



ADJUDICATION AND REVIEW COMMITTEE

8 December 2029

Subject Heading:

Update on Corporate Complaints and
Statutory Complaints for Quarter 2

SLT Lead:

Andrew Blake-Herbert

Report Author and contact details:

Carol Ager carol.ager@havering.gov.uk
01708 434389

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

Communities making Havering	[X]
Places making Havering	[X]
Opportunities making Havering	[X]
Connections making 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. Some changes to the Corporate timescales were made, effective 1st October 2018. Turnaround was set to 10 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.

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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 2020).
2. 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 2nd quarter performance statistics for all complaints under the procedure is attached as **Appendix 1**.

In short, the council received 581 Stage 1 complaints during the period July to September 2020. 78% of them (456) were responded to within the required timescale of ten days.

The council received 100 requests for escalation to Stage 2 of the process, 65% (65) 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 7.5% when considering the number of cases that were not escalated to Stage 2. This is a notable decrease from 9% in the same period last year.

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

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	July	August	September
Stage 1 percentage to time	81%	79%	76%
Stage 2 percentage to time	82%	66%	53%
Cumulative percentage Stages 1 & 2	81%	77%	72%

Performance across both Stages of the complaints process is not at an acceptable level. However, it should be noted, due the unprecedented situation the Council finds itself, because of the pandemic, complaint performance is likely to be reduced as resources are re-directed to essential Covid-19 support teams.

Ombudsmen Decisions

During Quarter 2 there were 12 decisions by Local Government and Housing Ombudsmen, as follows:

- 4 x Closed after initial enquiries: No further action
(*Adult Services; Planning; Housing; Environment*)
- 1 x Closed after initial enquiries: Out of jurisdiction
(*Adult Services*)
- 2 x Not Upheld: No Maladministration
(*Planning; Environment*)
- 3 x Upheld: Maladministration, injustice with no penalty **S**
(*Adult Services; Environment; Housing*)
- 2 x Upheld: Maladministration, injustice with penalty **S**
(*Adults Services*)

There were no Housing Ombudsman decisions during the period.

See table below for comparison of significant (S) decisions made for Quarter 2 in 2019 and 2020:

Significant decisions (where maladministration and injustice found)				
	Quarter 2 2019		Quarter 2 2020	
Maladministration, injustice with penalty	2	Adult Services	2	Adult Services
Maladministration, injustice, no penalty	1	Environment	3	Adult Services; Environment; Housing

Quarter 2 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

Adjudication and Review Committee – 8th December 2020

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 2 Complaints statistics

Appendix 2 – Ombudsman Activity Report for Quarter 2