

Complaints Quarterley



**Barking &
Dagenham**

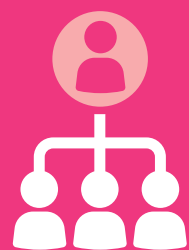
January to
March 2025

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 - 761



Complaints
Resolved
- 727 = 95.5%



Complaints
Resolved in
Timescale
(10 Working Days)
- 519 = 68%



Outstanding
Complaints
- 34 and 4.5%

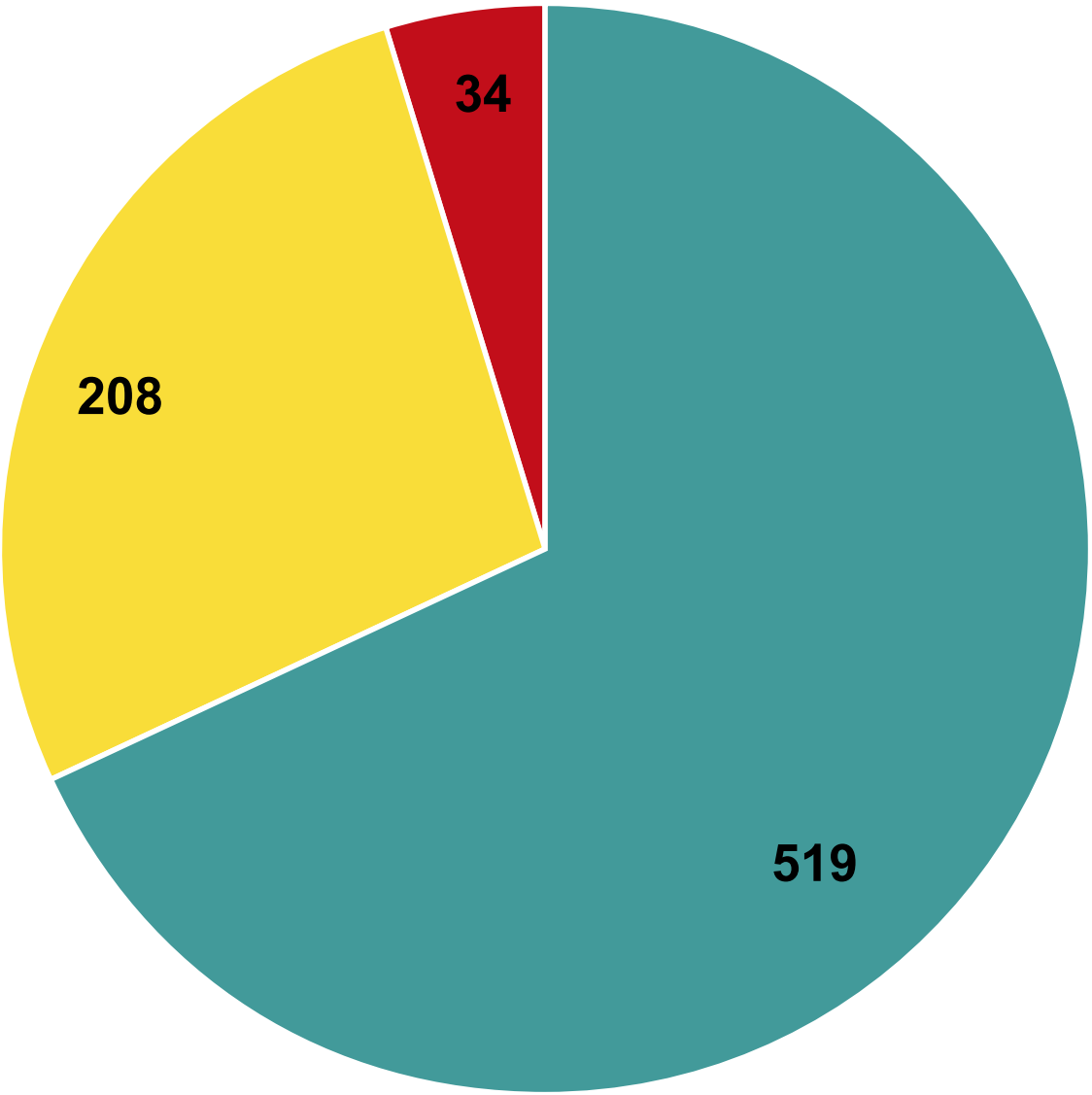


Average
Resolution
Time in Days
- 9.9 Days

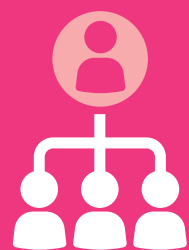


Complaints Quarterley

Performance



Adult Social Care Complaints



Adult Social
Care
Complaints



Total Number
of Complaints
Received - 17



Complaints
Resolved
- 17 = 100%



Complaints
Resolved in
Timescale
(20 Working Days)
- 14 = 77.7%



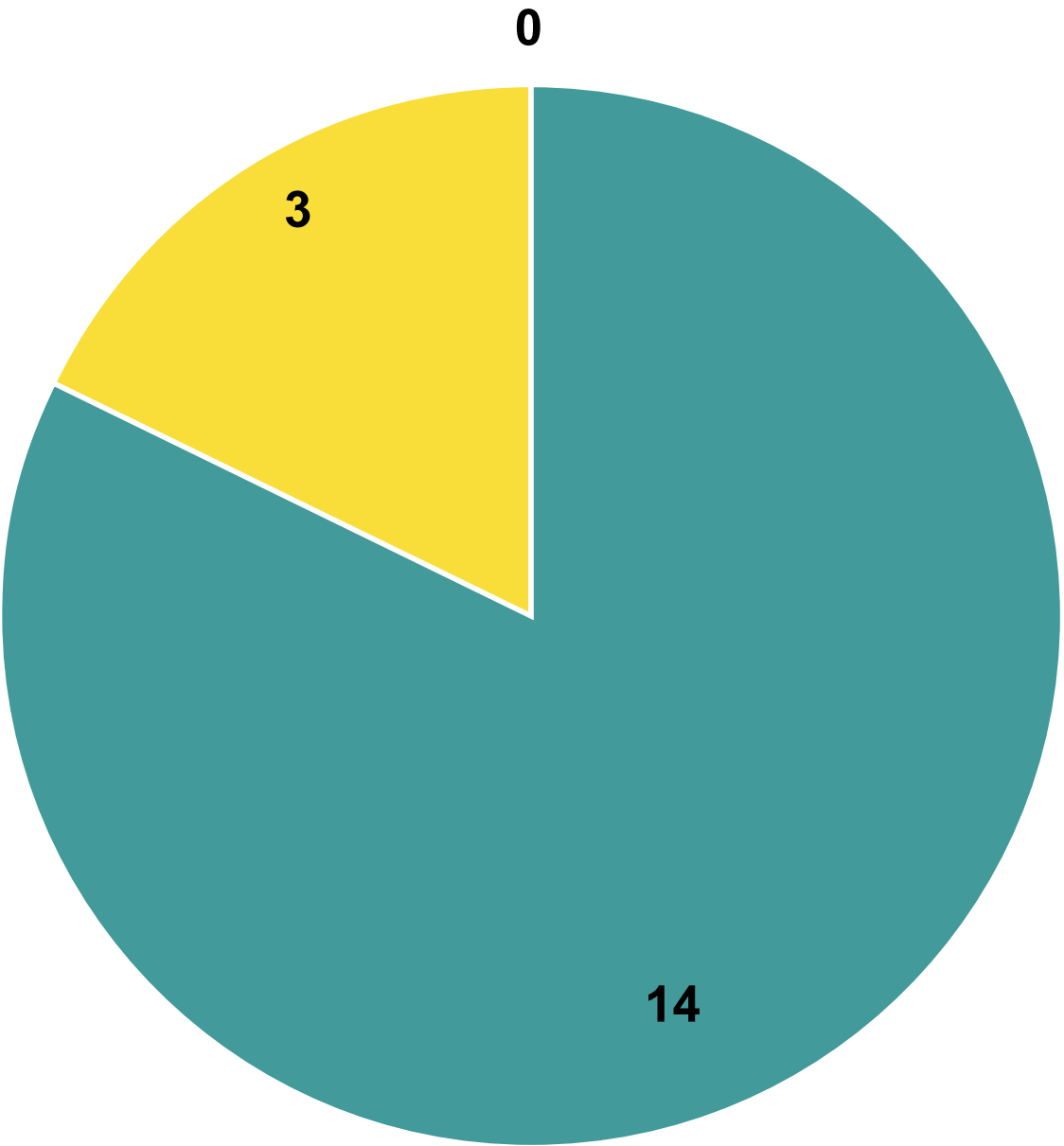
Outstanding
Complaints
- 0 (0%)



Average
Resolution
Time in Days
- 14.9 Days

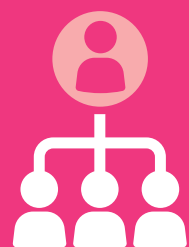
Complaints Quarterley

Performance



- Resolved in Timescale
- Resolved Out of Timescale
- Outstanding (0)

Children Social Care Complaints



Childrens
Social Care
Complaints
Stage 1



Total Number
of Complaints
Received - 35



Complaints
Resolved
- 35 = 100%



Complaints
Resolved in
Timescale
(20 Working Days)
- 33 = 94%



Outstanding
Complaints
- 0 (0%)

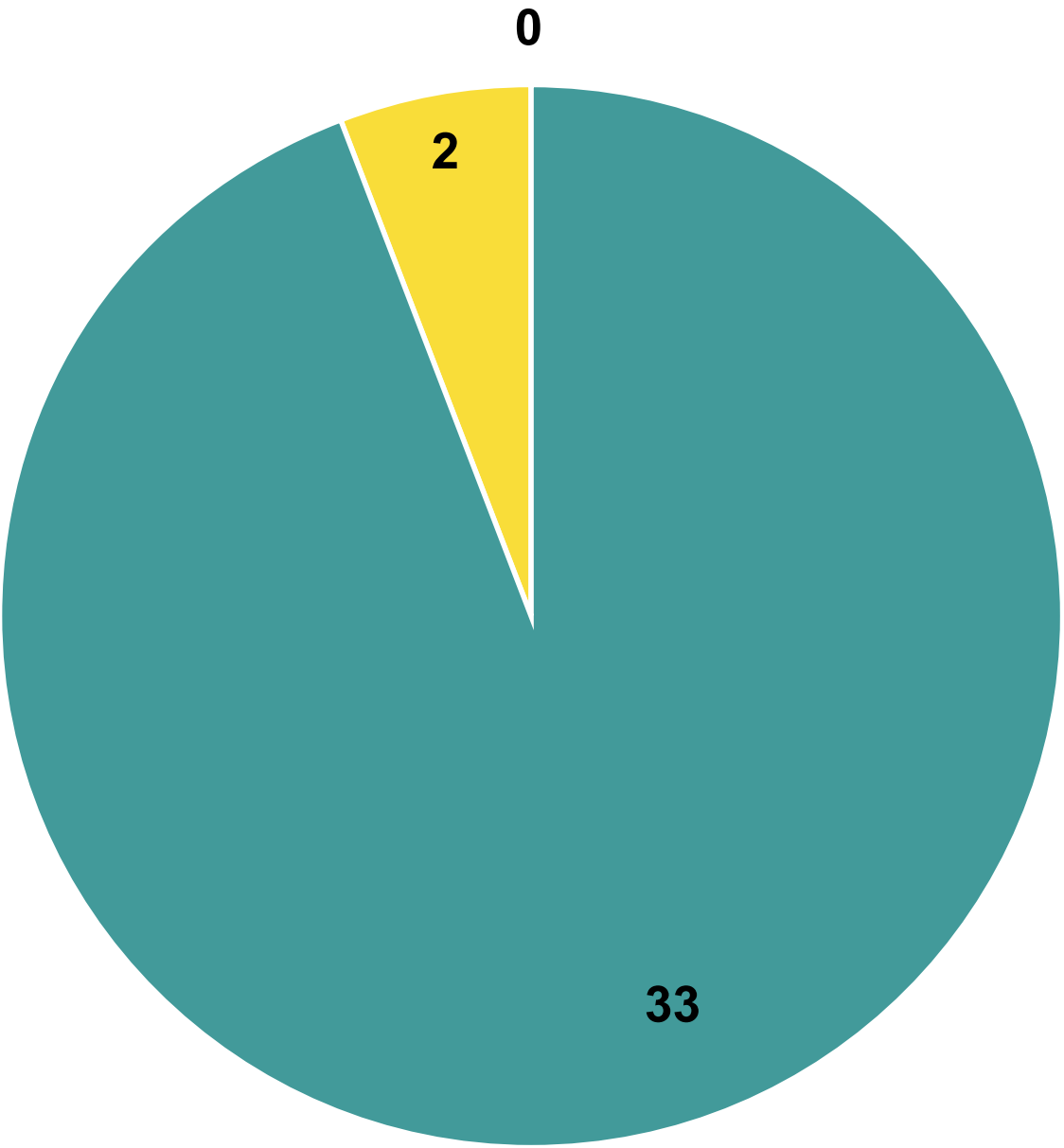





Average
Resolution
Time in Days
- 11 Days



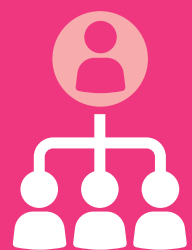
Complaints Quarterley

Performance



-  Resolved in Timescale
-  Resolved Out of Timescale
-  Outstanding (0)

Member Enquiry



Member Enquiry



Total Number of Enquiries Received - 790



Enquiries Resolved - 753 = 95%



Enquiries Resolved in Timescale (10 Working Days) - 632 = 80%



Outstanding Complaints - 37 and 5%

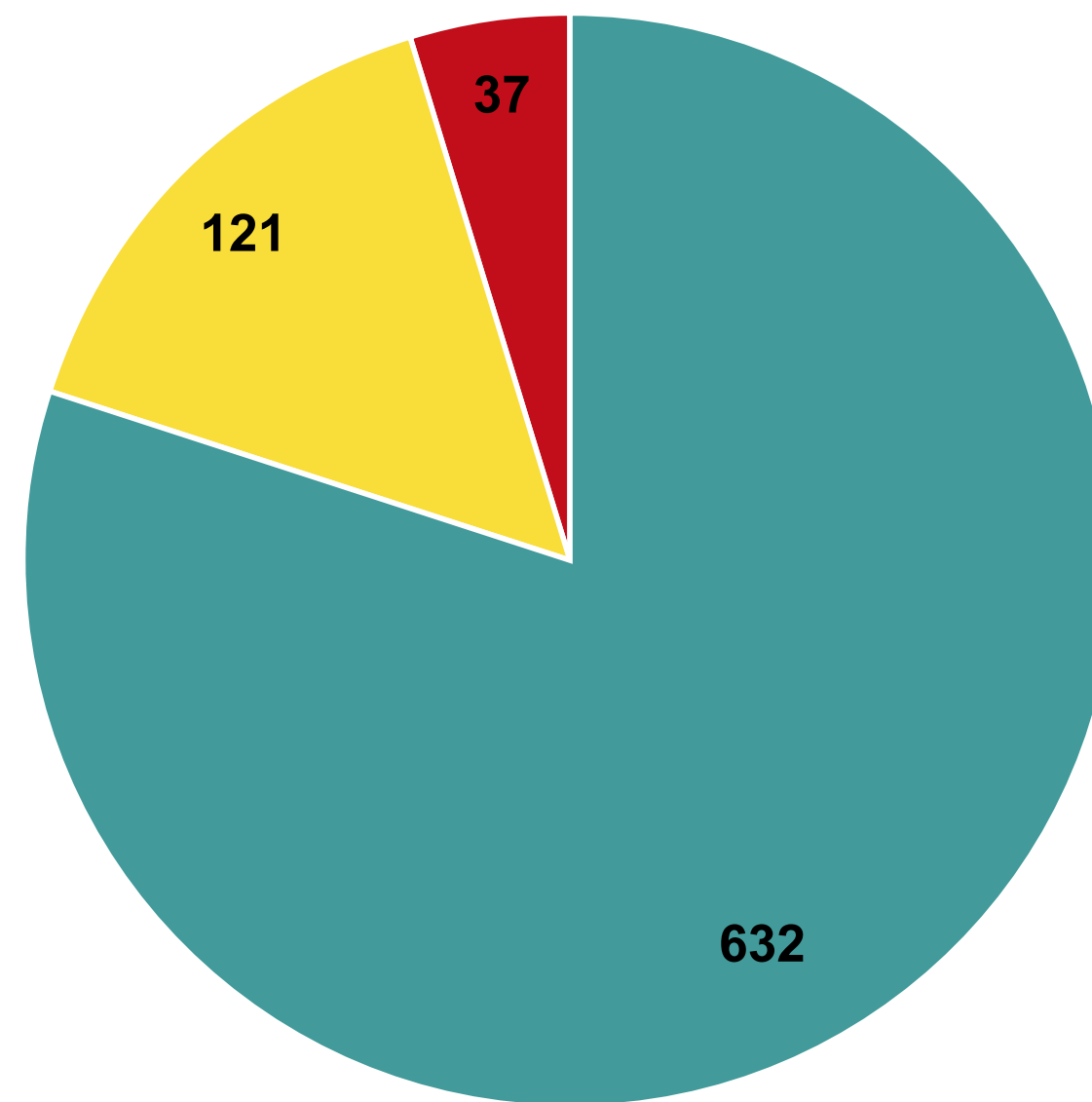


Average Resolution Time in Days - 7.9 Days



Complaints Quarterley

Performance



Resolved in Timescale



Resolved Out of Timescale



Outstanding

FOI's

Total Number of FOI's Received
491

Number of FOI's Completed
459 (93.5%)

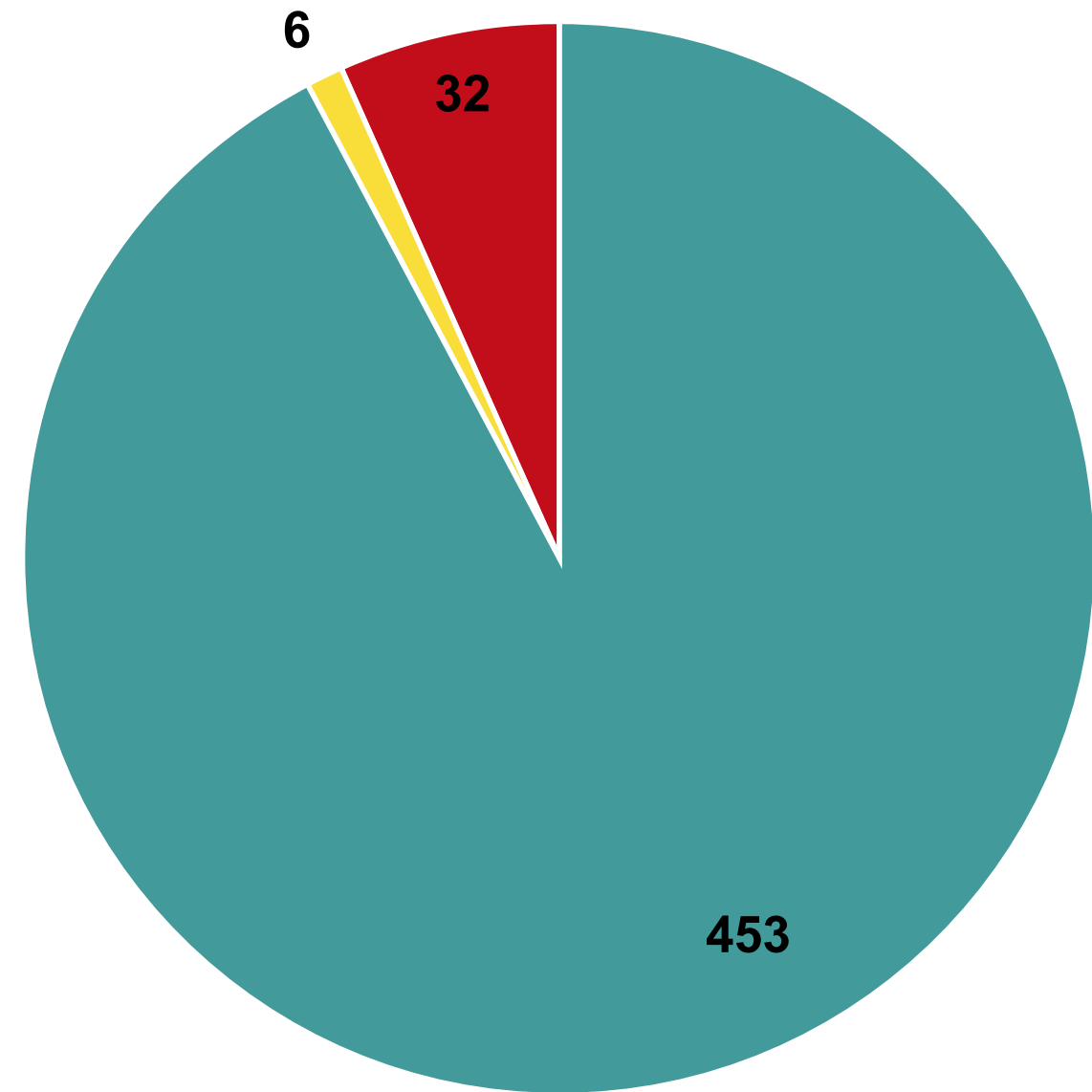
FOI's Completed in Timescale
(20 Working Days)
453 (92.3%)

Outstanding FOI's
32 (6.5%)

Average Response Time in Days
15.9 Days

 Complaints Quarterly

Performance



-  Resolved in Timescale
-  Resolved Out of Timescale
-  Outstanding

SAR's

Total Number of SAR's Received
84

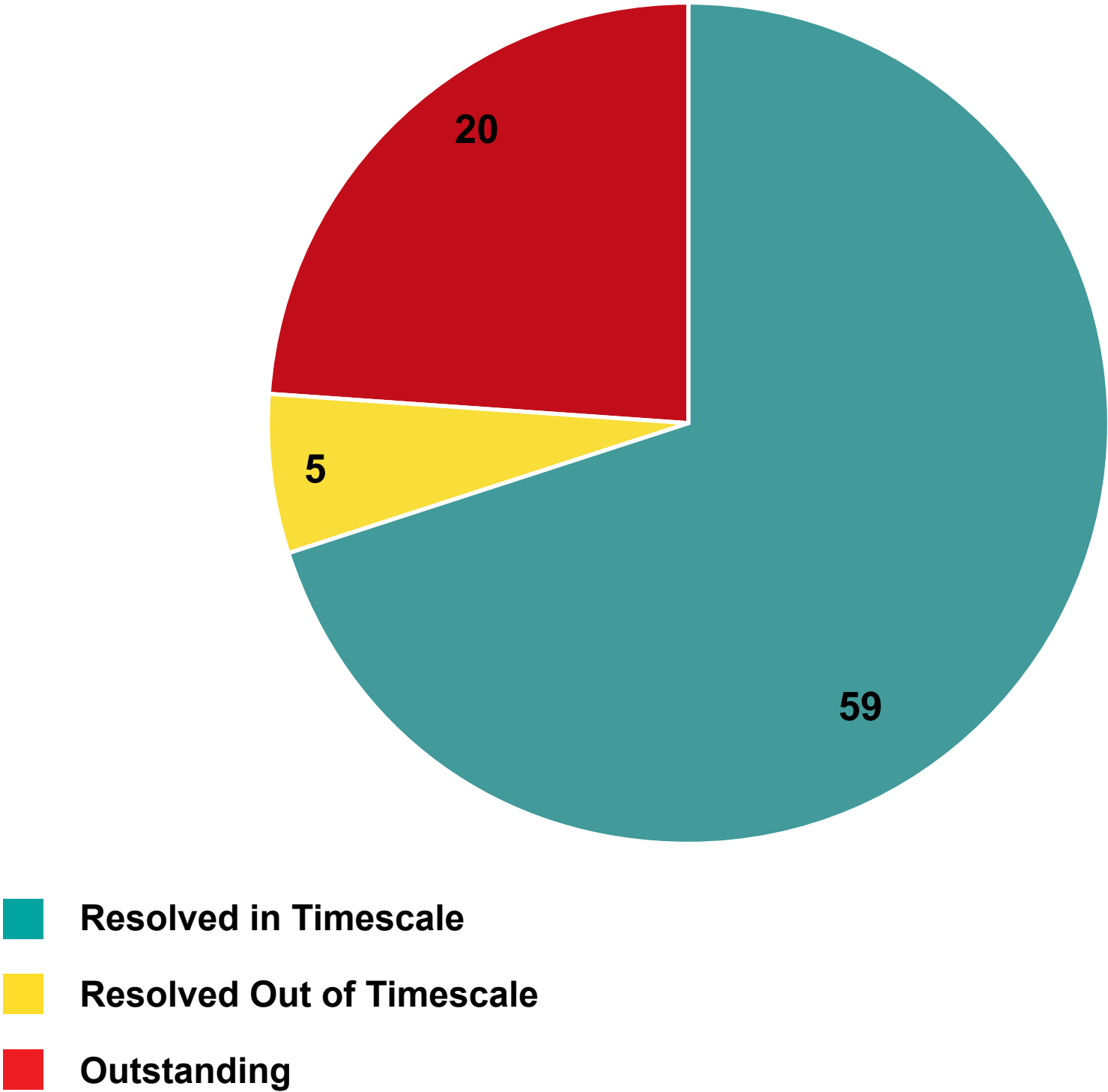
Number of SAR's Completed
64 (76%)

SAR's Completed in Timescale
(1 Calendar Month)
59 (70%)

Outstanding SAR's
20 (24%)

Average Response Time in Days
8.4 Days

Performance



Areas of Underperformance



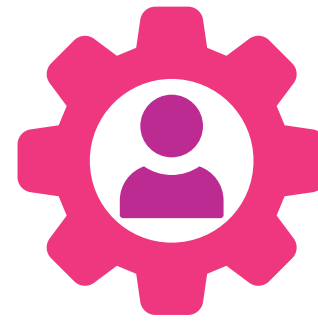
Reviewing the data which is available we can identify one team that requires improvement in relation to the number of complaints outstanding – Repairs.



Teams who have exceeded the given timescale of 10 working days consistently are – Repairs, Refuse and Parking.



Recommendations for Service Improvement



Process Improvement

- We are working to use the latest technology on our complaints system, to modernise it.
- More teams across the Council are now able to real time monitor complaints this means in the future we will see an improvement in our response times.



Resource Allocation

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



Customer Feedback

We would like you to provide feedback on the complaints process look out for the feedback link which will be provided shortly on our website.

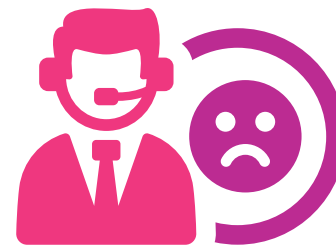
Key Themes – You Said



Repair Issues: Many complaints revolve around unresolved repair issues, including leaks, mould, dampness, and structural problems. Residents express frustration with the lack of timely repairs and inadequate responses from the council.



Waste Collection Problems: Numerous complaints highlight issues with missed bin collections, overflowing bins, and poor waste management. Residents are concerned about the health hazards and environmental impact of uncollected waste.



Customer Service and Communication: Residents frequently report poor customer service, unprofessional behaviour, and lack of communication from council staff. Complaints include rude interactions, unresponsive departments, and inadequate handling of issues.



Parking and Traffic Concerns: Several complaints address parking issues, including unfair penalty charge notices, blocked driveways, and inadequate parking enforcement. Residents are frustrated with the lack of support and resolution for parking-related problems.

Conclusion



In conclusion the data highlights areas of strong performance as well as those needing improvement. We are addressing these underperforming areas to improve overall service quality and customer satisfaction.

The report also highlights several complaint trends across the Council, including untimely repairs, missed bin collections, and inadequate communication.

We are working with relevant departments to address the identified issues.

Working with departments and providing feedback on issues highlighted within complaints will enable senior management to be more aware of areas requiring improvement.