

Quarter 2 Overview - Corporate Complaints and Members/MP Enquiries

Phillipa Brent-Isherwood
Head of Business & Performance
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Corporate Complaints July to September 2014

How many complaints have we received?

From 1st July to 30th September 2013 (Q2):

308 complaints were logged on CRM (Stage 1)

Of these 245 (79.55%) were completed in 10 working days

From 1st July to 30th September 2014 (Q2):

572 complaints were logged on CRM (Stage 1)*

Of these 498 (87.06%) were completed in 10 working days

From 1st April to 30th June 2014 (Q1):

546 complaints were logged on CRM (Stage 1)*

Of these 479 (87.72%) were completed in 10 working days

*A proportion of these are from the OHMS system and would not have been included in the previous report.

Complaints escalated to Stage 2 between July and September 2014

5.30% of complaints were escalated to Stage 2. The Corporate Performance target is not to exceed 10%.

	Stage 1 Complaints Logged	Stage 2 Complaints Logged	Escalated to Stage 2 (%) - Monthly
July	209	9	4.13 (9 of 218)
August	186	9	4.62 (9 of 195)
September	177	14	7.33 (14 of 193)
Escalated to Stage 2 (%) - Quarterly			5.30 (32 of 604)

Service Breakdown – July to September 2014

	Stage 1 Logged	Completed within 10 days	Stage 2 Logged	Completed within 10 days
Adult Services	-	-	-	-
Business & Performance	-	-	-	-
Children's Services	1	100% (1 of 1)	-	-
Communications	1	100% (1 of 1)	-	-
Corporate & Customer Transformation	31	97% (30 of 31)	-	-
Corporate Policy & Community	1	100% (1 of 1)	-	-
C, C & ED Director	-	-	-	-
Culture & Leisure	16	100% (16 of 16)	1	100% (1 of 2)
Economic Development	4	75% (3 of 4)	-	-
Homes & Housing	344	90% (308 of 344)	10	60% (6 of 10)
Learning & Achievement	7	43% (3 of 7)	-	-
oneSource	22	86% (19 of 22)	2	50% (1 of 2)
Public Health	-	-	-	-
Regulatory Services	23	87% (20 of 23)	5	100% (5 of 5)
Streetcare	122	79% (96 of 122)	14	50% (7 of 14)
Total	572	87% (498 of 572)	32	63% (20 of 32)

Breakdown by Topic

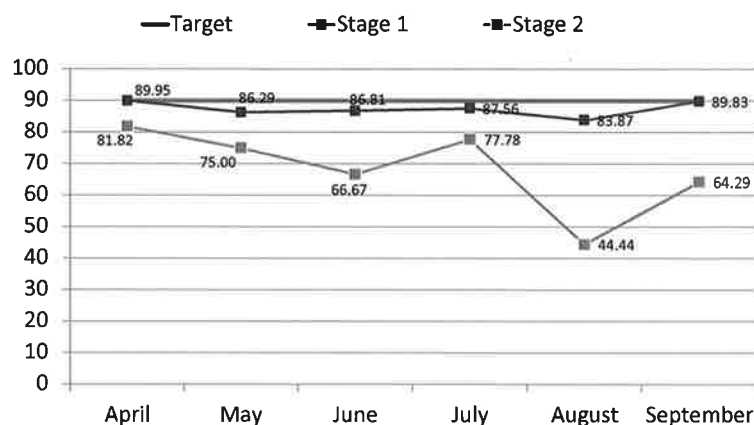
Top 3 Topics of complaints are:

	1 st	2 nd	3 rd
Q1 2014 (April – June)	Housing Services (51)	Waste (27)	Parking Tickets (13)
Q2 2014 (July – September)	Housing Services (62)	Waste (44)	Parking Tickets (23)
Q2 2013 (July – September)	Housing Services (89)	Street Cleaning (21)	Parking Tickets (19)

Housing Services and Parking Tickets have been in the top 3 topics not only this quarter and last quarter, but also Q2 last year.

Due to problems replacing the maintenance contractor in housing, customer complaints and Member enquiries have increased for in maintenance works. The new contractor is now in place, and is under ongoing scrutiny and actions are in place to improve performance. For capital works there has been a problem with one contractor and after attempts to resolve the issues, they are now no longer being used.

Corporate Complaints Completed (%) within 10 days (April to September 2014)



What does this information tell us?

- Total number of complaints logged at Stage 1 on CRM between July and September varied: 308 (2013) and 572 (2014)*
- 572 Stage 1 complaints were investigated with 498 being resolved within 10 days (Q2 2014)
- Of those completed over the 10 days, 46 were completed under 15 days and 27 were completed up to 40 days
- 32 (5.30%) complaints were escalated to Stage 2 (the target is not to exceed 10%)
- Performance has improved. 87% of Stage 1 complaints were completed within 10 days (Q2 2014), compared to 80% (Q2 2013). Performance has stayed the same 87% since last quarter (Q1 2014) the target is 90%
- Top two areas with most Corporate Complaints logged on CRM are Homes & Housing (344) and Streetcare (122)

*A proportion of these are from the OHMS system and would not have been included in the previous report

Members / MP Enquiries July to September 2014

How many enquiries have we received?

From 1st July to 30th September 2013 (Q2):

1,139 Members / MP Enquiries were logged

Of these 1,000 (87.80%) enquiries were completed within 10 working days.

From 1st July to 30th September 2014 (Q2):

1,234 Member / MP Enquiries were received*

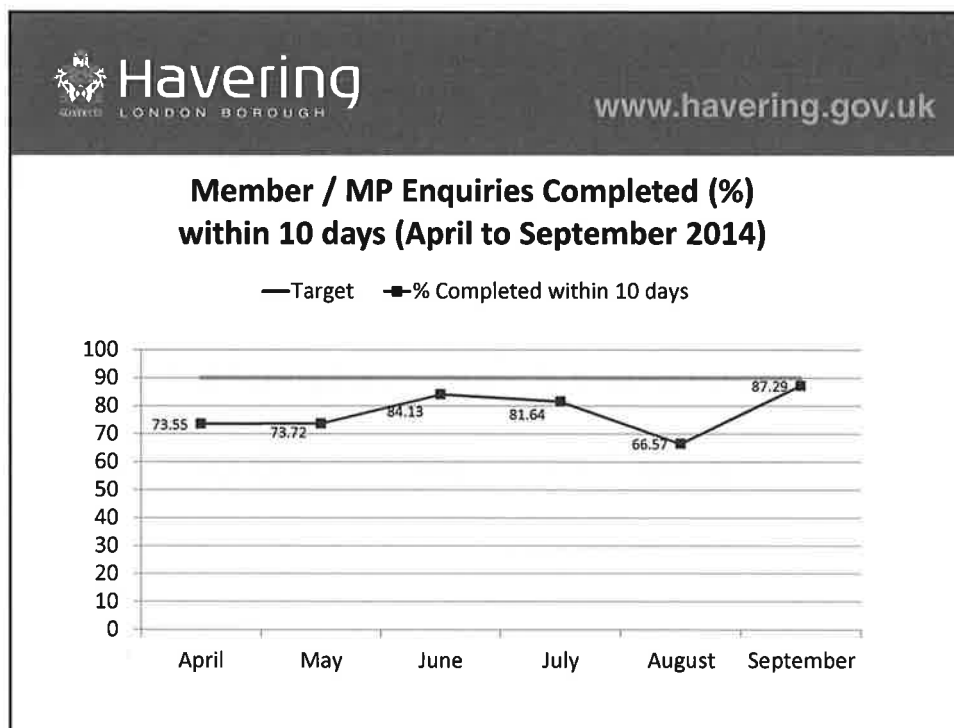
Of these 976 (79.09%) enquiries were completed within 10 working days.

From 1st April to 30th March 2014 (Q1):

840 Member / MP Enquiries were received*

Of these 661 (78.69%) were completed within 10 working days.

*A proportion of these are from the OHMS system and would not previously have been included in the previous report.



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**Number of enquiries logged per Service
(July to September 2014)**

Service Area	Number of Enquiries logged	Completed within 10 days	% completed within 10 days
Adult Services	21	21	100%
Business & Performance	-	-	-
Children's Services	7	3	43%
Communications	1	1	100%
Corporate & Customer Transformation	1	1	100%
Corporate Policy & Community	-	-	-
C, C & ED Director	8	6	75%
Culture & leisure	36	33	92%
Economic Development	-	-	-
Homes & Housing	260	225	87%
Learning & Achievement	10	10	100%
oneSource	5	4	80%
Public Health	-	-	-
Regulatory Services	53	48	91%
Streetcare	832	624	75%
Total	1,234	976	79%

Breakdown by Topic

Top 3 Topics of Member Enquiries are:

	1 st	2 nd	3 rd
Q1 2014 (April – June)	Housing Services (77)	Schemes (Streetcare) (60)	Street Cleaning (47)
Q2 2014 (July – September)	Housing Services (124)	Street Cleaning (88)	Schemes (Streetcare) (78)
Q2 2013 (July – September)	Road & Highway Maintenance (215)	Street Cleaning (120)	Housing Services (118)

Housing Services and Street Cleaning have been in the top 3 topics not only this quarter and last quarter, but also Q2 last year.

Most of the Street Cleaning Enquiries should have been logged as a service request. When this happens we should see a reduction in the number of Enquiries.

Top 10 reporting Members / MPs 2014

July		August		September	
1.	Andrew Rosindell (47)	1.	Ray Morgan (35)	1.	Andrew Rosindell (51)
2.	Ray Morgan (43)	2.	Andrew Rosindell (21)	2.	Angela Watkinson (24)
3.	John Wood (38)	3.	Angela Watkinson (21)	3.	Stephanie Nunn (23)
4.	Ronald Ower (24)	4.	John Wood (17)	4.	Damien White (21)
5.	Damien White (22)	5.	Ronald Ower (16)	5.	Jeffery Tucker (18)
6.	Robert Benham (20)	6.	Joshua Chapman (15)	6.	Ray Morgan (15)
7.	Angela Watkinson (20)	=7.	Barry Mugglestone (13)	7.	Barry Mugglestone (14)
8.	Jon Cruddas (19)	=7.	Damien White (13)	=8.	Brian Ealing (13)
9.	Stephanie Nunn (16)	=7.	Jason Frost (13)	=8.	Roger Ramsey (13)
=10.	Joshua Chapman (14)	=7.	Julie Wilkes (13)	=8.	Wendy Brice-Thompson (13)
=10.	Linda Trew (14)				

What does this information tell us?

- Streetcare (832) and housing (260) received the majority of Members / MP enquiries
- Total number of enquiries logged on CRM has increased from 1,139 in Q2 2013/14 to 1,234 in Q2 2014/15* (Total Number of Enquiries logged on CRM in Q1 was 850).
- 1234 Member Enquiries were investigated with 976 being resolved within 10 days
- Of those completed over the 10 days, 125 were completed under 15 days and 135 were completed up to 65 days
- Performance has declined year on year (79% (976 of 1,234) of enquiries were completed within 10 days (Q2 2014), compared to 88% (1,000 of 1,139) (Q2 2013)) but has improved since last quarter 78% (661 of 850) (Q1 2014). The target is 90%

*A proportion of these are from the OHMS system and would not have been included in the previous report

Planned Next Steps

- Complaint best practice group – A complaint group to be established to share best practice, better understand complaint issues, solve any problems staff are encountering and improve outcomes
- Member Enquiries Forms – Online forms to log enquiries on the Portal have been drafted and are awaiting testing, to go live before Christmas
- Members Portal Training – 1:1 training sessions for Members on using the Portal
- Increase use of the Portal – Currently 18 Members have logged an enquiry through the Portal. The iPad user group and Members Development group should help to address this