



## ADJUDICATION AND REVIEW COMMITTEE

5 September 2019

<b>Subject Heading:</b>	Update on Corporate Complaints
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<b>Policy context:</b>	Corporate Complaint Policy and Procedure 1st April 2015
<b>Financial summary:</b>	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 1<sup>st</sup> April 2015. Some changes to the Corporate timescales were made, effective 1<sup>st</sup> October 2018. Turnaround was set to 1 working days for Stage 1 complaints and 25 working days for Stage 2 complaints. Services should aim to respond to 95% of cases within time.

Statistics are reported to Committee on a quarterly basis.

This report attaches written information for Members to consider on complaint statistics for Quarter 1, indicating numbers received and performance on timeliness and quality. It also includes quarterly statistics for Statutory complaints; information follows.

## **RECOMMENDATIONS**

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

1. The Corporate Complaints Performance Statistics for Quarter 1 (April – June 2019).
2. The Statutory Complaints Performance Statistics for Quarter 1 (April – June 2019)
3. Decisions made by both the Local Government and Social Care Ombudsman (LGSCO) and 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 1<sup>st</sup> quarter performance statistics for all complaints under the procedure is attached as **Appendix 1**.

In short, the council received 490 Stage 1 complaints during the period April to June 2019. 96% of them (469) were responded to within the required timescale of ten days.

The council received 84 requests for escalation to Stage 2 of the process, 89% (75) of them dealt with within 25 days, in line with current timescales.

This equates to an escalation request rate of 17% however, this is reduced to 5% when considering the number of cases that were not escalated to Stage 2. When compared to the same period in the previous year, 2018/19, the request for escalation rate is lower than the previous 20%. The percentage of cases actually taken through the Stage 2 process is the same as the previous year.

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

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	<b>April</b>	<b>May</b>	<b>June</b>
Stage 1 percentage to time	95%	94%	98%
Stage 2 percentage to time	83%	92%	94%
Cumulative percentage Stages 1 & 2	93%	93%	97%

There has been a marked improvement in performance across this quarter and the results are pleasing.

### **Statutory Complaints Performance Statistics**

Quarter 1 Statutory complaints statistics are shown at Appendix 2.

The number of statutory complaints received in 2019-20 by Adult Social Care in Q1 totalled 19 and Children's Services totalled 20. There has been a significant decrease in the number of complaints by 44% compared to Q1 in 2018/19 (36) for Children's Services, while there has been a very slight decrease of 5% in Adult Social Care complaints compared to 2018-19 (20).

For Adults, of those complaints responded to in Q1 (16), 69% were responded to within the 20 day timescale. Of those complaints responded for Children's, 67% were responded to within the 20 day timescale. Figures provided in the chart are shown as the number responded to within a 20 day timescale against the number of complaints, with some complaints either still ongoing or on hold.

Adult Social Care complaints in Q1 mainly involved financial issues, mainly disputes over charges and standards of care provided. Children's Services complaints were mainly in relation to social workers and their intervention with families and lack of support during this period.

### **Ombudsmen Decisions**

During Quarter 1 there were 19 decisions by Local Government and Housing Ombudsmen, as follows:

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

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There was one Housing Ombudsman decision during the period, which found no maladministration.

See table below for comparison of significant (S) decisions made for Quarter 1 in 2018 and 2019:

<b>Significant decisions (where maladministration and injustice found)</b>				
	Quarter 1 2018		Quarter 1 2019	
Maladministration, injustice with penalty	1	Adult Services	1	Children's Services
Maladministration, no injustice	0		1	Housing

Quarter 1 Ombudsman decisions are shown in more detail on attached Appendix 2.

### **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 – Quarter 1 Statutory Complaints statistics

Appendix 2 – Ombudsman Activity Report for Quarter 1