

Two Yearly activity report
Kent County Council ADR scheme

Cases completed between 1/7/18 and 30/6/20

Type of dispute	Sub category	Number	Notes
Building type works	Bathroom	16	
	Driveway	11	
	Roofing	16	
	Garden/landscaping	7	
	Other	56	
Total		106	
Motor vehicles	Motor Home	1	
	Other	0	
Total		1	
Other		0	
Combined total number of cases		107	
Discontinued cases	Operational reasons	0	
Average time per case		10 days	Based upon the time from which the submission from consumer and trader is complete and neither wish to add anything.
Compliance rate		Not known	
Network membership	We are not members of any networks		
ADR officials training	We do not provide specific training to our officials. They are all Chartered TSPs and are enrolled in and comply with the CTSI CPPD programme.		

Systematic or significant problem	Means of avoiding or resolving
Parties have no records of what was agreed at the start of a contract.	Education of both businesses and consumers
Lack of clarity around stage payments. Are they just a means of dividing up the overall payment or has the consumer a right to expect certain things to have been completed before payment is made?	Education of both businesses and consumers
Businesses being unable to instigate ADR	Change to ADR system/covering law.

Effectiveness of ADR procedure

<p>Although we believe that our procedure is effective (in 86 out of 107 cases the consumer has accepted the decision) and has met the need we set out to meet, providing independent assessment and decision making in a short period of time, we continue to carry out periodic internal reviews of our procedures in the light of recurrent themes coming to light.</p>	<p>The themes which were identified as creating opportunities for improvement mainly related to lack of understanding on the part of both businesses and consumers in relation to how to gather and submit evidence. We have continued to update our web pages to improve guidance on this issue</p>
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