

Stage Three Activity: by Ward

Detailed summary of **Stage Three** Hearing requests by service area within Directorate & Service and by wards. Wards **not shown** have **no** complaints activity within them. Wards and services highlighted contain the highest activity **to date**. **ALL outstanding cases (including those commenced before 31 March 2014) are shown.**

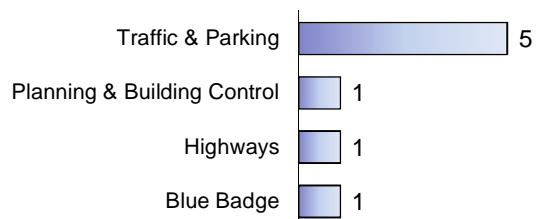
Directorate	Service	Service Delivery Area	Brooklands	Cranham	Elm Park	Gooshays	Hacton	Havering Park	Heaton	Pettits	Rainham & Wennington	Romford Town	South Hornchurch	O/S Borough	Grand Total
Culture, Community & Economic Development	StreetCare	Traffic & Parking			1	1		1		1		1			5
		Highways					1								1
		Blue Badge												1	1
	Regulatory Services	Planning & Building Control											1		1
Children, Adults & Housing	Homes & Housing	Neighbour Nuisance				1									1
		Property Maintenance		1					1						2
		Housing Needs	1			1						1		1	4
		PSL							1					1	2
	Children's Services	Under 12s	1												1
		Triage MASH & Assessment												1	1
oneSource	Exchequer & Transactional Services	Benefits & Council Tax									1				1
Grand Total			2	1	1	3	1	1	2	1	1	2	1	4	20

Stage Three Activity: by Ward

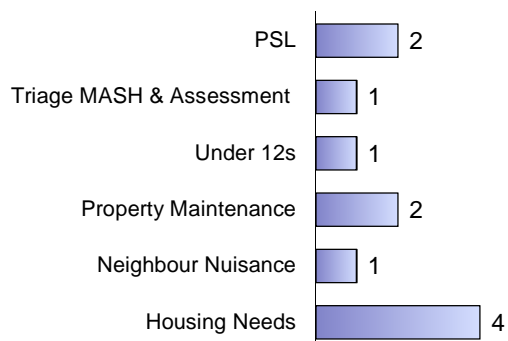
New Stage Three Requests - Ward Totals for the month of: OCTOBER					
Directorate	Service	Service Delivery Area	Heaton	O/S Borough	Grand Total
Culture, Community & Economic Development	StreetCare	Blue Badge?		1	1
Children, Adults & Housing	Homes & Housing	PSL	1	1	2
Grand Total			1	2	3

Stage Three Activity: By Service Area in Group Directorates

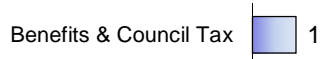
Culture, Community & Economic Development - B/Forward 1. From 1 April 2014. 7. Total to date: 8



Children, Adults & Housing Services - B/Forward 5. From 1 April 2014, 6. Total to date: 11



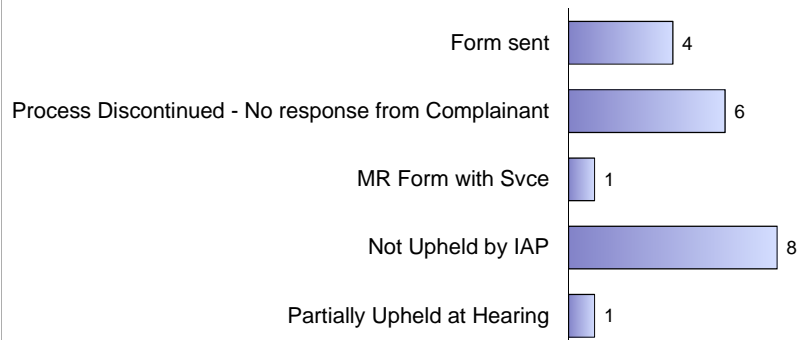
oneSource - From 1 April 2014. Total to date: 1



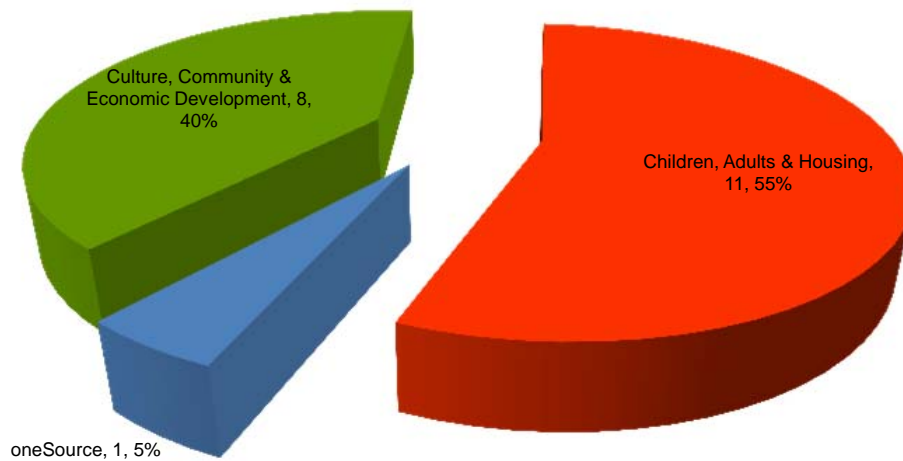
Evaluation of Stage Three Activity

Total of **ALL** Stage Three hearing requests received & processed between
1 April 2014 - 31 March 2015: 14

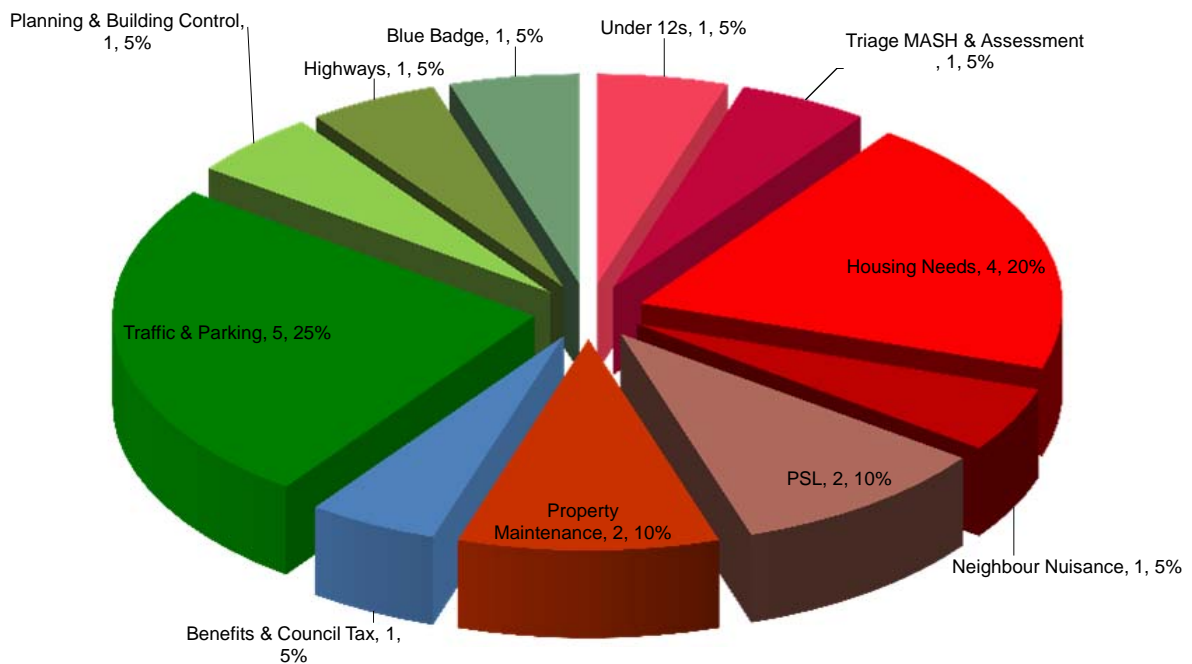
There were 6 ongoing complaints brought forward from 2013/14



Total of Stage Three hearing requests to date by Directorate: 20



Total of Stage Three hearing requests to date by Service: 20



Stage Three Complaints - by Service 1 April 2014 - 31 March 2015:

(Six cases were brought forward from 2013/14)

	Culture, Community & Economic Development				Children, Adults & Housing						oneSource				General: Member & non 'Service specific' issues		
	StreetCare	Trading Standards, Licensing & Environmental Health	Planning & Building Control	Culture & Leisure	Learning & Achievement	Children's Services	Business & Performance	Adult Services	Homes & Housing (Housing Needs)	Homes & Housing (Estate & Maintenance)	School Appeals	Benefits & Council Tax	Business rates	Asset Management			
PROCESS	Potential S3 complaint notified:-	0	0	0		0	0			0	1		0				1
	Awaiting return of S3 MR form from complainant:-	1	0	0		0	0			1	2		0				4
	Complaint discontinued:-	3	0	1		0	1			0	0		0				5
	Awaiting Service response:-	1	0	0		0	0			0	0		0				1
	Awaiting IAP or Adjudured:-	0	0	0		0	0			0	0		0				0
OUTCOME	Complaint not upheld at IAP:-	2	0	0		0	0			3	2		1				8
	Complaint PARTIALLY upheld at IAP:-	0	0	0		0	0			0	0		0				0
	Complaint upheld at IAP:-	0	0	0		0	0			0	0		0				0
	Awaiting Hearing:-	0	0	0		0	0			0	0		0				0
	Complaint not upheld by hearing:-	0	0	0		0	0			0	0		0				0
	Complaint PARTIALLY upheld by hearing:-	0	0	0		0	1			0	0		0				1
	Complaint upheld by hearing:-	0	0	0		0	0			0	0		0				0
	Total complaints:-	7	0	1	0	0	2	0	0	4	5	0	1	0	0	0	20

Stage Three Complaints: 1 April 2014 – 31 March 2015 - Analysed by Month

20 Total number of Stage Three requests		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Mar
6 Cases b/fwd from 2013/14												
	13 Stage Three request notified [memo]	3	0	2	2	1	2	3	0	0	0	0
	14 Stage Three requests OPENED from 1 April 2014 to date	1	0	3	2	3	2	3	0	0	0	0
Of which	6 Did not proceed / Process Discontinued	0	2	0	1	2	0	1	0	0	0	0
	8 Were not upheld by IAP	0	2	0	1	0	3	2	0	0	0	0
	0 Were partially upheld by IAP	0	0	0	0	0	0	0	0	0	0	0
	0 Were upheld by IAP	0	0	0	0	0	0	0	0	0	0	0
	0 Were not upheld at Hearing	0	0	0	0	0	0	0	0	0	0	0
	1 Was partially upheld at Hearing	1	0	0	0	0	0	0	0	0	0	0
	0 Were upheld at Hearing	0	0	0	0	0	0	0	0	0	0	0
Leaving	5 Ongoing open - and notified - cases											