

Complaints Overview 2018/19

Quarter 3

Ruth Dowden

Head of Information Governance

2-Stage Complaints Procedure



Stage 1

- Direct contact with complainant 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 complainant
- Faster end to end process
- Chief Executive oversight
- Escalation rate 8%,
- Impact on caseload and completion time.

Year to date – April – December 2019



- Stage 1 completed in time - steady response rate around 91%
- Stage 2 completed in time – year to date 60%
 - Sept 55%,
 - December 63%

Year to date April to December 2019 (YTD)



Stage 1 Complaints <h2>2833</h2>		Financial Year <input type="checkbox"/> Select All <input type="checkbox"/> 2017/2018 <input type="checkbox"/> 2018/2019 <input checked="" type="checkbox"/> 2019/2020 Financial Quarter <input type="checkbox"/> Select All <input checked="" type="checkbox"/> Q1 <input type="checkbox"/> Q2 <input type="checkbox"/> Q3 Month Name <input type="checkbox"/> Select All <input checked="" type="checkbox"/> April <input type="checkbox"/> May <input type="checkbox"/> June <input type="checkbox"/> July <input type="checkbox"/> August <input type="checkbox"/> September <input type="checkbox"/> October <input type="checkbox"/> November <input type="checkbox"/> December Complaint Stage <input type="checkbox"/> Select All <input checked="" type="checkbox"/> a. Stage 1 <input type="checkbox"/> c. Final Internal Stage	Percentage of Stage 1 Complaint Responses on Target (%) <table border="1"> <thead> <tr> <th>Directorate</th> <th>Apr</th> <th>May</th> <th>Jun</th> <th>Jul</th> <th>Aug</th> <th>Sep</th> <th>Oct</th> <th>Nov</th> <th>Dec</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td>Children and Culture</td> <td>100 %</td> <td>50 %</td> <td>83 %</td> <td>100 %</td> <td>90 %</td> <td>100 %</td> <td>60 %</td> <td>50 %</td> <td>75 %</td> <td>80 %</td> </tr> <tr> <td>Governance</td> <td>86 %</td> <td>100 %</td> <td>100 %</td> <td>100 %</td> <td>100 %</td> <td>100 %</td> <td>100 %</td> <td>100 %</td> <td>100 %</td> <td>97 %</td> </tr> <tr> <td>Health Adults and Community</td> <td>75 %</td> <td>100 %</td> <td>100 %</td> <td>100 %</td> <td>50 %</td> <td>100 %</td> <td>89 %</td> <td></td> <td></td> <td>86 %</td> </tr> <tr> <td>Place</td> <td>92 %</td> <td>85 %</td> <td>87 %</td> <td>87 %</td> <td>90 %</td> <td>88 %</td> <td>87 %</td> <td>92 %</td> <td>93 %</td> <td>89 %</td> </tr> <tr> <td>Resources</td> <td>97 %</td> <td>91 %</td> <td>98 %</td> <td>94 %</td> <td>98 %</td> <td>96 %</td> <td>100 %</td> <td>96 %</td> <td>98 %</td> <td>96 %</td> </tr> <tr> <td>RSL</td> <td>100 %</td> <td></td> <td></td> <td>100 %</td> <td>100 %</td> <td></td> <td></td> <td></td> <td>100 %</td> <td>100 %</td> </tr> <tr> <td>Tower Hamlets Homes</td> <td>93 %</td> <td>97 %</td> <td>94 %</td> <td>95 %</td> <td>93 %</td> <td>98 %</td> <td>96 %</td> <td>96 %</td> <td>87 %</td> <td>94 %</td> </tr> <tr> <td>Total</td> <td>93 %</td> <td>89 %</td> <td>90 %</td> <td>90 %</td> <td>91 %</td> <td>91 %</td> <td>91 %</td> <td>93 %</td> <td>92 %</td> <td>91 %</td> </tr> </tbody> </table>											Directorate	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	Children and Culture	100 %	50 %	83 %	100 %	90 %	100 %	60 %	50 %	75 %	80 %	Governance	86 %	100 %	100 %	100 %	100 %	100 %	100 %	100 %	100 %	97 %	Health Adults and Community	75 %	100 %	100 %	100 %	50 %	100 %	89 %			86 %	Place	92 %	85 %	87 %	87 %	90 %	88 %	87 %	92 %	93 %	89 %	Resources	97 %	91 %	98 %	94 %	98 %	96 %	100 %	96 %	98 %	96 %	RSL	100 %			100 %	100 %				100 %	100 %	Tower Hamlets Homes	93 %	97 %	94 %	95 %	93 %	98 %	96 %	96 %	87 %	94 %	Total	93 %	89 %	90 %	90 %	91 %	91 %	91 %	93 %	92 %	91 %
Directorate	Apr		May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total																																																																																																					
Children and Culture	100 %		50 %	83 %	100 %	90 %	100 %	60 %	50 %	75 %	80 %																																																																																																					
Governance	86 %		100 %	100 %	100 %	100 %	100 %	100 %	100 %	100 %	97 %																																																																																																					
Health Adults and Community	75 %		100 %	100 %	100 %	50 %	100 %	89 %			86 %																																																																																																					
Place	92 %		85 %	87 %	87 %	90 %	88 %	87 %	92 %	93 %	89 %																																																																																																					
Resources	97 %		91 %	98 %	94 %	98 %	96 %	100 %	96 %	98 %	96 %																																																																																																					
RSL	100 %			100 %	100 %				100 %	100 %																																																																																																						
Tower Hamlets Homes	93 %	97 %	94 %	95 %	93 %	98 %	96 %	96 %	87 %	94 %																																																																																																						
Total	93 %	89 %	90 %	90 %	91 %	91 %	91 %	93 %	92 %	91 %																																																																																																						
S1 Complaints Responded to on Time <h2>91 %</h2>		Number of Stage 1 Complaints <table border="1"> <thead> <tr> <th>Directorate</th> <th>Apr</th> <th>May</th> <th>Jun</th> <th>Jul</th> <th>Aug</th> <th>Sep</th> <th>Oct</th> <th>Nov</th> <th>Dec</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td>Children and Culture</td> <td>3</td> <td>2</td> <td>6</td> <td>5</td> <td>10</td> <td>5</td> <td>5</td> <td>6</td> <td>4</td> <td>46</td> </tr> <tr> <td>Governance</td> <td>7</td> <td>3</td> <td>5</td> <td>2</td> <td>3</td> <td>2</td> <td>5</td> <td>3</td> <td>1</td> <td>31</td> </tr> <tr> <td>Health Adults and Community</td> <td>4</td> <td>6</td> <td>2</td> <td>2</td> <td>2</td> <td>3</td> <td>9</td> <td>1</td> <td></td> <td>29</td> </tr> <tr> <td>Place</td> <td>136</td> <td>186</td> <td>168</td> <td>190</td> <td>200</td> <td>165</td> <td>199</td> <td>200</td> <td>191</td> <td>1635</td> </tr> <tr> <td>Resources</td> <td>30</td> <td>56</td> <td>42</td> <td>51</td> <td>42</td> <td>27</td> <td>53</td> <td>54</td> <td>42</td> <td>397</td> </tr> <tr> <td>RSL</td> <td>2</td> <td></td> <td></td> <td>1</td> <td>1</td> <td>1</td> <td></td> <td></td> <td>1</td> <td>6</td> </tr> <tr> <td>Tower Hamlets Homes</td> <td>75</td> <td>86</td> <td>80</td> <td>62</td> <td>60</td> <td>55</td> <td>103</td> <td>91</td> <td>77</td> <td>689</td> </tr> <tr> <td>Total</td> <td>257</td> <td>339</td> <td>303</td> <td>313</td> <td>318</td> <td>258</td> <td>374</td> <td>355</td> <td>316</td> <td>2833</td> </tr> </tbody> </table>											Directorate	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	Children and Culture	3	2	6	5	10	5	5	6	4	46	Governance	7	3	5	2	3	2	5	3	1	31	Health Adults and Community	4	6	2	2	2	3	9	1		29	Place	136	186	168	190	200	165	199	200	191	1635	Resources	30	56	42	51	42	27	53	54	42	397	RSL	2			1	1	1			1	6	Tower Hamlets Homes	75	86	80	62	60	55	103	91	77	689	Total	257	339	303	313	318	258	374	355	316	2833	
Directorate	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total																																																																																																						
Children and Culture	3	2	6	5	10	5	5	6	4	46																																																																																																						
Governance	7	3	5	2	3	2	5	3	1	31																																																																																																						
Health Adults and Community	4	6	2	2	2	3	9	1		29																																																																																																						
Place	136	186	168	190	200	165	199	200	191	1635																																																																																																						
Resources	30	56	42	51	42	27	53	54	42	397																																																																																																						
RSL	2			1	1	1			1	6																																																																																																						
Tower Hamlets Homes	75	86	80	62	60	55	103	91	77	689																																																																																																						
Total	257	339	303	313	318	258	374	355	316	2833																																																																																																						
Final Stage Complaints <h2>239</h2>		Stage 1 Complaints not Responded to on Time <table border="1"> <thead> <tr> <th>Classification category</th> <th>Count</th> </tr> </thead> <tbody> <tr> <td>Domestic refuse</td> <td>46</td> </tr> <tr> <td>Dry recycling</td> <td>19</td> </tr> <tr> <td>Other Housing Options Issues</td> <td>18</td> </tr> <tr> <td>Waste and recycling other</td> <td>18</td> </tr> <tr> <td>Lettings</td> <td>12</td> </tr> <tr> <td>THH Housing Management</td> <td>11</td> </tr> <tr> <td>THH Repairs</td> <td>11</td> </tr> <tr> <td>Council Tax</td> <td>7</td> </tr> <tr> <td>Planning</td> <td>7</td> </tr> <tr> <td>Food and garden recycling</td> <td>6</td> </tr> <tr> <td>Leisure Centres</td> <td>5</td> </tr> <tr> <td>THH Leasehold Service</td> <td>5</td> </tr> <tr> <td>General street cleansing</td> <td>4</td> </tr> <tr> <td>Total</td> <td>246</td> </tr> </tbody> </table>											Classification category	Count	Domestic refuse	46	Dry recycling	19	Other Housing Options Issues	18	Waste and recycling other	18	Lettings	12	THH Housing Management	11	THH Repairs	11	Council Tax	7	Planning	7	Food and garden recycling	6	Leisure Centres	5	THH Leasehold Service	5	General street cleansing	4	Total	246																																																																						
Classification category	Count																																																																																																															
Domestic refuse	46																																																																																																															
Dry recycling	19																																																																																																															
Other Housing Options Issues	18																																																																																																															
Waste and recycling other	18																																																																																																															
Lettings	12																																																																																																															
THH Housing Management	11																																																																																																															
THH Repairs	11																																																																																																															
Council Tax	7																																																																																																															
Planning	7																																																																																																															
Food and garden recycling	6																																																																																																															
Leisure Centres	5																																																																																																															
THH Leasehold Service	5																																																																																																															
General street cleansing	4																																																																																																															
Total	246																																																																																																															
Final Stage Responded to on Time <h2>60 %</h2>		Reason for Stage 1 Complaints <table border="1"> <thead> <tr> <th>Cause</th> <th>2019/20</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td>Failure / Delay to deliver service</td> <td>880</td> <td>880</td> </tr> <tr> <td>Poor quality of work or service</td> <td>718</td> <td>718</td> </tr> <tr> <td>Other service issues</td> <td>269</td> <td>269</td> </tr> <tr> <td>Policy / Procedure</td> <td>237</td> <td>237</td> </tr> <tr> <td>1st Time Service Request via Stage 1 or Enquiry</td> <td>209</td> <td>209</td> </tr> <tr> <td>Poor communications</td> <td>141</td> <td>141</td> </tr> <tr> <td>General Enquiry</td> <td>131</td> <td>131</td> </tr> <tr> <td>Rudeness or conduct</td> <td>123</td> <td>123</td> </tr> <tr> <td>Payments</td> <td>52</td> <td>52</td> </tr> <tr> <td>Charges</td> <td>39</td> <td>39</td> </tr> <tr> <td>Non Council Issues</td> <td>20</td> <td>20</td> </tr> <tr> <td>Legal / Regulatory</td> <td>14</td> <td>14</td> </tr> <tr> <td>Total</td> <td>2833</td> <td>2833</td> </tr> </tbody> </table>											Cause	2019/20	Total	Failure / Delay to deliver service	880	880	Poor quality of work or service	718	718	Other service issues	269	269	Policy / Procedure	237	237	1st Time Service Request via Stage 1 or Enquiry	209	209	Poor communications	141	141	General Enquiry	131	131	Rudeness or conduct	123	123	Payments	52	52	Charges	39	39	Non Council Issues	20	20	Legal / Regulatory	14	14	Total	2833	2833																																																										
Cause	2019/20	Total																																																																																																														
Failure / Delay to deliver service	880	880																																																																																																														
Poor quality of work or service	718	718																																																																																																														
Other service issues	269	269																																																																																																														
Policy / Procedure	237	237																																																																																																														
1st Time Service Request via Stage 1 or Enquiry	209	209																																																																																																														
Poor communications	141	141																																																																																																														
General Enquiry	131	131																																																																																																														
Rudeness or conduct	123	123																																																																																																														
Payments	52	52																																																																																																														
Charges	39	39																																																																																																														
Non Council Issues	20	20																																																																																																														
Legal / Regulatory	14	14																																																																																																														
Total	2833	2833																																																																																																														
% Upheld or Partially Upheld <h2>46.06%</h2>																																																																																																																
Average Time to Respond (Days) <h2>14.45</h2>																																																																																																																
Directorate All	Classification All																																																																																																															
Division All	Cause All																																																																																																															

Stage 2 volume and escalation



Volume

- YTD 239
- December 38

Escalation Rate

8.5%

12%

Complaints December 2019



Stage 1 Complaints 316	Financial Year <input type="checkbox"/> Select All <input type="checkbox"/> 2017/2018 <input type="checkbox"/> 2018/2019 <input checked="" type="checkbox"/> 2019/2020 Financial Quarter <input type="checkbox"/> Select All <input checked="" type="checkbox"/> Q3 Month Name <input type="checkbox"/> Select All <input type="checkbox"/> April <input type="checkbox"/> May <input type="checkbox"/> June <input type="checkbox"/> July <input type="checkbox"/> August <input type="checkbox"/> September <input type="checkbox"/> October <input type="checkbox"/> November <input checked="" type="checkbox"/> December Complaint Stage <input type="checkbox"/> Select All <input checked="" type="checkbox"/> a. Stage 1 <input checked="" type="checkbox"/> c. Final Internal Stage	Percentage of Stage 1 Complaint Responses on Target (%) <table border="1"> <thead> <tr> <th>Directorate</th> <th>Dec</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td>Children and Culture</td> <td>75 %</td> <td>75 %</td> </tr> <tr> <td>Governance</td> <td>100 %</td> <td>100 %</td> </tr> <tr> <td>Place</td> <td>93 %</td> <td>93 %</td> </tr> <tr> <td>Resources</td> <td>98 %</td> <td>98 %</td> </tr> <tr> <td>RSL</td> <td>100 %</td> <td>100 %</td> </tr> <tr> <td>Tower Hamlets Homes</td> <td>87 %</td> <td>87 %</td> </tr> <tr> <td>Total</td> <td>92 %</td> <td>92 %</td> </tr> </tbody> </table>	Directorate	Dec	Total	Children and Culture	75 %	75 %	Governance	100 %	100 %	Place	93 %	93 %	Resources	98 %	98 %	RSL	100 %	100 %	Tower Hamlets Homes	87 %	87 %	Total	92 %	92 %														
Directorate		Dec	Total																																					
Children and Culture		75 %	75 %																																					
Governance		100 %	100 %																																					
Place		93 %	93 %																																					
Resources		98 %	98 %																																					
RSL	100 %	100 %																																						
Tower Hamlets Homes	87 %	87 %																																						
Total	92 %	92 %																																						
S1 Complaints Responded to on Time 92 %	Number of Stage 1 Complaints <table border="1"> <thead> <tr> <th>Directorate</th> <th>Dec</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td>Children and Culture</td> <td>4</td> <td>4</td> </tr> <tr> <td>Governance</td> <td>1</td> <td>1</td> </tr> <tr> <td>Place</td> <td>191</td> <td>191</td> </tr> <tr> <td>Resources</td> <td>42</td> <td>42</td> </tr> <tr> <td>RSL</td> <td>1</td> <td>1</td> </tr> <tr> <td>Tower Hamlets Homes</td> <td>77</td> <td>77</td> </tr> <tr> <td>Total</td> <td>316</td> <td>316</td> </tr> </tbody> </table>	Directorate	Dec	Total	Children and Culture	4	4	Governance	1	1	Place	191	191	Resources	42	42	RSL	1	1	Tower Hamlets Homes	77	77	Total	316	316															
Directorate	Dec	Total																																						
Children and Culture	4	4																																						
Governance	1	1																																						
Place	191	191																																						
Resources	42	42																																						
RSL	1	1																																						
Tower Hamlets Homes	77	77																																						
Total	316	316																																						
Final Stage Complaints 38	Stage 1 Complaints not Responded to on Time <table border="1"> <thead> <tr> <th>Classification category</th> <th>Count</th> </tr> </thead> <tbody> <tr> <td>Dry recycling</td> <td>4</td> </tr> <tr> <td>Domestic refuse</td> <td>3</td> </tr> <tr> <td>THH Repairs</td> <td>3</td> </tr> <tr> <td>Lettings</td> <td>2</td> </tr> <tr> <td>THH Capital Delivery</td> <td>2</td> </tr> <tr> <td>THH Housing Management</td> <td>2</td> </tr> <tr> <td>THH Leasehold Service</td> <td>2</td> </tr> <tr> <td>Council Tax</td> <td>1</td> </tr> <tr> <td>Fly tipping / flyposting</td> <td>1</td> </tr> <tr> <td>Leisure Centres</td> <td>1</td> </tr> <tr> <td>Parking Permits</td> <td>1</td> </tr> <tr> <td>Passenger Transport</td> <td>1</td> </tr> <tr> <td>THH Leasehold RTB and Resales</td> <td>1</td> </tr> <tr> <td>Total</td> <td>25</td> </tr> </tbody> </table>	Classification category	Count	Dry recycling	4	Domestic refuse	3	THH Repairs	3	Lettings	2	THH Capital Delivery	2	THH Housing Management	2	THH Leasehold Service	2	Council Tax	1	Fly tipping / flyposting	1	Leisure Centres	1	Parking Permits	1	Passenger Transport	1	THH Leasehold RTB and Resales	1	Total	25									
Classification category	Count																																							
Dry recycling	4																																							
Domestic refuse	3																																							
THH Repairs	3																																							
Lettings	2																																							
THH Capital Delivery	2																																							
THH Housing Management	2																																							
THH Leasehold Service	2																																							
Council Tax	1																																							
Fly tipping / flyposting	1																																							
Leisure Centres	1																																							
Parking Permits	1																																							
Passenger Transport	1																																							
THH Leasehold RTB and Resales	1																																							
Total	25																																							
Final Stage Responded to on Time 63 %	Reason for Stage 1 Complaints <table border="1"> <thead> <tr> <th>Cause</th> <th>2019/20</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td>Poor quality of work or service</td> <td>92</td> <td>92</td> </tr> <tr> <td>Failure / Delay to deliver service</td> <td>77</td> <td>77</td> </tr> <tr> <td>Policy / Procedure</td> <td>55</td> <td>55</td> </tr> <tr> <td>Other service issues</td> <td>26</td> <td>26</td> </tr> <tr> <td>1st Time Service Request via Stage 1 or Enquiry</td> <td>21</td> <td>21</td> </tr> <tr> <td>Payments</td> <td>14</td> <td>14</td> </tr> <tr> <td>Rudeness or conduct</td> <td>12</td> <td>12</td> </tr> <tr> <td>Poor communications</td> <td>8</td> <td>8</td> </tr> <tr> <td>General Enquiry</td> <td>7</td> <td>7</td> </tr> <tr> <td>Charges</td> <td>3</td> <td>3</td> </tr> <tr> <td>Legal / Regulatory</td> <td>1</td> <td>1</td> </tr> <tr> <td>Total</td> <td>316</td> <td>316</td> </tr> </tbody> </table>	Cause	2019/20	Total	Poor quality of work or service	92	92	Failure / Delay to deliver service	77	77	Policy / Procedure	55	55	Other service issues	26	26	1st Time Service Request via Stage 1 or Enquiry	21	21	Payments	14	14	Rudeness or conduct	12	12	Poor communications	8	8	General Enquiry	7	7	Charges	3	3	Legal / Regulatory	1	1	Total	316	316
Cause	2019/20	Total																																						
Poor quality of work or service	92	92																																						
Failure / Delay to deliver service	77	77																																						
Policy / Procedure	55	55																																						
Other service issues	26	26																																						
1st Time Service Request via Stage 1 or Enquiry	21	21																																						
Payments	14	14																																						
Rudeness or conduct	12	12																																						
Poor communications	8	8																																						
General Enquiry	7	7																																						
Charges	3	3																																						
Legal / Regulatory	1	1																																						
Total	316	316																																						
Complaints Escalated to Final Stage 12.03%																																								
% Upheld or Partially Upheld 41.24%																																								
Average Time to Respond (Days) 13.22																																								
Directorate: All Classification: All Division: All Cause: All																																								

Ombudsman



- Ombudsman comments on responsiveness
 - Initial enquiries
 - Formal investigation
 - Monitoring of redress

Future Work

Ombudsman Pilot January to June 2020

LGO liaison officer:

- Closer liaison
- Difficult cases
- Engage Senior Leadership Team
- Train staff – key areas
- Develop specific seminars

Future 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
- Members Enquiries

FOI / Transparency

- Year to date FOI 91% completed in time,
 - Internal Reviews 67% completed in time
 - Escalation 3.5%
-
- December FOI responses 100% completed in time
 - Internal Reviews 75% completed in time

Year to date April to December 2019



Number of FOI / EIR Requests

1381

FOIs Responded to on Time

91 %

Financial Year

Select All

2017/2018

2018/2019

2019/2020

Percentage of Responses in Target

Directorate	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Children and Culture	88 %	88 %	100 %	100 %	100 %	100 %	100 %	100 %		96 %
Governance	100 %	100 %	100 %		100 %	100 %	80 %		100 %	94 %
Health Adults and Community	100 %	100 %	75 %	100 %	100 %	100 %	100 %	100 %	100 %	96 %
Place	100 %	33 %		100 %	100 %				100 %	87 %
Resources	83 %	90 %	75 %	100 %	100 %	83 %	100 %	100 %	100 %	90 %
Tower Hamlets Homes		100 %	83 %	75 %	67 %	100 %	100 %		100 %	85 %
Total	92 %	85 %	89 %	94 %	96 %	95 %	96 %	100 %	100 %	93 %

Financial Quarter

Select All

Q1

Q2

Q3

Count of Responses in Target

Directorate	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Children and Culture	8	17	11	18	5	9	11	3		82
Governance	4	1	3		1	2	5		1	17
Health Adults and Community	3	2	4	4	6	1	2	2	2	26
Place	4	3		2	5					15
Resources	6	10	4	4	5	6	4	1	1	41
Tower Hamlets Homes		1	6	8	3	4	4		1	27
Total	25	34	28	36	25	22	26	6	6	208

Month Name

Select All

April

May

June

July

August

September

October

November

December

Count by Response in target

Yes	90.37%
No	9.38%

Top 10 Divisions Receiving FOIs

Housing Options	20
Planning & Building C...	20
Property and Major P...	14
Human Resources	12
Children Social Care	10
Corporate Finance	8
Streets and Highways	8
THH Housing Manag...	7
Waste & Recycling	6
Legal Services	5

Case Type

Select All

a. FOI / EIR

b. FOI / EIR Review

c. FOI / EIR ICO Case

Subject access request

Number of FOI / EIR Reviews

48

FOI Reviews Responded to on Time

67 %

FOI / EIR Escalation Rate

3.48%

Number of Subject Access Requests

208

Subject Access Requests Responded to on Time

93 %

Number of FOI / EIR ICO Cases

4

Average Time to Respond (Days)

15.56

Directorate

All

Division

All

FOI December 2019



Number of FOI / EIR Requests 50	Financial Year <input type="checkbox"/> Select All <input type="checkbox"/> 2017/2018 <input type="checkbox"/> 2018/2019 <input checked="" type="checkbox"/> 2019/2020	Percentage of Responses in Target																					
FOIs Responded to on Time 100 %		<table border="1"> <thead> <tr> <th>Directorate</th> <th>Dec</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td>Governance</td> <td>100 %</td> <td>100 %</td> </tr> <tr> <td>Health Adults and Community</td> <td>100 %</td> <td>100 %</td> </tr> <tr> <td>Place</td> <td>100 %</td> <td>100 %</td> </tr> <tr> <td>Resources</td> <td>100 %</td> <td>100 %</td> </tr> <tr> <td>Tower Hamlets Homes</td> <td>100 %</td> <td>100 %</td> </tr> <tr> <td>Total</td> <td>100 %</td> <td>100 %</td> </tr> </tbody> </table>	Directorate	Dec	Total	Governance	100 %	100 %	Health Adults and Community	100 %	100 %	Place	100 %	100 %	Resources	100 %	100 %	Tower Hamlets Homes	100 %	100 %	Total	100 %	100 %
Directorate	Dec	Total																					
Governance	100 %	100 %																					
Health Adults and Community	100 %	100 %																					
Place	100 %	100 %																					
Resources	100 %	100 %																					
Tower Hamlets Homes	100 %	100 %																					
Total	100 %	100 %																					
Number of FOI / EIR Reviews 8	Financial Quarter <input type="checkbox"/> Select All <input checked="" type="checkbox"/> Q3	Count of Responses in Target																					
FOI Reviews Responded to on Time 75 %		<table border="1"> <thead> <tr> <th>Directorate</th> <th>Dec</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td>Governance</td> <td>1</td> <td>1</td> </tr> <tr> <td>Health Adults and Community</td> <td>2</td> <td>2</td> </tr> <tr> <td>Place</td> <td>1</td> <td>1</td> </tr> <tr> <td>Resources</td> <td>1</td> <td>1</td> </tr> <tr> <td>Tower Hamlets Homes</td> <td>1</td> <td>1</td> </tr> <tr> <td>Total</td> <td>6</td> <td>6</td> </tr> </tbody> </table>	Directorate	Dec	Total	Governance	1	1	Health Adults and Community	2	2	Place	1	1	Resources	1	1	Tower Hamlets Homes	1	1	Total	6	6
Directorate	Dec	Total																					
Governance	1	1																					
Health Adults and Community	2	2																					
Place	1	1																					
Resources	1	1																					
Tower Hamlets Homes	1	1																					
Total	6	6																					
FOI / EIR Escalation Rate 16.00%	Month Name <input type="checkbox"/> Select All <input type="checkbox"/> April <input type="checkbox"/> May <input type="checkbox"/> June <input type="checkbox"/> July <input type="checkbox"/> August <input type="checkbox"/> September <input type="checkbox"/> October <input type="checkbox"/> November <input checked="" type="checkbox"/> December	Count by Response in target																					
Number of Subject Access Requests 6																							
Subject Access Requests Responded to on Time 100 %		Top 10 Divisions Receiving FOIs																					
Number of FOI / EIR ICO Cases (Blank)																							
Average Time to Respond (Days) 6.95		Case Type <input type="checkbox"/> Select All <input checked="" type="checkbox"/> a. FOI / EIR <input checked="" type="checkbox"/> b. FOI / EIR Review <input checked="" type="checkbox"/> Subject access request <input checked="" type="checkbox"/> c. FOI / EIR ICO Case																					
Directorate All		Division All																					

Transparency



Mandatory publication

- FOI Responses
- Transparency code
- Publication Scheme

Challenge

- Services proactive publication – next steps