



ADJUDICATION AND REVIEW COMMITTEE

20 February 2018

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 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 2017).
2. The 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 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 3rd quarter performance statistics for all complaints under the procedure is attached as **Appendix 1**.

In short, the council received 362 Stage 1 complaints during the period October to December 2017. 91% of them (330) were responded to within 15 days. A slight decrease compared to Quarter 2 performance of 92%

The council received 76 requests for escalation to Stage 2 of the process, 90% (68) of them dealt with within 20 days. A slight dip in performance compared to Quarter 2 performance of 96%. This is due to a number of complex complaints which covered a long time span and the depth to which the investigations were taken.

This equates to an escalation request rate of 21% however, this is reduced to 5.5% when considering the number of cases that were not escalated to Stage 2.

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

	October	November	December
Stage 1 percentage to time	93%	94%	85%
Stage 2 percentage to time	86%	96%	86%
Cumulative percentage Stages 1 & 2	92%	95%	85%

There were no requests for Stage 3 escalations during the period.

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
Chief Operating Officer	4	10	40%
Neighbourhoods	24	321	7.5%
oneSource	6	21	28.5%
Adult Services	0	0	0%
Children's Services	2	1	50%
Public Health	0	0	0%
Totals	36	353	

The results of the audit for Quarter 2 are attached as **Appendix 2**. Selection of the cases for audit is carried out on a random basis. Disappointingly, following an improvement in results during Quarter 2, there has been a slip across all services during the period October to December 2017.

Ombudsmen Decisions

During Quarter 3 there were 20 decisions by Local Government and Housing Ombudsmen, as follows:

10 x Closed after initial enquiries: No further action

Housing(4); Planning & Building Control (2); Traffic & Parking (3); Adult Social Care (1)

4 x Not upheld: No maladministration

Housing

2 x Premature complaint

Housing

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1 x Upheld: Maladministration, injustice with penalty
Housing

3 x Upheld: Maladministration, injustice, no penalty
Housing (2); Traffic & Parking (1)

Background information is given in Appendix 3 for significant Ombudsman decisions, where maladministration has been found.

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 3 Complaints statistics

Appendix 2 – Audit results for Quarter 3

Appendix 3 – Ombudsman Activity Report for Quarter 3