

**Freedom of Information request reference number:** 7426.1

**Date of response:** 17 May 2023

**Request:**

*Please can you provide the Terms of Reference used by The External Complaints Service including policies and procedures for managing these. Or any variations of these.*

**Response:**

Please see the answers to each question in turn below:

*Please can you provide the Terms of Reference used by The External Complaints Service including policies and procedures for managing these. Or any variations of these.*

The Historic case review framework is published online and can be found [here](#).

*In addition, can you notify the charges and costings of CMP Solutions to LFB to manage the External Complaints Service. These may be costings to date, hourly rates or any quotes that have provided to the London Fire Brigade for their services of managing the complaints.*

Please find below information relating to the cost of the external complaints service. This information is from a recent report (extract below) Information as at: 25 April 2023

YTD actuals as at 25 April were £241,127.20.

Invoiced To Date £214,075.00

Estimated Cost of Completing Live Cases: £438,450

Details Below:

<b>Adviceline and Triage, CMP Practitioner calls and coaching and support to managers</b>	219 contacts (including 52 coaching calls)
<b>Investigations</b>	44 live, 3 completed
<b>Historic case reviews</b>	22 of approx. 50 reviews

<b>Historic case reviews – reinvestigation/no further action</b>	4 re-investigations underway, 8 No further action, 11 decisions in process including 7 reinvestigation recommendations.
<b>Mediation</b>	4 cases

Item	Cost	Total
<b>CMP Project setup</b>	<ul style="list-style-type: none"> <li>£13,950</li> </ul>	<b>£13,950</b>
<b>Adviceline and Triage, CMP Practitioner calls and coaching and support to managers</b>	<ul style="list-style-type: none"> <li>£1000 per week x 20 weeks</li> <li>Outside hours support £54 per hour for 3 x Saturdays mornings in December</li> <li>Practitioner calls at £114 per hour</li> <li>219 contacts made, calls are triaged and a practitioner contacts staff member</li> </ul>	<b>£82,000</b>
<b>Investigations</b>	<ul style="list-style-type: none"> <li>£1050 per day</li> <li>44 live cases, 3 completed, 20 considering options and completing complaint information</li> </ul>	<b>£50,400</b>
<b>Historic case reviews</b>	<ul style="list-style-type: none"> <li>£1050 per day</li> </ul>	<b>£59,325</b>
<b>Mediation</b>	Average cost of mediation £2100 x 4	<b>Approx £8,400</b>
	<b>Invoiced total</b>	<b>£214,075</b>
	<b>Total - estimated still to be invoiced</b>	<b>£438,450</b>
	<b>Total</b>	<b>£652,525</b>

I hope you find this information of use. Should you have any further questions please do let me know.

We have dealt with your request under the Freedom of Information Act 2000. For more information about this process please see the guidance we publish about making a request [on our website](#)