



ADJUDICATION AND REVIEW COMMITTEE

20 November 2018

Subject Heading:	Update on Corporate Complaints and Statutory Complaints for Quarter 2
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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	<input type="checkbox"/>
People will be safe, in their homes and in the community	<input type="checkbox"/>
Residents will be proud to live in Havering	<input checked="" type="checkbox"/>

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. Turnaround were set to 15 working days for Stage 1 complaints and 20 working days for Stage 2 complaints. Services should aim to respond to 95% of cases within time.

Some changes to the Corporate timescales have been made, effective 1st October 2018, and the impact will be explored in greater detail at the next meeting of Adjudication and Review.

For the first time, quarterly statistics are being included in this report for Statutory complaints; information follows.

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 2018).
2. The Statutory Complaints Performance Statistics for Quarter 2 (July – September 2018).
3. Decisions made by both the Local Government and Social Care Ombudsman (LGSCO) and the Housing Ombudsman (HO) 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, and identifies Services response turnaround times, together with those areas in need of additional attention.

Statutory complaints, those related to the care of children and adults, are subject to a separate Statutory Complaint Policy with different timescales.

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 480 Stage 1 complaints during the period July to September 2018. 80% of them (383) were responded to within 15 days.

The council received 98 requests for escalation to Stage 2 of the process, 84% (82) of them dealt with within 20 days.

This equates to an escalation request rate of 20% however, this is reduced to 4% when considering the number of cases that were not escalated to Stage 2. The following table provides an easy view of the percentage of complaints completed at Stages 1 and 2.

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	July	August	September
Stage 1 percentage to time	81%	79%	80%
Stage 2 percentage to time	89%	81%	82%
Cumulative percentage Stages 1 & 2	82%	79%	80%

Results for Quarter 2 are disappointing, bearing in mind the target is 95%. However, this has been discussed at length at previous meetings and as result, a review was carried out into the effectiveness of the timescales set out in the Corporate Complaint Policy. A number of changes were made and this will be reflected in the Quarter 3 reporting period.

Statutory Complaints Performance Statistics

Quarters 1 and 2 statutory complaints statistics for Children's Social Care and Adult Social Care are shown at Appendix 2.

There has been a slight increase in Children's statutory complaints in Q1 (35) and Q2 (23) overall of 2% in 2018-2019 (58) compared to the same period in 2017-18 (57). Adult statutory complaints has seen a slight decrease in 2018-19 for Q1 (20) and Q2 (20) overall of 7% (40) compared to 2017-18 (43) in the same period.

Performance on response times for statutory complaints still require improvement with Adults having 65% (13 of 20) responded to within timescale in Q1 and 55% (11 of 20) in Q2 and Children's having 34% (12 of 35) in Q1 and 61% (14 of 23) in Q2. There was one escalation to Stage 2 in Q1 and 4 in Q2 for Children's Services within the statutory process

Ombudsmen Decisions

During Quarter 2 there were 19 decisions by Local Government and Social Care Ombudsman and the Housing Ombudsman, as follows:

- 8 x Closed after initial enquiries: No further action
(*Environment (3); Planning & Building Control; Housing (3); Council Tax & Benefits*)
- 4 x Closed after initial enquiries: Out of jurisdiction
(*Adult Services; Housing (3)*)
- 3 x Closed: Premature
(*Adult Services; Children's Services; Environment*)
- 1 x Not upheld: No maladministration
(*Planning & Building Control*)
- 1 x Upheld: Maladministration, injustice, no penalty
(*Adult Services*) **S**
- 2 x Upheld: Maladministration, injustice with penalty
(*Adult Services; Learning & Achievement*) **S**

There were no Housing Ombudsman decisions during the period.

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See table below for comparison of significant (**S**) decisions made for Quarter 2 in 2017 and 2018:

Significant decisions (where maladministration and injustice found)				
	Quarter 2 2017		Quarter 2 2018	
Maladministration, injustice with penalty	1	Housing	2	Adult Services; Learning & Achievement
Maladministration, injustice, no penalty	0		1	Adult Services

Quarter 2 Ombudsman decisions are shown in more detail on attached Appendix 3.

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 2 Corporate Complaints statistics
- Appendix 2 – Quarter 2 Statutory Complaints statistics
- Appendix 3 – Ombudsman Activity Report for Quarter 2