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**MINUTES OF A MEETING OF THE
ADJUDICATION AND REVIEW COMMITTEE
Town Hall Main Road Romford
12 May 2016 (7.00 - 7.25 pm)**

Present:

COUNCILLORS

Conservative Group	Garry Pain (Chairman), Roger Westwood (Vice-Chair) and Meg Davis
Residents' Group	Julie Wilkes
East Havering Residents' Group	Alex Donald and Linda Van den Hende
UKIP Group	David Johnson
Independent Residents Group	

Apologies were received for the absence of Councillors John Mylod.

The Chairman reminded Members of the action to be taken in an emergency.

There were no declarations of interest.

16 MINUTES

The Minutes of the Meeting held on 23 February 2016 were accepted and signed by the Chairman.

17 CORPORATE COMPLAINTS YEAR-END UPDATE

Members were provided with a presentation from the Senior Complaint and Investigation Officer. The number of complaints dealt with at Stage One of the Corporate Complaints process for the year to 31 March was 2,328 and the resolution rate for completion in time was 89%. 62 complaints were escalated to Stage Two and 89% of these were completed within time. Only two complaints proceeded to Stage Three and both (100%) were dealt with within time.

The Committee was provided with a number of charts with data showing how these statistics were apportioned across the Council's services and these are appended to the Minute.

In addition, the Senior Complaint and Investigation Manager provided a summary of information relating to enquiries made by the Local Government

and Housing Ombudsmen. In summary, there were 30 cases during the year of which the Ombudsmen reached decisions in 23 cases (12 of these were closed after initial enquiries), six were still awaiting a decision, one case was with the service for it to respond and nine related to matters which had already been considered and decided on within the Corporate Complaints process.

Members expressed their satisfaction with the way in which the new process appeared to be working and were informed that audits had revealed areas where the process could be further improved and that there would be a review in October.

In response to a question from a member, the Head of Regulatory Services explained that the Council needed to provide clearer information to residents in respect of service level agreements (SLAs) and what the Council could and could not deliver. He cited issues around bus-stops which were often a cause of complaint but which the Council could do nothing about, the responsible body being Transport for London. He stated that it would be a good step forward if, at the first contact, Council staff could ensure that realistic expectations were given. If the SLA was 15 days, this needed to be made clear. If the matter was not one the Council could address, then this needed to be clearly stated and the complainant sign-posted to the appropriate agency.

In response to a further observation by a Member, the Head of Service stated that there were enhancements to the process which were being considered which were designed to help councillors manage requests from complainants by providing them with web links so that they could more effectively deal with complainants when they were first contacted. This was designed to forestall any escalation wherever possible.

The Committee thanked the Senior Complaint and Investigation Officer for her presentation.

18 **MEMBER ENQUIRIES YEAR-END UPDATE**

The Committee was provided with a presentation from the Executive Support Manager concerning MP and Member enquiries throughout the year 2015-16.

Members were informed that during the year a total of 2,613 enquiries had been received. Of those, 2,367 (91%) had been responded to and closed within the 15 working days allowed. It was explained that one persistent difficulty was the overlap between enquiries and complaints, but this was slowly being addressed. Members were provided with a range of statistical information which is appended to this Minute.

One area which skewed the response time figures for services such as Social Care and Housing was the fact that there was a good deal of input from third-party or external providers and, on occasion, it could be difficult to

Adjudication and Review Committee, 12 May 2016

obtain the information requested within the Corporate timeframe. Attempts continued to be made to reduce these figures.

The Committee thanked the Executive Support Manager for her presentation.

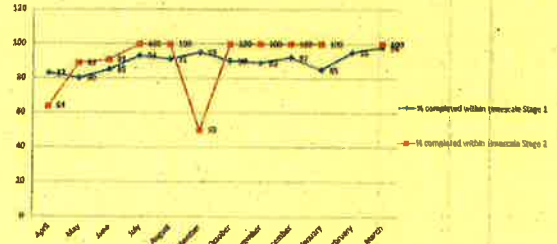
Chairman

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Update on Corporate Complaints

Patrick Keyes / Carol Ager
12th May 2015

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



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

Corporate Complaints Completed Stage 1 Performance (under new process)

	April	May	June	July	August	September
Stage 1 percentage to time	89%	89%	89%	93%	91%	95%
	Oct	Nov	Dec	Jan	Feb	Mar
	89%	89%	92%	89%	96%	96%

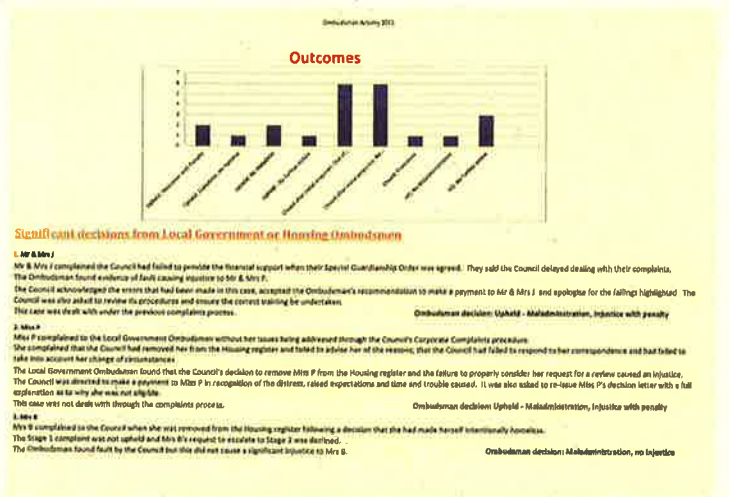
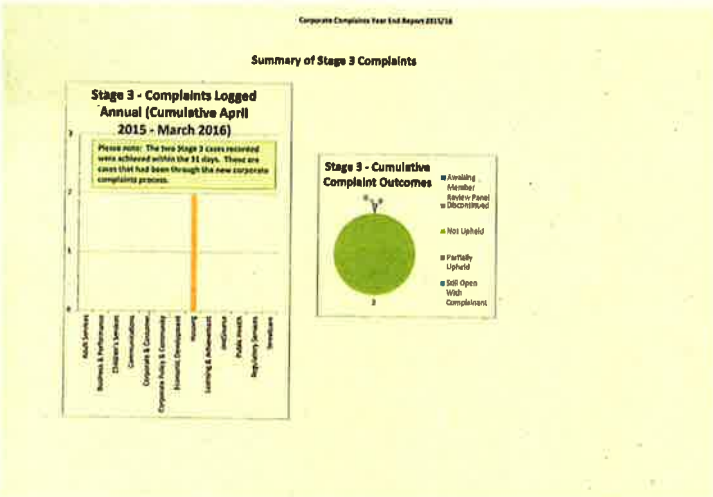
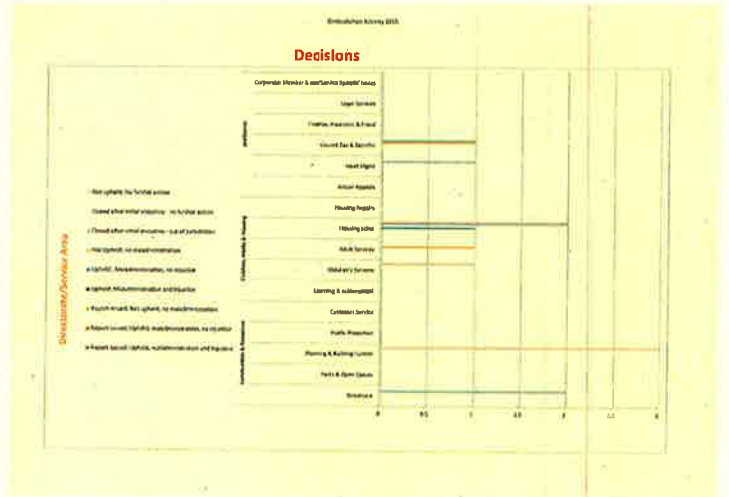
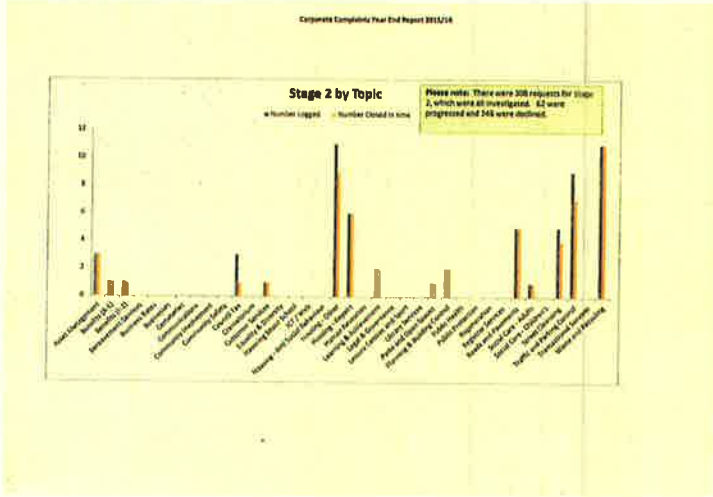
Corporate Complaints (by month)



* 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

Corporate Complaints Completed Stage 2 Performance (under new process)

	April	May	June	July	August	September
Stage 2 percentage to time	84%	89%	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%
	8%	8%	8%	3%	0%	2%



Ombudsman Activity Report 2015

Appendix 1

Complaints determined:

Complaint Area	Complaints	Upheld	Upheld in part	Not upheld	Partly upheld	Still open with completion	Other
Communities & Resources	Community Services						
	Public Protection						
	Community Services						
	Planning & Building Control						
	Public Protection						
	Community Services						
Children, Adults & Housing	Children's Services						
	Adult Services						
	Planning & Building Control						
	Children's Services						
	Adult Services						
	Planning & Building Control						
Housing	Housing						
	Children's Services						
	Adult Services						
	Planning & Building Control						
	Children's Services						
	Adult Services						

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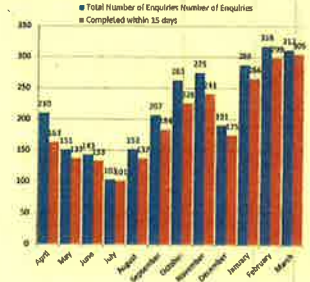
Member / MP Enquiries

Caroline Walshaw

Member / MP Enquiries Completed within 15 days (April 2015 to March 2016)

% of Member Enquiries completed within 15 days

April	78%
May	91%
June	93%
July	98%
August	90%
September	89%
October	86%
November	88%
December	92%
January	92%
February	94%
March	98%



Member / MP Enquiries Summary April 2015 - March 2016

Number of enquiries received **2613**
 Number of enquiries closed within 15 days **2367**
 % of enquiries closed within 15 days **91%**

Member Enquiry Year End Report 2015/16

Category	Number	Enquiries	Completion %
Asset Management	0	0	100%
Binoculars (B 2)	0	0	100%
Complaints	0	0	100%
Democracy/Access (Inc. Litter Magazines)	0	0	0%
Democracy/Access	0	0	100%
Council Tax	0	0	100%
Environment	0	0	100%
Customer Services	0	0	100%
Development & Transport Planning	0	0	100%
Environmental Health	58	61	87%
Food - Other	663	618	93%
Food - Retail	338	336	99%
Health & Rehabilitation	58	62	89%
Highway Services (Inc. Highway Maintenance)	1	1	100%
Highway	0	0	100%
Jobs and Open Spaces (Inc. Allotments)	5	6	83%
Planning & Building Control	1142	1011	88%
Public Protection (Inc. Trading Standards, Environmental Health & Police Subsectors)	55	55	100%
Regeneration	0	0	100%
Regulator Services (Inc. Street, Drain, and Electrical)	2	2	100%
Roads and Pavements (Inc. Sidings and Driveways)	465	467	100%
Social Care Advice & Children	0	0	100%
Street Cleaning (Inc. Street)	244	242	99%
Traffic and Parking Control	188	184	98%
Waste and Recycling	144	134	93%
Total	3918	3597	91%

Total Number of Member/ MP Enquiries

Total Number of Member/MP Enquiries



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