

ORGANISATIONAL LEARNING FROM ENFIELD'S COMPLAINTS SCHEME

Adult Social Care Organisational Learning

Case Ref.	Key Issue(s)	Action	Action Complete Y/N	Scale of Change Low/Med/High	Service Impact Low/Med/High
1566	Lack of information regarding spending of direct payments	Information provided to be made clearer in future	<u>Y</u>	Medium	Medium
1563	Failure to acknowledge correspondence in staff member's absence	Post to be checked more systematically when staff on leave in future	Y	<u>Low</u>	Medium
1563	Disagreement regarding the removal of equipment provided by Occupational Therapy service	Procedures to be reviewed to ensure that service users and their carers understand and agree the conditions under which equipment is installed prior to work being carried out	Y	<u>Low</u>	Medium
1571	Delay in provision of home care service	Review of procedures from point of referral to implementation of recommended care package.	N	<u>Medium</u>	High

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PPP – Housing Organisational Learning

Case Ref.	Key Issue(s)	Action	Action Complete Y/N	Scale of Change Low/Med/High	Service Impact Low/Med/High
1494	Gas supply in void properties – Transco cannot connect supply without authority from the tenant which causes delays; tenants can be without gas supply for some days	Property checklist amended to include details of gas/electric meters in property, to start process sooner. Investigations ongoing for potential to fast-track with Transco	N	Low	Medium
1530	Call made to sheltered housing tenant at 20.00 hours re rent arrears, caused some worry & distress	No calls will be made to sheltered housing tenants after 17.00 hours, and no calls re rent arrears will be made at all without checking on the tenant's circumstances with the relevant Sheltered Housing Officer	Y	Low	Medium
1496	The complaint was that we had taken rent arrears action that did not comply with the order given by the court. Our action was based on our officer's record of the judge's decision but the investigation revealed that the decision was recorded differently in the actual court order.	We now compare court orders, as soon as they are received, against our own records so that any discrepancies can be investigated and resolved	Y	Low	Low

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1507	Following a complaint made about a delay in remedial works, on behalf of a 92 year old tenant who had suffered an attempted break-in, measures were put in place to prevent problems in the future	<ul style="list-style-type: none"> ◆ Technical inspections to be monitored more closely ◆ Particular attention to be paid to outstanding work during patch changes/officer leaving ◆ Letters to be sent to tenants regarding nil access following visits by technical officer 	Y	Medium	Medium
1532	<p>Complaint made that tenant was suspended from CBL scheme as a result of rent arrears and NOT de-suspended when arrears were cleared, for a period of 3 months; this could mean the tenant was disadvantaged by not being able to bid [in this case, only one property eligible & this was not in desired area]</p> <p>The hostel manager was on long-term leave;</p>	<ul style="list-style-type: none"> ◆ A new computer generated report has been devised for a Senior Property manager to review all suspended cases monthly to ensure this doesn't happen in the future. ◆ Although we do not consider that tenants were disadvantaged, as all tenants had access to a member if staff during her 	Y	<p>Medium</p> <p>Low</p>	<p>Medium</p> <p>Low</p>

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	the complainant maintains that this led to a lack of service	absence, we consider that a simple letter advising of her return would have been a reasonable approach and we will undertake this as a matter of course in these circumstances in the future			
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PPP – Revenues & Benefits

Case Ref.	Key Issue(s)	Action	Action Complete Y/N	Scale of Change Low/Med/High	Service Impact Low/Med/High
303746	Customer was having problems paying her Council Tax debts that had been referred to Bailiffs for collection.	Explanation letter sent, and customer telephoned by head of Collection. Further arrangement made with customer to clear debt.	Y	L	L
303747	Complaint about Customer services member of staff, customer unhappy with the way she was spoken to.	Explanation letter sent. Memo sent to Customer services, with details of complaint, for Officer to be seen.	Y	L	L
303749	Customer complained about delays and errors in their Housing Benefit claim, and discrimination against them.	Explanation letter sent. There had been some delay, which was mainly caused by backlog created following system conversion last year. No foundation to discrimination allegations.	Y	L	L
303756	Customer was	Explanation letter	Y	L	L

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	disputing level of Council Tax debt that had been referred to bailiffs for collection.	sent. Some payments had been made direct to Council. Debt now withdrawn from bailiff.			
303765	Customer felt there had been errors and delays in assessing Housing Benefit entitlement.	Explanation letter sent. Could not find any errors with assessment, but had been some delays in requesting information initially. Process now streamlined.	Y	L	L
303787	Customer complaining about the attitude of a member of staff during a visit to reception.	Explanation letter sent. No conclusive evidence, but officer reminded of required standards. No history of complaints against officer	Y	L	L
303793	Complaint from Landlord about a delay in his tenant's Housing	Explanation letter sent. Delays contributed to by tenant failing	Y	L	L

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	benefit claim being amended following a change in tenant's circumstances.	to provide information requested.			
303794	There was a delay in Customers benefit claim being paid	Explanation letter sent. Complexity of claim contributed to delay.	Y	L	L

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ECSL

Case Ref.	Key Issue(s)	Action	Action Complete Y/N	Scale of Change Low/Med/High	Service Impact Low/Med/High
	<p>Parent complained about information included in an assessment of her child. She disputed the veracity of the information and was concerned about the number of visits made to her home by the SW concerned. The complaint highlighted that whilst SW staff do verbally inform parents of what to expect during an assessment and what their rights are to challenge the content, it may be helpful for the dept to produce some written information for parents to keep and refer back to throughout the process.</p>	<p>Complaints Manager has assisted Senior Managers to identify examples of good practice in other authorities. Managers within Children's Services are currently finalising text for a leaflet.</p>	N	M	H

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ESSP

Case Ref.	Key Issue(s)	Action	Action Complete Y/N	Scale of Change Low/Med/High	Service Impact Low/Med/High
1122	Delay in construction of footway crossover due to confusion regarding the siting of a bus stop.	Several external bodies also involved. Processes to be tightened and strictly adhered to in future.	Y	L	L
1136	Dissatisfied with the way in which a service request regarding rat infestation was dealt with.	Officers reminded of need to keep complainants updated.	Y	L	L
1150	Dissatisfied with decision to install a lamp column outside complainant's property and with lack of response from contractors.	Contractor advised to personalise letters to complainants. Both Highways staff and contractors reminded of customer care expectations.	Y	M	M
1152	Park gates not being opened at the correct times despite previous complaints. These complaints were not responded to.	New procedures put in place to ensure efficient opening and closing of park gates. Weekly monitoring of responses now introduced.	Y	L	M
1159	Failure of LBE vehicle to pick up rubbish from the highway and	Monitoring of area to ensure work consistently carried	Y	L	L

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	untidy condition of road after refuse collection.	out to expected standard.			
1170	Lack of response to concerns raised re nuisance issues.	Apology given. Officers reminded of the need to plan and manage workloads efficiently. Managers to check outstanding cases when staff absent through sickness.	Y	L	L
1173	Dissatisfied with Trading Standards handling of a case	Officers reminded to ensure that any requests from Legal Services to put information in writing, is acted upon.	Y	M	M
1182	Delay in registering planning application	Staffing increased within Planning administration to support Development Control issues.	Y	M	M
1185	Failure to collect refuse on regular day and not then collected within 24 hours as promised.	Procedures reviewed regarding the reporting of missed collection to appropriate collection crews.	Y	L	L

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1188	Dissatisfied with delay in responding to correspondence concerning a planning application.	Officers reminded of the need to communicate clearly when an application is reallocated from one officer to another.	Y	L	L
1191	Dissatisfied with commercial waste collections	Close monitoring of crews and instructions for them to complete daily work sheets showing times and dates of collection.	Y	L	L
1205	Delay in rotation of allotment.	Work carried out, apology and reimbursement of allotment fee for 07/08. Staff reminded of necessity to keep allotment tenants updated if delays likely.	Y	L	L