

Havering
LONDON BOROUGH

www.havering.gov.uk

Corporate Complaints and Member/MP Enquiries Quarter 4 Overview

April 2015

Havering
LONDON BOROUGH

www.havering.gov.uk

Corporate Complaints (by Month)

■ 2013/14 (Not Inc OHMS) ■ 2014/15

Month	2013/14 (Not Inc OHMS)	2014/15
April	180	190
May	150	160
June	120	130
July	100	110
August	110	120
September	130	140
October	140	150
November	150	160
December	160	170
January	170	180
February	180	190
March	190	200

- The number of Corporate Complaints logged in 2014/15 was 2124 (1255 were logged on CRM, 869 were logged on OHMS).
- The number of Corporate Complaints logged in 2013/14 was 1261 (This doesn't include the OHMS data).
- Of the Complaints logged in 2014/15 127 (5.6%) were escalated to stage 2 (97 were logged on CRM, 30 were logged on OHMS).

Havering
LONDON BOROUGH

www.havering.gov.uk

Corporate Complaints (Q4)

■ 2013/14 (Not Inc OHMS) ■ 2014/15

Month	2013/14 (Not Inc OHMS)	2014/15
January	140	150
February	175	185
March	201	210

- The number of Corporate Complaints logged in Q4 2014/15 was 536 (381 were logged on CRM, 155 were logged on OHMS).
- The number of Corporate Complaints logged in Q4 2013/14 was 325. (This doesn't include the OHMS Data)

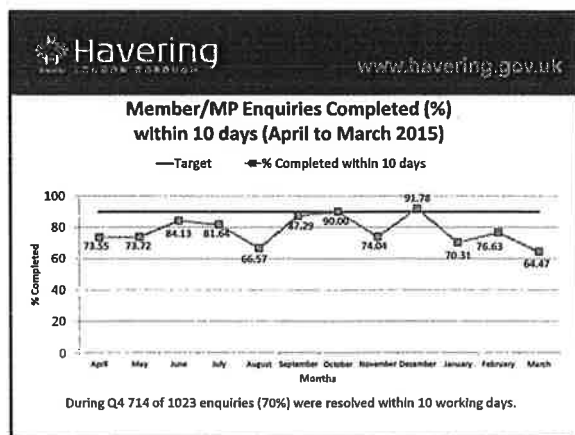
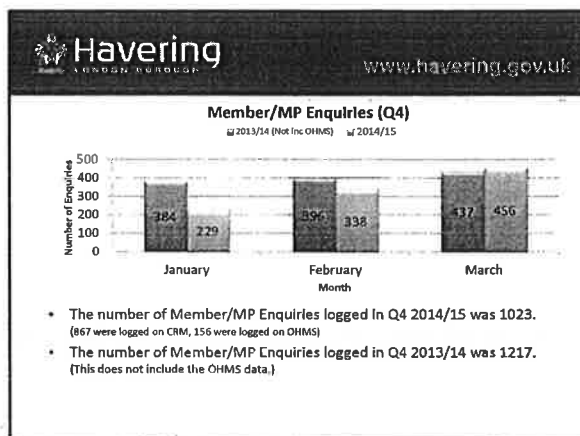
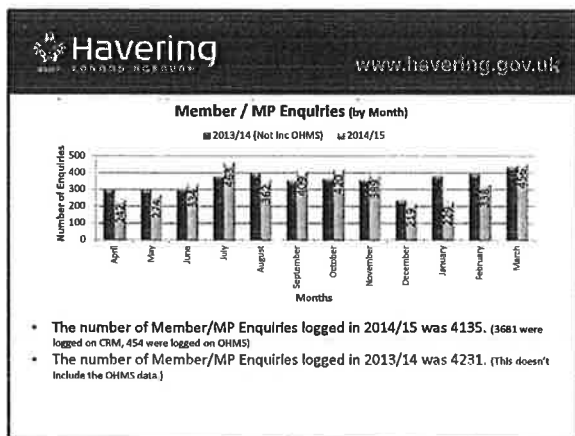
Havering
LONDON BOROUGH

www.havering.gov.uk

Corporate Complaints Completed (%) within 10 days (April to March 2015)


Month	Target (%)	Stage 1 (%)	Stage 2 (%)
April	85.95	75.00	81.87
May	86.29	66.87	80.81
June	86.81	77.38	81.16
July	87.16	44.44	80.83
August	87.51	64.29	81.50
September	87.86	77.73	82.17
October	88.21	50.00	82.84
November	88.56	68.00	83.51
December	88.91	64.67	84.18
January	89.26	58.33	84.85
February	89.61	62.00	85.52
March	90.00	65.33	86.19

During Q4 440 of 536 Corporate Complaints (82%) were resolved within 10 working days.



During Q4, what were the majority of Corporate Complaints and Member/MP Enquiries about?


- Most Corporate Complaints and Member/MP Enquiries logged in Q4 relate to the following two services, five themes:
 - Streetcare (42%)
 - Traffic & Parking Control
 - Street Cleansing & Environmental Maintenance
 - Roads Pavements & Street Lighting
 - Housing (34%)
 - Housing Management (including OHMS)
 - Retained Housing Services

 **Havering**
LONDON BOROUGH

www.havering.gov.uk

What were the majority of Corporate Complaints and Member/MP Enquiries about in 2014/15?


- 90% of Corporate Complaints and Member/MP Enquiries logged in 2014/15 relate to the following four services:
 - Streetcare (64%)
 - Roads Pavements and Street Lighting (Member Enquiries)
 - Traffic and Parking Control
 - Housing (16%)
 - Retained Housing Services
 - Regulatory Services (6%)
 - Environmental Health
 - Culture & Leisure (4%)
 - Parks and Open Spaces

 **Havering**
LONDON BOROUGH

www.havering.gov.uk

What are the types of Corporate Complaints and Member/MP Enquiries received by these services?


- The next couple of pages outline some examples of Corporate Complaints and Member/MP Enquiries received by these Services throughout 2014/15.

 **Havering**
LONDON BOROUGH

www.havering.gov.uk

Streetcare (64%)

- Roads, Pavements and Street Lighting (1192-0222406) (Member Enquiry)
 - A Cllr received many disgruntled residents' complaints regarding Nursery Walk, Romford. There were concerns that only half of the street lights had been replaced by Havering Council, a fence had been erected cutting off some of the footpath and fly-tipping had increased since the new flats had been built.
 - Streetcare worked with Legal Services to determine the ownership of the footpath. It was shown that only half of the footway was maintained by the Council, the other half was owned by the landowners. However, lighting contractors were going to inspect the columns to see if they could run a supply from one column to another which would allow for the remaining streetlights to be operational. With regards to the installation of the fence, as half of the footway was owned by the landowners, enforcement would be their responsibility.
- Traffic and Parking Control (ENQ-0251361)
 - A resident complained about the three parking tickets they received over one weekend. The resident was parked in a valid parking bay in a residential car park and was displaying a valid parking permit, which had been issued by Swan Housing Association.
 - Unfortunately, on this occasion we were unable to help this resident as the tickets had not been issued by Havering Council. We did however advise the resident to contact the private enforcement company and that their details should be on the back of the tickets.


 **Havering**
LONDON BOROUGH

www.havering.gov.uk

Housing (16%)

- Retained Housing Services (ENQ-0255215) (Member Enquiry)
 - A Councillor was enquiring about when a resident would be taken out of the hostel she had been staying in for the last 9 months following an eviction from PSL due to rent arrears.
 - Housing confirmed that the resident wasn't evicted by PSL but from privately rented accommodation. The homelessness team in Housing spoke to the resident and began investigating her case. They were later informed that she had intentionally made herself homeless, so we had no further duty to provide her with accommodation.
- Retained Housing Services (81244) (Stage 2 OHMS)
 - A resident had been complaining to the council for three years regarding the trees in their neighbours council property.
 - Back in November 2014 the resident received correspondence that there had been a site visit, but as the trees were not dead, diseased, dangerous or affecting any structures that they did not qualify for any works to be carried out. However the resident was not happy with the reply and raised a stage 2 request attaching photographic evidence of the trees overhanging into the garden. As it clearly showed the problems the resident was having it was agreed that a tree surgeon would be engaged to complete some discretionary work to reduce the trees in height within 8-10 weeks.


We have since received a thank you email from the resident who congratulated the tree surgeon on their quick work and apologised that "this complaint dragged on for as long as it did, and I am extremely satisfied with the outcome and wish to offer my grateful thanks to all who instrumental in making the decision."

 **Havering**
LONDON BOROUGH

www.havering.gov.uk

Regulatory Services (6%)

- **Environmental Health (ENQ-023357)**
 - A Publican emailed to complain about a member of licencing staff harassing her even though she has abided by all the laws and had made all the necessary changes the council requested. She highlighted the fact that the officer and a police officer had arrived at the premises at 12:02 and informed her that she was open late and all patrons should have left by midnight (even though she had a licence till midnight and given the drinking up time everyone was required to be off the premises by half past midnight).
 - The licencing team responded to the publican after a full investigation and informed her of the licence she held. It was raised that the licencing team had received notification that the premises were staying open late, which was why there was an unannounced visit that found them to be open late. As an authorised officer of the licencing committee, he had the right of entry to licenced premises and acted correctly in exercising that right on the night in question.

 **Havering**
LONDON BOROUGH

www.havering.gov.uk

Culture and Leisure (4%)


- **Parks and Open Spaces (ENQ-0234726) (Member Enquiry)**
 - An email was received by a Councillor regarding unofficial football training taking place at Braton Park on the land that had been assigned to a dog training school. Although the dog training school wasn't using it on the same day the land was left in a state.
 - The original enquiry became more complex and so a response from the Group Director was sent. She explained that they had sent out Park Protection Service officers on two separate occasions and the ground was in good order and there were no football teams training. It was highlighted that even though the dog school had a licence to train on the grounds it didn't give them exclusive use of the area and as it was a public park they couldn't force other users of the park to not use it. It was suggested that the dog training school renegotiate the terms of their licence if they were unhappy.

 **Havering**
LONDON BOROUGH

www.havering.gov.uk

How are we improving the way we respond to Corporate Complaints and Member/MP Enquiries?

- The new Corporate Policy and Procedure launched on 1st April 2015
- This new Policy and Procedure will streamline the way the Council receives and logs all complaints
- As part of the Policy and Procedure there will be training on complaint response writing available to all staff who deal with complaints
- A new monthly report is being drafted to include more targeted performance data to help staff target service areas to prevent recurrence of the same issue
- Complaints will be discussed at the Complaints Forum

 **Havering**
LONDON BOROUGH

www.havering.gov.uk

Questions?