Havering
www.havering.gov.uk

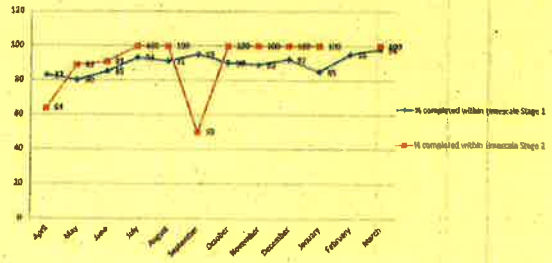
# Update on Corporate Complaints

Patrick Keyes / Carol Ager

12th May 2015

Havering
www.havering.gov.uk

**Corporate Complaints Completd (%) within timescale**
**April 2015 to March 2016**




Havering
www.havering.gov.uk

## Corporate Complaints 2015/16 Summary

| | | |
|---|---|---|
| Stage 1 requests | 2328 | |
| Completed in time | 2072 | (89%) |
| Escalated to Stage 2 | 62 | (2.6%) |
| Completed in time | 55 | (89%) |
| Escalated to Stage 3 | 2 | (3.2%) |
| Completed in time | 2 | (100%) |

* Please see Appendix 1 for more a detailed breakdown

Havering
www.havering.gov.uk

**Corporate Complaints Completed**
**Stage 1 Performance (under new process)**

| | April | May | June | July | August | September |
|---|---|---|---|---|---|---|
| Stage 1 percentage to time | 83% | 80% | 85% | 93% | 91% | 95% |

| | Oct | Nov | Dec | Jan | Feb | Mar |
|---|---|---|---|---|---|---|
| | 80% | 89% | 92% | 85% | 96% | 98% |

Havering
www.havering.gov.uk

**Corporate Complaints (by month)**

- There was a large increase in complaints in the early part of the year, due to the bedding in of the new complaints process, and clarification on what should be classified as a complaint

Havering
www.havering.gov.uk

**Corporate Complaints Completed**
**Stage 2 Performance (under new process)**

| | April | May | June | July | August | September |
|---|---|---|---|---|---|---|
| Stage 2 percentage to time | 84% | 82% | 91% | 100% | 100% | 50% * |
| Percentage escalated to Stage 2 | 4% | 5% | 3% | 3% | 3% | 1% |

| | October | November | December | January | February | March |
|---|---|---|---|---|---|---|
| | 100% | 100% | 100% | 100% | — | 100% |
| | 3% | 3% | 3% | 1% | 0% | 2% |

Havering
www.havering.gov.uk

# LGO Activity

- In October 2015 the LGO activity moved to the CMT Support team
- Between 1st October and 31st March the Council has had 30 contacts from LGO and HO
- Of those 30:
  - 23 were decisions (12 cases closed after initial enquiries)
  - 6 are still waiting Ombudsmen decision
  - 1 case is with the Service area for information
  - 9 were complaints that had been through the Council's new Corporate Complaints procedure
- See Appendix 2 for additional breakdown

Corporate Complaints Year End Report 2015/16

Appendix 1

The Council defines a complaint as any expression of dissatisfaction about the Council's provision of, or failure to provide, a service for which it has responsibility and where it has not put right any service failure in a reasonable timescale.

Following the launch of the new Corporate Complaints Policy and Procedure on 1st April 2015, the timescales in which we have to respond to a complaint has increased from 10 working days to 15 working days for a Stage 1 complaint and from 10 working days to days for a Stage 2 complaint. For the first time Stage 3 (Adjudication and Review) has a target. This is 31 calendar days. The target to achieve has also increased for both Stage 1 and Stage 2 responses and is now 95% in time.

The following performance figures now relate solely to complaints under the new process

Information on the following pages show:

- The number of complaints logged at Stage 1 and Stage 2 against the service area and the response times
- A graphic of Stage 1 and Stage 2 by topic showing those logged, closed or still open
- The specifics of complaints that are outside the corporate target and remain open that need attention
- The method of contact by our customers
- The cumulative total of complaints from the previous quarter and the build up to this quarter
- The complaint outcomes
- The reasons for complaints
- Stage 3 complaints and the outcome
- Stage 3 complaints that started prior to the new process that have also resulted in an MRP this year
- Cumulative complaint figures for both Stage 1 and Stage 2 complaints from April 2015 until March 2016

Performance for 2015/16 (in short) is therefore:

| | |
|---|---|
| Stage 1 received | 2128 |
| Stage 1 percentage in time overall | 90% (2071) |
| Percentage escalated to Stage 2 | 2.6% |

| | |
|---|---|
| Stage 2 received | 62 |
| Stage 2 percentage in time overall | 89% (55) |
| Percentage escalated to Stage 3 | 1.2% |

| | |
|---|---|
| Stage 3 received | 3 |
| Stage 3 percentage in time overall | 100% (3) |
| Stage 1 & Stage 2 cumulative % in time | 89% |

All figures relate to complaints handled through the new process

CMT Complaints team
6th May 2016

Havering
www.havering.gov.uk

## Audit Comparison between Q1 & Q4

| Service | Time | | | 1st time | | | Compliance | | | Learning | | | Quality | | | Overall | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Q1 | Q4 | | Q1 | Q4 | | Q1 | Q4 | | Q1 | Q4 | | Q1 | Q4 | | Q1 | Q4 | |
| Streetcare | 1 | 3 | ↑ | 3 | 4 | ↑ | 2 | 3 | ↑ | 1 | 2 | ↑ | 9 | 10 | ↑ | 15 | 31 | ↑ |
| Housing | 2 | 3 | ↑ | 3 | 4 | ↑ | 4 | 3 | ↓ | 1 | 3 | ↑ | 19 | 20 | ↑ | 20 | 33 | ↑ |
| oneSource | 2 | 2 | ↔ | 3 | 4 | ↑ | 2 | 3 | ↑ | 2 | 3 | ↑ | 13 | 20 | ↑ | 23 | 32 | ↑ |
| Regulatory | 2 | 3 | ↑ | 4 | 4 | ↔ | 4 | 3 | ↓ | 3 | 3 | ↔ | 28 | 21 | ↓ | 39 | 34 | ↓ |
| Culture | 3 | 2 | ↓ | 4 | 3 | ↓ | 4 | 3 | ↓ | 3 | 3 | ↔ | 15 | 17 | ↑ | 29 | 20 | ↓ |
| Customer Services | 2 | 2 | ↔ | 3 | 3 | ↑ | 2 | 3 | ↑ | 0 | 2 | ↑ | 11 | 11 | ↔ | 17 | 21 | ↑ |
| Social care/L&A | 2 | 2 | ↔ | 4 | 3 | ↓ | 4 | 3 | ↓ | 3 | 3 | ↔ | 25 | 17 | ↓ | 38 | 28 | ↓ |
| Communications | 3 | 0 | ↓ | 3 | 4 | ↑ | 3 | 2 | ↓ | 3 | 3 | ↔ | 34 | 17 | ↓ | 38 | 26 | ↓ |

Corporate Complaints Year End Report 2015/16

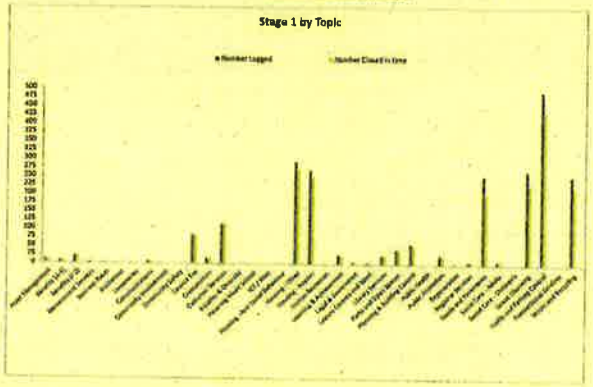
| | Number Logged | Number of Stage 1 Met | Percentage Met % | | | |
|---|---|---|---|---|---|---|
| Act Services | 1 | 1 | 100% | | | |
| Asset Management | 13 | 9 | 75% | 3 | 3 | 100% |
| Benefits & CT | 7 | 7 | 100% | 1 | 1 | 100% |
| Benefits P CT | 27 | 27 | 100% | 1 | 1 | 100% |
| Commissioned Services | 4 | 4 | 100% | | | |
| Business Rates | 3 | 3 | 100% | | | |
| Businesses | | | | | | |
| Complaints | | | | | | |
| Communications (inc Living Magazine) | 8 | 7 | 93% | | | |
| Community Engagement (inc Volunteering) | 1 | 1 | 100% | | | |
| Community Safety | 2 | 2 | 100% | | | |
| Council Tax | 63 | 62 | 99% | 2 | 1 | 55% |
| Democratic | 13 | 13 | 100% | | | |
| Customer Services | 114 | 111 | 99% | 1 | 1 | 100% |
| Equality & Diversity | | | | | | |
| Housing Mini School | | | | | | |
| Housing - DFG Solid Tenancies | | | | | | |
| Housing - Other | 292 | 270 | 92% | 11 | 9 | 82% |
| Housing - Repairs | 268 | 249 | 93% | 6 | 6 | 100% |
| Human Resources | 1 | 1 | 100% | | | |
| ICT / Info Govn | 1 | 0 | 0% | | | |
| Learning & Achievement | 28 | 23 | 82% | 2 | 2 | 100% |
| Legal & Democratic | 6 | 6 | 100% | | | |
| Leisure Centres and Sport | 1 | 1 | 100% | | | |
| Library Services (inc Young Mayhem) | 21 | 21 | 100% | | | |
| Parks and Open Spaces (inc allotments) | 42 | 41 | 98% | 1 | 1 | 100% |
| Planning & Building Control | 54 | 52 | 96% | 1 | 1 | 100% |
| Public Health | | | | | | |
| Public Protection (inc Trading Standards, Environmental Health & Food Hygiene) | 28 | 23 | 82% | | | |
| Regeneration | 5 | 4 | 80% | | | |
| Registrar Services (inc Birth, Death and Marriages) | 10 | 9 | 90% | | | |
| Street and Permanent (inc Street Lighting) | 253 | 200 | 79% | 5 | 5 | 100% |
| Social Care Adults & Children | 11 | 8 | 73% | 1 | 1 | 100% |
| Street Cleaning (inc Trees) | 257 | 190 | 83% | 11 | 9 | 82% |
| Traffic and Parking Control | 454 | 411 | 88% | 8 | 7 | 88% |
| Transformation Service | 1 | 0 | 0% | | | |
| Waste and Recycling | 223 | 218 | 97% | 11 | 11 | 100% |
| Total | 2128 | 2071 | 97% | 62 | 55 | 89% |

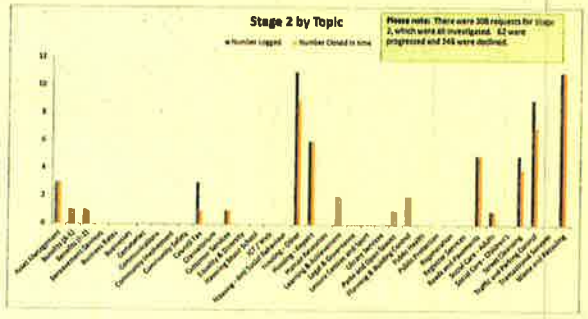
Havering
www.havering.gov.uk

## What Next?

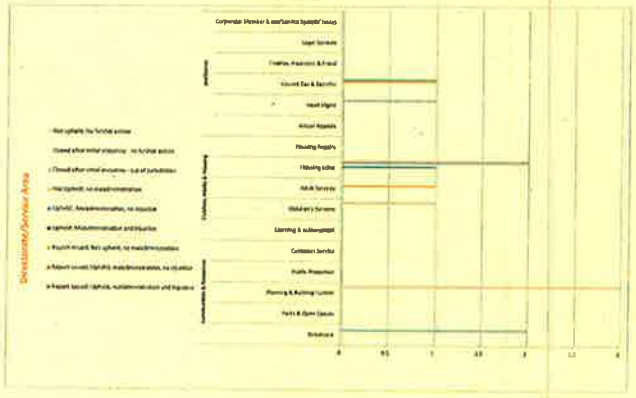
- Continue to work with service areas and particularly on lessons learned
- CRM Outcomes changed to reflect more accurate recording
- Process for online form linked into CRM ongoing
- Complaint Forum for staff – supported by a Yammer Group
- Continue to identify and challenge through audit following a revision to the Audit tool
- Review the Corporate Complaints Policy in October

Corporate Complaints Year End Report 2015/16





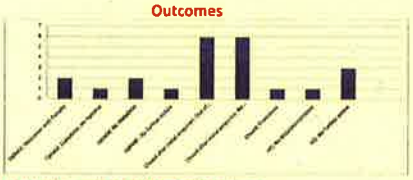





## Summary of Stage 3 Complaints

## Outcomes



### Significant decisions from Local Government or Housing Ombudsmen

**1. Mr & Mrs J**

Mr & Mrs J complained the Council had failed to provide the financial support when their Special Guardianship Order was agreed. They said the Council delayed dealing with their complaints.
The Ombudsman found evidence of fault causing injustice to Mr & Mrs P.
The Council acknowledged the errors that had been made in this case, accepted the Ombudsman's recommendation to make a payment to Mr & Mrs J and apologise for the failings highlighted. The Council was also asked to review its procedures and ensure the correct training be undertaken.
This case was dealt with under the previous complaints process.

**Ombudsman decision: Upheld - Maladministration, injustice with penalty**

**2. Miss P**

Miss P complained to the Local Government Ombudsmen without her issues being addressed through the Council's Corporate Complaints procedure.
She complained that the Council had removed her from the Housing register and failed to advise her of the reasons; that the Council had failed to respond to her correspondence and had failed to take into account her change of circumstances.
The Local Government Ombudsman found that the Council's decision to remove Miss P from the Housing register and the failure to properly consider her request for a review caused an injustice.
The Council was directed to make a payment to Miss P in recognition of the distress, raised expectations and time and trouble caused. It was also asked to re-issue Miss P's decision letter with a full explanation as to why she was not eligible.
This case was not dealt with through the complaints process.

**Ombudsman decision: Upheld - Maladministration, injustice with penalty**

**3. Mrs B**

Mrs B complained to the Council when she was removed from the Housing register following a decision that she had made herself intentionally homeless.
The Stage 3 complaint was not upheld and Mrs B's request to escalate to Stage 3 was declined.
The Ombudsman found fault by the Council but this did not cause a significant injustice to Mrs B.

**Ombudsman decision: Maladministration, no injustice**





## Complaints determined:

| | | Report issued: Upheld; maladministration and injustice | Report issued: Not upheld; no maladministration, no injustice | Report issued: Not upheld; no maladministration | Upheld; maladministration and injustice | Upheld; maladministration with penalty | Upheld; maladministration, no penalty | Upheld; No further action | Not Upheld; no maladministration | Closed after initial enquiries - out of jurisdiction | Closed after initial enquiries - no further action | Closed: Premature | No: No maladministration | NO: No further action | NO: Resolved locally - No further action | Not upheld: No further action | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Communities & Resources | Stewards | | | | | | | | | | 1 | | | | | | 1 |
| | Parks & Open Spaces | | | | | | | | | | | | | | | | 1 |
| | Planning & Building Control | | | | | | | | | | | 1 | 1 | | | | 2 |
| | Public Protection | | | | | | | | | | | | | | | | 1 |
| | Customer Service | | | | | | | | | | | | | | | | 1 |
| Children, Adults & Housing | Learning & Achievement | | | | | | | | | | | | | | | | 1 |
| | Children's Services | | | | | 1 | | | | | | 1 | 2 | | | | 4 |
| | Adult Services | | | | | | | | 1 | | | | | | 1 | | 2 |
| | Housing other | | | | | 1 | | 1 | | | 1 | | 1 | | 1 | | 5 |
| | Housing Repairs | | | | | | | | | | | | | | | | 1 |
| Resources | School Appeals | | | | | | | | | | | | | | | | 1 |
| | Head Algee | | | | | | | | | | 1 | | | | | | 1 |
| | Council Tax & Benefits | | | | | | | | | | | | | | | | 1 |
| | Finance, Insurance & Fraud | | | | | | | 1 | 1 | | 1 | | 1 | | | | 3 |
| | Legal Services | | | | | | | | | | | | | | | | 1 |
| | Corporate Member & Non Service Specific Issues | | | | | | | | | | | | | | | | 1 |
| | Total | 0 | 0 | 0 | 0 | 2 | 0 | 2 | 2 | 0 | 4 | 2 | 4 | 0 | 2 | 0 | 22 |