

INTRODUCTION

- 1.1 This report provides an overview of complaints and Member/MP enquiries made to the Council during 2020/21. In November 2020 a new complaints software system, OneCase, was implemented to manage casework. One benefit of the new system is the improved reporting that will come from it. As such, this report refers in places to information between November 2020 and March 2021 which has been extracted from the new system.

2. RECOMMENDATION(S)

- 2.1 The Scrutiny Panel is recommended to:
 1. There are no official recommendations arising from this report. This report is for information purposes and Scrutiny Panel can note the complaints and enquiries managed during 2020/21

3. BACKGROUND

- 3.1 This report is in accordance with the Scrutiny Panel's remit in monitoring the Complaints and Enquiries process.

4. COMMENTS OF THE GROUP DIRECTOR OF FINANCE & CORPORATE RESOURCES

- 4.1 There are no additional financial implications arising from this report. The cost of staff dealing with complaints across the Council is met from within the relevant revenue budgets, as are any compensation payments made. The cost of complaints monitoring is met within the approved revenue budget of the Business Analysis and Complaints Team (BACT).
- 4.2 Such costs, however, can be minimised by ensuring that complaints are dealt with successfully at the first stage, thus reducing the numbers that proceed to later stages.

5. COMMENTS OF THE DIRECTOR OF LEGAL SERVICES

- 5.1 Section 3.3 of the Council's constitution outlines the terms of reference for the Scrutiny Panel. This report has no official recommendations other than that the panel note the trends and related commentary with regards to complaints and enquiries managed during 2020/21. It is a function as set out within the constitution that the panel coordinates and oversees the scrutiny function of the Council. This can involve considering policy development, review and examining issues of concern to local people. This report provides an overview of the level of complaints and enquiries received relating to a range of Council services together with Member and Mayor and Cabinet enquiries. It is informative in nature and assists the panel in giving consideration to how the Council engages and supports its wider community.
- 5.2 There are no direct legal implications arising from the contents of this report.

APPENDICES

- 1 - Complaints and Enquiries Annual Report 2020/21
- 2 - Stage 1 and 2 Complaints Data 2020/21

BACKGROUND PAPERS

In accordance with Section 100D of the Local Government Act, 1972 - Access to Information a list of Background Papers used in the preparation of reports is required.

Description of document	Location	Date

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Appendix 1

Complaints and Enquiries Annual Report 2020-21

1. Introduction

- 1.1 This report provides an overview of the Complaints & Enquiries received in 2020/21 covering volume and performance in managing and learning from them.

2. Volumes and Performance

- 2.1 Further detail on volumes of complaints and enquiries received in 2020/21, the way they are managed and the intelligence they provide are set out in this report. In summary, 2020/21 saw the number of stage 1 complaints rise by 7% (2,322 to 2,485) compared to the previous year.
- 2.2 Although the overall number of stage 1 complaints has risen, there are some variances within services that have seen some increases and some reductions - para 3.10 below sets out which services. The volume of stage 2 complaints has increased by 15% (186 compared to 160 in 2019/20). There has been a 10% increase (2,035 from 1,847) in the number of Members Enquiries compared to 2019/20 levels. In the two areas with statutory complaints procedures, volumes of complaints fell slightly in Adult Social Care (74 to 73) and decreased by 40% (25 to 15) in Children's Social Care. There has been a 28% increase (1,904 to 2,647) in the number of Mayor & Cabinet Enquiries.
- 2.3 186 of 2,485 stage 1 complaints went on to stage 2 giving an escalation rate of 7.5%. This is the fourth consecutive yearly increase moving from an escalation rate of 4.3% in 2016/17. This may reflect a lack of confidence in outcomes of investigations at stage 1. The number of stage 2 investigations escalating to become formal investigations by the Local Government & Social Care Ombudsman (LGSCO) and the Housing Ombudsman Service (HOS), at 41, is similar to the 39 in the previous year and equates to around 22% (34% in 2019/20) of cases exhausting the Council's complaints process. The support of services where stage 2 investigations agree with the conclusions of theirs and the challenge given where there it does not, indicates, as well as the conclusion of those cases progressing to the Ombudsman, that the stage 2 process is working well.
- 2.4 Of the 41 formal investigations undertaken by both the LGSCO and HOS, 28 (68%) were upheld, up on 46% last year. It should be noted that at the conclusion of the Council's investigation of a complaint there is either fault found or not. Regardless of whether fault is found or not, complainants can, and often do, still take their concerns to the Ombudsman. As such, in some of the cases where the Ombudsman upholds a complaint, it may be the case that they are mirroring the Council's earlier decision in finding fault. The remedy imposed by the Ombudsman, financial or action, could differ from that offered by the Council.

3. Complaints and Enquiries Data Analysis (2020/2021)

- 3.1 The number of complaints received by the Council in 2020/21 rose by 7% compared to the previous year but is still at a lower rate than the previous three years. The number of Members Enquiries increased by 10% in 2020/21 and Mayor & Cabinet Enquiry volumes rose by 28%.
- 3.2 2020/21, commencing with the start of the Covid-19 Pandemic and continuing with the criminal cyber attack on Council services in October 2020 have made it difficult to interpret volumes and trends relating to complaints and enquiries (though it should be noted, the cyber attack hasn't affected the data or records in any way). The shut down of many services meant that casework volumes reduced i.e. parks/leisure, tenancy & leasehold, whilst others, Parking and Streetscene, saw increases linked to the introduction of Low Traffic Neighbourhoods (LTNS). The cyber attack meant some services such as Children's Social Care could not process and respond to complaints due to the inability to access case files, etc.
- 3.3 Whilst any complaint received means the Council have, in the opinion of our residents or service users, failed to provide an acceptable service, the numbers of complaints and those which are escalated should be viewed in the context of the size of the borough, the number of transactions and the complexity/nature of those transactions. Hackney has a population of 285,000 living in c.120,000 households. Relevant to the areas with the highest volume of complaints we are the landlord for 21,819 homes and have an additional 9,437 leaseholders/freeholders, have a population with a significant reliance on the Benefits and Housing Needs system and issue more than 187,000 parking penalty charge notices. This report covers the period from April 2020 until March 2021 whilst services dealt with the impact of and response to the Covid 19 Pandemic as well as the impact of the criminal cyber attack which impacted many services and the associated ability to investigate complaints and respond to enquiries.

Type	2016/17	2017/18	2018/19	2019/20	2020/21
Stage 1	3,005	2,967	2,701	2,322	2,485
Stage 2	130	153	161	160	186
Members Enquiries	1,676	1,908	2,077	1,847	2,035
Mayor & Cabinet Enquiries	1,775	1,900	1,859	1,904	2,647

Average Response Times		2016/17	2017/18	2018/19	2019/20	2020/21
Stage Complaints	1	20.6 working days	17.7 working days	20.9 working days	19.7 working days	23.7 working days
Stage Complaints	2	19.5 working days	18.9 working days	20.2 working days	20.2 working days	20.8 working days

3.4 The number of stage 1 complaints (see para 3.9 for more detail) has increased for the first time in a number of years, along with an associated increase of 4 days in the average time taken to respond compared to 2019/20. These delays can, in many areas, be attributed to the impact of the cyber attack on the ability to investigate cases due to the unavailability of documentary evidence, files and systems. We do not set a rigid response standard, but do aim to respond on average within 15 working days, recognising some cases are more complex and will take longer to resolve. The only exception to this is the change in the standard made in September 2020 for Housing complaints which is now 10 working days in line with Housing Ombudsman scheme requirements. Delays in responding to complaints caused by the impact of pandemic and cyber attack meant that Housing complaints also took on average 23.7 days to conclude.

3.5 Case study examples of learning from complaints

- Environmental Services Strategy Team

The move to fortnightly household refuse collection led to some complaints and Member Enquiries being raised, resulting in closer working with some councillors and residents to find alternatives to the standard issue 180 litre bin. In some instances this led to different approaches being adopted, such as the provision of smaller bins, talking to residents about storing the bins in their garden or in some cases, agreeing removal of bins completely, whilst properties still remained on fortnightly collections. In other cases, learning led to moving some stretches of road to timebanded or bi-weekly collections as fortnightly collections simply couldn't work applying the options mentioned above for those properties. In response to issues in the north of the borough, there was closer working with councillors who raised various issues, with the team still working on a phased approach to support residents in their behaviour change. Enquiries and complaints have also directed the service to residents needing additional support and a visit from the Behaviour Change Team. As a result of residents complaining, the service improved things for them and others - something that could not have been done without that contact and engagement.

- Housing

a) Failure to supply documentation (e.g. rent statements, seller packs) and not responding to correspondence (e.g. leasehold service charge arrears letters) generated large numbers of complaints and enquiries during the second half of 2020/21 as residents could not access details related to service charge billing and

right to buy applications for example. This was one of the results of the cyber attack as officers lost access to systems containing historic resident records and correspondence. This was identified through analysis of complaints cases and as a result, work was prioritised with ICT for the development of both a rent statement tool and a correspondence tracker dashboard. The latter has enabled Housing Services to regain access to old email correspondence so that residents are provided with the information they need.

b) During the Covid-19 related lockdowns that occurred during 2020/21, the DLO (the internal repairs service) only carried out Immediate and Emergency repairs to resident's properties (these are only the most urgent jobs). Analysis of complaints flagged up a significant number of cases where residents were unhappy that the repairs they were contacting Housing Services to report were not being given the required priority by call handlers to warrant a repair. Complaint cases demonstrated that call handlers were not applying the necessary vulnerable person priorities to repair jobs consistently, so further training was undertaken and also increased communication to staff on what constituted an Immediate and Emergency repair. However, for the considerable number of cases where the correct priority had been applied, the service explained to the resident what the position was and that it would carry out their repair as soon as lockdown restrictions were lifted.

c) Analysis of repairs complaints also showed a significant number of cases where updates on follow up works that needed to be completed were not being communicated to residents. As a result of this, Housing Services have utilised the new functionality of our OneCase system to issue corrective actions (i.e. follow up tasks) to managers and surveyors so that they are aware of all tasks they need to follow up on and reports are being produced so that monitoring of the delivery of these tasks is being carried out by managers. This is starting to ensure that commitments made to residents in response to complaints about further action are now being formally assigned to officers and tracked to ensure they are proactively delivered so residents do not have to chase the Council.

- Streetscene

a) A number of street closures have been implemented in the London Fields area as part of the Low Traffic Neighbourhoods (LTN) scheme. A large number of complaints, Member and Mayor enquiries were made by blue badge holders saying that they thought disabled people had been discriminated against. The service listened to the complaints and acted to implement a new policy as a direct result. Now, some residents with disabilities who rely on motor vehicles and hold a companion e-badge are allowed to drive through certain traffic filters, thereby reducing diversion distances for residents who rely on their vehicles due to disability. With this change, the service continues to help meet the objectives of the Low Traffic

Neighbourhood, including enabling residents to walk and cycle to their destinations and to protect local residential streets from an increase in through traffic.

b) Following implementation of the London Fields LTN, the service received a number of complaints and enquiries from residents living in Laburnum Street claiming that their road had as a result become a new rat run and by way of resolution asked for the introduction of further changes to keep traffic levels low on their street. Whilst it is not always possible on all schemes to be able to act on everything residents ask for, as a result of complaints in this case, the service implemented two turning restrictions aimed at reducing the traffic levels along the road, helping to contribute to a safe environment around the Bridge Academy and reducing levels of displaced traffic on Laburnum Street.

c) A number of road closures in the Walford Road area were consulted on, aimed at reducing through-traffic, reducing the number of road traffic accidents and improving road safety in the area. During the scheme consultation, several complaints were made regarding the increase in air pollution in the area because of the traffic movement. As a result, the Council brought forward funding to reduce polluting traffic on Stoke Newington Church Street and Albion Road and submitted a further bid to Transport for London's Streetspace Programme for funding to implement further measures to reduce traffic on Stoke Newington Church Street.

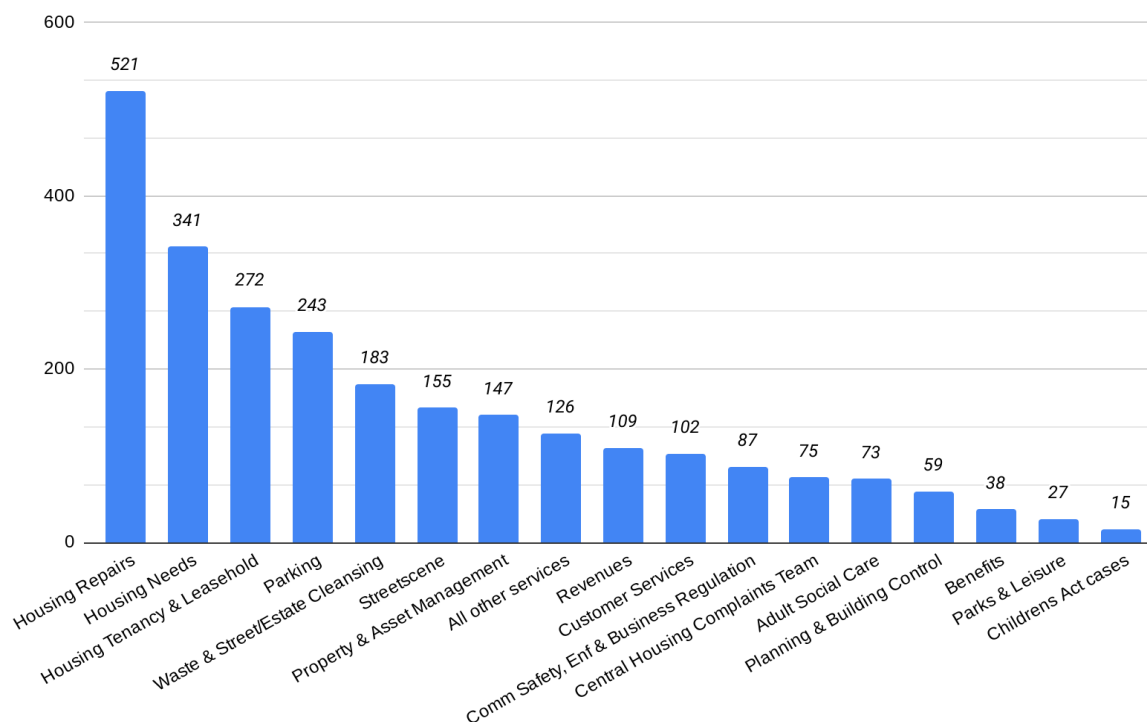
3.6 There were 186 stage 2 complaints in 2020/21, an increase of 26 cases compared to the year before. The majority distributed across the following services – Housing - Building Maintenance 47, Housing Tenancy & Leasehold 39, Benefits/Housing Needs 22, Parking 20, Planned & Asset Management 13 and Community Safety, Enforcement & Business Regulation 11.

3.7 More detail and data behind stage 1 and 2 complaints, including a focus on some of the higher casework generating services, can be found at appendix 2.

3.8 Stage 1 Complaints breakdown

3.9 The chart below sets out the services in the Council that received the highest volumes of stage 1 complaints. It is based on 2,573 cases (higher than the 2,485 reported earlier in this report) as it includes the statutory Adult Social Care and Children's Act complaints.

Stage 1 complaints received 2020/21



3.10 The 7% total increase in complaints in 2020/21 is reflected by the services below receiving less or more complaints across all of the higher generating services. The table below also shows a brief summary of the key 'drivers' of complaints.

Service	Key issues driving complaints
Housing Repairs – down 16% (617 to 521)	<ul style="list-style-type: none"> ● impact of Covid on repairs in homes ● failure to deliver service/take action ● delays ● availability of service ● quality of work/service ● complaints most commonly about <ul style="list-style-type: none"> ○ DLO, Gas, Plumbing, Purdy
Housing Needs – up 22% (280 to 341)	<ul style="list-style-type: none"> ● banding ● size/suitability of accommodation ● waiting times
Housing Tenancy & Leasehold – down 30% (387 to 272)	<ul style="list-style-type: none"> ● lack of action re. noise/ASB on estates ● service charge disputes ● requests for re-housing
Parking – up 38% (175 to 243)	<ul style="list-style-type: none"> ● paid PCNs ● consultation ● parking suspensions ● process issues ● lack of parking enforcement

Waste & Street/Estate Cleansing – up 17% (156 to 183)	<ul style="list-style-type: none"> ● fortnightly collection roll out ● missed collection (all types) ● recycling product delivery ● staff behaviour
Streetscene – up 96% (79 to 155)	<ul style="list-style-type: none"> ● Low Traffic Neighbourhoods (LTN's)/Closures ● street trees ● highway repairs/works
Planned & Asset Management – up 1% (145 to 147)	<ul style="list-style-type: none"> ● delay/quality of works ● service from contractors ● complaints most commonly about <ul style="list-style-type: none"> ○ Lifts, boilers, electrical works
All other services - down 5% (132 to 126)	Not applicable
Revenues – down 32% (161 to 109)	<ul style="list-style-type: none"> ● financial process/payment disputes ● delays in service
Customer Services – up 121% (46 to 102)	<ul style="list-style-type: none"> ● delays - wait/response in call centres ● quality of communication ● staff behaviour/poor customer service ● poor call quality/advice
Community Safety, Enforcement and Business Regulation – up 9% (80 to 87)	<ul style="list-style-type: none"> ● process of dealing with noise nuisance ● lack of enforcement action
Central Housing Complaints Team (CHCT) - new team - 75	Not applicable
Adult Social Care (statutory complaints) - down 1% (74 to 73)	<ul style="list-style-type: none"> ● communication i.e. delays/incorrect information given ● standard of care delivered ● outcome of an assessment or the care package implemented ● delays in delivering service
Planning & Building Control – up 31% (45 to 59)	<ul style="list-style-type: none"> ● dealing with enforcement reports ● applicants unhappy with planning application process ● communication/consultation ● Land search delays
Benefits – down 51% (74 to 38)	<ul style="list-style-type: none"> ● delays in service ● communication/information/advice ● decisions/awards/payments

Parks & Leisure – down 63% (72 to 27)	<ul style="list-style-type: none"> ● staff behaviour (Parks) ● cleaning/rubbish/dog fouling (Parks)
Children’s Act cases (stage 1 complaints) – down 40% (25 to 15)	<ul style="list-style-type: none"> ● communication ● staff conduct ● information included in assessments

Ombudsman Complaints

3.11 Following conclusion of the Council’s process, a complainant can approach one of two Ombudsman to ask for their case to be reviewed - the Local Government & Social Care Ombudsman (LG&SCO) or the Housing Ombudsman Service (HOS). In addition, those making a landlord related housing complaint can ask a Designated Person, primarily Cllr McKenzie, to decide whether he can help in reaching resolution of the issue without the need for the Housing Ombudsman to be involved.

3.12 The LG&SCO has published their Annual Report for 2020/21 and report that they undertook 20 formal investigations in Hackney last year of which 18 (90%) were upheld. The rate of upheld cases has risen from 58% in 2019/20 and the number of cases has fallen from 26. The LG&SCO have provided detail on the 18 upheld cases which are broken down as follows –

- 6 x Housing (up from 5 last year)
- 1 x Education & Children (down from 4 last year),
- 6 x Adult Social Care (up from 3 last year),
- 1 x Planning & Development (same as last year),
- 3 x Community Safety, Enforcement & Business Reg. (Noise) (none last year)
- 1 x Private Sector Housing (none last year).

The LG&SCO awarded a total of £7,160 compensation in addition to that offered by the Council.

3.13 The table below sets out benchmarking data from neighbouring boroughs based on 2020/21 reports published by the Local Government & Social Care Ombudsman on all local authorities and shows how Hackney compares.

Council	Detailed Investigations	Upheld (rate)	Public Reports in last 8 years (LGO benchmark)
Hackney	20	18 (90%)	*4
Haringey	36	27 (75%)	6
Islington	17	12 (71%)	2
Newham	26	19 (73%)	0
Tower Hamlets	30	25 (83%)	3
Waltham Forest	29	22 (76%)	0

*Last Public Report issued in April 2019

3.14 There were 27 housing related cases where the complainant formally asked for Designated Person (DP) assistance in resolving matters following the conclusion of the Council’s formal complaints process. This is almost double the 14 cases referred to the DP in 2019/20. In all 27 cases, the DP determined that there was no more to be added to the resolution already offered through the complaint process, allowing the complainant to approach the Housing Ombudsman if they wished to.

3.15 The Housing Ombudsman does not publish an annual letter or report and given their delays, often in the region of many months, in dealing with cases and catching up on backlogs, makes year on year comparison difficult. However, we had 22 formal investigations by the HOS in 2020/21 which is an increase on the 17 in the previous year. 21 of the 22 cases investigated have been determined of which 10 found service failure, 7 found no maladministration, 2 found reasonable redress had been made and 2 were determined to be out of jurisdiction. As last year, there were no cases of maladministration in 2020/21. The 10 cases finding service failure related to repairs (3), response to ASB/Noise (3), fault with communal door (1), recharge for repair (1), demand for payment of debt (1) and forced entry (1).

Members Enquiries

3.16 Members Enquiries consist of requests for a service or information for residents, requests for action initiated by the Councillor and sometimes reports of service failure.

3.17 Average time taken to respond to Members Enquiries was 17.7 days in 2020/21, a reduction of 6 days on the previous year with a 10% increase in volume compared to the year before as shown in the table below.

MP and Members Enquiries	2016/17	2017/18	2018/19	2019/20	2020/21
Members Enquiries Received	1,676	1,908	2,077	1,847	2,035
Average time taken to respond	15.5 working days	15.5 working days	18 working days	24 working days	17.7 working days

3.18 Since the move to the OneCase system in November 2020, 789 Member Enquiries have been logged. A headline breakdown of these cases is as follows;

- Casework raised by
 - 628 made by Councillors
 - 161 made by MPs
 - Diane Abbott, MP - 80
 - Meg Hillier, MP - 77
 - Other - 4
- Service breakdown of 789 cases
 - 129 (16%) Streetscene
 - 95 (12%) Housing Tenancy & Leasehold
 - 80 (10%) Housing Needs

- 61 (8%) Housing Building Maintenance
- 51 (6.5%) Community Safety, Enforcement & Business Regulation
- 51 (6.5%) Parking
- 46 (6%) Planning
- 45 (6%) Environmental Services
- 33 (4%) Benefits

Mayor and Cabinet Member Enquiries

3.19 Each Mayor and Cabinet Member’s Enquiry represents a comprehensive, personal response sent from the Mayor or Cabinet member to what are often wide ranging and complex enquiries.

Mayor’s & Cabinet Members Enquiries	2016/17	2017/18	2018/19	2019/20	2020/21
Enquiries received (inc referrals)	1,775	1,900	1,859	1,904	2,647
Average time taken to respond	19.9 working days	26.8 working days	27.9 working days	36.2 working days	31.5 working days

3.20 Responses from the Mayor and Cabinet are subject to extensive quality assurance by the Mayor & Cabinet Office and the Mayor or relevant Cabinet member before the response is sent, and drafts are returned to departments in cases where the resident’s query has not been fully answered. Until a full response is obtained, the case will not be concluded, and therefore this process puts significant pressure on response times.

3.21 The total number of logged enquiries received in 2020/21 increased to 2,647 from 1,904 in the previous year. In addition, 2020/21 brought with it a number of high profile campaigns, meaning that many enquiries were not formally logged on the system, but nonetheless received full casework responses which are not reflected in the figures provided above. Despite this, there was an improvement in response times to an average of 31.5 days.

3.22 The priority for Mayor and Cabinet casework continues to be resolving issues before responses are sent and ensuring a comprehensive and personal reply, and whilst this has meant that the quality of responses sent by the Mayor and Cabinet remains consistently high, this has had an ongoing impact on response times; the increasing complexity of cases raised with the Mayor and Cabinet, and ongoing demands on the Mayor and Cabinet Members’ availability to sign-off responses, also has an impact.

3.23 It is anticipated that the ongoing review of casework processes, and further amendments to the recently implemented casework IT system, will yield further improvements in response times in the coming year.

Adults Social Care & Children' Social Care Complaints

3.24 Processes for dealing with complaints relating to the social care of both adults and children are set down in specific legislation meaning they are managed differently from complaints about all other Council services. Although they are held on the corporate complaints system and are managed in line with all other complaints if they escalate to the Ombudsman, the different stages, timeframes and the confidential nature of investigations means they are handled separately by officers in those services.

Adult Social Care Statutory Complaints

3.25 The table below shows the figures related to complaints covered by the statutory Adult Social Care (ASC) process.

Complaints	2016/17	2017/18	2018/19	2019/20	2020/21
Numbers Received	127	120	84	74	73
Average time taken to respond	21 working days	28 working days	55 working days	35 working days	26 working days

3.26 Whilst the number of complaints received has remained relatively stable over the past two years, the average time taken to respond to complaints has decreased by nine days. Although there is no specific time limit for responding to ASC complaints, the service aims to resolve complaints within 20 working days where possible. As such, these figures demonstrate a considerable improvement in our response times. There is room for further improvement. However, there are occasions, particularly where a complaint involves more than one team or has several strands to address, when cases take longer to investigate. Where more time is needed the complainant is made aware and kept updated throughout the process.

3.27 The complaints received in 2020/21 were raised in relation to:

- The standard of care delivered (16%)
- The outcome of an assessment or the care package implemented (15%)
- Communication i.e. delays/incorrect information given (25%)
- Delay in delivering service (16%)
- The standard of service delivered (non-care) (8%)
- Dissatisfaction with our processes (8%)
- Staff behaviour (3%)
- Other i.e. finance/direct payments (8%)

3.28 In 2020/21, the LG&SCO have reported in their Annual Report that seven Adult Care Services complaints were formally investigated of which six were upheld and one was not upheld.

Children's Social Care Complaints

3.29 The data below for 2020/21 excludes pre-stage complaints and includes those investigations at the different stages that were completed in 2020/21 (so does not include those complaints that started in 2020/21 and carried over to 2021/22 or did not progress to formal investigation in 2020/21).

Children's Social Care Complaints	2016/17	2017/18	2018/19	2019/20	2020/21
Stage 1 Local Resolution	49	32	32	25	15
Stage 2 Investigation	9	10	9	8	3
Stage 3 Review Panel	2	1	5	6	1

3.30 The complaints data for 2020/21 is heavily influenced by the impact of the serious cyberattack the Council experienced in October 2020. Between October 2020 and March 2021 the service were unable to carry out complaint investigations due to the lack of access to historic case records following the cyberattack. The Children's Complaints Team continued to log all incoming complaints during this period and liaised closely with people who contacted the team to work on early resolution where this was possible. The team managed to resolve many of the contacts received in the months following the cyberattack and where this was not possible, the team explained the current situation to complainants and made it clear that they would be back in contact with them when they were able to restart complaint investigations. Where possible, these complaint investigations have progressed in 2021/22, dependent on the availability of information. The Local Government and Social Care Ombudsman has been kept updated during this period.

3.31 In terms of the nature of complaints, issues related to communication, staff conduct and about information included in assessments were the most common reasons for complaints in 2020/21. The majority of complaints were in relation to the Family Intervention and Support Service, which is the largest service area.

3.32 There were also two corporate Stage 1s in 2020/21.

Appendix 2

Stage 1 and 2 Complaints Date 2020-21

Stage 1

3.33 Based on the data we have from theOneCase system, which was introduced in November 2020, we have the following data which in this report is for the partial year but will be fuller data going forward. There were 1177 stage 1 investigations on OneCase in 2020/21 with details as follows;

- 1060 were determined of which;
 - 428 (40%) found fault (resolved by way of - 213 apology, 159 remedial action, 56 financial redress)
 - 447 (42%) found no fault
 - 53 (5%) not determined
 - 132 (12%) resolved upon receipt
- Total compensation paid - £14,431
- Channel complaints received through
 - 718 (61%) on-line self serve by complainant
 - 367 (31%) email
 - 83 (7%) phone
 - 9 (1%) letter/complaints form

3.34 The highest generating areas of complaint are Building Maintenance, Tenancy & Leasehold, Housing Needs, Parking and Environmental Services. A breakdown covering these areas between November 2020 and March 2021 is set out below;

- **Housing Building Maintenance** - 255 stage 1 investigations
 - Main teams complained about
 - DLO 123
 - Contractors 24
 - Surveyors 18
 - Main function or service complained about
 - DLO 53
 - Gas 42
 - Plumbing 32
 - Purdy 27
 - Main cause of complaint
 - failure to deliver service/take action - largely Covid impact related 63
 - delays 59
 - availability of service 30
 - quality of work/service 15
 - Fault was found in 68% (160) of cases, no fault found in 15% (36) cases and 15% (36) cases were resolved upon receipt
 - Where fault was found, it was resolved by
 - 52% (83) cases by remedial action i.e. putting it right

- 24% (39) by way of apology
 - 24% (38) by financial redress i.e. compensation
 - Compensation was paid in 73 cases totalling £8,895
- **Housing Tenancy & Leasehold - 129 stage 1 investigations**
 - Main teams complained about
 - Leasehold & RTB 41
 - Neighbourhood Offices 38
 - TMOs 22
 - Estate Safety & ASB 14
 - Main function or service complained about
 - Noise/ASB 21
 - service charge disputes 20
 - rehousing 15
 - Main cause of complaint
 - failure to deliver service/do something i.e. correspondence impacted by cyber attack 52
 - poor communication 19
 - delays 10
 - Fault was found in 33% (42) of cases, no fault found in 53% (68) cases, 3% (4) were not determined and 6% (8) were resolved upon receipt
 - Where fault was found, it was resolved by
 - 67% (28) by way of apology
 - 26% (11) cases by remedial action i.e. putting it right
 - 7% (3) by financial redress i.e. compensation
 - Compensation was paid in 5 cases totalling £296
- **Housing Needs - 146 stage 1 investigations**
 - Main teams complained about
 - Temporary Accommodation 45
 - Housing Register 23
 - Main function or service complained about
 - banding 13
 - size/suitability of accommodation 9
 - waiting times 6
 - disrepair 6
 - Main cause of complaint
 - delays 33
 - poor communication/information/advice 32
 - disagree with decision 30
 - Fault was found in 3% (4) of cases, no fault found in 72% (105) cases, 3% (4) were not determined and 1% (2) were resolved upon receipt - (31 (21%) not stated)
 - Where fault was found, it was resolved by
 - 3 by way of apology
 - 1 case by remedial action i.e. putting it right
- **Parking 71 stage 1 investigations**
 - Main teams complained about

- PCNs 15
 - Enforcement 14
 - Permits/Vouchers 14
 - Maintenance Services 9
 - Technical Services 7
 - Main function or service complained about
 - PCN 9
 - consultation 7
 - suspensions 6
 - process issues 6
 - lack of enforcement 6
 - Main cause of complaint
 - disagree with decision 18
 - disagree with policy/policy & procedure 9
 - communication/information/website 8
 - Fault was found in 30% (21) of cases, no fault found in 61% (43), 6% (4) were not determined and 4% (3) were resolved upon receipt
 - Where fault was found, it was resolved by
 - 48% (10) cases by remedial action i.e. putting things right
 - 38% (8) by way of apology
 - 14% (3) by financial redress i.e. compensation
 - Compensation was paid in 2 cases totalling £250
- **Environmental Services 121 stage 1 investigations**
 - Main teams complained about
 - Refuse, recycling, bulky waste 37
 - Strategy team 33
 - Street cleaning 7
 - Estate cleaning 3
 - Hygiene services 3
 - Environmental Services (other services) 38
 - Main function or service complained about
 - waste strategy 30 (22 re. fortnightly collection roll out)
 - missed collection (all types) 24
 - recycling product delivery 17
 - Main cause of complaint
 - failure to deliver service 19
 - failure to do something/take action 16
 - staff behaviour 19
 - decision making process unclear 10
 - quality of work 10
 - Fault was found in 46% (56) of cases, no fault found in 39% (47) of cases, 2% (2) were not determined and 11% (13) were resolved upon receipt
 - Where fault was found, it was resolved by
 - 32% (18) cases by remedial action i.e. putting things right
 - 68% (38) by way of apology
 - Compensation was paid in 2 cases totalling £30

Stage 2

3.35 Based on the data we have from the OneCase system, which was introduced in November 2020, we have the following data which in this report is for the partial year but will be fuller data going forward. There were 63 stage 2 investigations on OneCase with details as follows;

- Of the 63 stage 2 investigations conducted,
 - 25 (40%) found fault
 - 35 (56%) no fault found
 - 3 (8%) not determined
 - 10 cases resulted in compensation
 - 42 (67%) had the same outcome as that determined at stage 1

The 3 highest generating areas of complaint are Building Maintenance, Tenancy & Leasehold Service and Parking. A breakdown of detail covering these 3 areas between November 2020 and March 2021 is as follows;

- Housing Building Maintenance, 16 investigations
 - Main function or service complained about - Gas 3, Purdys 3, Plumbing 2, Damp 2
 - Main cause of complaint - failure to deliver service 4, delays 5
 - Fault found 9, no fault found 5, undetermined 2
 - Fault addressed by remedial action 3 and financial redress 6
 - Compensation paid in 7 cases totalling £1,641
 - 12 (75%) had the same outcome as that determined at stage 1
 - 9 fault found
 - 3 no fault found
- Housing Tenancy & Leasehold Services, 14 investigations
 - Main function or service complained about - Service charges 3, neighbour disputes 2, re-housing 2 and ASB 2
 - Main cause of complaint - failure to deliver service 8
 - Fault found 3, no fault found 11
 - Fault addressed by apology 3
 - No compensation paid
 - 10 (71%) had the same outcome as that determined at stage 1
 - 8 no fault found
 - 2 fault found
- Parking, 10 investigations
 - Main function or service complained about - Consultation 2, AV 2, PCN 2
 - Main cause of complaint - disagree with decision 5, failure to take action 2
 - Fault found 0, no fault found 9, undetermined 1
 - No compensation paid
 - 9 (90%) had the same outcome as that determined at stage 1
 - 9 no fault found