

# OVERVIEW & SCRUTINY COMMITTEE

Wednesday, 21 June 2017 at 6.45 p.m., Room C1, 1st Floor, Town Hall,  
Mulberry Place, 5 Clove Crescent, London, E14 2BG

This meeting is open to the public to attend.

**Members:**

**Chair:** Councillor Denise Jones  
Councillor Danny Hassell  
Councillor Clare Harrisson  
Councillor Rabina Khan  
Councillor Ayas Miah  
Councillor Muhammad Ansar Mustaqim  
Councillor Oliur Rahman  
Councillor Helal Uddin  
Councillor Andrew Wood

**Co-opted Members:**

Dr Phillip Rice	(Church of England Representative)
Asad M Jaman	Muslim Faith Community
Fatiha Kassouri	Parent Governors
Shabbir Chowdhury	Parent Governors
Christine Trumper	Parent Governors

**Deputies:**

Councillor Rajib Ahmed, Councillor Ohid Ahmed, Councillor Abdul Asad, Councillor Chris Chapman, Councillor Dave Chesterton, Councillor Peter Golds, Councillor Gulam Kibria Choudhury, Councillor Md. Maium Miah and Councillor Candida Ronald

[The quorum for this body is 3 voting Members]

**Contact for further enquiries:**

David Knight, Democratic Services  
1st Floor, Town Hall, Town Hall, Mulberry Place, 5 Clove Crescent,  
London, E14 2BG

**Tel:** 020 7364 4878

**E-mail:** [david.knight@towerhamlets.gov.uk](mailto:david.knight@towerhamlets.gov.uk)

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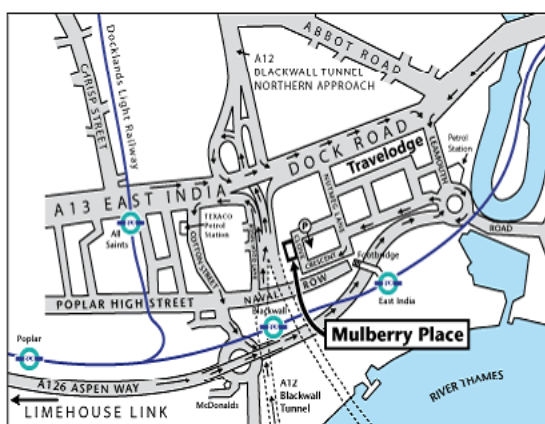
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<b>SECTION ONE</b>	<b>WARD</b>	<b>PAGE NUMBER(S)</b>
<b>1. APOLOGIES FOR ABSENCE</b>		
To receive any apologies for absence.		
<b>2. DECLARATIONS OF DISCLOSABLE PECUNIARY INTEREST</b>		<b>1 - 4</b>
To note any declarations of interest made by Members, including those restricting Members from voting on the questions detailed in Section 106 of the Local Government Finance Act, 1992. See attached note from the Interim Monitoring Officer.		
<b>3. UNRESTRICTED MINUTES</b>		
To confirm as a correct record of the proceedings the unrestricted minutes of the meetings of the Overview and Scrutiny Committee held on 29 <sup>th</sup> March, 2017; 26 <sup>th</sup> April, 2017 and 3 <sup>rd</sup> May 2017 – To follow		
<b>4. REQUESTS TO SUBMIT PETITIONS</b>		
To receive any petitions (to be notified at the meeting).		
<b>5. UNRESTRICTED REPORTS 'CALLED IN'</b>		
No decisions of the Mayor in Cabinet 2 <sup>nd</sup> May, 2017 in respect of unrestricted reports on the agenda were 'called in'.		
<b>6. SCRUTINY SPOTLIGHT</b>		
<b>6.1 Budget Proposals</b>		
The Committee will receive a presentation that will help to inform the identification and scheduling of Transformation Reviews in the current year.		

## **7. UNRESTRICTED REPORTS FOR CONSIDERATION**

### **7.1 Appointment of Scrutiny Vice-Chair; Lead Members, Co-options to Overview and Scrutiny Committee and Establishment of Sub-Committees – To follow**

### **7.2 Complaints and Information Half Year Report 2016/17**

**5 - 24**

The Committee is asked to note and comment on the Complaints and Information Half Year Report 2016/17

### **7.3 Local Plan**

The Committee will receive a presentation on the new Local Plan.

## **8. VERBAL UPDATES FROM SCRUTINY LEADS**

(Time allocated – 5 minutes each)

## **9. PRE-DECISION SCRUTINY OF UNRESTRICTED CABINET PAPERS**

To consider and agree pre-decision scrutiny questions/comments to be presented to Cabinet.

(Time allocated – 30 minutes).

## **10. ANY OTHER UNRESTRICTED BUSINESS WHICH THE CHAIR CONSIDERS TO BE URGENT**

To consider any other unrestricted business that the Chair considers to be urgent.

### **10.1 Scrutiny Work Planning Workshop**

## **11. EXCLUSION OF THE PRESS AND PUBLIC**

In view of the contents of the remaining items on the agenda the Committee is recommended to adopt the following motion:

“That, under the provisions of Section 100A of the Local Government Act 1972, as amended by the Local Government (Access to Information) Act 1985, the press and public be excluded from the remainder of the meeting for the consideration of the Section Two business on the

grounds that it contains information defined as Exempt in Part 1 of Schedule 12A to the Local Government Act, 1972.”

**EXEMPT/CONFIDENTIAL SECTION (Pink Papers)**

The exempt committee papers in the agenda will contain information, which is commercially, legally or personally sensitive and should not be divulged to third parties. If you do not wish to retain these papers after the meeting, please hand them to the Committee Officer present.

**SECTION TWO**

**WARD**

**PAGE  
NUMBER(S)**

**12. EXEMPT/ CONFIDENTIAL MINUTES**

Nil items

**13. EXEMPT/ CONFIDENTIAL REPORTS 'CALLED IN'**

No decisions of the Mayor in Cabinet 3<sup>rd</sup> May in respect of exempt/ confidential reports on the agenda were 'called in'.

**14. PRE-DECISION SCRUTINY OF EXEMPT/ CONFIDENTIAL) CABINET PAPERS**

To consider and agree pre-decision scrutiny questions/comments to be presented to Cabinet.

(Time allocated 15 minutes).

**15. ANY OTHER EXEMPT/ CONFIDENTIAL BUSINESS THAT THE CHAIR CONSIDERS URGENT**

To consider any other exempt/ confidential business that the Chair considers to be urgent.

**Next Meeting of the Overview and Scrutiny Committee**

Thursday, 20 July 2017 at 6.30 p.m. to be held in Room C1, 1st Floor, Town Hall, Mulberry Place, 5 Clove Crescent, London, E14 2BG

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# Agenda Item 2

## **DECLARATIONS OF INTERESTS - NOTE FROM THE INTERIM MONITORING OFFICER**

This note is for guidance only. For further details please consult the Members' Code of Conduct at Part 5.1 of the Council's Constitution.

Please note that the question of whether a Member has an interest in any matter, and whether or not that interest is a Disclosable Pecuniary Interest, is for that Member to decide. Advice is available from officers as listed below but they cannot make the decision for the Member. If in doubt as to the nature of an interest it is advisable to seek advice **prior** to attending a meeting.

### **Interests and Disclosable Pecuniary Interests (DPIs)**

You have an interest in any business of the authority where that business relates to or is likely to affect any of the persons, bodies or matters listed in section 4.1 (a) of the Code of Conduct; and might reasonably be regarded as affecting the well-being or financial position of yourself, a member of your family or a person with whom you have a close association, to a greater extent than the majority of other council tax payers, ratepayers or inhabitants of the ward affected.

You must notify the Interim Monitoring Officer in writing of any such interest, for inclusion in the Register of Members' Interests which is available for public inspection and on the Council's Website.

Once you have recorded an interest in the Register, you are not then required to declare that interest at each meeting where the business is discussed, unless the interest is a Disclosable Pecuniary Interest (DPI).

A DPI is defined in Regulations as a pecuniary interest of any of the descriptions listed at **Appendix A** overleaf. Please note that a Member's DPIs include his/her own relevant interests and also those of his/her spouse or civil partner; or a person with whom the Member is living as husband and wife; or a person with whom the Member is living as if they were civil partners; if the Member is aware that that other person has the interest.

### **Effect of a Disclosable Pecuniary Interest on participation at meetings**

Where you have a DPI in any business of the Council you must, unless you have obtained a dispensation from the authority's Interim Monitoring Officer following consideration by the Dispositions Sub-Committee of the Standards Advisory Committee:-

- not seek to improperly influence a decision about that business; and
- not exercise executive functions in relation to that business.

If you are present at a meeting where that business is discussed, you must:-

- Disclose to the meeting the existence and nature of the interest at the start of the meeting or when the interest becomes apparent, if later; and
- Leave the room (including any public viewing area) for the duration of consideration and decision on the item and not seek to influence the debate or decision

When declaring a DPI, Members should specify the nature of the interest and the agenda item to which the interest relates. This procedure is designed to assist the public's understanding of the meeting and to enable a full record to be made in the minutes of the meeting.

Where you have a DPI in any business of the authority which is not included in the Member's register of interests and you attend a meeting of the authority at which the business is considered, in addition to disclosing the interest to that meeting, you must also within 28 days notify the Interim Monitoring Officer of the interest for inclusion in the Register.

**Further advice**

For further advice please contact:-

Graham White, Acting Corporate Director Law Probity and Governance Tel 020 7364 4800




## APPENDIX A: Definition of a Disclosable Pecuniary Interest

(Relevant Authorities (Disclosable Pecuniary Interests) Regulations 2012, Reg 2 and Schedule)

Subject	Prescribed description
Employment, office, trade, profession or vacation	Any employment, office, trade, profession or vocation carried on for profit or gain.
Sponsorship	<p>Any payment or provision of any other financial benefit (other than from the relevant authority) made or provided within the relevant period in respect of any expenses incurred by the Member in carrying out duties as a member, or towards the election expenses of the Member.</p> <p>This includes any payment or financial benefit from a trade union within the meaning of the Trade Union and Labour Relations (Consolidation) Act 1992.</p>
Contracts	<p>Any contract which is made between the relevant person (or a body in which the relevant person has a beneficial interest) and the relevant authority—</p> <p>(a) under which goods or services are to be provided or works are to be executed; and</p> <p>(b) which has not been fully discharged.</p>
Land	Any beneficial interest in land which is within the area of the relevant authority.
Licences	Any licence (alone or jointly with others) to occupy land in the area of the relevant authority for a month or longer.
Corporate tenancies	<p>Any tenancy where (to the Member's knowledge)—</p> <p>(a) the landlord is the relevant authority; and</p> <p>(b) the tenant is a body in which the relevant person has a beneficial interest.</p>
Securities	<p>Any beneficial interest in securities of a body where—</p> <p>(a) that body (to the Member's knowledge) has a place of business or land in the area of the relevant authority; and</p> <p>(b) either—</p> <p>(i) the total nominal value of the securities exceeds £25,000 or one hundredth of the total issued share capital of that body; or</p> <p>(ii) if the share capital of that body is of more than one class, the total nominal value of the shares of any one class in which the relevant person has a beneficial interest exceeds one hundredth of the total issued share capital of that class.</p>

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<p>Non-Executive Report of the:</p> <p><b>Overview and Scrutiny Committee</b></p> <p>27<sup>th</sup> June 2017</p>	
<p><b>Report of: Graham White, Acting Corporate Director - Governance</b></p>	<p><b>Classification:</b> Unrestricted</p>
<p><b>Complaints and Information Half Year Report 2016/17</b></p>	

<b>Originating Officer(s)</b>	Graham White, Acting Corporate Director – Governance Ruth Dowden, Service Manager – Complaints and Information
<b>Wards affected</b>	All wards

## Summary

The Council receives an annual report on its complaints handling and information requests and also a briefer half year update. This report accounts for the half year period 1 April 2016 to 31 October 2016.

Whilst the Council’s escalation in internal process and to external regulators including the Information Commissioner and the Local Government and Housing Ombudsmen are low, response rates could be improved in all areas of complaints and information requests.

A focus on quality is a key component of achieving a more streamlined 2 stage Corporate Complaints procedure and, although this is not addressed specifically within this report, this focus will drive an improvement across the processes.

## Recommendations:

The Overview and Scrutiny Committee is recommended to:

1. Note the contents of this report.

**1. REASONS FOR THE DECISIONS**

1.1 This Report is for noting

**2. ALTERNATIVE OPTIONS**

2.1 This Report is for noting

**3. DETAILS OF REPORT**

The report subsections are as follows:

Section 3.1 Information Requests

Section 3.2 Corporate Complaints

Section 3.3 Adult Social Care Complaints

Section 3.4 Children's Social Care Complaints

Section 3.5 Ombudsman Complaints

Section 3.6 Conclusion

### 3.1 Information Requests

Information Requests - Headline Numbers	2nd Half 2015 / 16			1st Half 2016 / 17			Variance in Volumes	
	Closed	In Time		Closed	In Time			
FOI & EIR Requests	940	835	89%	1019	817	80%	79	8%
FOI & EIR Reviews	35	24	69%	35	22	63%	0	0%
Subject Access Request	117	108	92%	101	80	79%	16	-14%

Figure 1

3.1.1 Figure 1 shows the total amount of requests under the Freedom of Information Act 2000, Environmental Information Regulations 2004; reviews requested of the Council's responses to those requests; and Subject Access Requests under the Data Protection Act 1998 closed in the second half of 2015/2016 and the first half of 2016/2017.

3.1.2 The percentage of requests/reviews closed in time in the first half of 2016/2017 is 80% compared to 89% in the second half of 2015/2016. When looking at the individual lines it is only FOI and EIR Requests that increased in volume (8%) in the first half of 2016/17. FOI and EIR Reviews remained the same volume and Subject Access Requests decreased by 14%. Although the volume of Subject Access Requests decreased the amount closed in time also decreased by 12%.

Figure 2

FOI & EIR Requests	2nd Half 2015 / 16			1st Half 2016 / 17			Variance in Volumes	
	Closed	In Time		Closed	In Time			
Adults Services	73	59	81%	98	65	66%	25	34%
Children's Services	144	131	91%	170	136	80%	26	18%
CLC	226	210	93%	237	209	88%	11	5%
Development and Renewal	152	123	81%	150	86	57%	-2	-1%
Law Probity and Governance	102	87	85%	96	83	86%	-6	-6%
Resources	190	178	94%	193	169	88%	3	2%
Tower Hamlets Homes	53	47	89%	75	69	92%	22	42%
<b>Totals</b>	<b>940</b>	<b>835</b>	<b>89%</b>	<b>1019</b>	<b>817</b>	<b>80%</b>	<b>79</b>	<b>8%</b>

3.1.3 Figure 2 breaks down the FOI and EIR requests closed in the reporting period by directorate and Tower Hamlets Homes. Children's Services, Adult Services and Tower Hamlets Homes had the highest increase in volume; however CLC continued to have the highest volume of requests (237). Development and Renewal had a significant decrease in requests closed in time compared to the previous six months. Of 150 requests closed 86 (57%) were closed in time compared to 123 (81%) out of 152 in the previous six months. It should be noted that Tower Hamlets Homes had a 42% increase

in volume of cases closed and also increased by 3% on the number of requests closed in time.

Figure 3

Subject Access Request	2nd Half 2015 / 16			1st Half 2016 / 17			Variance in Volumes	
	Closed	In Time		Closed	In Time			
Adults Services	21	18	86%	10	9	90%	-	-52%
Children's Services	38	36	95%	40	27	68%	2	5%
CLC	4	4	100%	6	5	83%	2	50%
Development and Renewal	4	4	100%	7	7	100%	3	75%
Law Probity and Governance	12	11	92%	8	4	50%	-4	-33%
Resources	17	17	100%	20	20	100%	3	18%
Tower Hamlets Homes	21	18	86%	10	8	80%	-	-52%
<b>Totals</b>	<b>117</b>	<b>108</b>	<b>92%</b>	<b>101</b>	<b>80</b>	<b>79%</b>	<b>16</b>	<b>-14%</b>

3.1.4 Figure 3 details by directorate and Tower Hamlets Homes the total amount of Subject Access Requests closed in the second half of 2015/2016 and the first half of 2016/2017. Children's Services continued to have the highest amount of requests closed (40) as in the previous six months (38), however the amount closed in time decreased quite significantly to 68% from 95%. Law, Probity and Governance closed in time percentage decreased from 92% to 50% this is particularly disappointing given the volume decrease from 12 to 8. Resources and Development and Renewal continued to have 100% requests closed in time.

Figure 4

FOI & EIR Internal Reviews (Complaints)	2nd Half 2015 / 16					1st Half 2016 / 17					Variance in Volumes		
	Answered	Closed in Time		Upheld or Partially Upheld		Answered	Closed in Time		Upheld or Partially Upheld				
Adults Services	2	1	50%	0	0%	0	-	-	-	-	-	-2	-200%
Children's Services	0	-	-	0	-	2	2	100%	1	50%	2	200%	
CLC	6	3	50%	3	50%	7	7	100%	4	57%	1	17%	
Development and Renewal	7	4	57%	2	29%	7	2	29%	2	29%	0	0%	
Law Probity and Governance	9	8	89%	2	22%	5	2	40%	0	0%	-	-4	-44%
Resources	7	5	71%	0	0%	11	6	55%	2	18%	4	57%	
Tower Hamlets Homes	4	3	75%	2	50%	3	3	100%	2	67%	-	1	-25%
<b>Totals</b>	<b>35</b>	<b>24</b>	<b>69%</b>	<b>9</b>	<b>26%</b>	<b>35</b>	<b>22</b>	<b>63%</b>	<b>11</b>	<b>31%</b>	<b>0</b>	<b>0%</b>	

3.1.5 Figure 4 details the FOI and EIR reviews answered in time by directorate. The total number of reviews answered in both periods was identical (35) with 2 less answered in time in the first half of 2016/2017. Development and

Renewal answered 7 reviews in both periods but the percentage closed in time decreased from 57% to 29% (which represents 2). Law, Probity and Governance percentage of reviews closed in time also decreased significantly from 89% to 40%. Communities Localities and Culture reviews performance rose from 50% to 100% despite having a 17% increase in volume of reviews answered. The total number of upheld or partially upheld complaints increase slightly by 2.

### 3.2 Corporate Complaints

Corporate Complaints - Headline Numbers	2nd Half 2015 / 16					1st Half 2016 / 17					Variance in Volumes	
	Answered	Closed in Time		Upheld or Partially Upheld		Answered	Closed in Time		Upheld or Partially Upheld			
Stage 1	1870	1461	78%	749	40%	1954	1659	85%	836	43%	84	4%
Stage 2	208	159	76%	88	42%	175	133	76%	65	37%	33	16%
Stage 3	107	80	75%	47	44%	92	75	82%	39	42%	15	14%
<b>Totals</b>	<b>2185</b>	<b>1700</b>	<b>78%</b>	<b>884</b>	<b>40%</b>	<b>2221</b>	<b>1867</b>	<b>84%</b>	<b>940</b>	<b>42%</b>	<b>36</b>	<b>2%</b>

Figure 5

3.2.1 Figure 5 details the total amount of complaints answered, closed in time and upheld or partially upheld at each complaint stage for the second half of 2015/2016 and the first half of 2016/2017. The total volume of complaints slightly increased (2%) and the percentage of complaints closed in time increased by 6%. The number of cases escalated to stages 2 and stage 3 fell in the first half of 2016/2017 which could be partly attributed to the increase in performance of complaints being closed in time at stage 1.

3.2.2 The percentage of stage 2 complaints answered remained the same (76%) and increased by 7% at stage 3. The percentage of complaints upheld at stage 2 and stage 3 is lower than the previous period, this may be an indication of an improvement of stage 1 response.

Figure 6

Stage 1 Corporate Complaints	2nd Half 2015 / 16					1st Half 2016 / 17					Variance in Volumes	
	Answered	Closed in Time		Upheld or Partially Upheld		Answered	Closed in Time		Upheld or Partially Upheld			
Adults Services	2	0	0%	1	50%	10	3	30%	6	60%	8	400%
Children's Services	22	11	50%	6	27%	15	8	53%	7	47%	-7	-32%
CLC	706	661	94%	285	40%	918	862	94%	423	46%	212	30%
Development and Renewal	102	74	73%	31	30%	127	81	64%	51	40%	25	25%
Law Probity and Governance	26	19	73%	8	31%	28	24	86%	5	18%	2	8%
Resources	188	161	86%	84	45%	205	187	91%	97	47%	17	9%
Tower Hamlets Homes	816	527	65%	334	41%	647	490	76%	247	38%	169	-21%
Other	8	8	100%	0	0%	4	4	100%	0	0%	-4	200%
<b>Totals</b>	<b>1870</b>	<b>1461</b>	<b>78%</b>	<b>749</b>	<b>40%</b>	<b>1954</b>	<b>1659</b>	<b>85%</b>	<b>836</b>	<b>43%</b>	<b>84</b>	<b>4%</b>

3.2.3 Figure 6 breaks down answered, closed in time and upheld or partially upheld stage 1 complaints by directorate and Tower Hamlets Homes for the period.

3.2.4 Communities, Localities and Culture received the highest volume of answered complaints (918) and also the highest increase in volume (212) from the previous period and maintained 94% complaints closed in time. Tower Hamlets Homes had a lower volume (169 less) of complaints than in the previous period and also increased performance by 11% for complaints closed in time. Resources achieved 91% complaints closed in time which is a 5% increase despite having a 9% increase in volume of complaints answered.

Figure 7

Stage 2 Corporate Complaints	2nd Half 2015 / 16					1st Half 2016 / 17					Variance in Volumes	
	Answered	Closed in Time		Upheld or Partially Upheld		Answered	Closed in Time		Upheld or Partially Upheld			
Adults Services	0	-	-	0	-	0	-	-	0	-	0	-
Children's Services	7	3	43%	1	14%	0	-	-	0	-	-7	100%
CLC	91	77	85%	33	36%	72	67	93%	15	21%	19	-21%
Development and Renewal	20	13	65%	6	30%	20	13	65%	1	5%	0	0%
Law Probity and Governance	1	-	0%	-	0%	2	1	50%	0	0%	1	100%
Resources	25	21	84%	6	24%	15	13	87%	2	13%	10	-40%
Tower Hamlets Homes	64	45	70%	42	66%	63	37	59%	47	75%	-1	-2%
Other	0	-	-	-	-	3	2	67%	0	0%	3	-
<b>Totals</b>	<b>208</b>	<b>159</b>	<b>76%</b>	<b>88</b>	<b>42%</b>	<b>175</b>	<b>133</b>	<b>76%</b>	<b>65</b>	<b>37%</b>	<b>33</b>	<b>-16%</b>



3.2.5 Figure 7 breaks down answered, closed in time and upheld stage 2 complaints by directorate and Tower Hamlets Homes for the second half of 2015/16 and the first half of 2016/2017.

3.2.6 The total for the half year shows a 16% decrease in volume of escalated complaints and this is reflected across the directorates. Resources had the greatest fall in volume (40%) followed by Communities, Localities and Culture with a 21% fall to 72 from 91 in the previous period. The total percentage of complaints closed in time remained at 76% over both periods. With the exception of Tower Hamlets Homes the general direction of complaints upheld or partially upheld has fallen with Development and Renewal only upholding or partially upholding 5% compared to 30% in the previous period.

Figure 8

Stage 3 Corporate Complaints	2nd Half 2015 / 16					1st Half 2016 / 17					Variance in Volumes	
	Answered	Closed in Time		Upheld or Partially Upheld		Answered	Closed in Time		Upheld or Partially Upheld			
Adults Services	0					0						
Children's Services	1	1	100%	1	100%	3	1	33%	1	33%	2	200%
CLC	34	29	85%	10	29%	28	27	96%	9	32%	-6	-18%
Development and Renewal	13	10	77%	4	31%	13	10	77%	4	31%	0	0%
Law Probity and Governance	4	2	50%	3	75%	5	5	100%	2	40%	1	25%
Resources	2	1	50%	0	0%	12	11	92%	2	17%	10	500%
Tower Hamlets Homes	51	36	71%	29	57%	30	20	67%	20	67%	-21	-41%
Other	2	1	50%	0	0%	1	1	100%	1	100%	-1	-50%
<b>Totals</b>	<b>107</b>	<b>80</b>	<b>75%</b>	<b>47</b>	<b>44%</b>	<b>92</b>	<b>75</b>	<b>82%</b>	<b>39</b>	<b>42%</b>	<b>15</b>	<b>-14%</b>

3.2.7 Figure 8 breaks down stage 3 complaints closed in time and upheld or partially upheld by directorate and Tower Hamlets Homes for the second half of 2015/16 and the first half of 2016/2017. Resources shows a 500% increase in volume of complaints rising to 12 from 2 in the previous period. Of these 12 complaints; 6 were about benefits (2 upheld), 5 concerned Council Tax and Business Rates (none upheld) and 1 was about insurance (not upheld). The Resources performance in dealing with this increase is very good with 92% in time. Tower Hamlets Homes shows a 41% fall in volume of complaints and a 4% fall in complaints closed in time. 27 out of 28 answered complaints for Communities, Localities and Culture were closed in time improving on the previous period by 14%. Law, Probity and Governance had 100% closed in time.

3.2.8 The tables below compare corporate complaints received by directorate and service.

3.2.9 As these tables show complaints received and the earlier tables deal with complaints closed, there are slight differences in volumes.

<b>Adults Services Complaints by Service</b>	<b>2nd Half 2015 / 16</b>	<b>1st Half 2016 / 17</b>	<b>Variance in Issues</b>	
Commissioning and Health	0	3	3	-
Hospital and Community Integrated Services	0	3	3	-
Community Mental Health	0	1	1	-
Contract Services Schools	2	1	-1	-50%
Delivery Transformation and Independence	0	1	1	-
<b>Total</b>	<b>2</b>	<b>9</b>	<b>7</b>	<b>350%</b>

Figure 9

<b>Children's Services Complaints by Service</b>	<b>2nd Half 2015 / 16</b>	<b>1st Half 2016 / 17</b>	<b>Variance in Issues</b>	
Pupil Admissions	2	5	3	150%
Attendance and Welfare	2	2	0	0%
Children Specialist Services	2	2	0	0%
Family Support and Protection	0	2	2	-
Parent and Family Support Services	1	1	0	0%
Support for Learning	2	1	-1	-50%
Primary Achievement and Early Years	4	1	-3	-75%
Education Psychology and SEN	5	1	-4	-80%
Fostering	0	1	1	-
School Governance	0	1	1	-
Assessment and Early Intervention	1	0	-1	-100%
<b>Total</b>	<b>19</b>	<b>17</b>	<b>-2</b>	<b>-11%</b>

Figure 10

CLC Complaints by Service	2nd Half 2015 / 16	1st Half 2016 / 17	Variance in Issues	
Parking	184	213	29	16%
Domestic refuse	66	119	53	80%
Dry recycling	63	77	14	22%
Waste and recycling other	49	66	17	35%
Street cleansing	22	58	36	164%
Bulk waste	29	45	16	55%
Food and garden recycling	19	39	20	105%
Road maintenance and repairs	27	34	7	26%
ASB and THEOs	23	27	4	17%
Pollution	15	24	9	60%
Arts and Events	9	21	12	133%
Pest Control	13	21	8	62%
Permissions and Licences	20	21	1	5%
Mobility	11	15	4	36%
Health and Housing	4	14	10	250%
Parks grounds maintenance	1	10	9	900%
Parks and Trees Other	5	10	5	100%
Road Design	10	9	-1	-10%
Idea Store	1	8	7	700%
Permit Transfer Lists	3	8	5	167%
Markets Service	12	8	-4	-33%
Parking Development	8	7	-1	-13%
Leisure Centres	2	6	4	200%
Trees	2	6	4	200%
Commercial waste	5	6	1	20%
Waste contract	6	6	0	0%
Cleansing other	7	6	-1	-14%
Parks excluding maintenance	4	5	1	25%
Car Free Developments	2	4	2	100%
Highways Planning and Legal Status	5	4	-1	-20%
Clinical waste	2	3	1	50%
Food Safety	0	3	3	-
Contact Centre	0	2	2	-
Environmental Health and Trading Standards Other	0	2	2	-
Community Safety Partnership	1	1	0	0%
Surveillance and Intelligence Operations	1	1	0	0%
Insurance	2	1	-1	-50%
Licensing - Commercial	4	1	-3	-75%
Road Construction Projects	12	1	-11	-92%

Development Management	0	1	1	-
ICT	0	1	1	-
Idea Store Learning	0	1	1	-
One Stop Shops	0	1	1	-
Planning	0	1	1	-
Trading Standards	0	1	1	-
Sports Development	1	0	-1	-100%
Passenger Transport	4	0	-4	-100%
<b>Total</b>	<b>654</b>	<b>918</b>	<b>264</b>	<b>40%</b>

Figure 11

<b>D&amp;R Complaints by Service</b>	<b>2nd Half 2015 / 16</b>	<b>1st Half 2016 / 17</b>	<b>Variance in Issues</b>	
Housing Options Issues	30	32	2	7%
Lettings	30	27	-3	-10%
Development Management	7	20	13	186%
Building Control	9	16	7	78%
Homeless	14	12	-2	-14%
Housing Management and Procurement	0	6	6	-
Planning Enforcement	3	5	2	67%
Planning	1	3	2	200%
Strategic Housing	0	3	3	-
Facilities Management	0	2	2	-
Asset Management	1	1	0	0%
Capital Delivery	1	1	0	0%
Civic Centre	0	1	1	-
DR Resources	3	1	-2	-67%
Energy and Sustainable Development	0	1	1	-
Housing Regeneration	0	1	1	-
Skillsmatch	0	1	1	-
Corporate Property and Capital Delivery Other	1	0	-1	-100%
<b>Total</b>	<b>100</b>	<b>133</b>	<b>33</b>	<b>33%</b>

Figure 12

<b>Law Probity and Governance Complaints by Service</b>	<b>2nd Half 2015 / 16</b>	<b>1st Half 2016 / 17</b>	<b>Variance in Issues</b>	
Legal Services	8	11	3	38%
Registrars	1	7	6	600%
Corporate communications	1	2	1	100%
Electoral Services	1	2	1	100%
Equalities and Scrutiny	0	1	1	-
Information management	0	1	1	-
LPG All Other Issues	0	1	1	-
Members Support	0	1	1	-
East End Life	1	0	-1	-100%
Internal communications	1	0	-1	-100%
Mayors Office	1	0	-1	-100%
Non-Council Issues	6	0	-6	-100%
<b>Total</b>	<b>20</b>	<b>26</b>	<b>5</b>	<b>24%</b>

Figure 13

<b>Resources Complaints by Service</b>	<b>2nd Half 2015 / 16</b>	<b>1st Half 2016 / 17</b>	<b>Variance in Issues</b>	
Council Tax	75	81	6	8%
Benefits	43	51	8	19%
Contact Centre	27	29	2	7%
One Stop Shops	15	15	0	0%
Human Resources	3	7	4	133%
Business Rates	4	6	2	50%
Audit	4	5	1	25%
Insurance	4	5	1	25%
All Other Housing Options Issues	0	1	1	-
Corporate Finance	2	1	-1	-50%
ASB and THEOs	1	0	-1	-100%
ICT	1	0	-1	-100%
Sundry Debt	1	0	-1	-100%
<b>Total</b>	<b>180</b>	<b>201</b>	<b>21</b>	<b>12%</b>

Figure 14

Tower Hamlets Homes Complaints by Service	2nd Half 2015 / 16	1st Half 2016 / 17	Variance in Issues	
Repairs	447	289	-158	-35%
Decent Homes	165	110	-55	-33%
Housing Management	56	55	-1	-2%
Estate Parking	21	32	11	52%
Leasehold Services	25	31	6	24%
Leasehold RTB and Resales	17	23	6	35%
Caretaking	11	17	6	55%
THH ASB	14	15	1	7%
Estate Services	12	13	1	8%
THH Finance and Rents	3	11	8	267%
Housing Service Centre	7	8	1	14%
THH Drainage	5	7	2	40%
THH New Build	3	6	3	100%
Planned Maintenance	1	3	2	200%
THH Environmental Services	1	2	1	100%
THH Customer Resolutions Team	8	1	-7	-88%
THH Chief Executive	1	0	-1	-100%
<b>Total</b>	<b>797</b>	<b>623</b>	<b>-174</b>	<b>-22%</b>

Figure 15

3.2.10 The table below compares the root causes of complaints from the second half of 2015/2016 and the first half of 2016/2017.

Root Causes	2nd Half 2015 / 16	1st Half 2016 / 17	Variance in Issues	
Failure to deliver service	354	361	7	2%
Communication cause	260	263	3	1%
Delay in providing a service	255	239	-16	-6%
Other service issues	308	299	-9	-3%
Poor quality of work or service	165	185	20	12%
General Enquiry	65	132	67	103%
Staff conduct	77	99	22	29%
Policy / Procedure	65	93	28	43%
Unhappy with decision	72	86	14	19%
Disagree with charge received	43	81	38	88%
1st Time Service Request via Complaint or Enquiry	48	37	-11	-23%
Non Council Issues	27	42	15	56%
Contractor's conduct	25	19	-6	-24%
Other payments or disputed charges	14	26	12	86%
Legal / Regulatory	10	25	15	150%
Payment issues	11	12	1	9%
Not recorded	11	3	-8	-73%
Dissatisfied with financial support offered	1	11	10	1000%
Cancellation or withdrawal of service	5	4	-1	-20%
No policy or procedure in place	3	1	-2	-67%
Breach of privacy and confidentiality	2	0	-2	-100%
Eligibility	0	1	1	-
<b>Total</b>	<b>1842</b>	<b>2019</b>	<b>177</b>	<b>10%</b>

Figure 16

### 3.3 STATUTORY ADULTS SOCIAL CARE COMPLAINTS

3.3.1 The Statutory procedure allows one stage of investigation only, although the form this takes is agreed in the light of the issues raised. A variety of methods have been used, including round table meetings, formal interview and file reviews, and liaison between the Service Manager and the complainant. Key to resolving matters has been the emphasis on identifying a resolution plan with the complainant.

Statutory Adults Social Care Complaints - By Volume and Performance								
Complaints Answered	Totals	Answered within 10 working days		Answered within 20 working days		Answered over 20 working days		Average Days to Complete
2nd Half 2015 / 16	31	19	61%	5	16%	7	23%	15
1st Half 2016 / 17	35	13	37%	6	17%	16	46%	26
Variance		4 (13%)						

Figure 17

3.3.2 There is a small change in volume over the last period and it is disappointing to note what appears to be a fall in performance rates for the time taken to respond/resolve complaints. However, care needs to be taken when looking at these headline numbers as cases can vary a great deal in complexity, with some needing more time to investigate and find a resolution. With such a relatively small amount of complaints the performance numbers can change disproportionately. That said, officers are working in the Corporate Team to encourage a better use of iCasework in order to improve performance.



Statutory Adults Social Care Complaints - By Service	2nd Half 2015 / 16			1st Half 2016 / 17			Variance in Volumes	
	Answered	Upheld or Partially Upheld		Answered	Upheld or Partially Upheld			
Delivery Transformation & Independence	4	0	0%	0	0	-	-4	
Vulnerable Adults	4	0	0%	0	0	-	-4	
Access to Resources	1	1	100%	0	0	-	-1	
Community Learning Disabilities	1	1	100%	7	6	86%	6	
Community Mental Health Hospital and Community Integrated Services	0	0	-	1	0	0%	1	
Mental Health Older People	8	3	38%	9	5	56%	1	
Occupational Therapy						100%	4	
Personalisation Resources & Review	1	0	0%	4	2	50%	3	
	12	7	58%	10	10	100%	-2	
<b>Totals</b>	<b>31</b>	<b>12</b>	<b>39%</b>	<b>35</b>	<b>27</b>	<b>77%</b>	<b>4</b>	<b>13%</b>

Figure 18

3.3.3 Figure 19 above shows the breakdown by service, as the numbers are low, % variances are misleading. A more in-depth analysis will be carried out in the full year report.

## 3.4 STATUTORY CHILDREN'S SOCIAL CARE COMPLAINTS

### 3.4.1 The procedure is as follows:

**Stage 1 Complaints – Initial:** Team Managers are required to provide a written response to complaints within 10 working days. There is a possible extension to 20 working days to allow for a local resolution and where complaints are complex.

**Stage 2 Complaints – Formal:** Investigations should be completed within 25 working days. However this can be extended to 65 working days in negotiation with the complainant due to the complexity of complaints. An Independent Person is appointed to oversee formal complaints at Stage 2 relating to children and young people. This is a legislative requirement under the Children Act 1989 and ensures that there is an impartial element. The report is passed to the Head of Service and an internal adjudication meeting is held before the report and outcomes are shared with the service user.

**Stage 3 - Review Panel** An independent panel reviews the case in the presence of the complainant and Service Head, and where appropriate make recommendations to the relevant Director.

Statutory Children Social Care Stage 1 Complaints - By Volume and Performance						
Complaints Answered	Totals	Answered within 10 working days		Answered within 20 working days		Average Days to Complete
2nd Half 2015 / 16	32	16	50%	8	25%	17
1st Half 2016 / 17	20	7	35%	6	30%	18
Variance	12 (-37%)					

Figure 19

Statutory Children Social Care Stage 2 Complaints - By Volume and Performance						
Complaints Answered	Totals	Answered within 25 working days		Answered within 65 working days		Average Days to Complete
2nd Half 2015 / 16	5	2	40%	0	0%	85
1st Half 2016 / 17	6	0	0%	1	17%	132
Variance	1 (20%)					

Figure 20

3.4.2 It is disappointing to note that there has also been a fall in performance rates for the time taken to respond/resolve complaints at stages 1 and 2. However, care needs to be taken when looking at these headline numbers as cases can vary a great deal in complexity, with some needing more time to investigate and find a resolution. With such a relatively small amount of complaints the performance numbers can change disproportionately. That said Social Care officers are working with the Corporate Team to achieve better use of iCasework in order to improve performance.

3.4.3 Stage 3 Complaints – Independent Review Panel. In 2nd Half 2015 / 16 three panels were held and in 1st Half 2016 / 17 two were held.

3.4.4 The table below shows the issues raised at Stage 1

Statutory Children Social Care Complaints Stage 1 - By Issue	2nd Half 2015 / 16			1st Half 2016 / 17			Variance in Volumes	
	Answered	Upheld or Partially Upheld		Answered	Upheld or Partially Upheld			
Assessment & Early Intervention	7	4	57%	4	0	0%	-3	-43%
Child Protection & Reviewing Children Specialist Services	3	2	67%	1	0	0%	-2	-67%
Children's Social Care	3	2	67%	6	2	33%	3	100%
Family Support & Protection	14	3	21%	3	2	67%	11	-79%
Youth Offending	4	2	50%	6	2	33%	2	50%
	1	0	0%	0	0	-	-1	-100%
<b>Totals</b>	<b>32</b>	<b>13</b>	<b>41%</b>	<b>20</b>	<b>6</b>	<b>30%</b>	<b>12</b>	<b>-38%</b>

Figure 21

### 3.5 OMBUDSMAN COMPLAINTS

3.5.1 The Council may have complaints considered by the Housing Ombudsman and the Local Government Ombudsman.

3.5.2 Reporting methods and classifications vary between the two and a full analyse will be made in the annual report.

3.5.3 Figure 22 below shows the volumes of complaints closed by the Ombudsmen and the service.

Ombudsman Issues	2nd Half 2015 / 16	1st Half 2016 / 17
Repairs	12	5
Benefits	3	3
Customer relations (Housing)	1	2
Housing Management	0	2
Planning Enforcement	3	2
Business Permits	0	1
Business Rates	0	1
Decent Homes	3	1
Development Management		1
Health and Housing	1	1
Idea Store Learning	0	1
Insurance	0	1
Lettings	1	1
Other	1	1
Parking	0	1
Provision of specialist need staff	1	1
Road maintenance and repairs	0	1
Building Control	1	0
Commercial waste	1	0
Council Tax	1	0
Domestic refuse	1	0
Homeless	3	0
Leasehold Service Charges	3	0
Licensing - Commercial	1	0
Mobility	1	0
Parks excluding maintenance	1	0
Pollution	1	0
RTB application delay	3	0
School admissions	1	0
<b>Grand Total</b>	<b>44</b>	<b>26</b>

Figure 22

### **3.6 Summary**

- 3.6.1 Whilst Corporate Complaint volumes increased at stage 1, the escalation rates overall, and for most service fell.
- 3.6.2 However turnaround performance needs to improve across the board.
- 3.6.3 Performance on statutory complaints, for both Adults and Children's Social Care also needs to improve.
- 3.6.4 Performance on information requests also needs to improve. With new structures bedding in across the Council, focus on improved turn around on customer complaints and information requests is required.

### **4. COMMENTS OF THE CHIEF FINANCE OFFICER**

- 4.1 *There are no financial implications arising from this report. However In the event that the Council agrees any further action in response to this report, then approval for any further resources will need to be approved using existing financial procedure rules before any commitments can be made*

### **5. LEGAL COMMENTS**

- 5.1 *The Council has a number of statutory duties regarding handling of information requests, including the time required to give responses. The Complaints and Information Half Year Report sets out the Council's performance against those required time limits.*
- 5.2 *The Council has statutory duties in respect of the handling of social care complaints as set out in the report. The proper handling of complaints and the consideration of information arising from a those complaints may also be consistent with good administration in the discharge of the Council's functions. It may contribute to improving the quality of services that the Council offers and hence to the Council's duty as a best value authority under section 3 of the Local Government Act 1999 to "make arrangements to secure continuous improvement in the way in which its functions are exercised, having regard to a combination of economy, efficiency and effectiveness". Proper complaints handling and review may also contribute to the avoidance of maladministration within the meaning of the Local Government Act 1974.*
- 5.3 *In carrying out its functions, the Council must comply with the public sector equality duty set out in section 149 Equality Act 2010, namely it must have due regard to the need to eliminate unlawful conduct under the Equality Act 2010, the need to advance equality of opportunity and to foster good relations between persons who share a protected characteristic and those who do not.*

### **6. ONE TOWER HAMLETS CONSIDERATIONS**

- 6.1 Individual complaint investigations may address or identify any equalities or diversity implications in service provision and seek to redress inequality in service provision.

### **7. BEST VALUE (BV) IMPLICATIONS**

7.1 The service seeks to address issues of best value by identifying service issues and individual remedy as well as providing data to the public through the FOI processes and transparency data publication.

**8. SUSTAINABLE ACTION FOR A GREENER ENVIRONMENT**

8.1 None to report

**9. RISK MANAGEMENT IMPLICATIONS**

9.1 Addressing complaints effectively ensures that the Council is able to identify risk and address the causes at the earliest opportunity.

**10. CRIME AND DISORDER REDUCTION IMPLICATIONS**

10.1 None to report

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**Linked Reports, Appendices and Background Documents**

**Linked Report**

- NONE

**Appendices**

- NONE

**Local Government Act, 1972 Section 100D (As amended)**

**List of “Background Papers” used in the preparation of this report**

List any background documents not already in the public domain including officer contact information.

- NONE.

**Officer contact details for documents:**

- N/A

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