



ADJUDICATION AND REVIEW COMMITTEE

21 FEBRUARY 2017

Subject Heading:	Update on Corporate Complaints
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Policy context:	Corporate Complaint Policy and Procedure 1st April 2015
Financial summary:	There are no financial implications to this report.

The subject matter of this report deals with the following Council Objectives

Havering will be clean and its environment will be cared for	[]
People will be safe, in their homes and in the community	[]
Residents will be proud to live in Havering	[X]

SUMMARY

This report updates Members of Adjudication and Review on complaint handling performance, across all Council services.

The Corporate Complaint Policy and Procedure was introduced on 1st April 2015. As part of the new Policy, it was agreed that turnaround times be increased from 10 days to 15 days. It was further agreed that the percentage of cases responded to within time be increased from 90% to 95%. The purpose of the changes was to enable a full and proper investigation into a complaint, therefore ensuring the council response was right first time, most of the time; to ensure a higher quality response; that the Policy & Procedure was fully complied with and importantly, that Services learned from their complaints.

Statistics are reported to Committee on a quarterly basis. Since April 2015, there have been notable improvements in complaint handling performance.

Adjudication and Review Committee – 24th November 2016

This report attaches written information for Members to consider on complaint statistics for Quarter 3, indicating numbers received and performance on timeliness and quality.

RECOMMENDATIONS

That the Committee consider and discuss any further action required on the following:

1. The Corporate Complaints Performance Statistics for Quarter 3 (October – December 2016)
2. The updated results following the Quarter 3 Audit of complaints
3. Decisions made by both the Local Government and Housing Ombudsmen throughout the quarter.

REPORT DETAIL

The Corporate Complaints Policy and Procedure came into effect 1st April 2015. This report summarises the improvements being maintained under the Council's complaints handling process, through audit results, which identify Services with increased quality in responses and turnaround times, together with those areas in need of additional attention.

Corporate Complaints Performance Statistics

The 3rd quarter performance statistics for all complaints under the procedure is attached as **Appendix 1**.

In short, the council received 383 Stage 1 complaints during the period October to December 2016. 97% of them (371) were responded to within 15 days.

The council received 77 requests for escalation to Stage 2 of the process, 92% (71) of them dealt with within 20 days.

This equates to an escalation request rate of 20% however, this is reduced to 8.5% when considering the number of cases that were not escalated to Stage 2.

The following table provides an easy view of complaints completed at Stages 1 and 2.

	October	November	December
Stage 1 percentage to time	95%	97%	97%
Stage 2 percentage to time	96%	92%	89%
Cumulative percentage Stages 1 & 2	95%	96%	95%

Audit of Complaints

The table below shows the breakdown of cases audited during Quarter 3. Generally, the aim is to audit approximately ten percent of the total number of complaints received. For some services, this computes to a much higher percentage, as they have broad ranging, diverse service elements, and the dip test seeks to cover all areas.

	No. of files audited	No. of Q3 complaints	Percentage of total
Communications	1	4	25%
Culture & Customer Access	3	15	20%
Environment	18	158	11%
Housing	13	119	11%
oneSource	8	53	15%
Regulatory Services	7	25	28%
Social Care / L&A	4	9	44%
Totals	54	383	14%

The comparison of audit results between Quarters 2 and 3 is attached as **Appendix 2**. The RAG status can be affected by the individual cases audited, which is carried out randomly.

Ombudsmen Decisions

During Quarter 3 there were fourteen decisions by Local Government and Housing Ombudsmen, as follows:

- 2 x Closed after initial enquiries: No further action
(Housing and Legal & Governance)
- 1 x Closed after initial enquiries: Out of jurisdiction
(Council Tax)
- 6 x Not upheld: No maladministration
(Housing (3), Planning & Building Control, Traffic and Parking Control, Business Rates)
- 1 x Premature complaint
(Planning and Building Control)
- 1 x Upheld: No further action
(Planning & Building Control)
- 1 x Upheld: Maladministration, injustice with penalty
(Housing)
- 1 x Upheld: Maladministration, no injustice
(Adults Social Care)
- 1 x Housing Ombudsman: No Maladministration
(Housing Repairs)



IMPLICATIONS AND RISKS

There are no financial, legal, human resource or equality implications or risks from this report.

BACKGROUND PAPERS

The Corporate Complaints Policy and Procedure is published on the internet and as it has been mentioned previously, may provide background to the information in this report.

Attached are two appendices:

Appendix 1 – Quarter 3 Complaints statistics

Appendix 2 – Audit comparison between Quarters 2 and 3