

<b>Body:</b>	<b>Leader of the Council</b>
<b>Date:</b>	<b>22 May 2019</b>
<b>Subject:</b>	<b>Adoption for Joint Procedure and Staff Guidance for Unreasonable and Unreasonably Persistent Complainants</b>
<b>Report of:</b>	<b>Tim Whelan, Director of Service Delivery</b>
<b>Cabinet member:</b>	<b>Councillor David Tutt</b>
<b>Ward(s):</b>	<b>All</b>
<b>Purpose of the report:</b>	<b>For Leader of the Council to consider the adoption of Joint Procedure and Staff Guidance for Unreasonable and Unreasonably Persistent Complainants</b>
<b>Decision type:</b>	<b>Non Key decision</b>
<b>Recommendation:</b>	<b>The Leader of the Council is recommended to agree the adoption of the new joint procedure and staff guidance for Unreasonable and Unreasonably Persistent Customers</b>
<b>Reasons for recommendations:</b>	<b>This continues the work being done across the organisation to maximise efficiency benefits of JTP, by creating an aligned strategic direction and a single set of policies and procedures.</b>
<b>Contact:</b>	<b>Roger Batho Projects and Performance Analyst <a href="mailto:Roger.Batho@lewes-eastbourne.gov.uk">Roger.Batho@lewes-eastbourne.gov.uk</a> 01323 415319</b>

<b>1.0</b>	<b>Introduction</b>
1.1	As part of the Joint Transformation Programme (JTP) we have been looking at our policies and procedures in order to bring them up-to-date and make them more consistent. This will enable our staff to work more effectively, consistently and provide a better service across both Councils and Eastbourne Homes Ltd.
1.2	As part of this work, we have reviewed Eastbourne Borough Council, Lewes District Council and Eastbourne Homes' processes for managing contact with unreasonable and unreasonably persistent customers, combining best practice across both into a single shared procedure and staff guidance document.
1.3	Unreasonable and unreasonably persistent customers can be disruptive to effective service delivery to themselves and others, and take up disproportionate resources. Having a single approach to managing these situations is important in ensuring a consistent and efficient process.

1.4	As EBC, LDC and EHL previously all adhered to the Local Government Ombudsman's (LGO) or the Housing Ombudsman's (HO) definitions of "unreasonable" and "unreasonably persistent" customers no substantive change has been required in how we approach these situations.
<b>2.0</b>	<b>Outcome expected and performance management</b>
2.1	Adopting a single procedure to manage unreasonable and unreasonably persistent customers should allow staff, and the Customer Contact Team in particular, to more effectively manage service demand.
<b>3.0</b>	<b>Financial appraisal</b>
3.1	There are no direct financial implications on the Council.
<b>4.0</b>	<b>Legal implications</b>
4.1	There are no direct legal implications on the Council.
<b>5.0</b>	<b>Risk management implications</b>
5.1	There are no direct risk management implications for the Council. Applying the new policy will ensure we deal fairly with all complainants whilst minimising adverse impact on officer time.
<b>6.0</b>	<b>Equality analysis</b>
6.1	A draft Equalities Impact Assessment has been completed and is a background paper to this report. This is subject to sign-off by the Equalities & Fairness Planning Group.
<b>7.0</b>	<b>Conclusion</b>
7.1	A joint procedure and staff guidance document for unreasonable and unreasonably persistent customers has been prepared to support joint working under JTP for EBC, LDC and EHL, which are looking at their policies and procedures in order to bring them up-to-date and make them more consistent. The unreasonable and unreasonably persistent customers procedure and staff guidance are important elements to this.

## Appendices

- Procedure