

Meeting of the

# OVERVIEW & SCRUTINY COMMITTEE

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Monday, 23 September 2019 at 6.30 p.m.

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## SUPPLEMENTAL AGENDA 2

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	PAGE NUMBER	WARD(S) AFFECTED
6 .1 Complaints - Presentation	190 - 201	All Wards
6 .2 Annual Residents Survey - Presentation	202 - 217	All Wards

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If you require any further information relating to this meeting, would like to request a large print, Braille or audio version of this document, or would like to discuss access arrangements or any other special requirements, please contact:

David Knight, Democratic Services **Page 188**  
Tel: 020 7364 4878 E-mail: david.knight@towerhamlets.gov.uk



# Complaints Overview 2018/19

Ruth Dowden  
Head of Information Governance

# 2-Stage Complaints Procedure



- Improves quality – train managers, engage senior managers
- Improves resident experience – engage more in process
- Reduce overall time for internal procedure – 20 days at each stage

# 2-Stage Complaints Procedure



## Stage 1

- Direct contact with resident from service
- Better service engagement
- A better quality investigation
- Detailed response
- Head of Service or Divisional Director sign off

# 2-Stage Complaints Procedure



## Stage 2

- Review Stage 1
- Contact with resident
- Faster end to end process
- Chief Executive oversight
- Escalation rate 8%,
- Impact on caseload and completion time.

# Volumes



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	Stage 1	Old stage 2	Final stage*	Total at all stages
<b>2018/19 Actuals</b>	3213	228	214	3655
<b>2018/19 actual ½ year breakdown</b>	1579	51	149	1779
	1634	177	65	1876
<b>2017/18</b>	3403	378	161	3942
<b>2016/17</b>	3797	402	142	4341

# Challenges

- Ombudsman comments on responsiveness
  - monitoring of redress
  - identify blockages
  - review cases upheld
  - overall process streamline
  - setting internal deadlines
- Volumes – second stage reduction, but still more Chief Executive Review than under 3-stage process
- Team demands – stage 2 and Ombudsman: Stage 2 2019/20 year to date 61%, (average 19.8 days)



# Continual Work

- Quality Review – analyse response letters, lessons learnt
- Training Offer – investigation skills and writing a response
- Continue Review of Complaints with highest escalation or upheld rates
- Monitoring case work

# Local Government Social Care Ombudsman- Volumes Received



## LGO Complaints and Enquiries Received

Page 197	Adult Care Services	Benefits and Tax	Corporate and Other Services	Education and Children's Services	Environmental Services	Highways and Transport	Housing	Planning and development	Other	Total	
	2018/19	12	8	13	11	9	10	24	6	2	95
	2017/18	6	15	6	10	13	20	32	4	0	106
	2016/17	10	13	10	14	12	14	33	7	1	114
	2015/16	10	19	11	22	13	19	48	6	1	149

# Local Government Social Care Ombudsman-Volumes Upheld



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	LGO Decisions Made						
	Detailed investigation		Other				
	Upheld	Not upheld	Advice given	Closed after initial enquiries	Incomplete /Invalid	Referred back for local resolution	Total
2018/19	15	5	4	22	7	40	93
2017/18	17	12	3	26	4	38	100
2016/17	19	12	11	22	2	40	106
2015/16	9	13	11	35	7	78	153

# Benchmarking



London Borough	Invalid or Incomplete	Advice Given	Referred Back for Local Resolution	Closed after Initial Enquiries	Not Upheld	Upheld	Total	Uphold Rate (%)	Average uphold rate (%) of similar authorities
City of London	0	3	1	2	0	0	6	0	63
Royal Borough of Kensington & Chelsea	4	2	19	14	7	5	51	42	63
London Borough of Richmond upon Thames	3	0	22	17	8	5	55	38	63
Royal Borough of Kingston upon Thames	2	4	20	28	3	5	62	63	63
London Borough of Sutton	4	2	30	16	4	9	65	69	63
London Borough of Bexley	7	1	20	18	10	14	70	58	63
London Borough of Hammersmith & Fulham	3	5	17	21	7	18	71	72	63
London Borough of Wandsworth	9	3	32	18	9	9	80	50	63
London Borough of Havering	4	5	35	32	5	9	90	64	63
London Borough of Tower Hamlets	7	4	40	22	5	15	93	75	63
London Borough of Merton	5	1	41	28	9	22	106	71	63
London Borough of Harrow	7	2	34	27	15	22	107	59	63
London Borough of Islington	10	15	34	23	15	11	108	42	63
London Borough of Camden	3	9	40	21	27	10	110	27	63
Westminster City Council	12	6	36	38	9	9	110	50	63
London Borough of Barking & Dagenham	3	9	53	40	5	11	121	69	63
London Borough of Enfield	3	8	63	22	7	23	126	77	63
London Borough of Hounslow	3	5	55	39	6	19	127	76	63
London Borough of Lewisham	3	3	63	30	13	18	130	58	63
Royal Borough of Greenwich	2	16	55	36	4	18	131	82	63
London Borough of Brent	7	8	53	37	6	23	134	79	63
London Borough of Bromley	7	2	45	38	9	33	134	79	63
London Borough of Hackney	9	10	46	39	9	21	134	70	63
London Borough of Southwark	12	23	39	24	14	24	136	63	63
London Borough of Redbridge	10	4	50	39	16	20	139	56	63
London Borough of Hillingdon	2	5	36	68	25	24	160	49	63
London Borough of Waltham Forest	7	4	72	42	11	24	160	69	63
London Borough of Haringey	13	13	45	42	16	37	166	70	63
London Borough of Ealing	9	9	73	60	12	24	187	67	63
London Borough of Barnet	6	7	90	45	16	24	188	60	63
London Borough of Lambeth	13	18	80	45	14	35	205	71	63
London Borough of Newham	11	17	76	67	8	27	206	77	63
London Borough of Croydon	13	4	78	51	27	38	211	58	63

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# Benchmarking -Upheld



Authority Name	Invald or Incomplete	Advice Given	Referred Back for Local Resolution	Closed after Initial Enquiries	Not Upheld	Upheld	Total	Uphold Rate (%)	Average uphold rate (%) of similar authorities
City of London	0	3	1	2	0	0	6	0	63
London Borough of Richmond upon Thames	3	0	22	17	8	5	55	38	63
Royal Borough of Kensington & Chelsea	4	2	19	14	7	5	51	42	63
Royal Borough of Kingston upon Thames	2	4	20	28	3	5	62	63	63
London Borough of Havering	4	5	35	32	5	9	90	64	63
London Borough of Sutton	4	2	30	16	4	9	65	69	63
London Borough of Wandsworth	9	3	32	18	9	9	80	50	63
Westminster City Council	12	6	36	38	9	9	110	50	63
London Borough of Camden	3	9	40	21	27	10	110	27	63
London Borough of Barking & Dagenham	3	9	53	40	5	11	121	69	63
London Borough of Islington	10	15	34	23	15	11	108	42	63
London Borough of Bexley	7	1	20	18	10	14	70	58	63
London Borough of Tower Hamlets	7	4	40	22	5	15	93	75	63
London Borough of Hammersmith & Fulham	3	5	17	21	7	18	71	72	63
London Borough of Lewisham	3	3	63	30	13	18	130	58	63
Royal Borough of Greenwich	2	16	55	36	4	18	131	82	63
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# Summary



The approach to our successful transition is as a result of:

- Focus on services with high escalation rates and high rates of upheld complaints – workshops, 1:1 sessions, service meetings.
- Exclusions from complaints process (e.g. appeals)
- Style of letter writing – introducing plain English
- The investigation process – contact with the customer
- Ensuring senior managers, Heads of Service and Divisional Directors review and sign-off
- Continual development of complaints handling

# Tower Hamlets Annual Residents' Survey 2019 Methodology Overview

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Overview & Scrutiny Committee

23rd September 2019

Ali Kirk | Intelligence & Performance Manager

Juanita Haynes | Senior Intelligence & Performance Manager

# About the 2019 survey



The survey explores residents' views about the council, services and the area.

## Overview

- **Large, face to face** survey (ca. 1,100 interviews). Designed to be representative by area and population group (**quota** sampling):  
**140 different sampling points** across the borough.
- **Quotas** are set on gender, age, ethnicity, & working status
- Fieldwork period: March - June 2019.
- Current survey contractor: **Westco** trading.
- Has been running since **1999** using same methodology.





Trend data fairly negative: for the most part, 2019 ratings are lower, or similar, to last year's ratings.

## Council Image

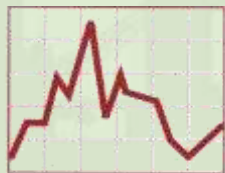
- Council Image statements remained similar
- Trust has gone down, transparency remained similar
- Overall council satisfaction rating down

## Services

- Satisfaction ratings have fallen for more than half of the services monitored
- Recycling, refuse and IDEA stores have all fallen

## Concerns

- Crime and lack of affordable housing are top concerns
- Concern over crime significantly up since last year



Some context is needed. 2016 and 2017 saw particularly high ratings. Since then 2018 and 2019 figures have dropped back to pre 2016 levels. Ten year long term trend still often positive.



Cleaning up our streets, cleaning up our air



Tackling the housing crisis



Putting young people and families at the heart of all we do



Reducing poverty, inequality and improving health



Making Tower Hamlets safer

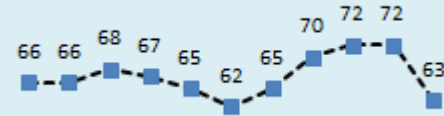
# Cleaning up our streets



2009 – 2019 Change



**63%** rated refuse collection as excellent, very good or good



↓9 points over year



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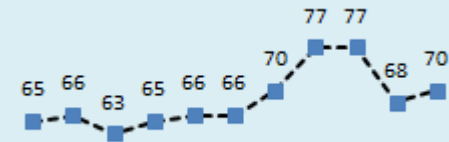
**58%** rated street cleaning as excellent, very good or good



↓4 points over year



**70%** of users rated parks & open spaces as excellent, very good or good



+2 points over year

**Top personal concerns** **28%** cited litter / dirt in street as a top concern (+2 points over year)

**16%** cited air pollution as concern

**11%** cited traffic congestion ↓9 points

**1 in 5** residents are cyclists

**64%** feel Tower Hamlets is a cycle friendly borough (+2 points since last year)



The best of London in one borough

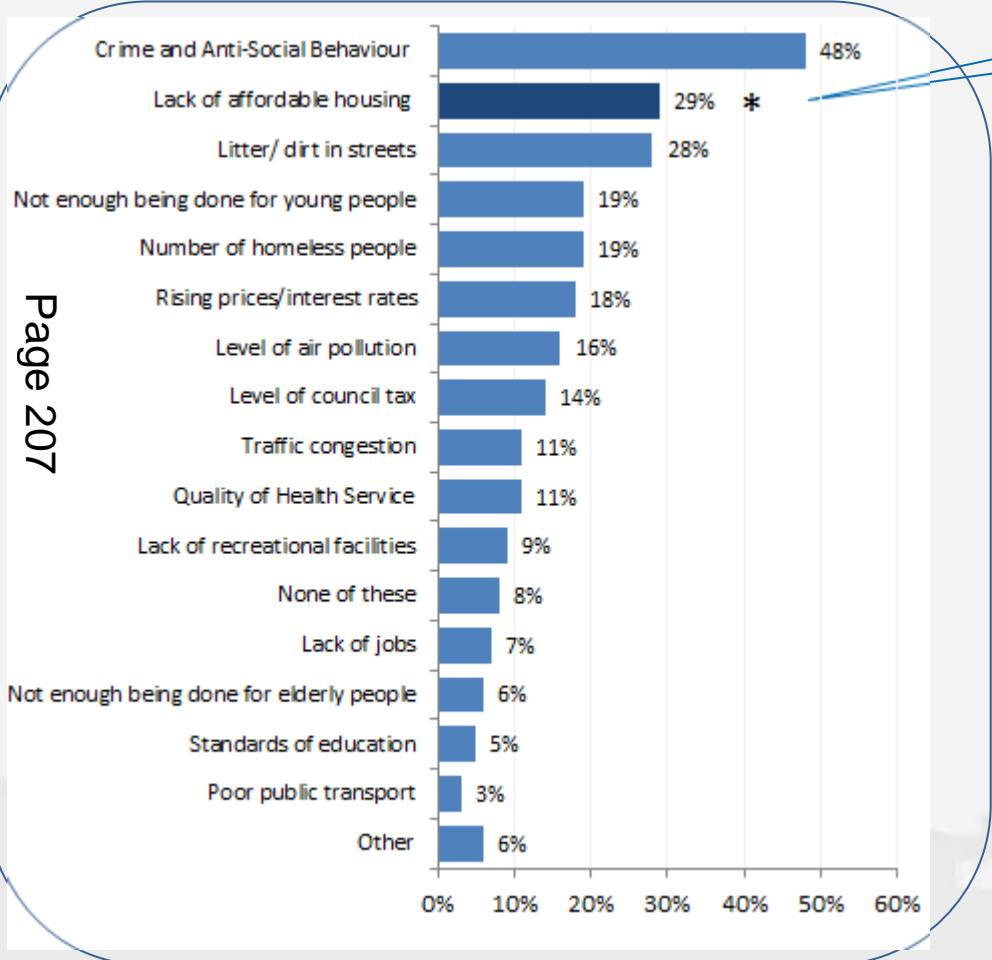
# Tackling the housing crisis




\* **↓8 points** – affordable housing was a greater concern last year (37%)



**Lack of affordable housing** remains a top personal concern



**15%** of residents were concerned about paying their rent or mortgage - **↓8 points from 2018**



Category	Percentage
18-34	20%
35-59	12%
60+	4%
Rent privately	18%
Owner occupied	14%
Social housing	13%

**More likely to be concerned about paying housing costs if you're young and privately renting**

# Putting young people and families at the heart of everything we do



**74%** rated primary education as excellent, very good or good (user rating)\*



**65%** rated secondary education as excellent, very good or good (user rating)\*



**61%** rated Children's Centres as excellent, very good or good (user rating)\*

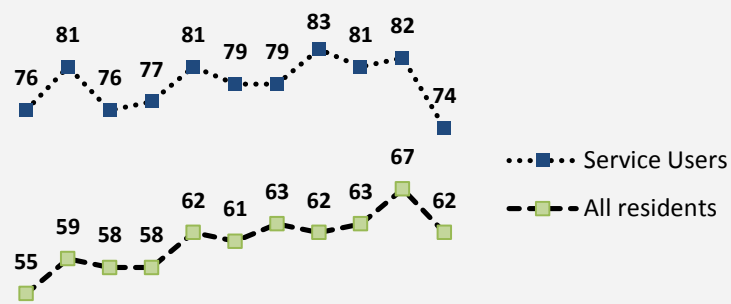
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## Resident concerns

**19%** cited **not enough being done for young people** as a top concern (-1 point over year), while just **5%** cited the **standard of education** as a key concern.

Idea Stores/libraries saw a concerning drop: **74%** of users gave positive rating **↓8 points**

*% of respondents who agree Idea Stores/libraries are good or excellent*



**58%** of households with children use Idea Stores/libraries

\* These ratings are based on respondents who used the services, so sample sizes are relatively small (116-205), and the confidence intervals attached to these data are higher than for other survey estimates.

# Reducing poverty and inequality, improving health



11% of residents had financial difficulties\*

Groups most likely to face financial difficulties

- 48%** Self-reported poor health
- 30%** Disabled residents
- 19%** DE social grade
- 18%** Workless
- 17%** Social housing
- 16%** Bangladeshi

More likely to have negative thoughts about the council. With higher % of residents who are having financial difficulties thinking the council is not doing a good job and is not efficient and well run

## Financial concerns (top 3)

19%

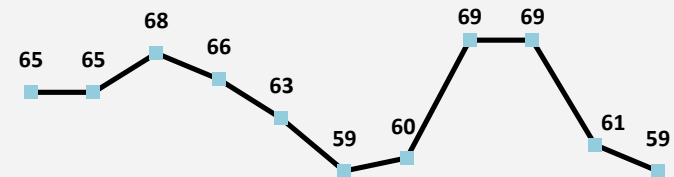
15%

15%

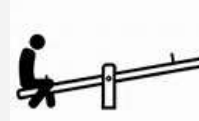


**59%** rated local health services as excellent, very good or good **↓10 point drop** in last two years very

Local health service satisfaction 2009 - 2019



**29%** residents are active (more than 2 ½ hours of exercise a week)



**9%** residents frequently feel lonely (72% not frequently)



**77%** residents rate their health as good / very good

The best of London in one borough

\* Financial difficulties refers to those who said 'don't manage very well', 'have some financial difficulties' or 'in deep financial trouble'.

# Making Tower Hamlets safer



**Crime** is the top resident concern (**48%**) up **↑7**



86%

Feel safe during the day

58%

Feel safe during the dark

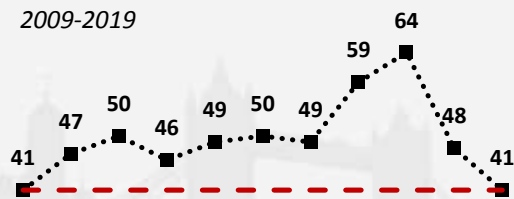
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**41%** rated the standard of **policing** as excellent, very good or good

## Satisfaction with policing is down

2009-2019



7 points over the year

## Anti-social behaviour

Concern about drugs remains high

% who feel issue is a big problem

67%

Drug use or drug dealing

48%

Drunk or rowdy people

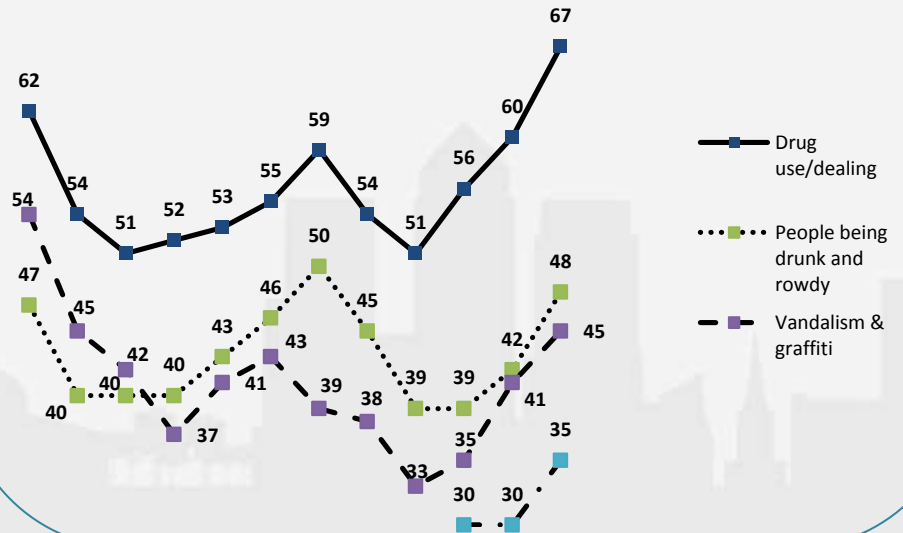
45%

Vandalism & Graffiti

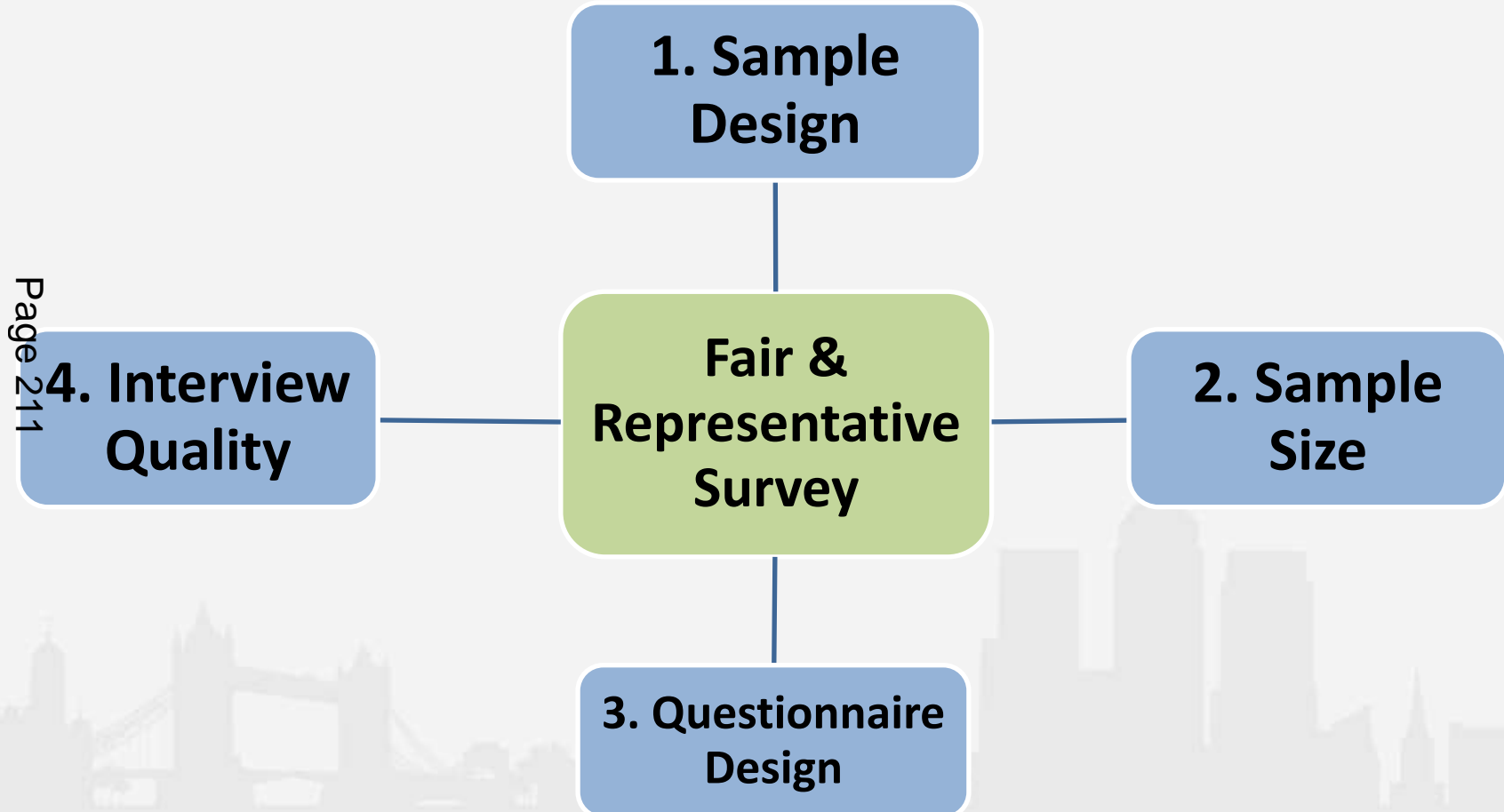
35%

Noisy neighbours

## Improvement has stalled: concern over drugs and vandalism rising



There are four key factors that influence survey methodology:





## 1. Sample Design

***To ensure good sample design, the sample must be representative of the demographic profile of the borough.***

- Use of Census Output Areas and PAF Postcode Files to assign total sample frame
- Random location sampling approach to assign random sample points across borough
- Use of quotas to ensure sample population matches borough population. This is based on: Age, gender, ethnicity and work status. Interviews completed to within 3% of quota.
- Westco also apply quotas within each sample point
- Interviews are undertaken in each random sample point (more on interview quality later)
- Only one person permitted to be interviewed at each residence and there must be a gap of at least 3 doors until the next interview is undertaken (following best practice)

***This ensures that the correct number of interviews are collected in line with the known proportion of residents both on a borough scale and a local scale***

## 2. Sample Size

*Industry standard approach to setting sample size = a +/- 3% margin of error at the 95% confidence interval*

### What does this mean?

*If we drew out 100 random samples of the population we would be confident that 95 times out of 100 the findings would be within 3 percentage points of the reported figure in the survey findings*

- Sample size required for a population of 308,000 in Tower Hamlets = 1,064
- Total sample size used for our annual residents' survey = 1,104

**Local Government Association recommends a minimum sample size of 500**

**Marginal gains for higher sample size at a considerable cost**

## 2. Sample Size (cont.)

### Borough comparison

Borough	Year	Population	Survey Size	Survey Methodology
Brent	2018	331K	2,100	F to F
Haringey	2018	280K	1,900	F to F
Hornsey	2018	271K	1,256	F to F
Westminster	2018	255K	1,200	F to F
<b>Tower Hamlets</b>	<b>2019</b>	<b>308K</b>	<b>1,104</b>	<b>F to F</b>
Newham	2015	280K	1,024	F to F
Lewisham	2015	304K	1,022	Telephone
Hackney	2015	280K	1,002	F to F
Sutton	2017	205K	1,001	?
Barking & Dagenham	2018	212K	1,000	Telephone
Islington	2018	239K	1,000	F to F
Kingston	2019	175K	1,000	Telephone and F to F
Merton	2019	206K	1,000	F to F
Barnet	2017	392K	500	Telephone

Resident surveys were typically between 1,000 and 1,200.

The method of collection sometimes differed between face to face or telephone interviews.

## 3. Questionnaire Design

- Questions are clear / concise and not leading
- Screener questions are carefully adapted to discount respondents who should not be completing the survey e.g. those under 18 and those who have lived in the borough for less than 6 months.
- Questionnaire sequence order is carefully developed to increase engagement
- Westco are highly recommended in LGA's list of market research companies and provide high quality advice on how to ensure the questionnaire is developed correctly in accordance with best practice

## 3. Interview Quality

- Fieldwork / interviews are carried out by sub-contractor 'Infocorp' who are experts in their field.
- Westco and Infocorp have been working together for > 10 years and effective project management is in place to ensure that work is completed on time and to best practice
- Infocorp have vast experience at interviewing in London boroughs and account for language barrier issues and the difficulties of interviewing in tower blocks
- Face-to-face Computer Assisted Personal Interviewing (CAPI) method
- All interviewers have relevant interview experience and accreditation (they are required to have completed two days training with the IQCS (Interview Quality Control Scheme))

# Any questions?

To access the full report please you the following link:

[https://www.towerhamlets.gov.uk/Documents/Borough\\_statistics/2019\\_ARS\\_Briefing\\_Paper.pdf](https://www.towerhamlets.gov.uk/Documents/Borough_statistics/2019_ARS_Briefing_Paper.pdf)

Alternatively go onto Tower Hamlets webpages and search 'Residents survey'