

## Managing Complaints across the Children, Adults & Housing Directorate

Pippa Brent-Isherwood (Head of Business & Performance)  
Coral Hayden (Complaints, Information and Communications  
Team Manager)

1

## Agenda for Tonight

- Overview of the centralised complaints function within CAH
- How different types of complaints are dealt with
- Volumes
- Integration of Housing complaints team
- Planned future developments

2

## Scope of the Service

- Compliments
- Complaints
- FoI requests
- DPA requests
- MP / Member enquiries
- Children's Services
- Adult Social Care & Commissioning
- Learning & Achievement
- (from end April 2014) Homes and Housing

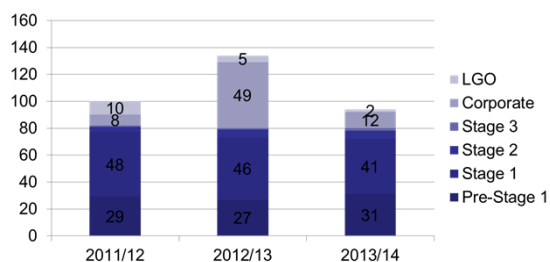
3

## Dealing with Children's Services Complaints

- Pre – Stage 1 (non-statutory)
- Stage 1 – Local resolution
- Stage 2 – Formal, independent investigation
- Stage 3 – Review Panel
- Corporate Complaints
- Local Government Ombudsman

4

## Children's Services Complaints - Volumes

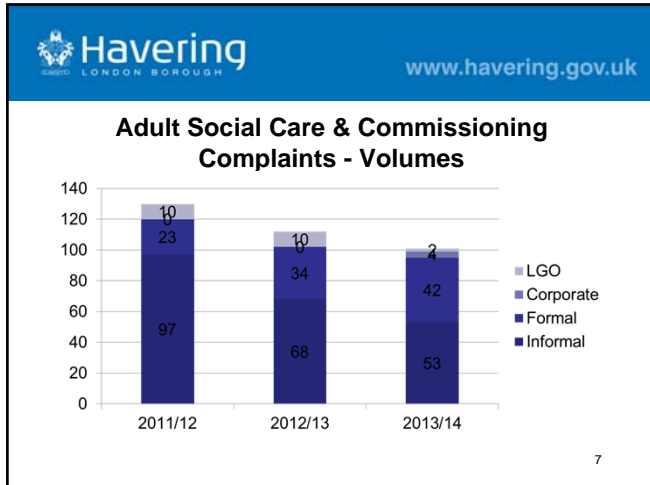


5

## Dealing with Adult Social Care & Commissioning Complaints

- Informal
- Formal
- Corporate Complaints
- Local Government Ombudsman

6



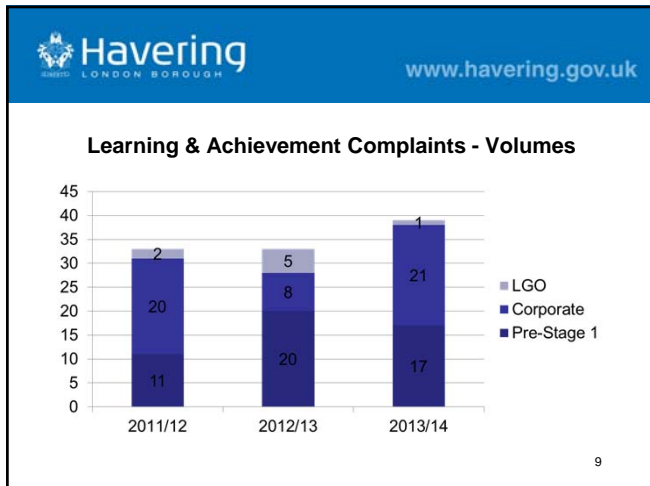
**Havering**  
LONDON BOROUGH

www.havering.gov.uk

### Dealing with Learning & Achievement Complaints

- Pre – Stage 1
- Corporate complaints
- Local Government Ombudsman

8



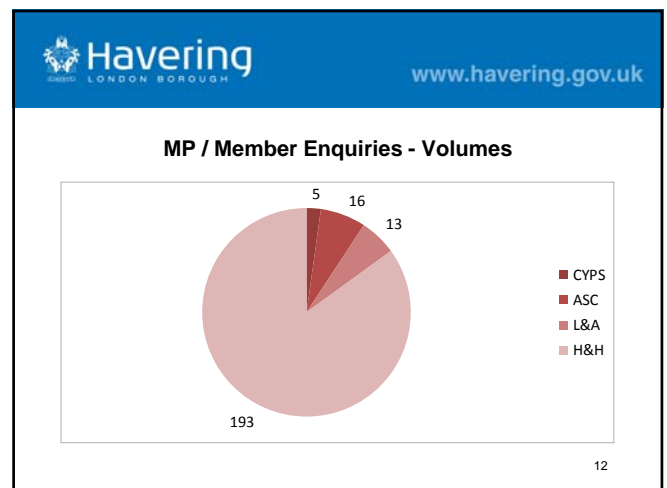
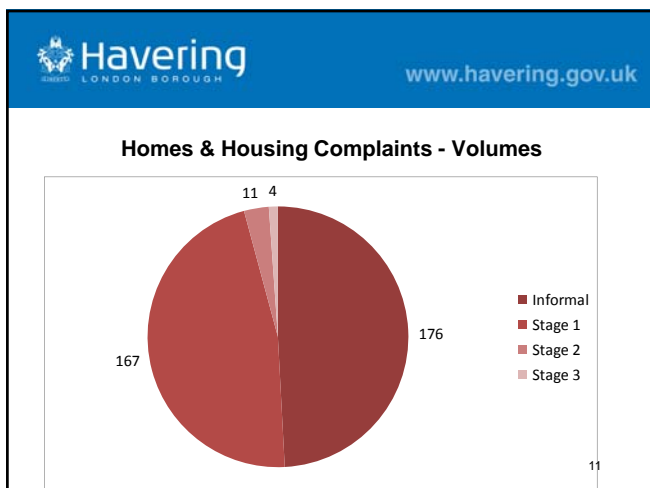
**Havering**  
LONDON BOROUGH

www.havering.gov.uk

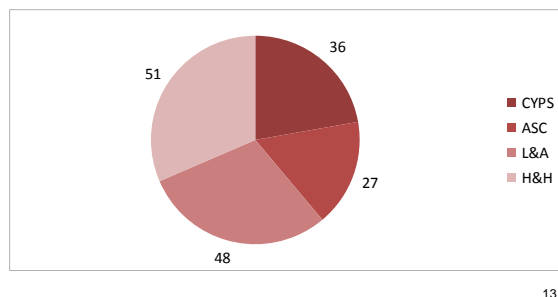
### Dealing with Homes & Housing Complaints

- Informal
- Stage 1
- Stage 2
- Stage 3
- Housing Ombudsman

10

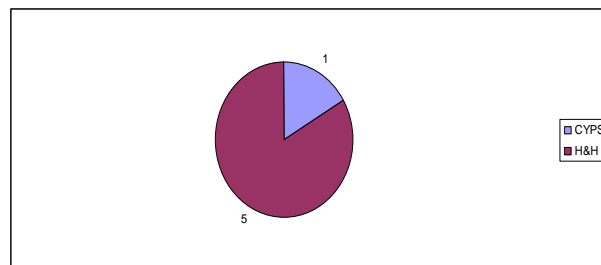


### Freedom of Information Requests - Volumes



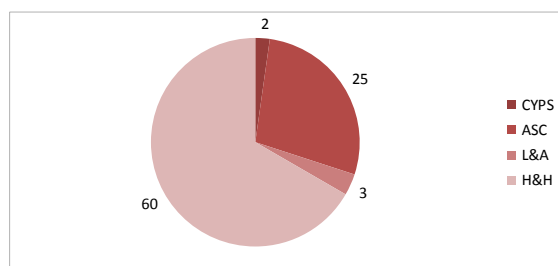
13

### Data Protection Act Requests - Volumes



14

### Complaints - Volumes



15

### Integration of Housing Team

- Service Level Agreement
- Rolled out FOI, DPA and CRM training to Housing staff
- Joint Team Meetings
- Workshop to look at effective ways of working; sharing best practice etc
- Improved data monitoring
- Audit on Housing Systems(OHMS/CRM)
- Recruitment of posts filled (Aug 2014)
- Move of Housing staff from Chippenham Road to Mercury House August 2014

16

### More Effective Ways of Working

- Implementing various templates and raising awareness around timescales/exemptions for FOIs / DPAs.
- Cross-training of staff
- Team tracking
- Joint up complaint responses to keep continuity and consistency across the directorate
- Ensuring corporate policies are implemented
- To produce a Housing Annual Report
- Implemented Good Practice Guide around DPA breaches
- Having a streamlined service

17

### Future Developments

- Improved learning from complaints
- Rolling out follow-ups with complainants
- Enhanced demographic monitoring
- Monitoring complaints by Wards
- Clarifying roles and responsibilities for school complaints
- SEND complaints procedure
- Housing Complaints Annual Report

18

**Any questions?**