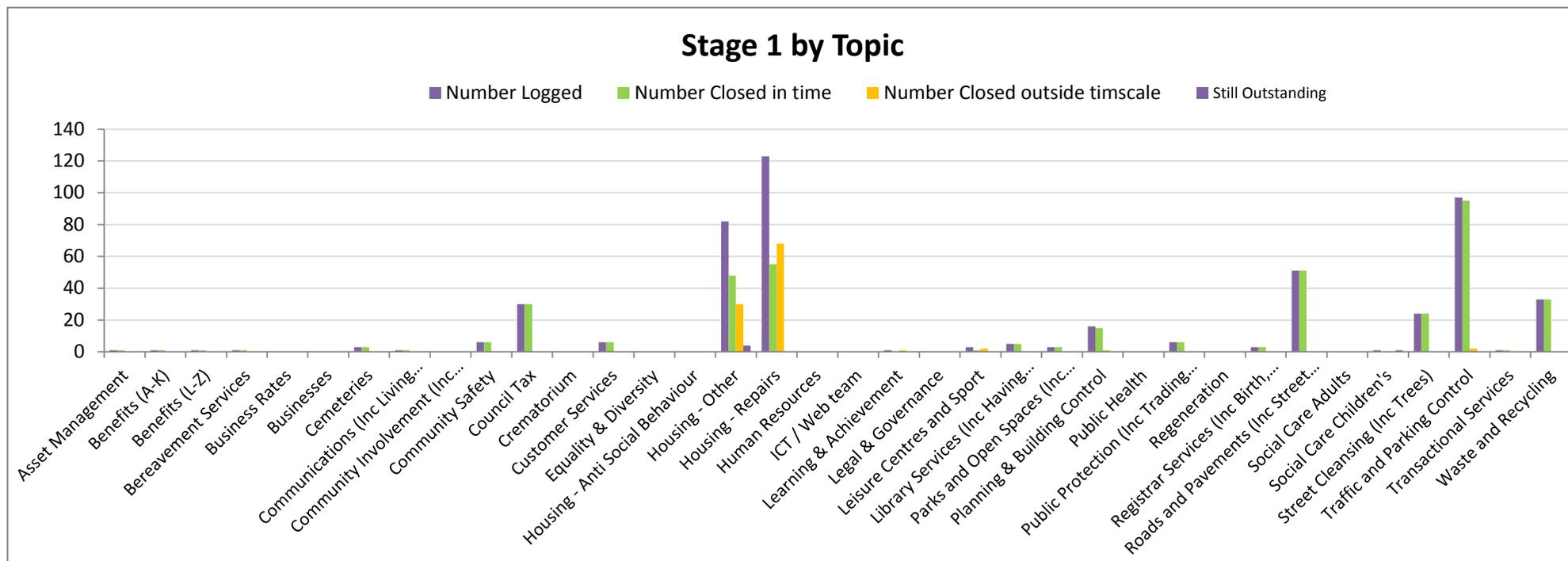
Performance for Quarter 3 2018:	
Stage 1 percentage to time overall <small>(315/411)</small>	77%
Stage 2 percentage to time <small>(61/69)</small>	88%
Stage 3 percentage to time <small>(No cases)</small>	0%

Performance for Quarter 1 2018:	
Stage 1 percentage to time overall <small>(427/452)</small>	95%
Stage 2 percentage to time <small>(67/92)</small>	73%
Stage 3 percentage to time <small>(No cases)</small>	0%

Senior Leadership Support team
8th May 2019

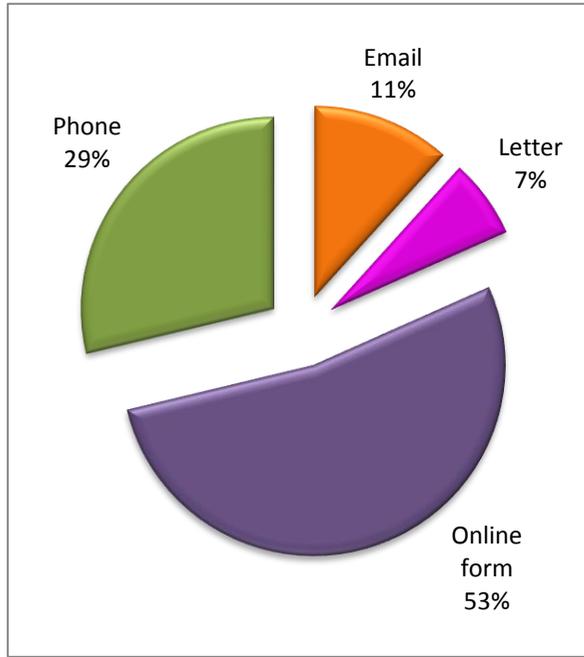
Corporate Complaints Report - Quarter 4 - January to March 2019

	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	Still open and in time
Art Services											
Asset Management	1	1	100%			1	1	100%			
Benefits (A-K)	1	1	100%								
Benefits (L-Z)	1	1	100%			2	2	100%			
Bereavement Services	1	1	100%								
Business Rates											
Businesses											
Cemeteries	3	3	100%								
Communications (Inc Living Magazine)	1	1	100%								
Community Involvement (Inc Volunteers)											
Community Safety	6	6	100%								
Council Tax	30	30	100%			9	9	100%			
Crematorium											
Customer Services	6	6	100%								
Equality & Diversity											
Housing - Anti Social Behaviour											
Housing - Other	82	48	59%	30	4	22	16	73%	6		
Housing - Repairs	123	55	45%	68		28	20	71%	6	1	1
Human Resources											
ICT / Web team											
Learning & Achievement	1	0	0%	1							
Legal & Governance											
Leisure Centres and Sport	3	1	33%	2							
Library Services (Inc Having Museum)	5	5	100%								
Parks and Open Spaces (Inc allotments)	3	3	100%								
Planning & Building Control	16	15	94%	1		3	1	33%	2		
Public Health											
Public Protection (Inc Trading Standards, Environmental Health & Noise Nuisance)	6	6	100%			4	4	100%			
Regeneration											
Registrar Services (Inc Birth, Death and Marriages)	3	3	100%								
Roads and Pavements (Inc Street Lighting)	51	51	100%			15	14	93%	1		
Social Care Adults						1	1	100%			
Social Care Children's	1	0	0%	1		2	2	100%			
Street Cleansing (Inc Trees)	24	24	100%			4	4	100%			
Traffic and Parking Control	97	95	98%	2		19	16	84%	3		
Transactional Services	1	1	100%			1	1	100%			
Waste and Recycling	33	33	100%			4	3	75%			1
Total	499	390	78%	105	4	115	94	82%	18	1	2

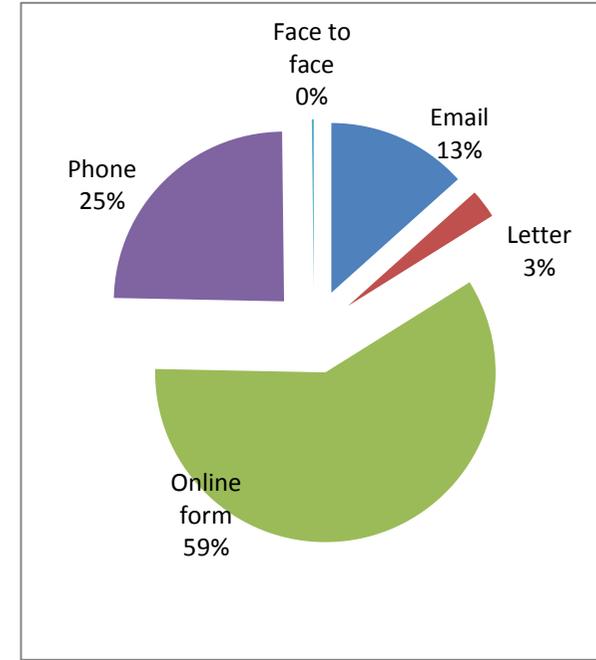


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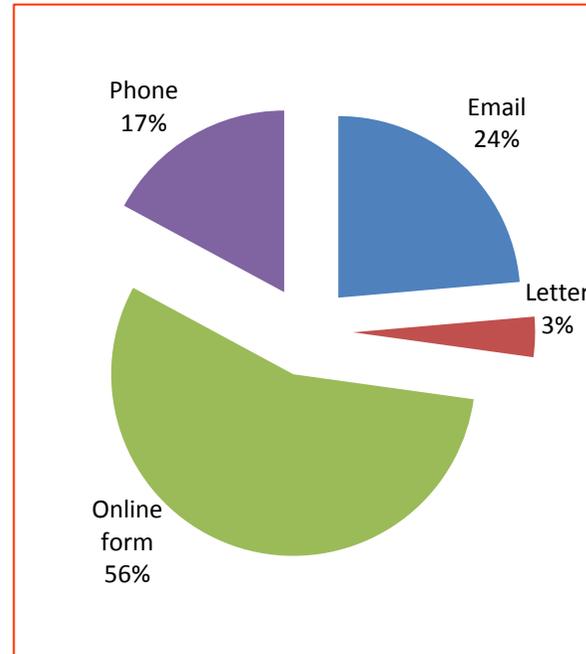
Quarter 4 2017/18



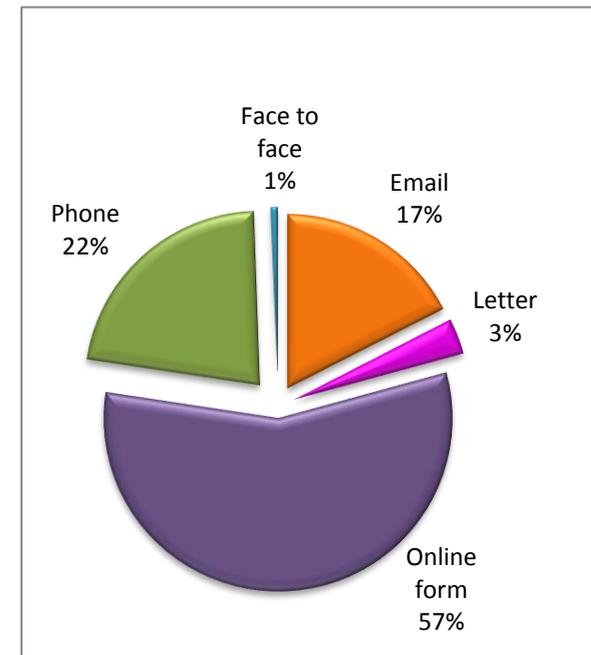
Quarter 3 2018/19



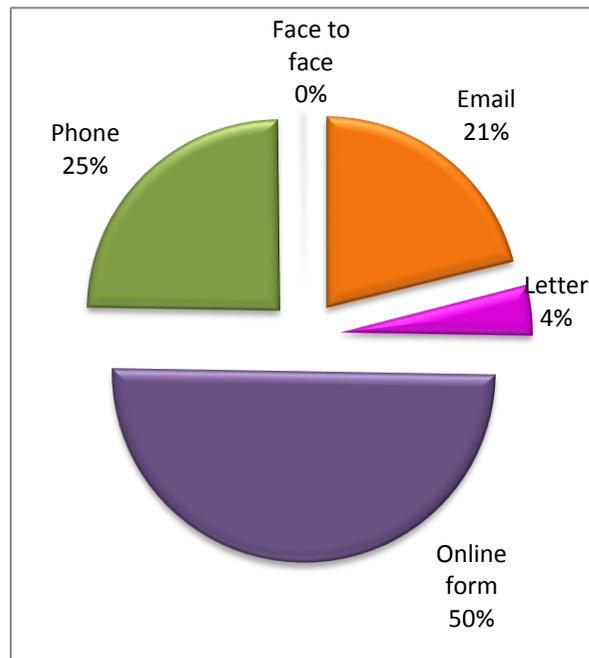
Quarter 4 2018/19



Quarter 1 2018/19



Quarter 2 2018/19

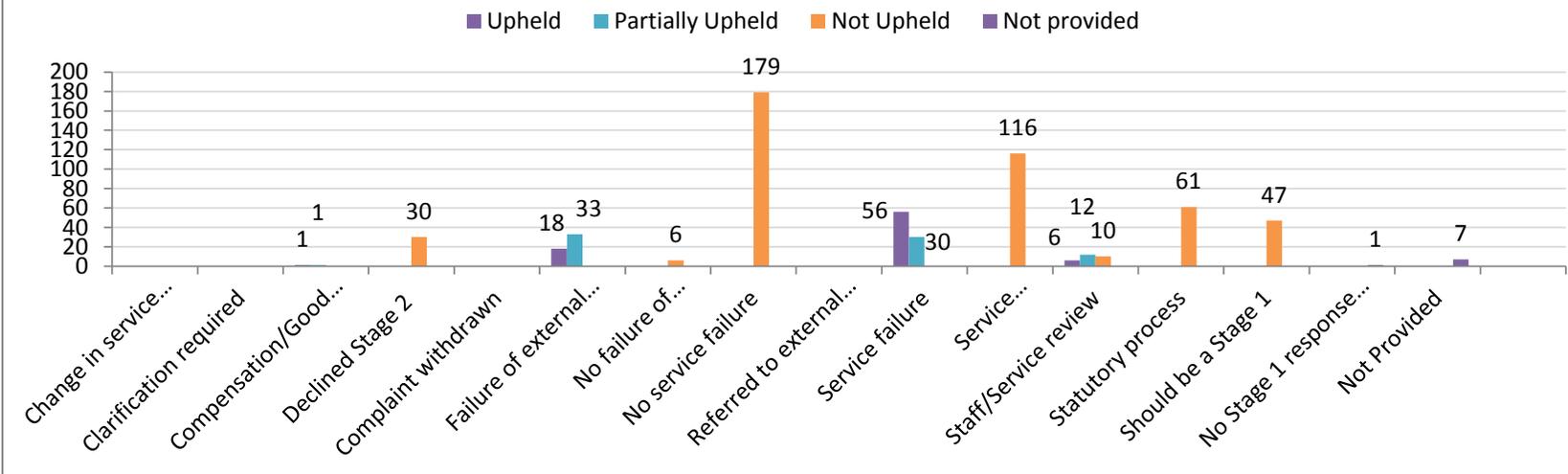


Corporate Complaints Report - Quarter 4 - January to March 2019

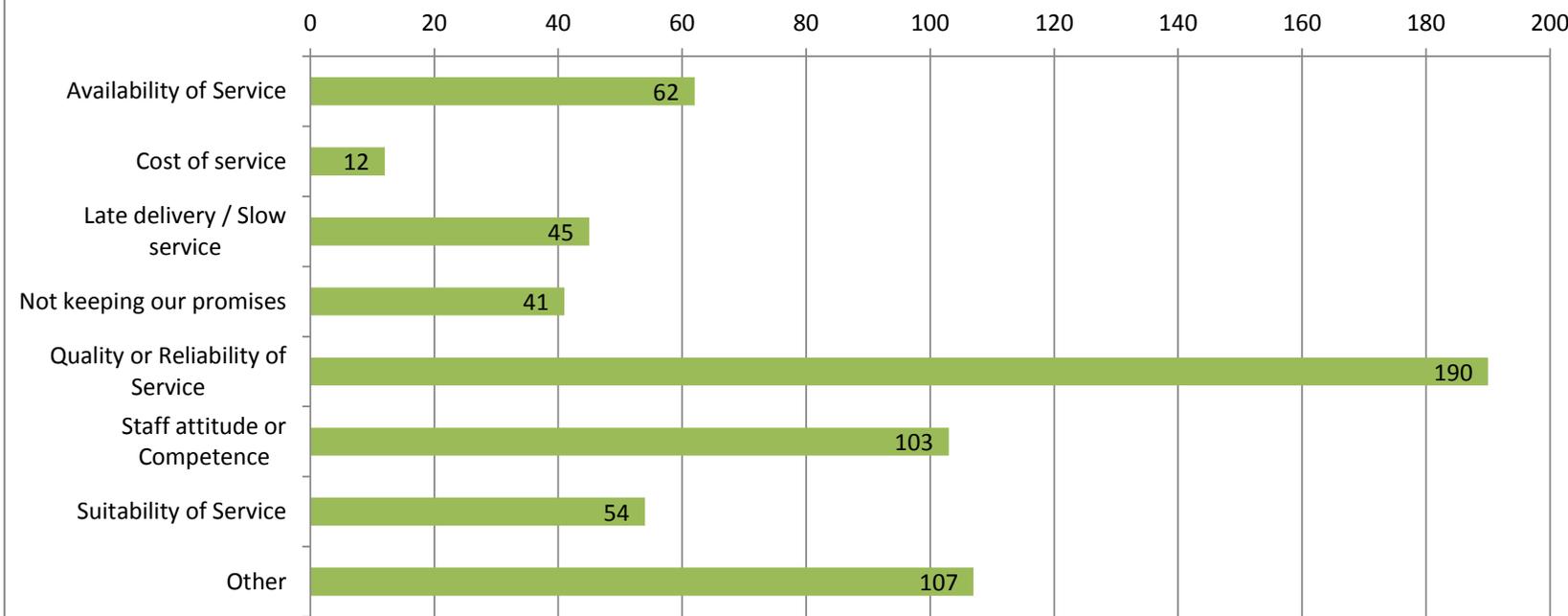
	Carry Over	January				February				March				Total
	Cumulative (Apr - Sept)	Stage 1 logged	In 15 days (%)	Stage 2 Logged	In 20 days (%)	Stage 1 logged	In 15 days (%)	Stage 2 Logged	In 20 days (%)	Stage 1 logged	In 15 days (%)	Stage 2 Logged	In 20 days (%)	Cumulative*
Art Services	1													1
Asset Management	5					1	100%					1	100%	6
Benefits (A-K)	5	1	100%											6
Benefits (L-Z)	4			1	100%	1	100%	1	0%					5
Bereavement Services	2									1	100%			3
Business Rates	0													0
Businesses	0													0
Cemeteries	2	1	100%							2	100%			5
Communications (Inc Living	1	1	100%											2
Community Involvement (Inc	0													0
Community Safety	3									6	100%			9
Council Tax	62	15	100%	6	100%	7	100%	1	100%	8	100%	2	100%	92
Crematorium	1													1
Customer Services	29	4	100%			2	100%							35
Equality & Diversity	0													0
Housing - Anti Social Behaviour	20													20
Housing - Other	210													210
Housing - Repairs	223	25	44%	6	67%	34	56%	7	43%	23	78%	9	100%	305
Human Resources	0	57	42%	12	67%	46	28%	5	60%	20	90%	11	82%	123
ICT / Web team	0													0
Learning & Achievement	1	1	0%											2
Legal & Governance	5													5
Leisure Centres and Sport	5	1	0%			1	100%			1	0%			8
Library Services (Inc Having	11	3	100%			1	100%			1	100%			16
Parks and Open Spaces (Inc	29									3	100%			32
Planning & Building Control	37	9	100%	1	0%	2	100%	1	100%	5	80%	1	100%	53
Public Health	0													0
Public Protection (Inc Trading	41	2	100%			2	100%	1	100%	2	100%	3	100%	47
Regeneration	0													0
Registrar Services (Inc Birth,	6	1	100%			2	100%							9
Roads and Pavements (Inc Street	116	12	100%	5	100%	19	100%	3	67%	20	100%	7	100%	167
Social Care Adults	3		100%					1	100%					3
Social Care Children's	7	1	0%					1	100%			1	100%	8
Street Cleansing (Inc Trees)	94	10	100%	3	100%	4	100%	1	100%	10	100%			118
Traffic and Parking Control	271	33	100%	7	100%	29	97%	8	63%	35	97%	4	100%	368
Transactional Services	2									1	100%	1	100%	3
Waste and Recycling	147	11	100%	1	100%	8	100%	1	100%	14	100%	2	50%	180
Stage 1 Logged (Total)	1343	188				159				152				1842
Completed in 15 days (%)	87%		73%				69%				93%			
Stage 2 logged (Total)	259			42				31				42		374
Completed in 20 days (%)	81%				83%				61%				93%	

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

Complaint Outcomes (Quarter 4 - 2018)



Complaint Reasons (Quarter 4 - 2018)



Cumulative complaint figures April 18 - March 19

	Cumulative numbers logged April 17 - March 18 (Stage 1&2)	% of total	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	0.23%	0	1	1	2	0	0	0	0	1	0	0	0
Benefits (A-K)	8	0.36%	0	1	0	1	1	0	0	1	2	0	1	1
Benefits (L-Z)	7	0.32%	1	0	2	1	0	0	1	0	1	1	0	0
Bereavement Services	6	0.27%	0	1	0	0	1	0	0	1	0	1	2	0
Business Rates	2	0.09%	0	0	0	0	0	0	0	1	0	0	0	1
Businesses	0	0.00%	0	0	0	0	0	0	0	0	0	0	0	0
Cemeteries	2	0.09%	0	0	0	0	0	0	1	0	1	0	0	0
Communications (Inc Living	4	0.18%	0	0	0	0	0	0	1	0	0	1	0	2
Community Involvement (Inc	1	0.05%	0	0	0	0	0	0	0	0	0	1	0	0
Community Safety	3	0.14%	0	0	0	0	0	0	2	0	1	0	0	0
Council Tax	59	2.66%	6	15	6	0	0	0	10	9	7	0	0	6
Crematorium	61	2.75%	0	1	0	8	7	6	0	0	0	21	8	10
Customer Services	22	0.99%	3	5	3	0	0	0	5	6	0	0	0	0
Equality & Diversity	14	0.63%	0	0	0	4	3	1	0	0	0	4	2	0
Havering Music School	0	0.00%	0	0	0	0	0	0	0	0	0	0	0	0
Housing - Anti Social Behaviour	17	0.77%	2	6	4	0	0	0	2	2	1	0	0	0
Housing - Other	149	6.72%	24	29	31	2	5	2	39	0	17	0	0	0
Housing - Repairs	369	16.65%	37	26	16	19	44	29	27	24	43	31	41	32
Human Resources	273	12.32%	0	0	0	30	20	31	0	41	0	69	51	31
ICT / Web team	0	0.00%	0	0	0	0	0	0	0	0	0	0	0	0
Learning & Achievement	2	0.09%	0	0	0	0	0	1	0	0	0	1	0	0
Legal & Governance	7	0.32%	2	0	2	2	0	0	0	0	1	0	0	0
Leisure Centres and Sport	10	0.45%	1	1	0	1	1	2	0	0	1	1	1	1
Library Services (Inc Having	18	0.81%	1	2	2	1	0	4	0	2	1	3	1	1
Parks and Open Spaces (Inc	37	1.67%	7	6	3	7	2	3	4	1	1	0	0	3
Planning & Building Control	82	3.70%	6	12	5	6	13	11	4	5	1	10	3	6
Public Health	0	0.00%	0	0	0	0	0	0	0	0	0	0	0	0
Public Protection (Inc Trading	58	2.62%	4	4	6	6	8	9	6	3	2	2	3	5
Regeneration	0	0.00%	0	0	0	0	0	0	0	0	0	0	0	0
Registrar Services (Inc Birth, Death	10	0.45%	0	4	1	0	0	0	0	2	0	1	2	0
Roads and Pavements (Inc Street	201	9.07%	18	22	6	15	17	15	14	17	11	17	22	27
Social Care Adults	5	0.23%	0	1	0	2	1	0	0	0	0	0	1	0
Social Care Children's	13	0.59%	1	1	1	3	4	0	0	0	0	1	1	1
Street Cleansing (Inc Trees)	129	5.82%	9	9	13	12	20	12	12	6	8	13	5	10
Traffic and Parking Control	433	19.54%	29	48	30	43	40	36	30	35	26	40	37	39
Transactional Services	4	0.18%	1	0	0	0	0	0	0	1	0	0	0	2
Waste and Recycling	205	9.25%	15	18	32	24	20	20	14	14	11	12	9	16
Total Complaints logged	2216		167	213	164	189	207	182	172	171	137	230	190	194
Overall % of complaints 1&2 completed within time			91%			80%			78%			79%		

Corporate Complaints Report - Quarter 4 - January to March 2019

	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	2								2
Benefits (A-K)									0
Benefits (L-Z)		1		1		1	1		4
Bereavement Services						1			1
Business Rates									0
Cemeteries			1			2			3
Communications (Inc Living Magazine)				1					1
Council Tax		4	2	14	3	10	3	3	39
Crematorium									0
Customer Services				2		3		1	6
Community Safety	3			3					6
Housing - Anti Social Behaviour									0
Housing - Other	12	3	5	22	1	28	6	27	104
Housing - Repairs	9	21	14	52	1	9	4	41	151
Learning & Achievement				1					1
Legal & Governance									0
Leisure Centres and Sport	2					1			3
Library Services (Inc Having Museum)				2	1	1	1		5
Parks and Open Spaces (Inc allotments)	1			1		1			3
Planning & Building Control		1	3	9		3	2	1	19
Public Health									0
Public Protection (Inc Trading Standards, Environmental Health & Noise Nuisance)	1	2	3	1		1	1	1	10
Registrar Services (Inc Birth, Death and Marriages)	2				1				3
Roads and Pavements (Inc Street Lighting)	7	8	4	22		8	12	5	66
Social Care Adults		1							1
Social Care Children's	1			1		1			3
Street Cleansing (Inc Trees)	6			11		2	5	4	28
Traffic and Parking Control	13	4	4	31	3	27	18	16	116
Transactional Services				2					2
Waste and Recycling	3		5	14	2	4	1	8	37
Total:	62	45	41	190	12	103	54	107	614

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. Children's Services have two further stages, if the complainant is not satisfied at Stage 1: 25-65 working days for Stage 2 (independent investigation) and 45 working days for Review Panel. A Review 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

Summary performance for January to March 2019 (Quarter 4):

Stage 1 percentage to time overall	63%
Stage 2 percentage to time (Children's Services only)	50%
Stage 3 percentage to time (Children's Services only)	n/a

	Stage 1					Stage 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	Over 20 days and still open
Social Care Adults - Statutory	27	18	67%	4	4					
Social Care Children's - Statutory	27	16	59%	7	4	4				
Total	54	34	63%	11						0

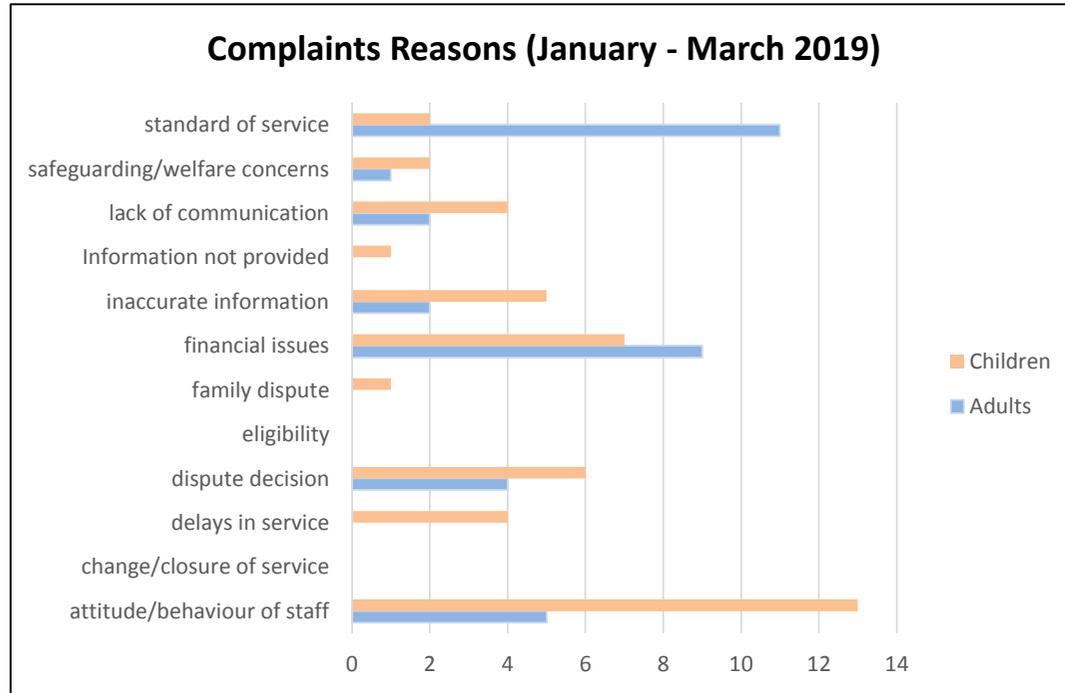
Adults - 1 complaint withdrawn
 Children's - 1 complaint on hold

Detailed performance for January to March 2019 (Quarter 4):

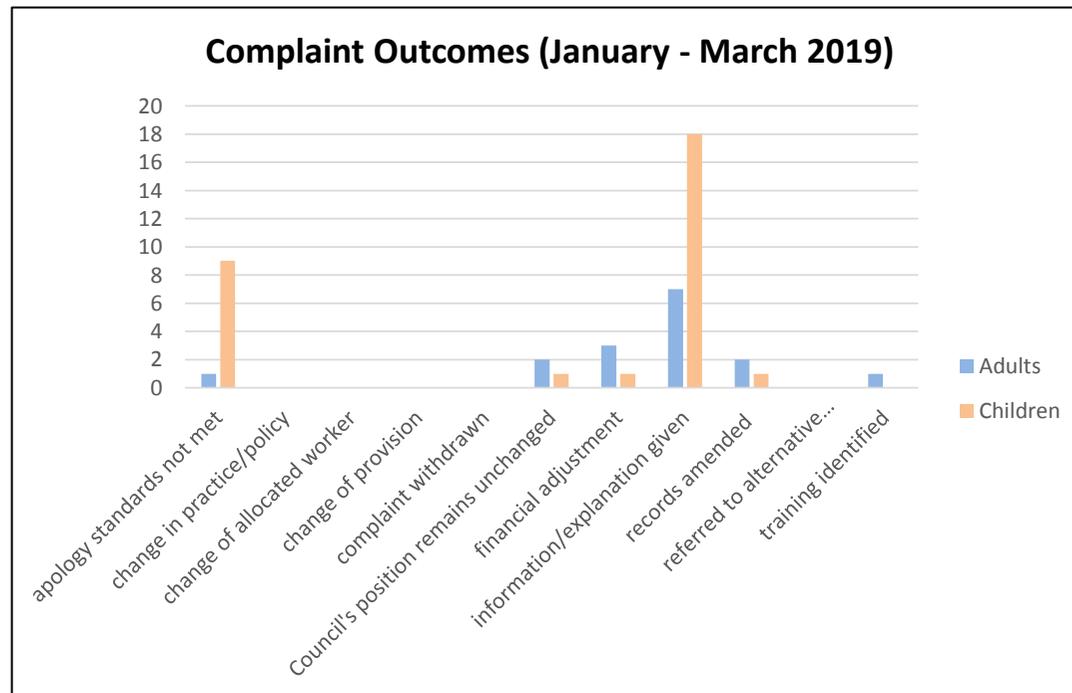
Showing this quarters performance

	January				February				March				Total
	Stage 1 logged	In 20 days (%)	Stage 2 Logged	In 20- 65 days (%)	Stage 1 logged	In 20 days (%)	Stage 2 Logged	In 20- 65 days (%)	Stage 1 logged	In 20 days (%)	Stage 2 Logged	In 20- 65 days (%)	Cumul-ative
Social Care Adults - Statutory	11	82%			7	86%			9	33%			27
Social Care Children's - Statutory	7	57%			11	64%			9	56%			27
Stage 1 Logged (Total)	18				18				18				54
Completed in 20 days (%)		72%				72%				44%			63%
Stage 2 logged (Total)			2				1				1		4
Completed in 25-65 days (%)				0%				100%				100%	

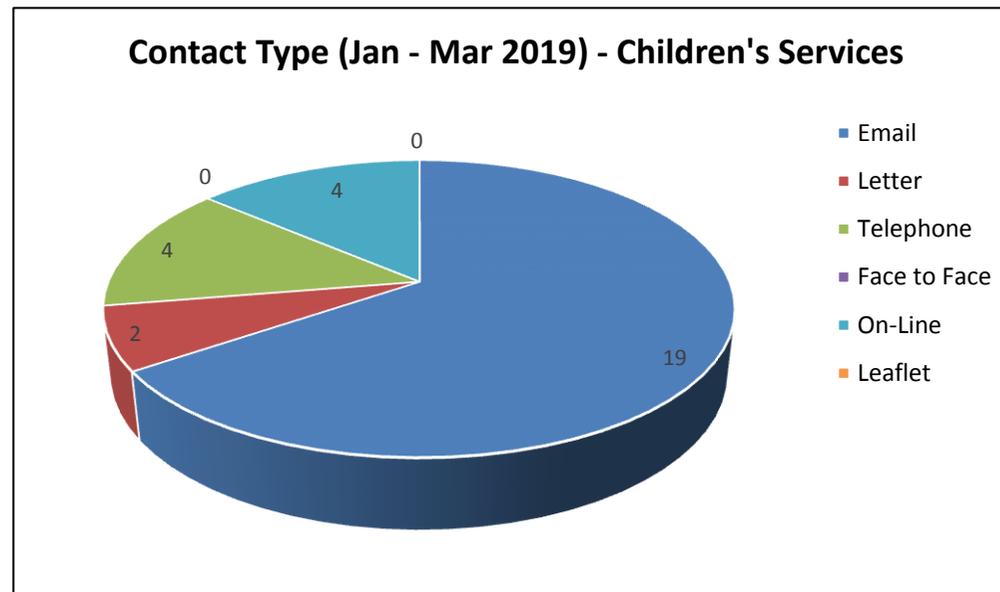
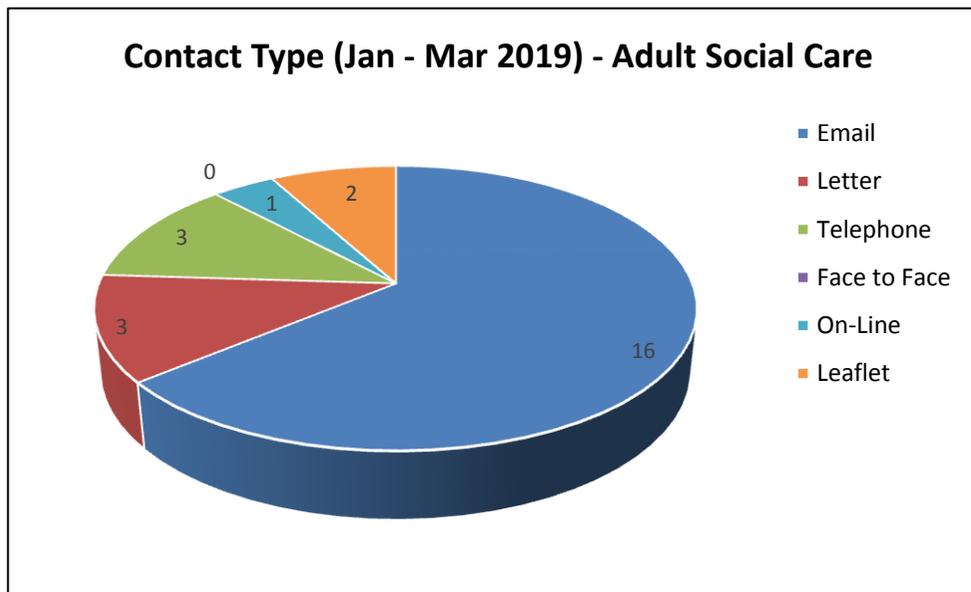
Complaint Reasons: there can be more than one outcome to a complaint.



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



Contact type:



Complaints determined:

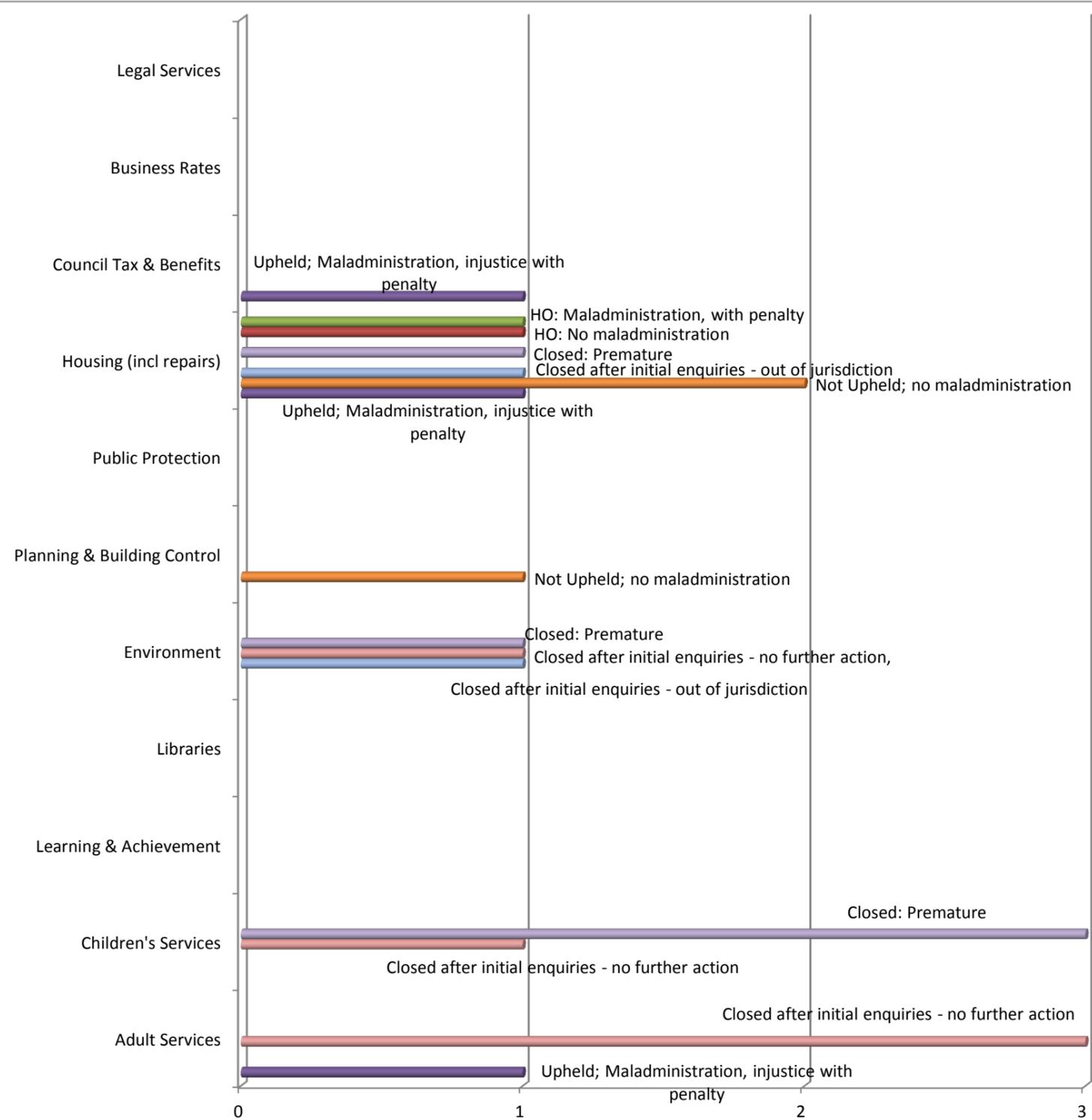
		Report Issued: Upheld; maladministration and injustice	Report issued: Upheld; maladministration, no injustice	Report issued: Not upheld; no maladministration	Upheld; Maladministration, injustice with penalty	Upheld: Maladministration, injustice, no penalty	Upheld ; Maladministration, no injustice	Upheld: 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: Maladministration, with penalty	HO: Resolved locally - No further action	Not upheld: No further action
Adult Social Care	Adult Services				1						3					
Children's Services	Children's Services Learning & Achievement										1	3				
Chief Operating Officer	Libraries															
Page 23 Neighbourhoods	Environment Planning & Building Control									1	1	1				
	Public Protection															
	Housing (incl repairs)				1					2	1	1	1	1		
oneSource	Council Tax & Benefits				1											
	Business Rates															
	Legal Services															
Total :		0	0	0	3	0	0	0	3	2	5	5	1	1	0	0

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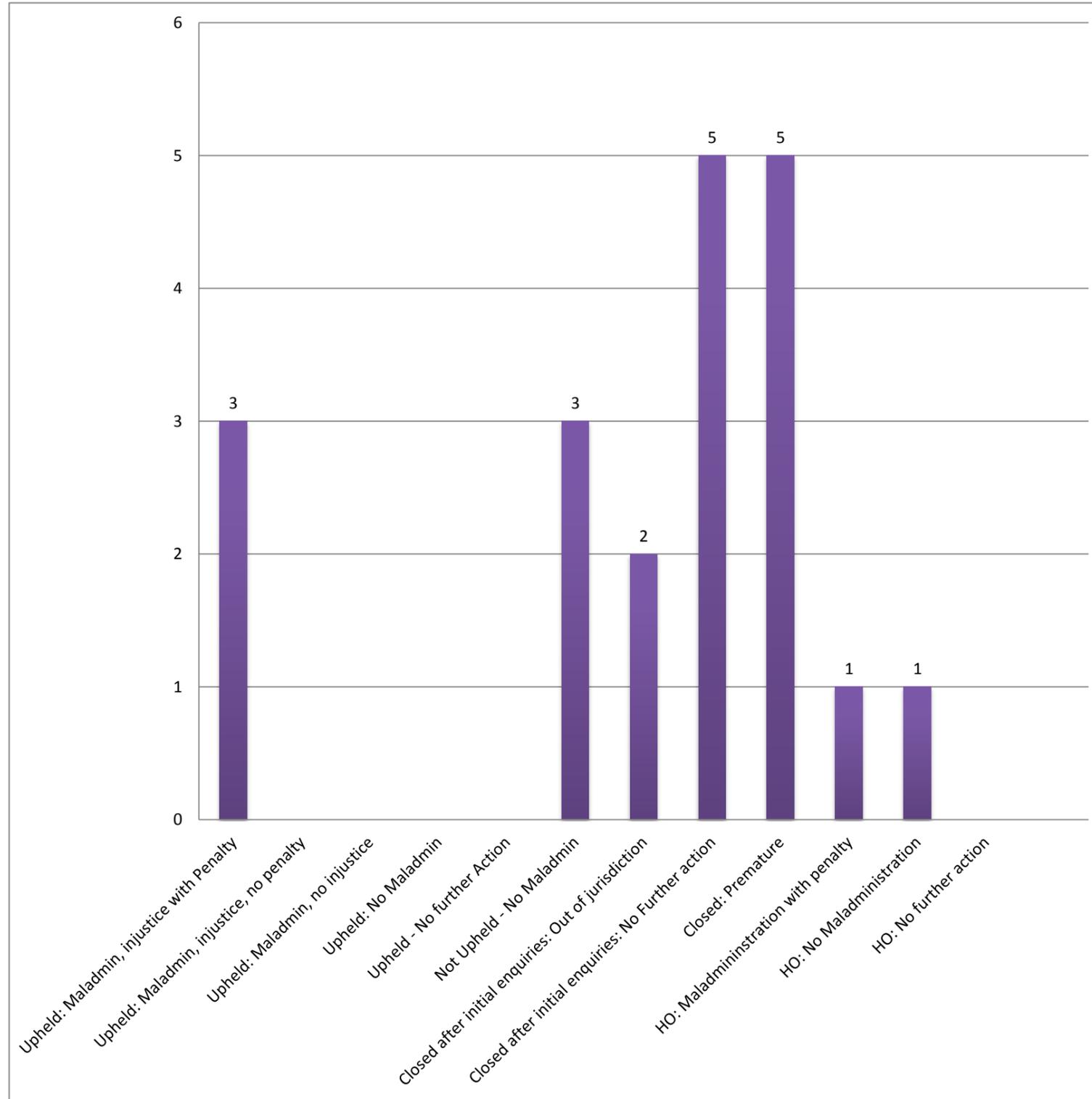
Decisions

Directorate/Service Area

- HO: Maladministration, with penalty
- HO: No maladministration
- Upheld: Maladministration, injustice, no penalty
- Closed: Premature
- Closed after initial enquiries - no further action
- Closed after initial enquiries - out of jurisdiction



Outcomes



Significant decisions from Local Government or Housing Ombudsmen

1. Miss M

Miss M complained about the Council's response to her reports of damage and drainage problems at her property. The Housing Ombudsman found service failure in the council's handling of Miss M.
Housing Ombudsman decision: Upheld - Maladministration, with penalty

2. Miss D

Miss D complained the Council delayed billing her for council tax, failed to evidence that she owes the amount claimed, gave her inaccurate information and unreasonably sent bailiffs to her property without writing to her first. There is no fault in how the Council billed Miss D. The Council accepts it should have written to Miss D before referring the arrears to the bailiffs after a nine year gap. The Council agreed to remove the bailiff fees. That, plus an apology and deduction of £100 from Miss D's council tax arrears is satisfactory remedy for Miss D's distress at having to deal with bailiffs after no contact from the Council for nine years.

Ombudsman decision: Maladministration, injustice with penalty

3. Miss X

The Council failed to give a housing application the correct priority. If it had given the right priority the complainant could have made a successful bid by the end of 2014. The Council caused injustice as the complainant continued to live in a flat that was too small. Since 2016 the complainant has suffered anti-social behaviour from a neighbour which the Council did nothing to help her with. The Council agreed to apologise to the complainant, give her the correct housing priority backdated to July 2014 and make a payment of £4000 to Miss X to reflect the injustice its actions caused her.

Ombudsman decision: Upheld - Maladministration, Injustice with penalty

4. Mr & Mrs X

Ms C complained that the final bill she received from the Council in March 2018, about her mother's care home fees, was too high. Ms C says the bill indicated her mother's respite care home placement became permanent on 25 February 2016. However, Ms C says this only happened several weeks later. The Ombudsman found there was a lack of communication with Ms C by the Council. The Council agreed to apologise to Ms C and revise the final bill.

Ombudsman decision: Upheld - Maladministration, Injustice with penalty

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; 10 working days for Stage 1 and 25 working days for Stage 2. Following a review of the Complaint Policy and Procedure these targets were amended on 1st October 2018 from 15 working days at Stage 1 and 20 working days at Stage 2.

Stage 3 (Adjudication and Review) also has a target; this is now 30 working 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 2018 until March 2019

Performance for 2018/19 (in short) is therefore:

Stage 1 received	1842
Stage 1 percentage to time overall	82% (1515)
Percentage where escalation to Stage 2	

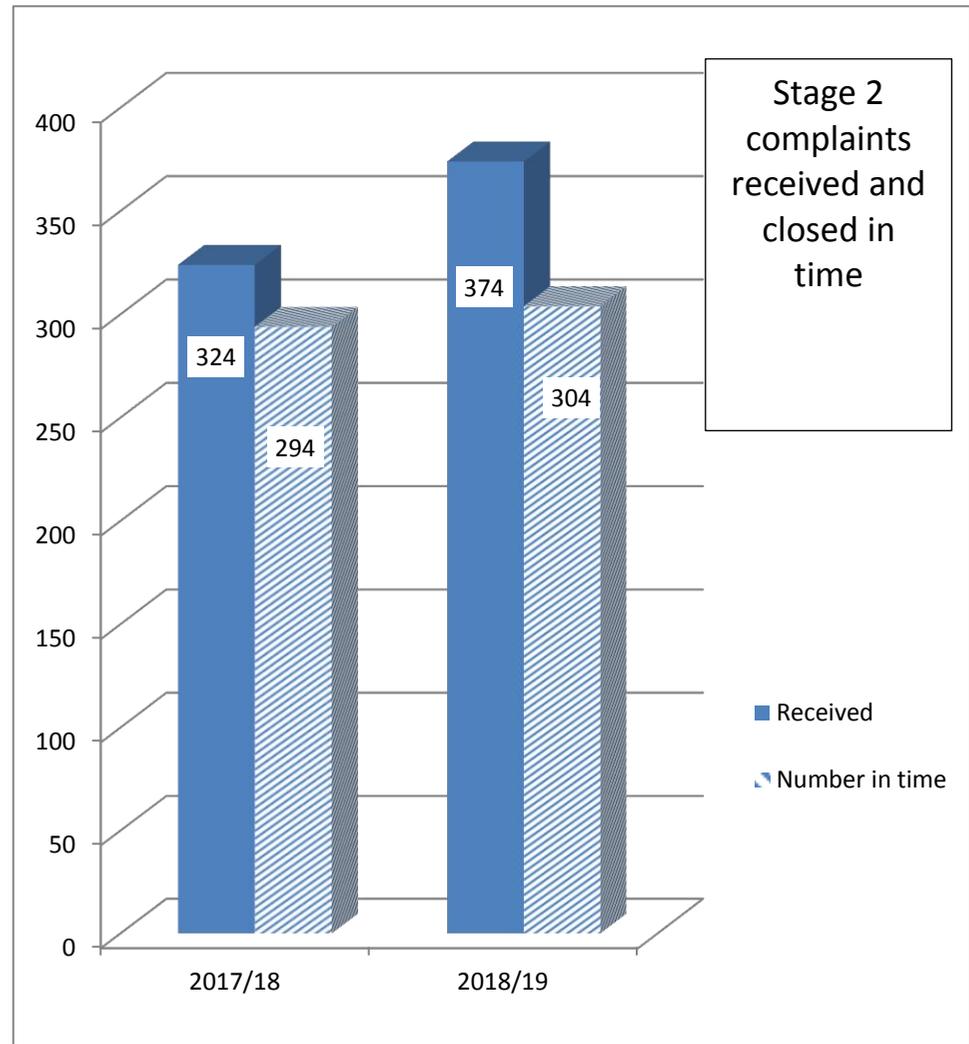
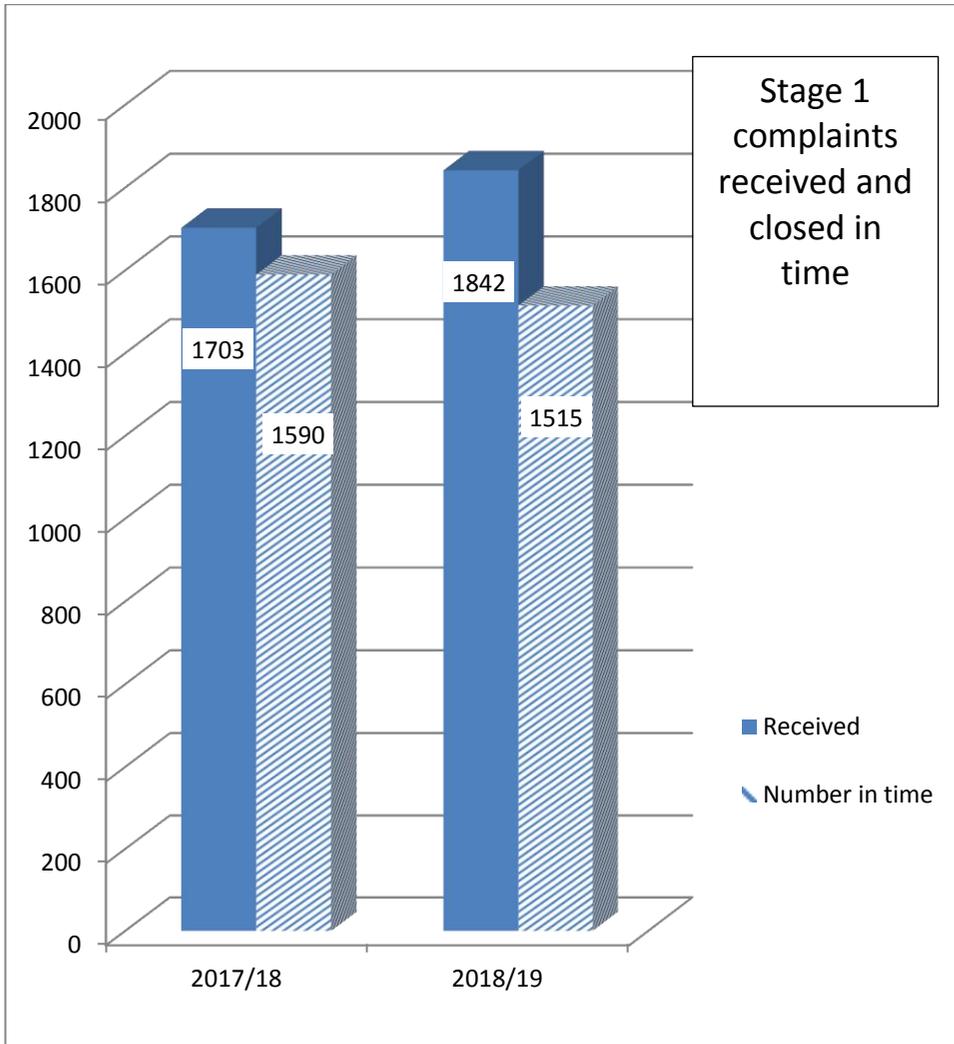
Stage 2 received	374
Stage 2 percentage to time overall	81% (304)
Percentage escalated to Stage 3	0.27%

Stage 3 received	1
Stage 3 percentage to time overall	0%
Stage 1 & Stage 2 cumulative % to time	82%

Corporate Complaints Year End Report 2018/19

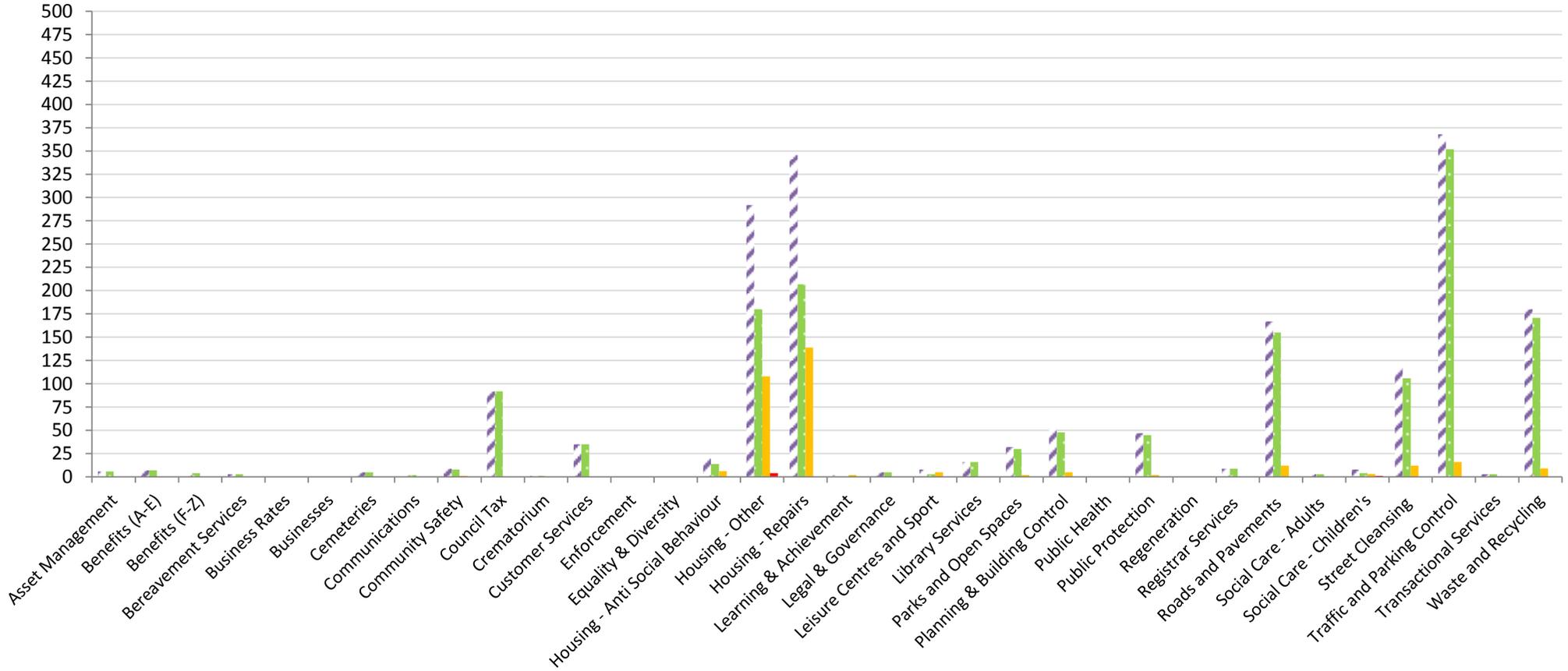
	Stage 1			Stage 2		
	Number Logged	Closed in time	% in time	Number Logged	Closed in time	% in time
Art Services	1	1	100%	1	1	100%
Asset Management	6	6	100%	1	1	100%
Benefits (A-E)	7	7	100%			
Benefits (F-Z)	4	4	100%	4	4	100%
Bereavement Services	3	3	100%			
Business Rates				1	0	0%
Businesses						
Cemeteries	5	5	100%			
Communications (Inc Living Magazine)	2	2	100%			
Community Safety	9	8	89%			
Council Tax	92	92	100%	21	20	95%
Crematorium	1	1	100%			
Customer Services	35	35	100%	1	1	100%
Dev & Transport Planning						
Enforcement						
Equality & Diversity						
Housing - Anti Social Behaviour	20	14	70%	6	5	83%
Housing - Other	292	180	62%	68	47	69%
Housing - Repairs	346	207	60%	76	57	75%
Learning & Achievement	2	0	0%			
Legal & Governance	5	5	100%	2	2	100%
Leisure Centres and Sport	8	3	38%	2	2	100%
Library Services (Inc Having Museum)	16	16	100%	2	2	100%
Parks and Open Spaces (Inc allotments)	32	30	94%	5	3	60%
Planning & Building Control	53	48	91%	29	23	79%
Public Health						
Public Protection (Inc Trading Standards, Environmental Health & Noise Nuisance)	47	45	96%	11	10	91%
Regeneration						
Registrar Services (Inc Birth, Death and Marriages)	9	9	100%	1	1	100%
Roads and Pavements (Inc Street Lighting)	167	155	93%	34	29	85%
Social Care Adults	3	3	100%	2	2	100%
Social Care Children's	8	4	50%	5	3	60%
Street Cleansing (Inc Trees)	118	106	90%	11	11	100%
Traffic and Parking Control	368	352	96%	65	55	85%
Transactional Services	3	3	100%	1	1	100%
Waste and Recycling	180	171	95%	25	24	96%
Total	1842	1515	82%	374	304	81%

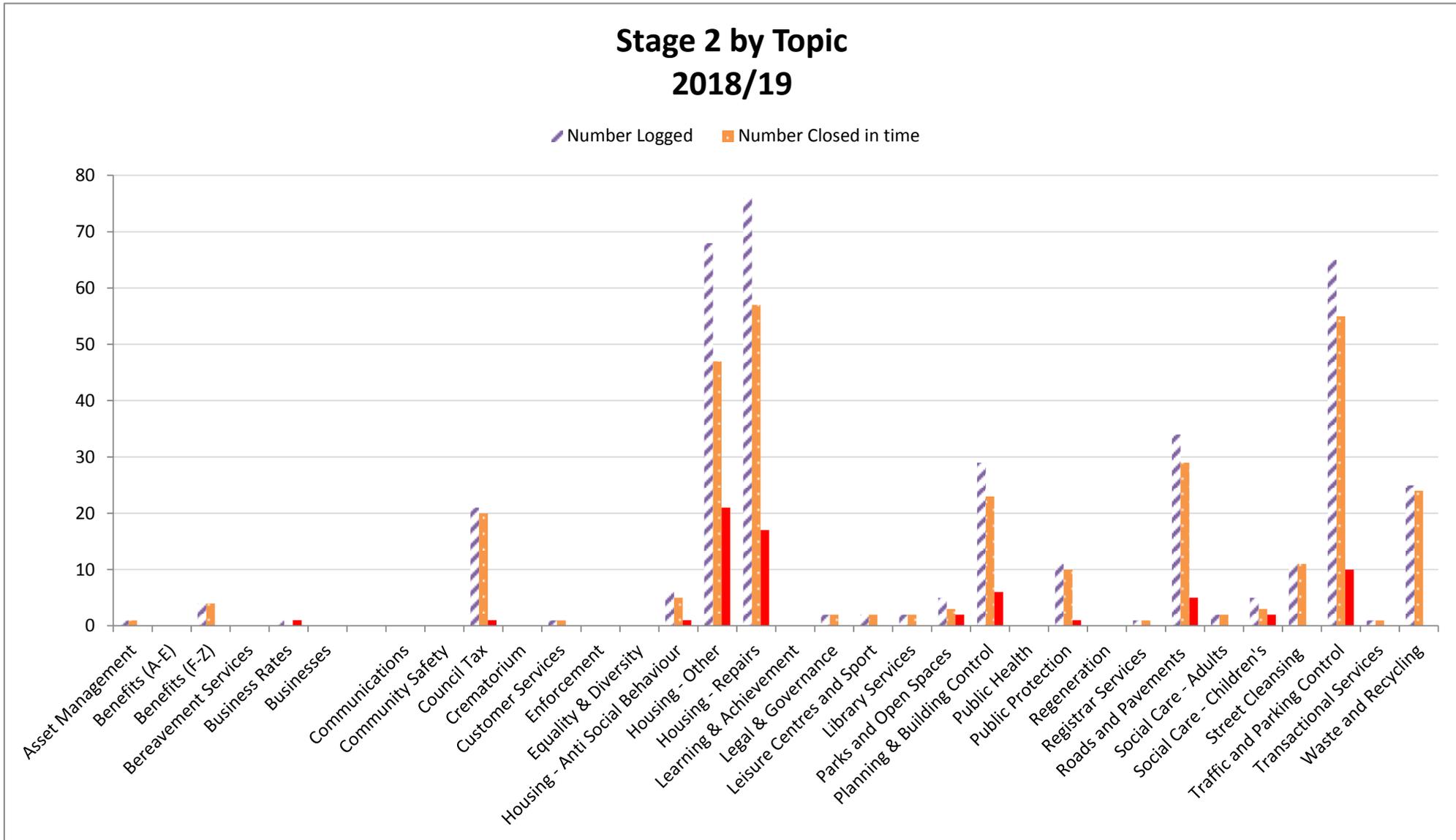
Corporate Complaints Year End Report 2018/19



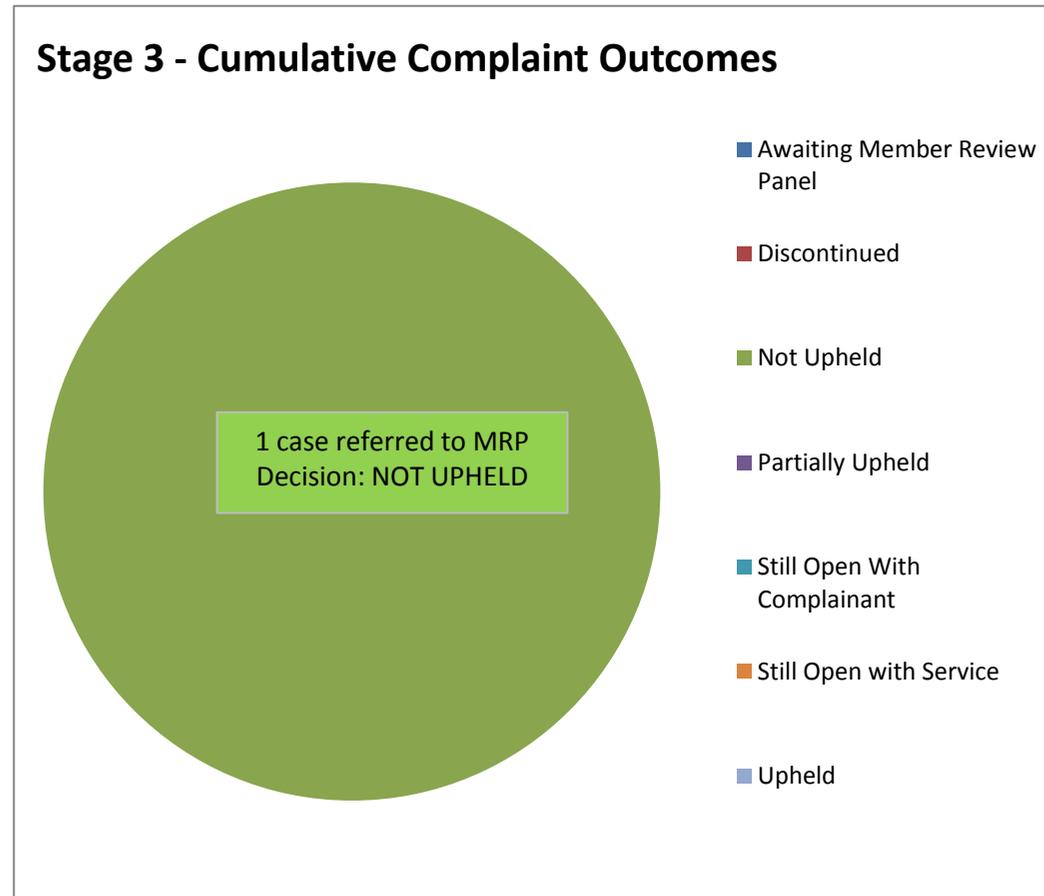
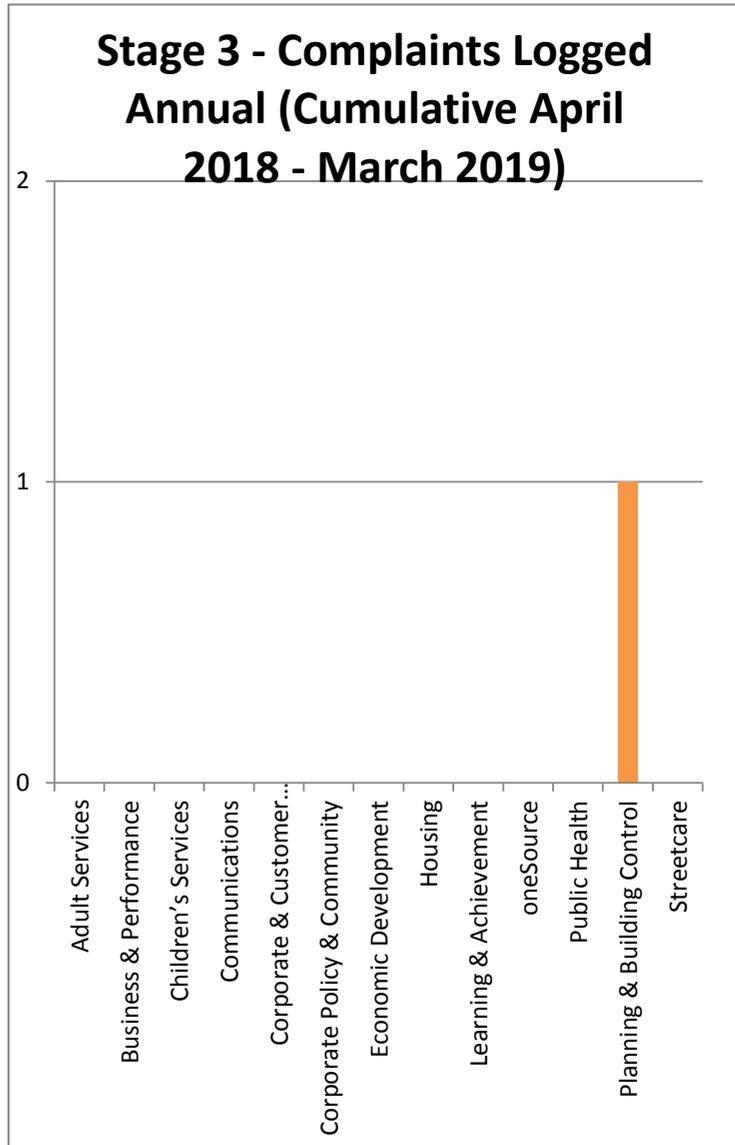
Stage 1 by Topic 2018/19

Number Logged Number Closed in time





Summary of Stage 3 Complaints

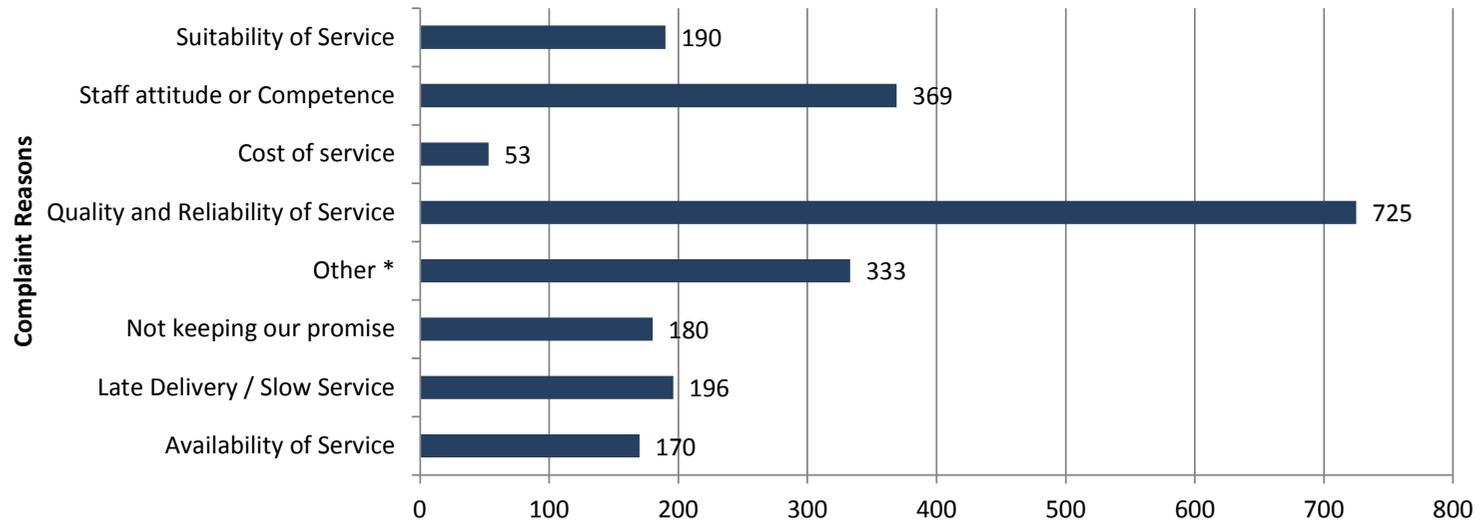


Corporate Complaints Year End Report 2018/19

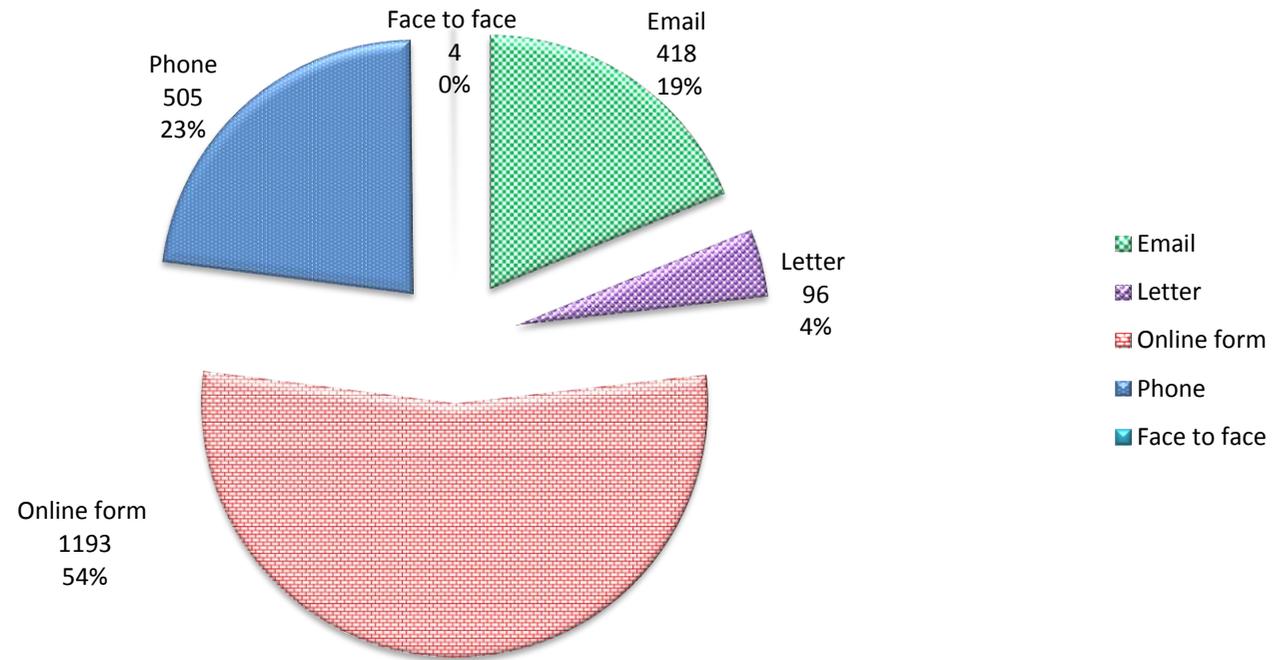
Table below shows all corporate complaint stage 1 & 2 figures logged between April '18 and March '19

	Cumulative numbers logged April 16-March 17 (Stage 1&2)	% of total	April '18	May '18	June '18	July '18	August '18	September '18	October '18	November '18	December '18	January '19	February '19	March '19
Art Services	2	0.09%	0	0	0	2	0	0	0	0	0	0	0	0
Asset Management	7	0.32%	0	1	1	1	1	0	0	0	1	0	1	1
Benefits (A-K)	6	0.27%	0	1	0	1	0	0	0	1	2	1	0	0
Benefits (L-Z)	9	0.41%	1	0	2	0	1	0	1	0	1	1	2	0
Bereavement Services	3	0.14%	0	1	0	0	0	0	0	1	0	0	0	1
Business Rates	1	0.05%	0	0	0	0	0	0	0	1	0	0	0	0
Businesses	0	0.00%	0	0	0	0	0	0	0	0	0	0	0	0
Cemeteries	5	0.23%	0	0	0	0	0	0	1	0	1	1	0	2
Communications (Inc Living	2	0.09%	0	0	0	0	0	0	1	0	0	1	0	0
Community Involvement (Inc	0	0.00%	0	0	0	0	0	0	0	0	0	0	0	0
Community Safety	9	0.41%	0	0	0	0	0	0	2	0	1	0	0	6
Council Tax	113	5.10%	6	15	6	8	7	6	10	9	7	21	8	10
Crematorium	1	0.05%	0	1	0	0	0	0	0	0	0	0	0	0
Customer Services	36	1.62%	3	5	3	4	3	1	5	6	0	4	2	0
Equality & Diversity	0	0.00%	0	0	0	0	0	0	0	0	0	0	0	0
Havering Music School	0	0.00%	0	0	0	0	0	0	0	0	0	0	0	0
Housing - Anti Social Behaviour	26	1.17%	2	6	4	2	5	2	2	2	1	0	0	0
Housing - Other	360	16.25%	24	29	31	19	44	29	39	24	17	31	41	32
Housing - Repairs	422	19.04%	37	26	16	30	20	31	27	41	43	69	51	31
Human Resources	0	0.00%	0	0	0	0	0	0	0	0	0	0	0	0
Learning & Achievement	2	0.09%	0	0	0	0	0	1	0	0	0	1	0	0
Legal & Governance	7	0.32%	2	0	2	2	0	0	0	0	1	0	0	0
Leisure Centres and Sport	10	0.45%	1	1	0	1	1	2	0	0	1	1	1	1
Library Services (Inc Having	18	0.81%	1	2	2	1	0	4	0	2	1	3	1	1
Parks and Open Spaces (Inc	37	1.67%	7	6	3	7	2	3	4	1	1	0	0	3
Planning & Building Control	82	3.70%	6	12	5	6	13	11	4	5	1	10	3	6
Public Health	0	0.00%	0	0	0	0	0	0	0	0	0	0	0	0
Public Protection (Inc Trading	58	2.62%	4	4	6	6	8	9	6	3	2	2	3	5
Regeneration	0	0.00%	0	0	0	0	0	0	0	0	0	0	0	0
Registrar Services (Inc Birth, Death	10	0.45%	0	4	1	0	0	0	0	2	0	1	2	0
Roads and Pavements (Inc Street	201	9.07%	18	22	6	15	17	15	14	17	11	17	22	27
Social Care Adults	5	0.23%	0	1	0	2	1	0	0	0	0	0	1	0
Social Care Children's	13	0.59%	1	1	1	3	4	0	0	0	0	1	1	1
Street Cleansing (Inc Trees)	129	5.82%	9	9	13	12	20	12	12	6	8	13	5	10
Traffic and Parking Control	433	19.54%	29	48	30	43	40	36	30	35	26	40	37	39
Transactional Services	4	0.18%	1	0	0	0	0	0	0	1	0	0	0	2
Waste and Recycling	205	9.25%	15	18	32	24	20	20	14	14	11	12	9	16
Total complaints logged	2216	100.00%	167	213	164	189	207	182	172	171	137	230	190	194
Overall % of complaints 1&2 completed within time		82%	91%			80%			78%			79%		

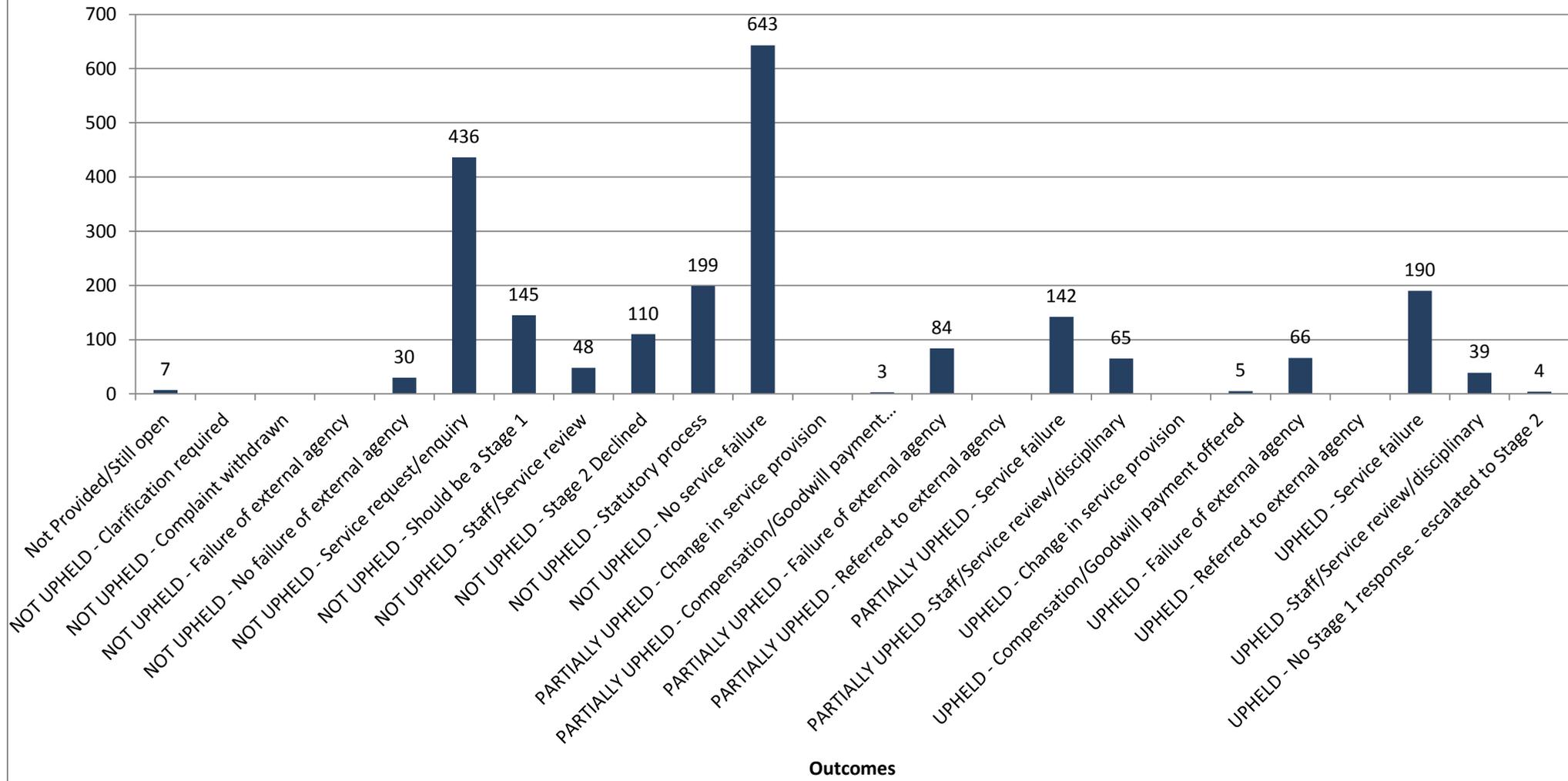
Complaint Reasons



Contact Type



Outcome of Complaints



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Complaints determined:

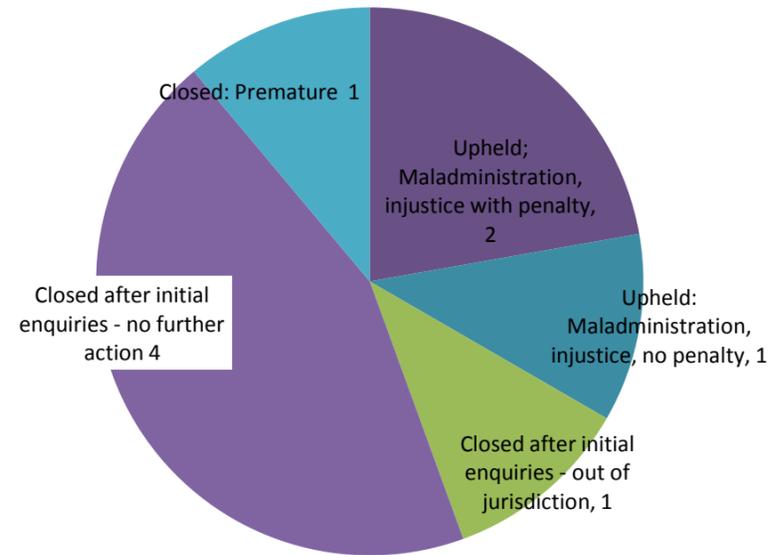
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Adult Social Care	Adult Services				2	1				1	4	1				
Children's Services	Children's Services Learning & Achievement				1						2	6				
	Libraries															
Neighbourhoods	Environment Planning & Building Control				1			1		2	8	2				
	Public Protection								2		1					
	Housing (incl repairs)				2				4	6	7	3	1	1		
oneSource	Council Tax & Benefits				1					1	2					
	Business Rates															
	Legal Services															
Total :		0	0	0	7	1	0	1	6	10	25	12	1	1	0	0

Page 37

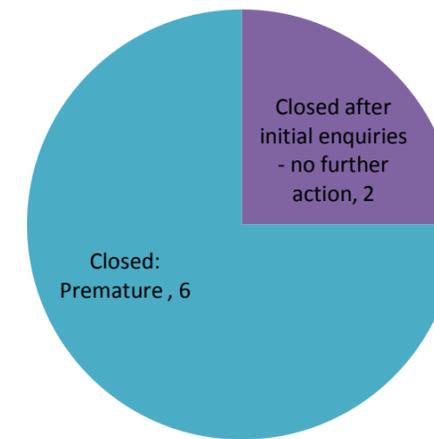
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Decisions

Adult Social Care



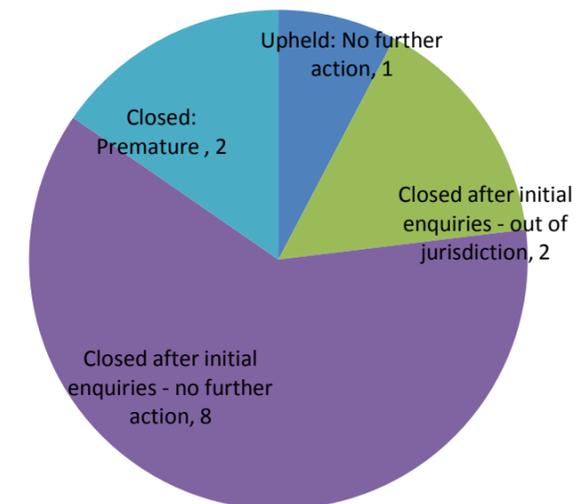
Children's Services



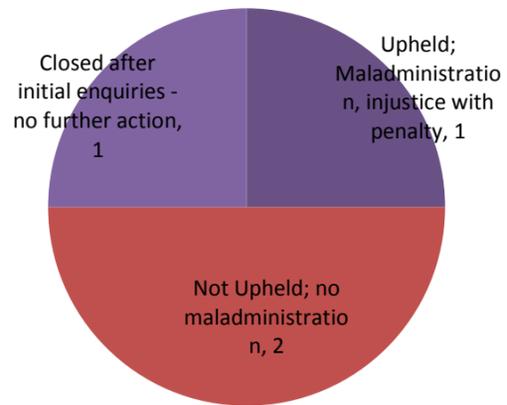
Children's Services Learning & Achievement



Neighbourhoods Environment



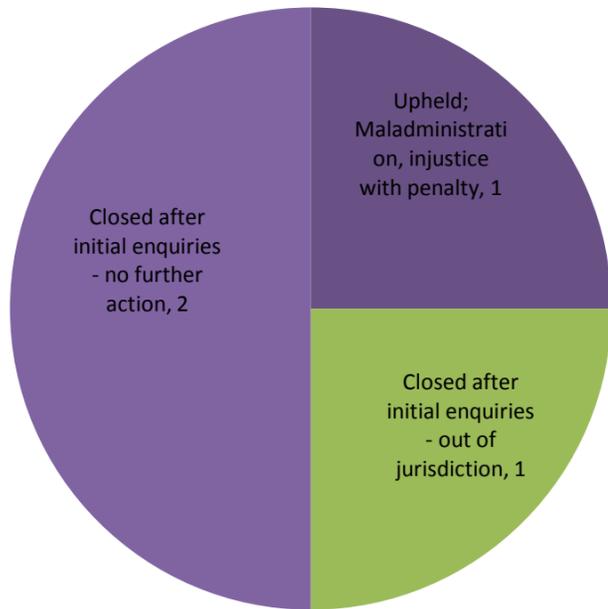
Neighbourhoods Planning & Building Control



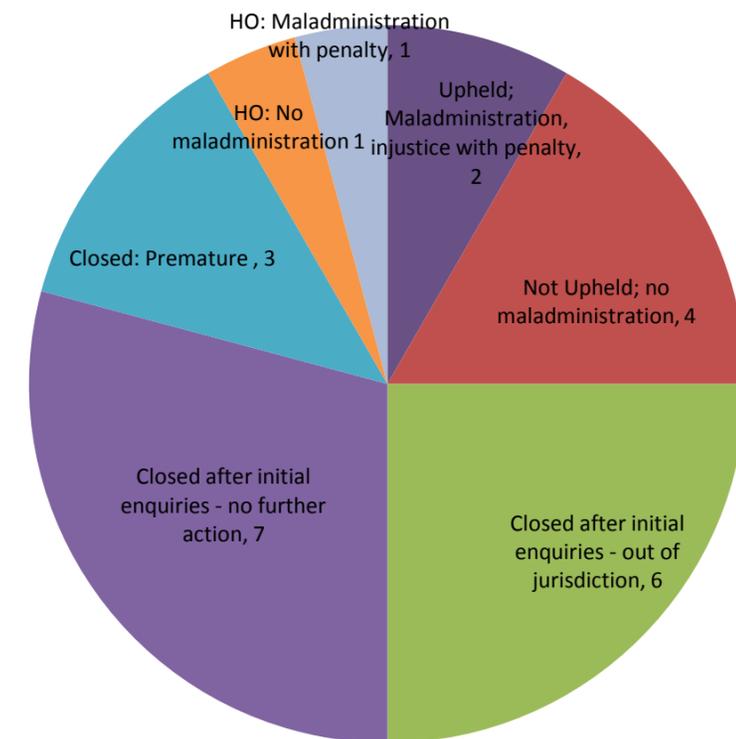
Neighbourhoods Public Protection



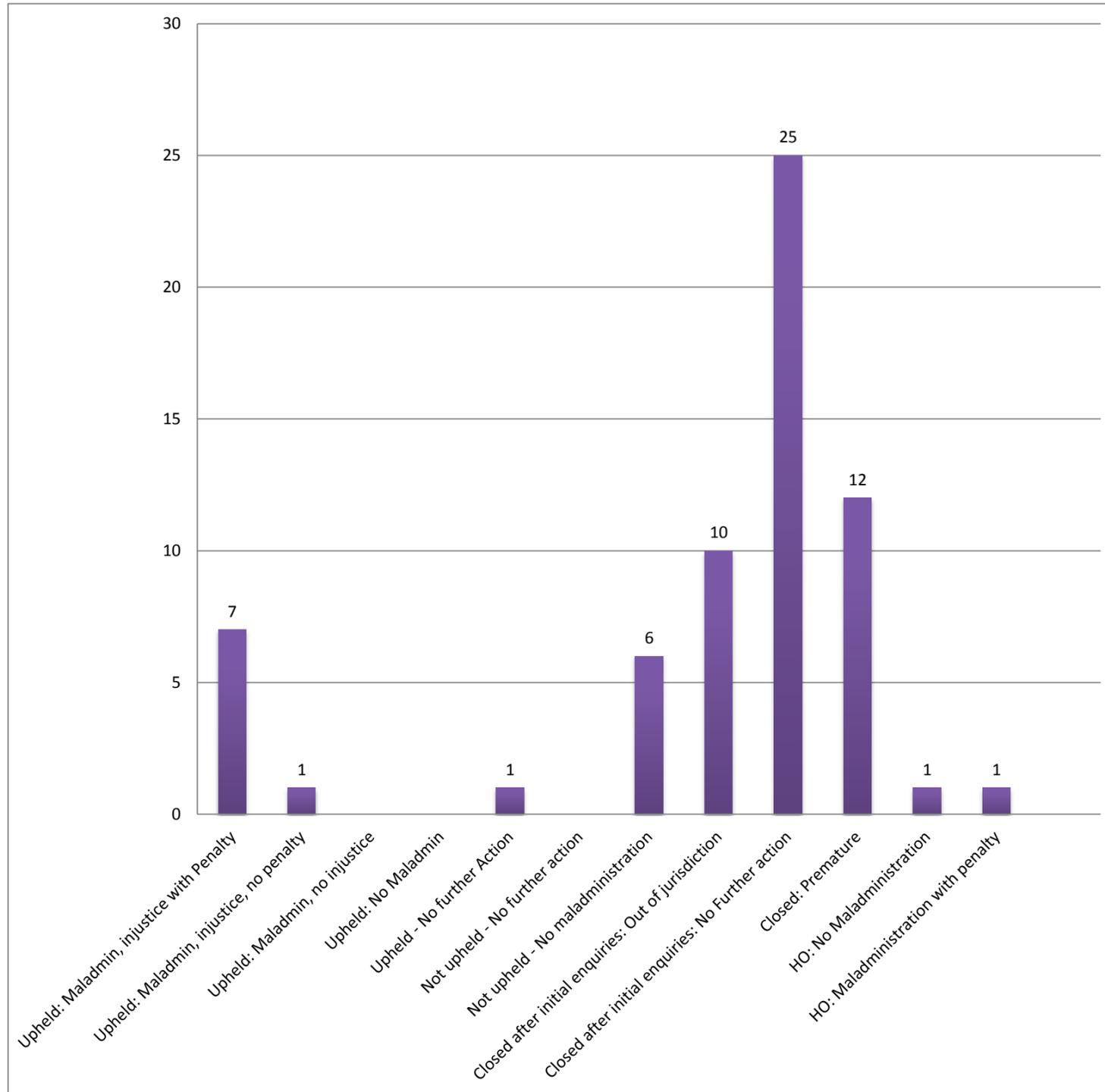
oneSource Council Tax & Benefits



Neighbourhoods Housing (incl repairs)



Outcomes



Significant decisions from Local Government or Housing Ombudsmen

1. Mr X

Mr X complained on behalf of his mother that the council did not carry out a financial assessment before charging her for care she received. Ombudsman found some evidence of fault by the council and considered the offer to waiver charges incurred by Mr X's mother for attending a day centre adequately addressed the injustice caused to her

Ombudsman decision: Upheld - Maladministration, Injustice with penalty

2. Ms B

The Ombudsman found fault in the way the council managed the transfer of special educational needs to an education, health and care plan and in its response to the complaints by C's mother, Ms B. The council agreed to apologise to Ms B and C and to pay £650 to reflect the distress suffered by the delay and Ms B's time and trouble in pursuing the complaint.

Ombudsman decision: Upheld - Maladministration, Injustice with penalty

3. Mrs X

The Ombudsman found the council was in error in the way it decided Mrs X had deliberately deprived herself of assets to avoid care home charges; it also took too long to resolve the matter. The council agreed to backdate payments of care home charges to December 2016, when Mrs X's assets fell below the threshold. The council agreed to apologise to Mrs X's family for the distress caused by the delay in reaching a resolution and make a payment of £1000 in recognition of the anxiety its actions caused. A further payment of £300 was agreed to Mrs A, who had made the complaint on behalf of Mrs X, to recognise the time and trouble she had been put to in making the complaint.

Ombudsman decision: Upheld - Maladministration, Injustice with penalty

4. 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 & Mrs X's complaint would have been different had the faults not occurred. The council agreed to pay Mr & Mrs X £200 to recognise the uncertainty caused by the faults identified and review its procedures.

Ombudsman decision: Upheld - Maladministration, Injustice with penalty

5. Miss D

Miss D complained the council delayed billing her for her council tax, failed to evidence she owed the amount claimed, gave her inaccurate information and unreasonably sent bailiffs to her property without writing to her first. There is no fault in how the council billed Miss D. The council accepts it should have written to Miss D before referring the arrears to the bailiffs after a nine year gap. The council agreed to move the bailiff fees. That, plus an apology and a deduction of £100 from Miss D's council tax arrears is satisfactory remedy for Miss D's distress at having to deal with the bailiffs after no contact from the council for nine years.

Ombudsman decision: Upheld - Maladministration, Injustice with penalty

6. Miss X

The council failed to give a housing application the correct priority. If it had given the right priority the complainant could have made a successful bid by the end of 2014. The council caused injustice as the complainant continued to live in a flat that was too small. Since 2016 the complainant has suffered anti-social behaviour from a neighbour which the council did nothing to help her with. The council agreed to apologise to the complainant, give her the correct housing priority banding backdated to July 2014 and make a payment of £4000 to Miss X to reflect the injustice its actions caused her.

Ombudsman decision: Upheld - Maladministration, Injustice with penalty

7. Ms C

Ms C complained that the final bill she received from the council in March 2018, about her mother's care home fees, was too high. Ms C said the bill indicated her mother's respite care home placement became permanent on 25 February 2016. However, Ms C said this only happened several weeks later. The Ombudsman found there was a lack of communication with Ms C by the council. The council agreed to apologise to Ms C and revise the final bill.

Ombudsman decision: Upheld - Maladministration, Injustice with penalty

8. Mr X

Mr X complained about the quality of the care provided to him by the council. Ombudsman found some fault in the service provided to Mr X regarding homecare delivery. The council apologised for the fault and agreed to take steps to ensure it keeps a record of the information provided to service users about the time slots for care.

Ombudsman decision: Upheld - Maladministration, Injustice, no penalty

9. Miss M

Miss M complained about the council's response to her reports of damage and drainage problems at her property. The Housing Ombudsman found service failure in the council's handling of Miss M's reports about the drainage issues but no maladministration in respect of the reports of damage at the property. The council was ordered to pay Miss M £200 in recognition of the inconvenience caused.

Housing Ombudsman decision: Upheld - Maladministration, Injustice with penalty

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