



**Barking &
Dagenham**

Complaints Quarterley

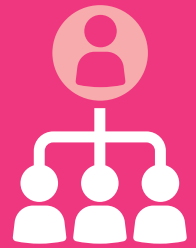
October to
December 2024

Introduction



This report aims to provide a comprehensive overview of the performance metrics related to complaints, Freedom of Information (FOI) requests, Subject Access (SAR) Requests, Social Care complaints and members enquires for the past quarter. The aim is to identify trends, assess performance, and highlight areas requiring improvement.

Corporate Complaints



Corporate Complaints Stage 1



Total Number of Complaints Received - 659



Complaints Resolved - 581 = 88%



Complaints Resolved in Timescale (10 Working Days) - 483 = 73%



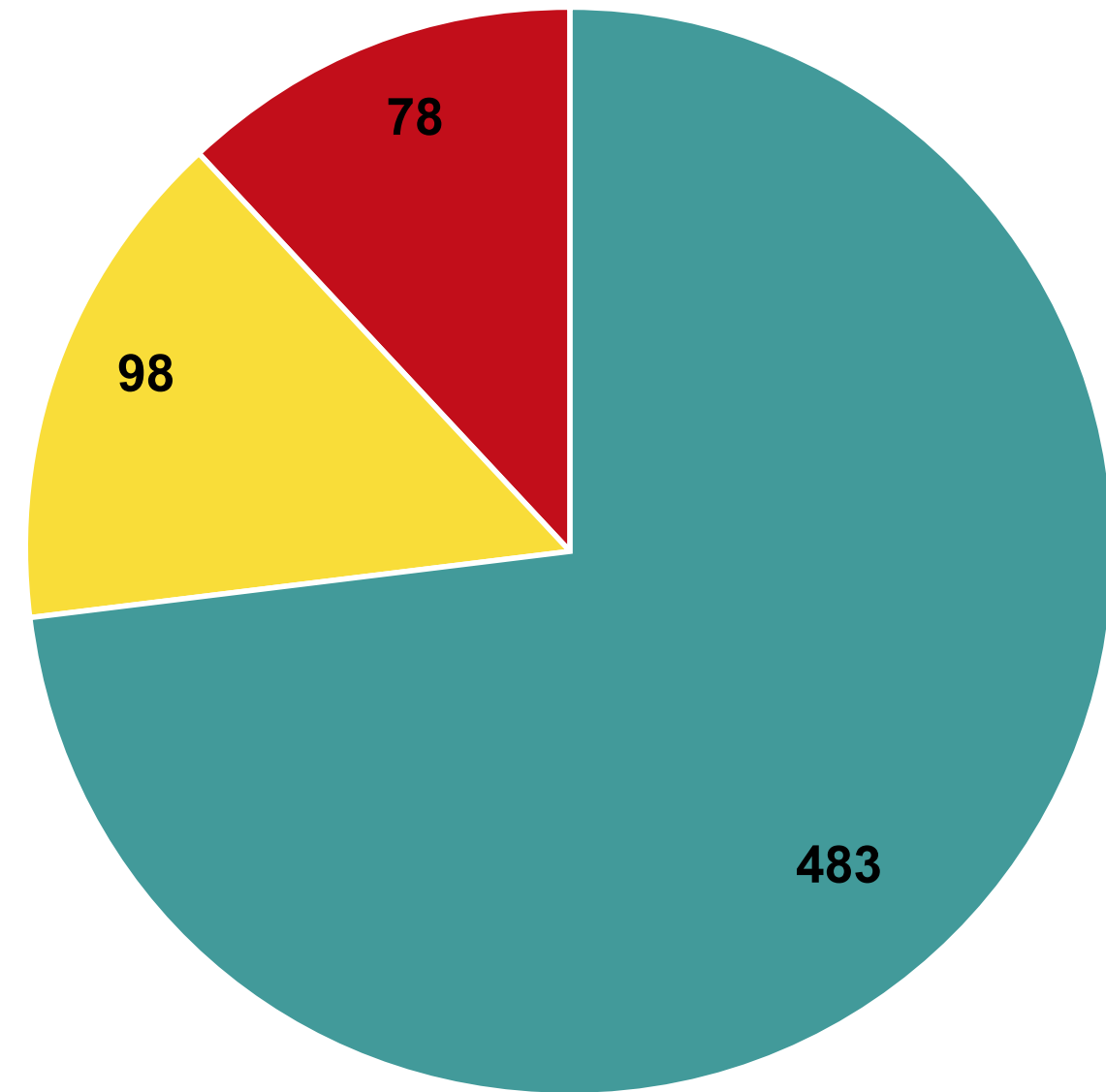
Outstanding Complaints - 78 and 12%



Average Resolution Time in Days - 6.5 Days

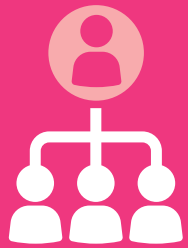
Complaints Quarterley

Performance



- Resolved in Timescale
- Resolved Out of Timescale
- Outstanding

Adult Social Care Complaints



Adult Social Care Complaints



Total Number of Complaints Received - 12



Complaints Resolved - 11 = 92%



Complaints Resolved in Timescale (20 Working Days) - 11 = 92%



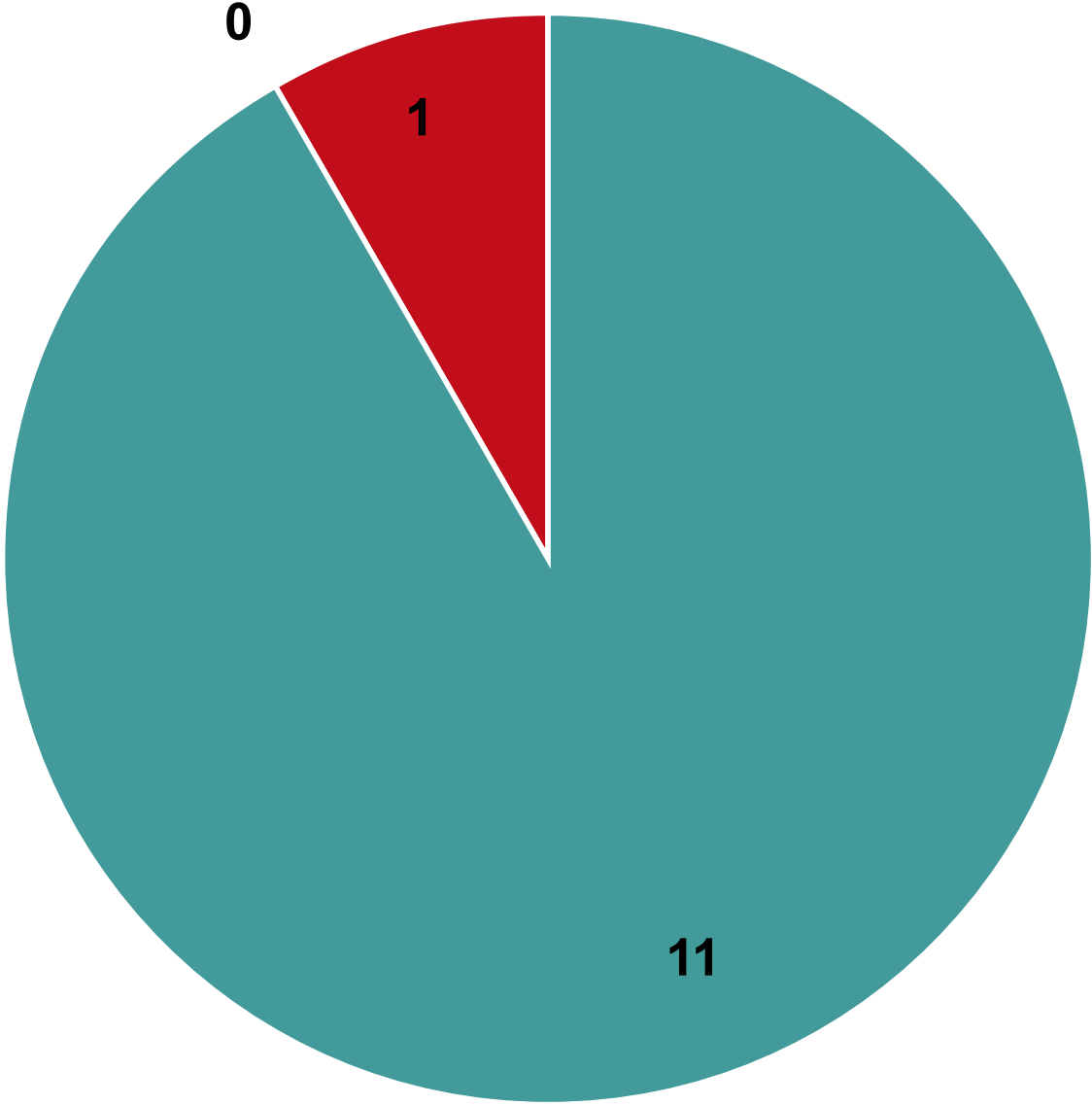
Outstanding Complaints - 1 and 8%



Average Resolution Time in Days - 8.7 Days

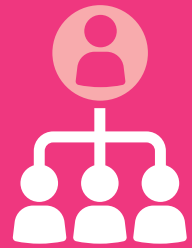
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Performance



- Resolved in Timescale
- Resolved Out of Timescale
- Outstanding

Children Social Care Complaints



Childrens Social Care Complaints Stage 1



Total Number of Complaints Received - 36



Complaints Resolved - 34 = 94%



Complaints Resolved in Timescale (20 Working Days) - 32 = 89%



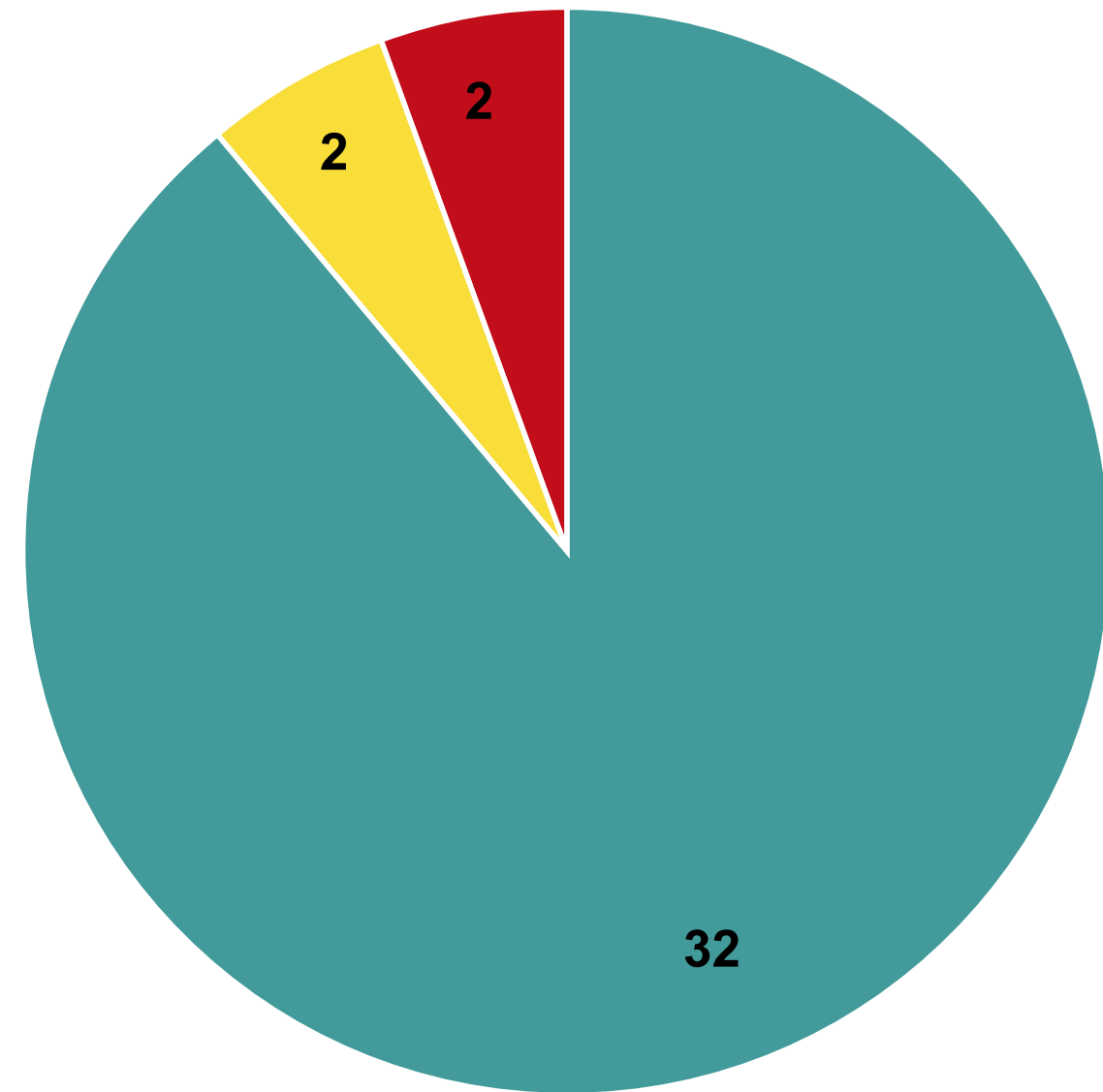
Outstanding Complaints - 2 and 6%



Average Resolution Time in Days - 12 Days

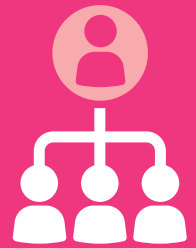
Complaints Quarterley

Performance



- Resolved in Timescale
- Resolved Out of Timescale
- Outstanding

Member Enquiry



Member Enquiry



Total Number of Enquiries Received - 696



Enquiries Resolved - 643 = 92%



Enquiries Resolved in Timescale (10 Working Days) - 559 = 80%



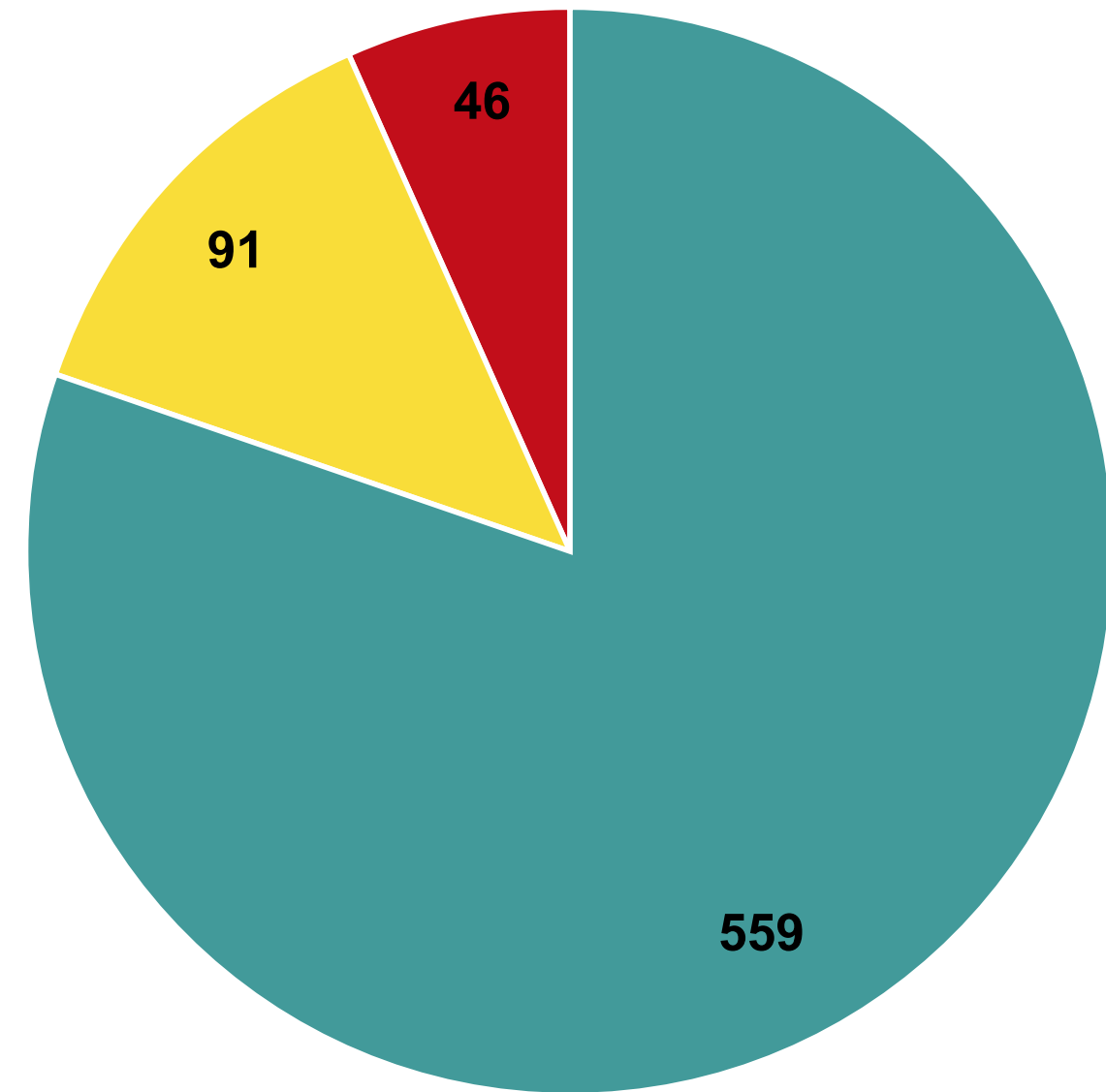
Outstanding Complaints - 46 and 8%



Average Resolution Time in Days - 5.5 Days

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Performance



- Resolved in Timescale
- Resolved Out of Timescale
- Outstanding

FOI's

Total Number of FOI's Received
389

Number of FOI's Completed
389 (100%)

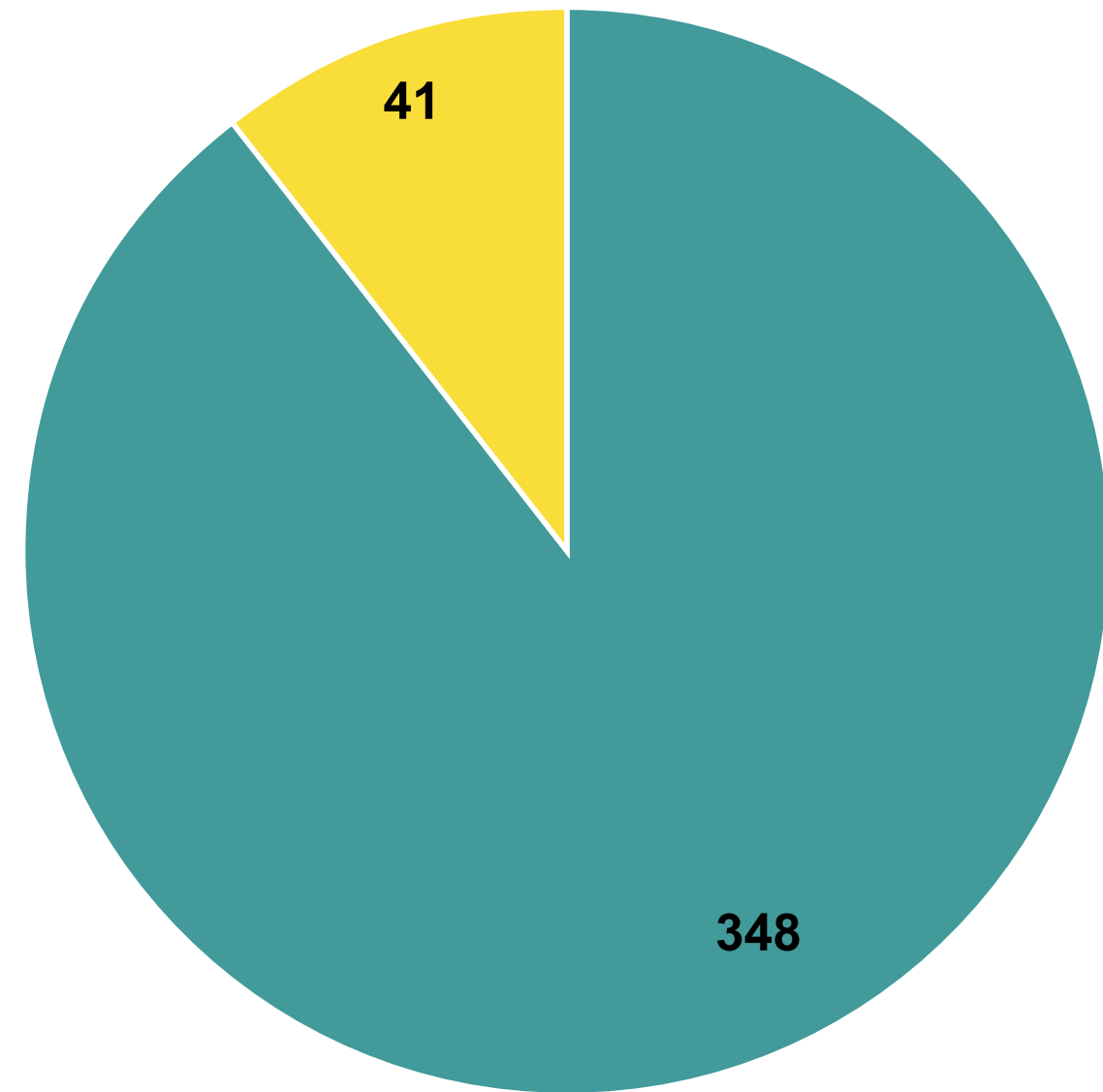
FOI's Completed in Timescale
(20 Working Days)
348 (89%)

Outstanding FOI's
0 (0%)

Average Response Time in Days
16.1 Days

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Performance



- Resolved in Timescale
- Resolved Out of Timescale
- Outstanding

SAR's

Total Number of SAR's Received
87

Number of SAR's Completed
71 (82%)

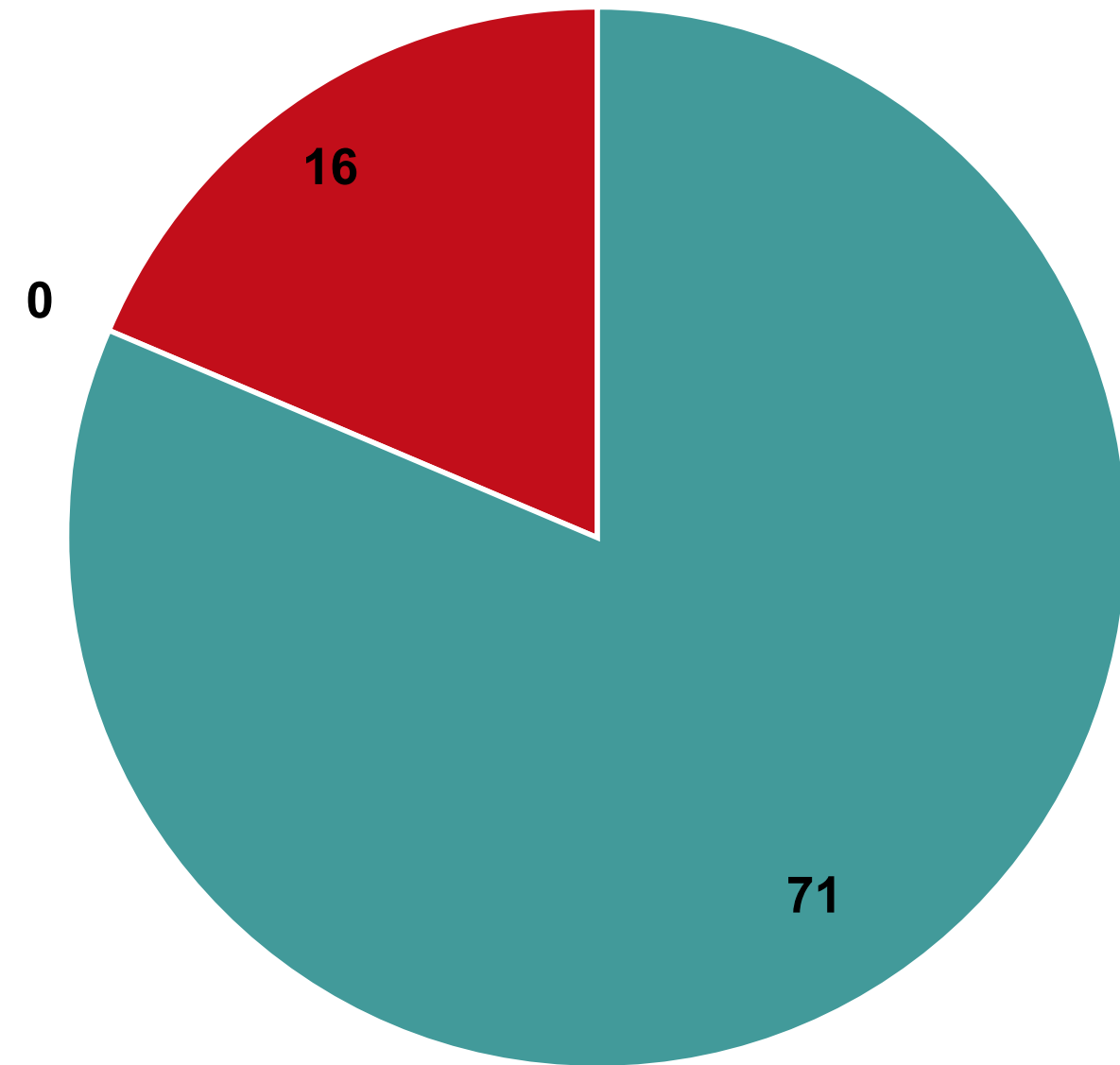
SAR's Completed in Timescale
(1 Calendar Month)
71 (82%)

Outstanding SAR's
16 (18%)

Average Response Time in Days
5.7 Days

Complaints Quarterley

Performance



- Resolved in Timescale
- Resolved Out of Timescale
- Outstanding

Areas of Underperformance



Reviewing the data which is available we can identify several teams who require improvement in relation to the number of complaints outstanding – Education Health Care, Refuse, Reside and BD Group.



Teams who have exceeded the given timescale of 10 working days consistently are – Education Health Care, Landlord Services, Refuse and BD Group.

Recommendations for Service Improvement



Process Optimisation

All Teams to use our Customer Resolution Management System to monitor and track complaints into services. Automation of Routine Tasks within the complaints process. Improve Communication with Residents updating on their complaint status.



Resource Allocation

Work with HEC in clarifying classification and root cause for more meaningful data capture. Casework Training for clearer case management tracking. Research Automation of Routine Tasks.



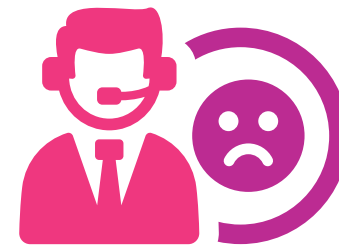
Customer Feedback

We need to seek opportunities for residents to provide further feedback on the process from their perspective. We have a working residents engagement panel, and we are now providing a link to a satisfaction survey post complaint.

Key Themes – You Said



Housing Repairs and Maintenance – Complainants have highlighted that they have issues with housing conditions. This includes damp and mould, broken heating systems and possible structural damage. Residents have clearly expressed frustration with delayed responses and inadequate solutions from the relevant departments.



ASB – Complainants raise concerns relating to noise disturbances, aggressive behaviour from other residents and safety concerns. Residents are seeking more effective interventions and support from the Council to resolve the issues reported.

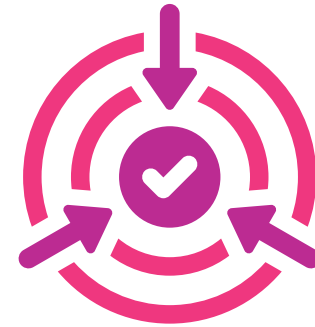


Communication and Responsiveness – A common theme is the lack of response and communication from various council departments. Residents report difficulties in getting updates, responses to queries and effective resolution to their problems. Residents are calling for greater accountability and transparency from the Council.



Environment – Complainants are clear that their living environment is impacted due to fly-tipping, vermin and inadequate waste collections. Residents are seeking support with the Council taking more proactive steps to address these concerns.

Conclusion



In conclusion, it is evident that while there are areas of strong performance, such as the high-resolution rates in adult social care complaints and FOI requests, there are areas that require attention.

Teams such as Education Health Care, Refuse, Reside and BD Group have been identified as requiring improvement in terms of numbers of outstanding cases and adherence to timescale.

To enhance overall service quality and customer satisfaction, it is crucial to address these underperforming areas.

Implementing the recommended service improvements, such as process optimisation, better resource allocation, and increased customer feedback opportunities, will be essential steps in achieving this goal.

By focusing on these improvements, we can ensure a more efficient and responsive service, ultimately leading to higher customer satisfaction and better overall performance.