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Quarter 4 Overview - Corporate Complaints and Members/MP Enquiries

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Corporate Policy & Community Manager
March 2014



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Corporate Complaints

January – March 2014



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How many Complaints have we received?

From 1st January to 31st March 2014:

325 complaints were logged

228 were completed in 10 working days

From 1st January to 31st March 2013:

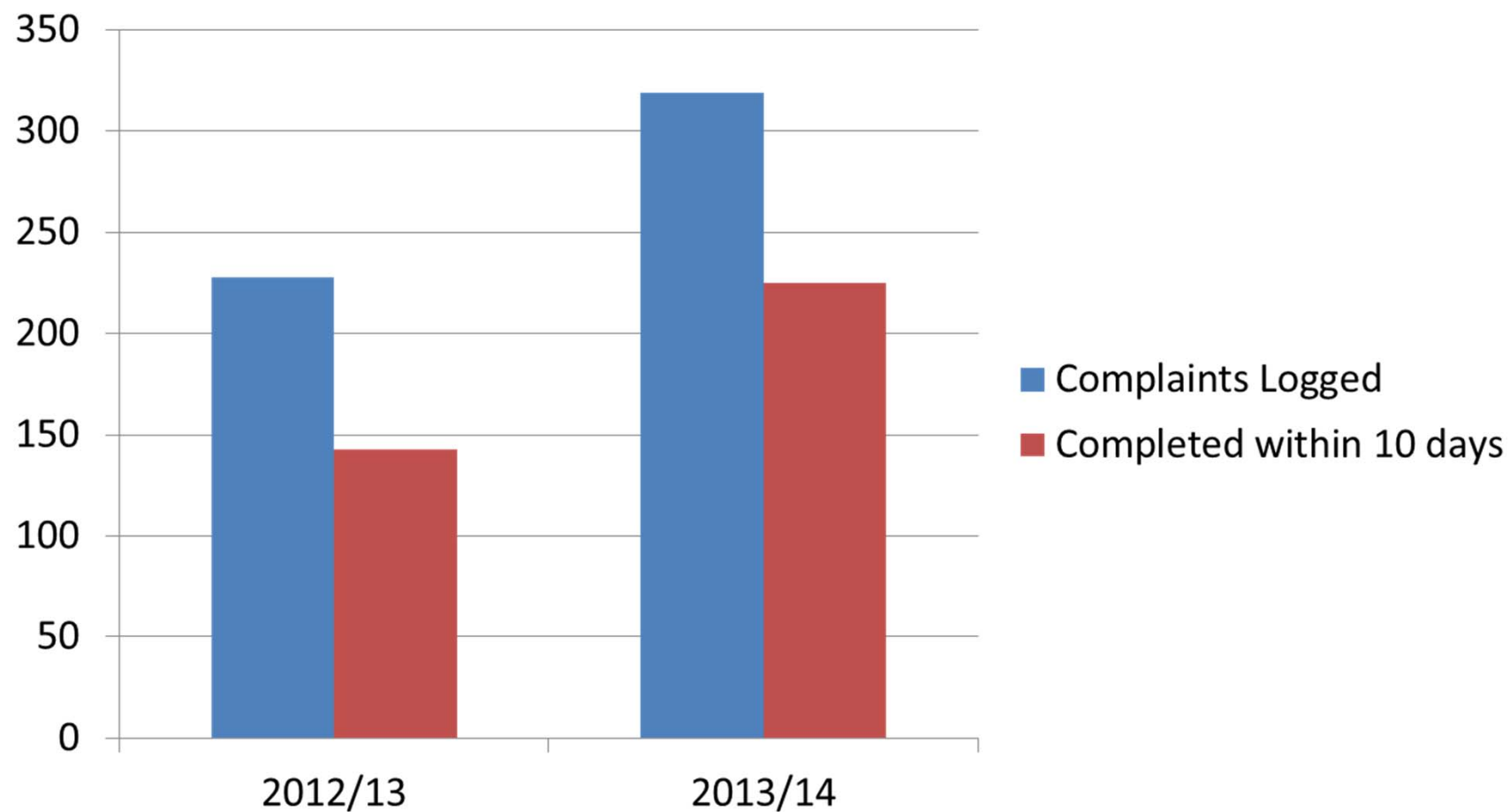
228 complaints were logged

143 were completed in 10 working days



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Service Breakdown – January to March 2014

Service Area	Number of Complaints logged	Completed within 10 days	Not Completed within 10 days	Still Outstanding when reports ran	% completed in 10 days
Adults & Health	3	2	1		67%
Asset Management	3	2		1	67%
Children's Services	4	2		2	50%
Communications					
Culture & Leisure	7	7			100%
Customer Services & Policy	13	12		1	92%
Exchequer Services	36	34	1	1	97%
Finance / Internal Audit					
Homes & Housing	101	36	21	44	34%
Learning & Achievement	5	5			100%
Legal & Democratic	1			1	0%
Policy & Community	1	1			0%
Regulatory Services	19	18	1		94%
StreetCare	131	109	15	7	86%
ISS	1			1	100%
Totals	325	228	39	58	
	100%	70%	12%	18%	100%



Complaints escalated to Stage 2 between January and March 2014

6% of complaints were escalated to Stage 2. The Corporate Performance target is not to exceed **10%**.

	Total complaints logged	Total Stage 1 complaints logged	Total Stage 2 complaints logged
Jan - 14	119	115	4
Feb - 14	93	83	10
Mar - 14	113	107	6
Totals	325	305	20
% moved to Stage 2		94%	6%



What does this information tell us?

- Most corporate complaints logged were from:
 - Streetcare (121)
 - Homes & Housing (97)
- Most complaints (93%) are resolved at Stage 1; only 7% escalating to Stage 2.
- Total number of complaints logged on CRM have increased from 244 in 2012, 228 in 2013 to 325 2014 (January – March)
- Performance in complaint handling has improved compared to same time last year.



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Members / MP Enquiries

January - March 2014



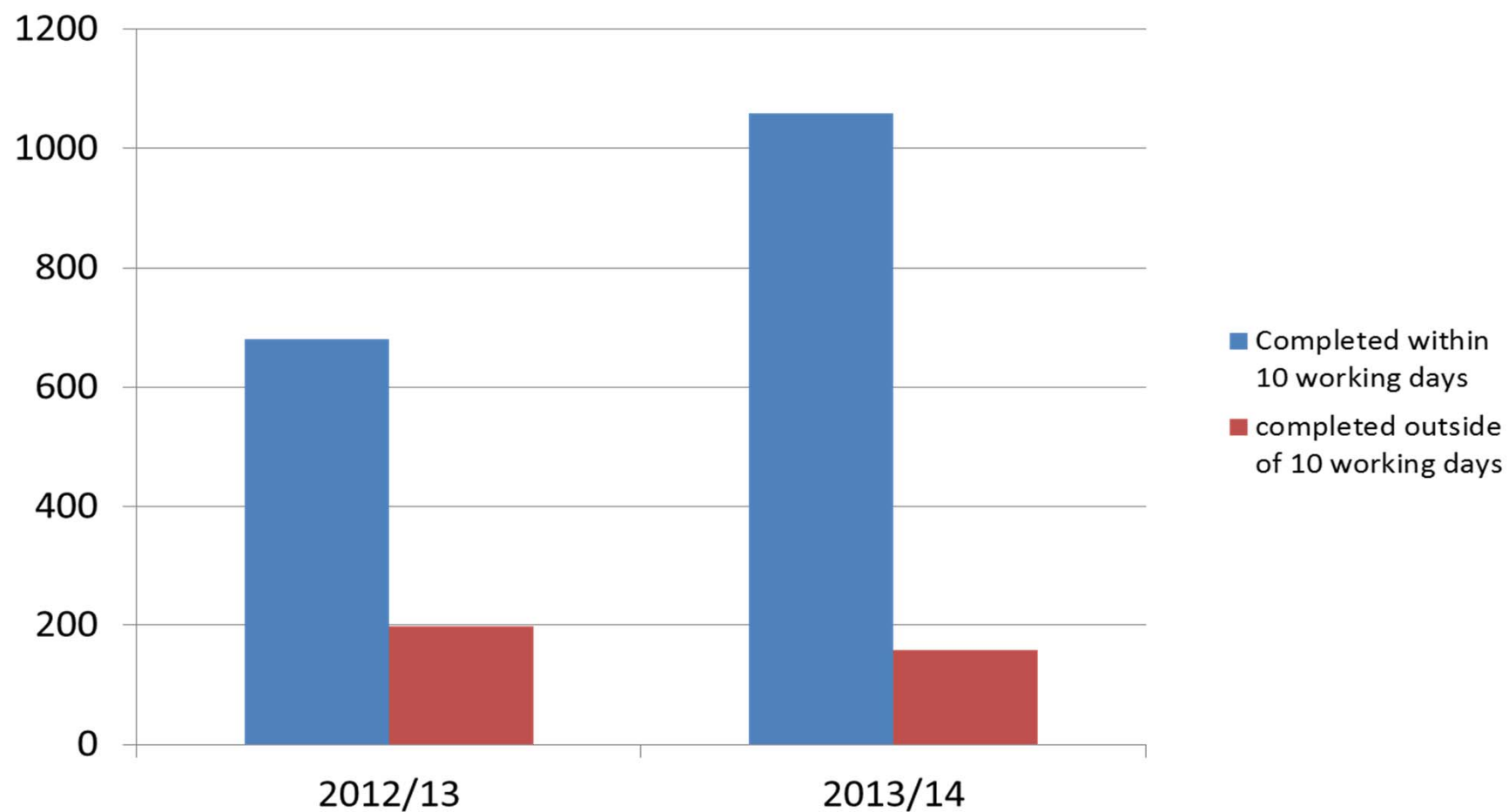
How many enquiries have we received?

From 1st January to 31st March 2014:

1217 Member / MP Enquiries were received,
Of these, **1059** enquiries were completed within 10
working days.

From 1st January to 31st March 2013:

878 Members / MP Enquiries were logged,
Of these, **680** were completed within 10 working
days.





Number of Enquiries Logged per Service (January – March 2014)

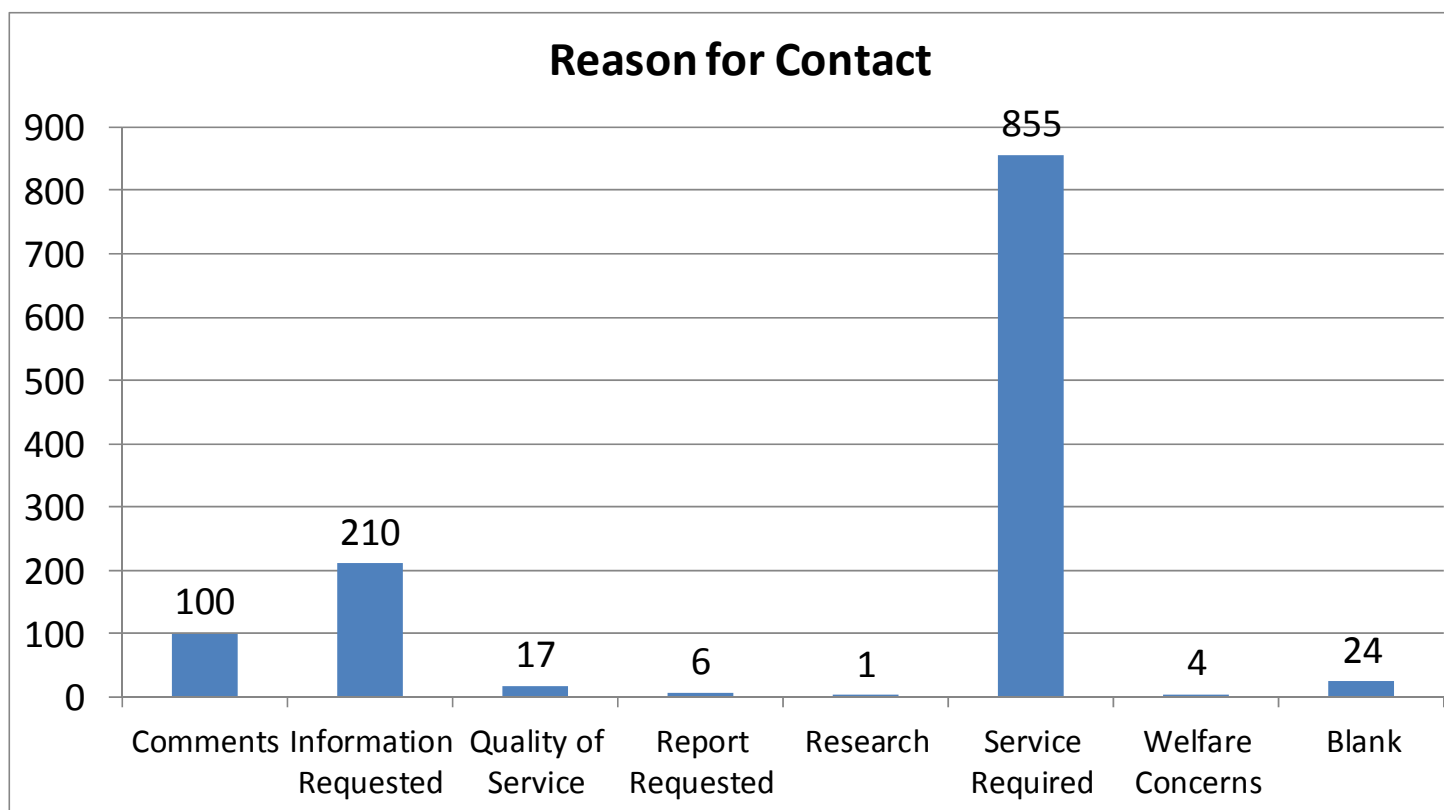
Service Area	Number of Enquiries logged	Completed within 10 days	Not completed within 10 days	% completed within 10 days
Adults Services	30	20	10	67%
Children's Services	9	5	4	56%
Communications	2	2		100%
Culture & Leisure	35	35		100%
Exchequer Services	7	6	1	86%
Homes & Housing	186	144	42	77%
Learning & Achievement	7	6	1	86%
People & Change	1	1		100%
Policy & Community	2	2		100%
Regulatory Services	48	46	2	96%
Streetcare	883	785	98	89%
Legal	1	1		100%
Regeneration	1	1		100%
Customer Services	5	5		100%
Total	1217	1059		87%



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Why do Members / MPs contact us?





Summary

- Streetcare receives majority of the Members / MP Enquiries (883)
- Key reason for enquiries from Members / MPs is a request for service or information
- Number of enquiries logged on CRM has increased from 878 in 2012/13 to 1217 in 2013/14 for the same period
- Performance has improved compared to same time last year. 87% of enquiries were completed within 10 days, compared to 77% last year.