



ADJUDICATION AND REVIEW COMMITTEE

23 November 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 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.

This report attaches written information for Members to consider on complaint statistics for Quarter 2, 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 2 (July – September 2017).
2. The results following the Quarter 2 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 has been in place since 1st April 2015. This report summarises the performance 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 2nd quarter performance statistics for all complaints under the procedure is attached as **Appendix 1**.

In short, the council received 393 Stage 1 complaints during the period July to September 2017. 94% of them (370) were responded to within 15 days. A slight increase compared to Quarter 1 performance of 92%

The council received 73 requests for escalation to Stage 2 of the process, 96% (70) of them dealt with within 20 days. Another increase when compared to Quarter 2 performance of 94%.

This equates to an escalation request rate of 18% however, this is reduced to 3% 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.

	July	August	September
Stage 1 percentage to time	89%	95%	100%
Stage 2 percentage to time	96%	100%	90%
Cumulative percentage Stages 1 & 2	90%	96%	98%

Clearly, Services had a slow start to the Quarter, however, performance improved throughout the period, bringing achievement rates in line with corporate standards.

Audit of Complaints

The table below shows the breakdown of cases audited during Quarter 2. 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 Q2 complaints	Percentage of total
Chief Operating Officer	10	19	52%
Neighbourhoods	38	344	11%
oneSource	8	25	32%
Adult Services	0	2	0%
Children's Services	3	3	100%
Public Health	0	0	0%
Totals	59	393	15%

The result of the audit for Quarter 2 is attached as **Appendix 2**. Selection of the cases for audit is carried out on a random basis. Pleasingly, audit results are showing improvements across all services.

Ombudsmen Decisions

During Quarter 2 there were nineteen decisions by Local Government and Housing Ombudsmen, as follows:

- 7 x Closed after initial enquiries: No further action
(*Adult Services; Culture & Customer Access; Environment (2); Housing (2) Legal Services*)
- 3 x Closed after initial enquiries: Out of jurisdiction
(*Adult Services; Housing (2)*)
- 4 x Not upheld: No maladministration
(*Housing; Legal Services; Planning & Building Control*)
- 4 x Premature complaint
(*Council Tax & Benefits; Environment; Housing*)
- 1 x Upheld: Maladministration, injustice with penalty (*Housing*)

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 three appendices:

Appendix 1 – Quarter 1 Complaints statistics

Appendix 2 – Audit results for Quarter 1

Appendix 3 – Ombudsman Activity Report for Quarter 1