

REVIEW OF STAGE THREE COMPLAINTS 2016 – 2017 - LEWISHAM COUNCIL AND REGENERATOR

Appendix 1

Total cases received/open and determined: 1/4/16 – 31/3/17

TOTAL CASES RECEIVED 1/4/16 – 31/3/17	NO. OF CASES CARRIED OVER FROM 2015/16	NO. OF CASES DETERMINED	NO. OF CASES WITHDRAWN/ OUTSIDE JURISDICTION	NO. OF CASES OPEN AS OF 31/3/17
*82	8	59	28	3

**Includes Lewisham Homes*

Number of cases determined

TOTAL CASES DETERMINED	UPHELD IN FULL	UPHELD IN PART	NOT UPHELD
*59	11 (19%)	13 (22%)	35 (59%)

**Includes Lewisham Homes*

Time taken by the IA to resolve : target 90% of cases to be resolved within 30 days

30 days and below	31 - 50 days	More than 50 days
47* (80%)	**10 (17%)	**2 (3%)

**Includes Lewisham Homes*

***These complaints were particularly complex and required significant investigation. In six of them, complaint handling was poor, the responses from the Council and/or Lewisham Homes were deficient, and further enquiries were necessary sometimes more than once: in two, the IA was unable to despatch her decision letter on time because either the Council's computer system was down, or she had been asked to hold the letter pending an officer discussion with her.*

Number of cases received: a comparison

The Council and Regenter	Lewisham Homes	Total cases received
55 (67%)	27 (33%)	*82

**Includes 28 complaints that were withdrawn or considered to be outside the IA's jurisdiction*

Cases received by Council directorate/partner

Total number of stage three complaints against each directorate and each partner with the number of withdrawn/out of jurisdiction complaints in brackets (28)

Customer Services	Resources and Regeneration	Community Services	Children and Young People	Regenter	Lewisham Homes	TOTAL
28 (6)	11 (4)	1 (1)	10 (6)	5 (1)	27 (10)	82

Cases determined by subject

Number of complaints determined by subject – does not include those that were withdrawn/considered to be out of jurisdiction: number upheld in full or in part in brackets

	All Council/Partners*	Council and Regenter	Lewisham Homes
Council Tax	9 (1)	9 (1)	
Repairs	7 (4)	1 (1)	6 (3)
Planning	6 (2)	6 (2)	
Leaseholders	5 (1)	3	2 (1)

Housing management	3 (1)		3 (1)
Housing allocations	3 (1)	3 (1)	
ASB	3 (1)		3 (1)
Refuse collection/flytipping	3 (2)	3 (2)	
SEN	2 (2)	2 (2)	
Benefits	2	2	
No Recourse to Public Funds	2	2	
Trees	2	2	
Temporary accommodation	2 (2)	1 (1)	1 (1)
Housing Improvement Grants	1 (1)	1 (1)	
Major Works	1 (1)		1 (1)
Building Control	1 (1)	1 (1)	
Parking permits	1 (1)		1 (1)
Abandoned vehicle	1 (1)	1 (1)	
Blue Badge	1	1	
Golf club closure	1	1	
Garages	1		1
Adoption	1 (1)	1 (1)	
Childminder register	1 (1)	1 (1)	
Total for all Council	59 (24)	41 (15)	18 (9)

**Some complaints raised more than one issue but were categorised according to the main issue*

Compensation awarded in nine cases including those against Lewisham Homes*

Up to and including £100	£101 - £500	£501 and above	TOTAL – COUNCIL/RB3	TOTAL INC LH
	£860	£10589.80	£11449.80	£13699.80**

Lewisham Homes - **four cases - £2250*

***In a further three cases – one about Lewisham Homes, one about the Council and a joint complaint against both authorities, the IA proposed compensation, but she was unable to determine the amount pending action by one or both of the authorities that would help her establish the level of injustice suffered and a fair and reasonable remedy in response.*