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Quarter 1 Overview Corporate Complaints and Members/MP Enquiries

Carol Ager
16th August 2016

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Corporate Complaints April to June 2016


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How many complaints have we received?

From 1st April to 30th June 2016
604 complaints were logged (Stage 1 and Stage 2)
Of those 594 (98%) were completed in 15 working days


From 1st April to 30th June 2015
814 complaints were logged (Stage 1 and Stage 2)
Of those 674 (83%) were completed in 15 working days

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Service breakdown - April to June 2016

	Stage 1	No in time	%	Stage 2	No in time	%
Asset Management	1		100%			
Benefits (A-K)	2		100%			
Benefits (L-Z)	9					
Business Rates	2	1	50%			
Businesses	1		100%			
Communications	5		100%			
Council Tax	25		100%	1		100%
Crematorium	4		100%			
Customer Services	42		100%			
Development & Trans Planning	1		100%			
Enforcement	0			1		100%
Housing - Anti social behaviour	2		100%			
Housing - Other	114		100%	8	7	88%
Housing - Repairs	35		100%	6	5	83%
Learning & Achievement	6	4	83%			
Legal & Governance	2		100%			
Leisure Centres and Sport	2		100%			
Library Services	13		100%	2		100%
Parks and Open Spaces	16		100%			
Planning & Building Control	13	9	69%	3		100%
Public Health	0					
Public Protection	16	14	88%	1		100%
Regeneration	1		100%			
Registrar Services	7		100%			
Roads and Pavements	36		100%	7		100%
Social Care Adults	1		100%			
Social Care Children's	1		100%	1		100%
Street Cleansing	34		100%	7		
Traffic and Parking Control	87		100%	5		100%
Transactional Services	1		100%			
Waste and Recycling	78		100%	5		100%
Totals	557			47		

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**Complaints escalated to Stage 2 between
April and June 2016**


	Stage 1 Complaints Logged	Stage 2 Complaints Logged	Escalated to Stage 2 (%)
April	148	11	7.43%
May	188	10	5.31%
June	221	26	11.76%
Total	557	47	8.44%

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Lessons learned

Situation	Lesson learned
Very late reporting of missed green waste collection by customer who does not have internet access.	Information on Council's web page clearly advises missed green waste collections are to be reported no later than 4.30pm the day after a scheduled collection day. This information is not available anywhere other than on the internet.
Neighbours were not included in advisory letters of a planned development next door to them.	Terms and Conditions of green waste contracts to be amended to reflect this. Whilst the Planning decision is likely not to have been any different if the complaint had the opportunity to make their objections, the Service has been asked to review the checking process when sending notices to neighbouring properties.
Customer was cutting a tree on behalf of a neighbour and was visited by an enforcement officer following a complaint.	Customer did have a letter from the Council allowing him to carry out maintenance on the tree, but officers were unable to trace it at the time of the visit. Detailed procedures have now been put in place to ensure records are available to those investigating allegations of unauthorised work on trees.
Customer signed an authority for the Council to deal with a 3 rd party but only for one of our services. Delays were then caused when the customer's representative wanted to discuss issues within other service areas and information could not be given without further signed authority.	One joined up authority form should be used by all services across the Council. SLT team to lead on the design and implementation of this in liaison with the Access to Information team.


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- What Next?**
- Continue working with service areas, especially those experiencing increased requests for Stage 2 complaints
 - Promote use of the Complaint Forum for staff to use as a vehicle for sharing working practices, issues etc
 - Continue to identify and challenge through audits
 - Review the Corporate Complaints Policy in October/November
 - Build and develop relationships with Ombudsmen – recent training from LGO was well received

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Questions / Comments ?


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Member/MP Enquiries

April to June 2016


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How many enquiries have we received?

From 1st April to 30th June 2016
 882 Member / MP enquiries were received (those logged on CRM)
 Of those 855 (97%) were completed in 15 working days

From 1st April to 30th June 2015
 504 Member / MP were logged
 Of those 433 (86%) were completed in 15 working days

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Number of enquiries logged per service (April to June 2016)


	Number Logged	Closed in 15 days	Closed in 15 days (%)		Number Logged	Closed in 15 days	Closed in 15 days (%)
Asset Management	1	0	0%	Licensing	5	5	100%
Business Rates	2	1	50%	Planning & Building Control	60	56	93%
Community Safety	1	1	100%	Property Services	1	1	100%
Council Tax	2	2	100%	Public Health	5	5	100%
Culture	1	1	100%	Public Protection (Inc Trading Standards, Environmental Health & Noise Nuisance)	7	7	100%
Customer Services	4	3	75%	Regeneration	2	2	100%
Environmental Health	36	36	100%	Registrar Services (Inc Birth, Death and Marriages)	1	1	100%
Finance	1	0	0%	Roads and Pavements (Inc Street Lighting)	159	158	99%
Housing – Management	7	7	100%	Social Care Adults	30	19	63%
Housing – Retained Services	242	242	100%	Social Care Children	11	6	55%
Learning & Achievement	15	15	100%	Street Cleansing (Inc Trees)	115	115	100%
Legal & Governance	3	2	67%	Trading Standards	4	4	100%
Leisure Centres & Sport	1	1	100%	Traffic and Parking Control	117	117	100%
				Waste and Recycling	48	48	100%
				Total	882	855	97%

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Thank you for listening

Questions?

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Local Government Ombudsman Annual Review Letter 2016

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Stats in short

97 cases considered
23 detailed investigations
Of those 14 were upheld

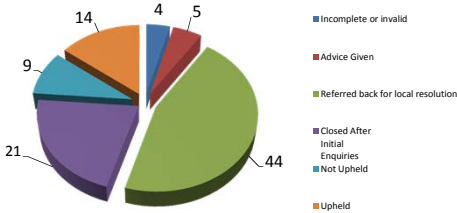
LGO uphold rate = 61% (14 of 23) But 14 of 97 = 14%

Compared to other London Boroughs:

Barking & Dagenham 147 (30% upheld)
Croydon 212 (51% upheld)
Newham 248 (63% upheld)
Bromley 169 (60% upheld)


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How many decisions made by LGO?

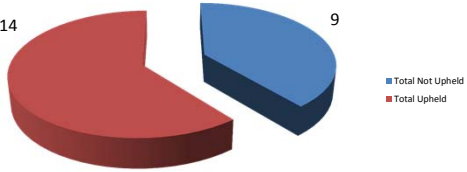


Decision Category	Count
Incomplete or invalid	4
Advice Given	5
Referred back for local resolution	44
Closed After Initial Enquiries	21
Not Upheld	9
Upheld	14

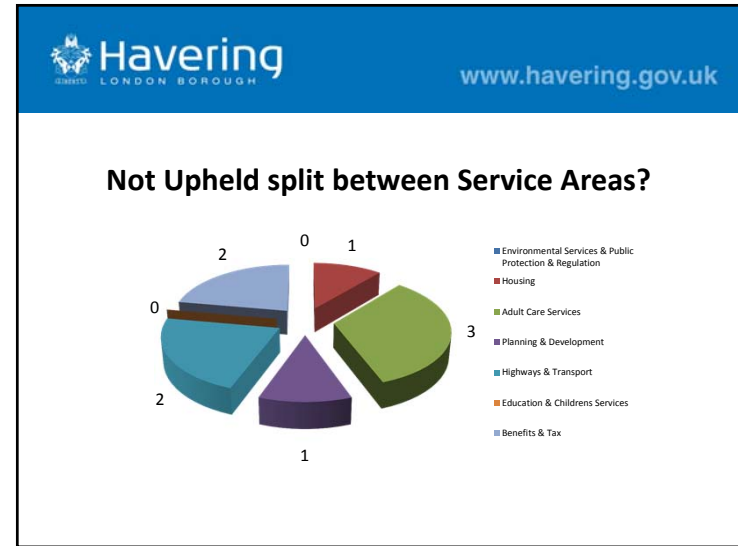
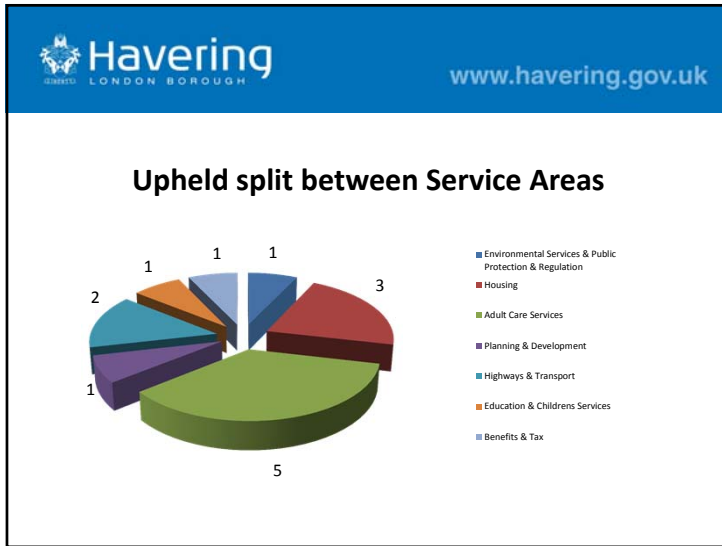
97 in total

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Upheld and Not Upheld



Category	Count
Total Not Upheld	9
Total Upheld	14



Background to LGO stats

- SLT team took over as liaison with LGO/HO mid year (October 2015). Recording methods differ slightly.
- Charts reflect the LGO records of the cases they have investigated for us.
- As in most years, for a number of reasons, it is difficult to tie these figures up with the numbers logged on the Council's records.
- Overall we can agree the figures LGO have supplied.

What Next?

- Local Government changes in recent years have resulted in a review of the way LGO structure their casework teams.
- Assistant Ombudsmen responsible for specific local authorities – giving greater opportunities for relationship building.
- Potentially a joined up Public Service Ombudsman for England, joining up Local Government Ombudsman, Housing Ombudsman and Public Health Services Ombudsman.
- Recent training from LGO was well received. The Council was complimented on it's Corporate Complaints Policy & Procedure, Persistent and Unreasonable Policy, use of LGO guidelines for goodwill payments.