

COMPLAINTS AND SATISFACTION REPORT

Report of the Chief Executive

1. SUMMARY

This report provides detailed analysis of complaints received between 1 July 2012 and 30 September 2012.

2. RECOMMENDATION

To note and comment on the information as detailed in Appendix 1, Complaints and Satisfaction Report.

3. MATTER FOR CONSIDERATION

3.1 Full details of all complaints received are shown on Pages 3 to 7 of Appendix 1. This also includes a breakdown of types of complaints in relation to service areas. Over this quarter the majority (62%) of complaints were in relation to the Repairs Team, this includes areas such as Day to Day Repairs, Voids, Kitchens and Bathrooms and Gas Team.

3.2 During Quarter 2 a total of 91 complaints were handled, of these 100% were acknowledged within the target time of two working days. 90% received a response within the target ten working days. There were two Stage 2 complaints.

64% of cases were closed fully within ten days, 23% between 11-20 days and 13% over 20 days.

Total figure for the year: 162 Complaints – 154 Stage 1, 8 Stage 2.

3.3 Details of complainants by Age and Ethnicity can be found on pages 5/6 of Appendix 1. The information collected shows no real trends but leans towards claims for compensation rising.

3.4 There were 61 complaint cases closed during Quarter 2. Out of these 20 (33%) were upheld, 35 (57%) were not and six (10%) were partially upheld.

Total figure for the year: 30% upheld, 59% not upheld and 11% partially upheld.

3.5 There were a total of 66 Councillor enquiries and ten MP enquires received during Quarter 2. 87% of enquires were responded to within timescales. Detail can be found on page 8 of Appendix 1.

- 3.6 There were 22 compliments recorded during Quarter 2. Details can be found on page 9 of Appendix 1. The majority of these were nine (41%) Repairs Team and 6 (27%) for Derby homes in general.
- 3.7 Page 10, Appendix 1 contains an analysis of the customer satisfaction surveys carried out during Quarter 2.
- 3.8 Information on satisfaction levels and all comments received from the surveys are fed back to service managers to ensure action is taken to address any areas of underperformance. The Performance Team supports and works with managers to ensure appropriate action is taken.

The areas listed below have no implications directly arising from this report:

Consultation
Financial and Business Plan
Legal and Confidentiality
Council
Personnel
Environmental
Equalities Impact Assessment
Health & Safety
Risk
Policy Review

If Board Members or others would like to discuss this report ahead of the meeting please contact:

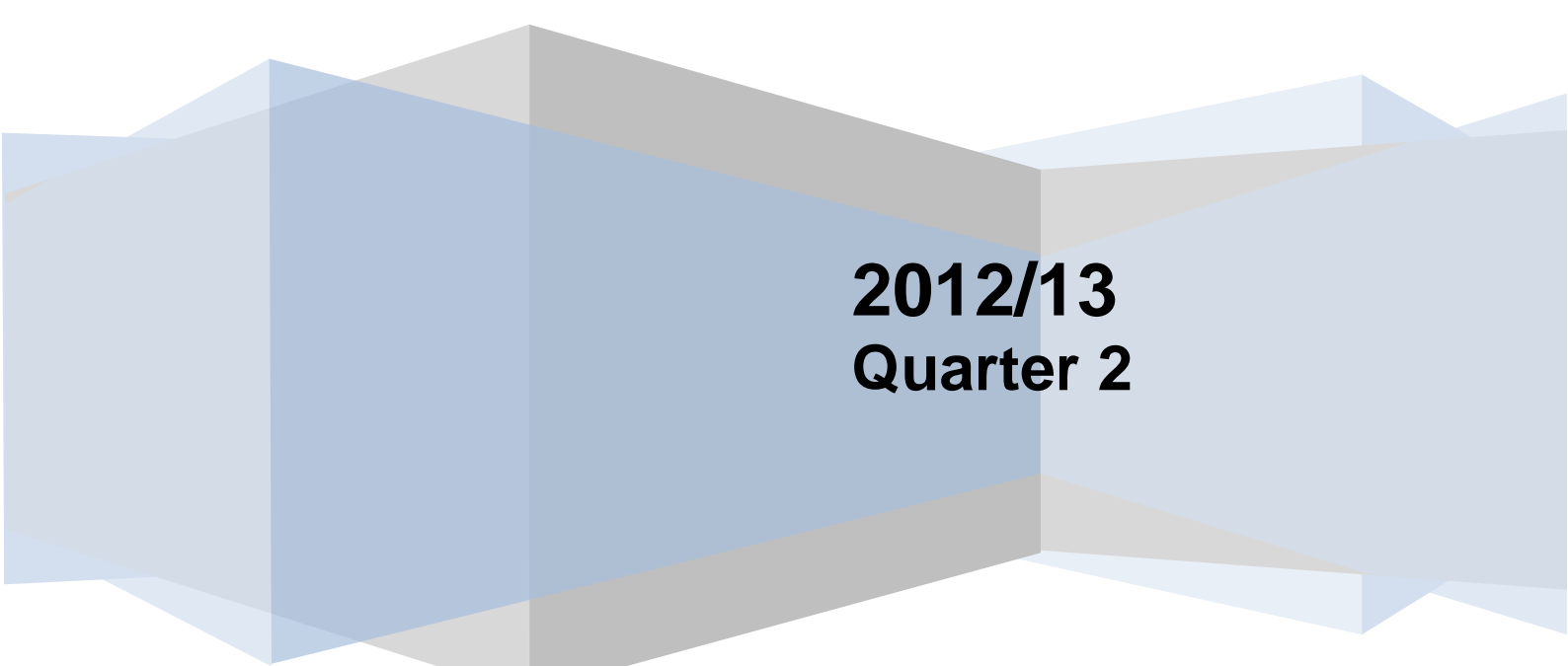
Author: Margaret Wardle /Performance Officer/Customer Feedback / 01332 888395 / Email
@derbyhomes.org

Background Information: None.

Supporting Information: None.

Derby Homes

COMPLAINTS AND SATISFACTION REPORT 2012/13 Appendix 1



**2012/13
Quarter 2**

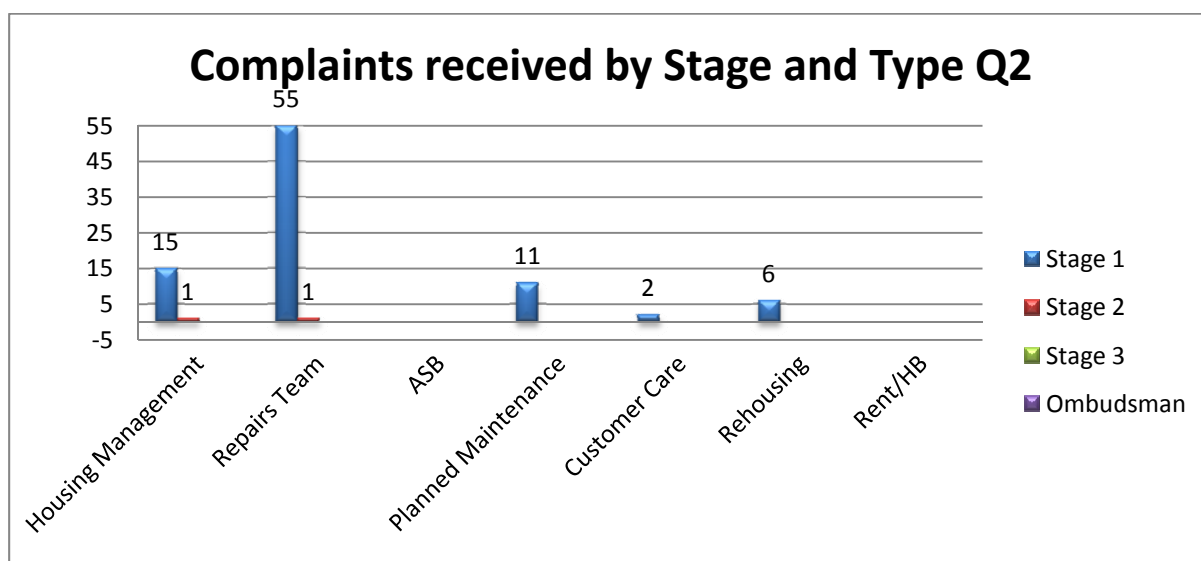
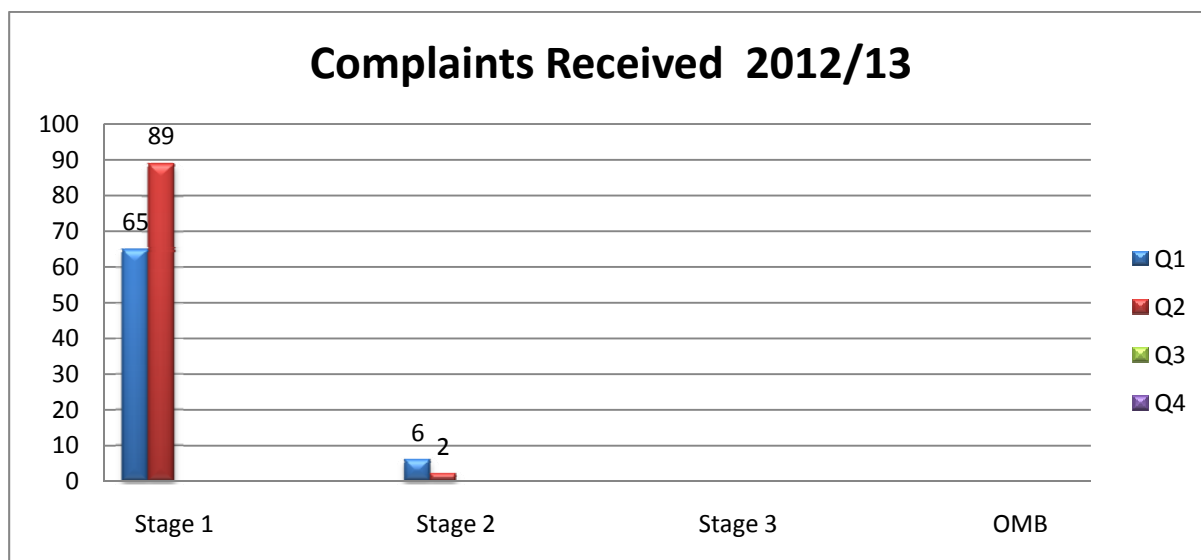
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Temporary Accommodation	
Complaints	

COMPLAINTS

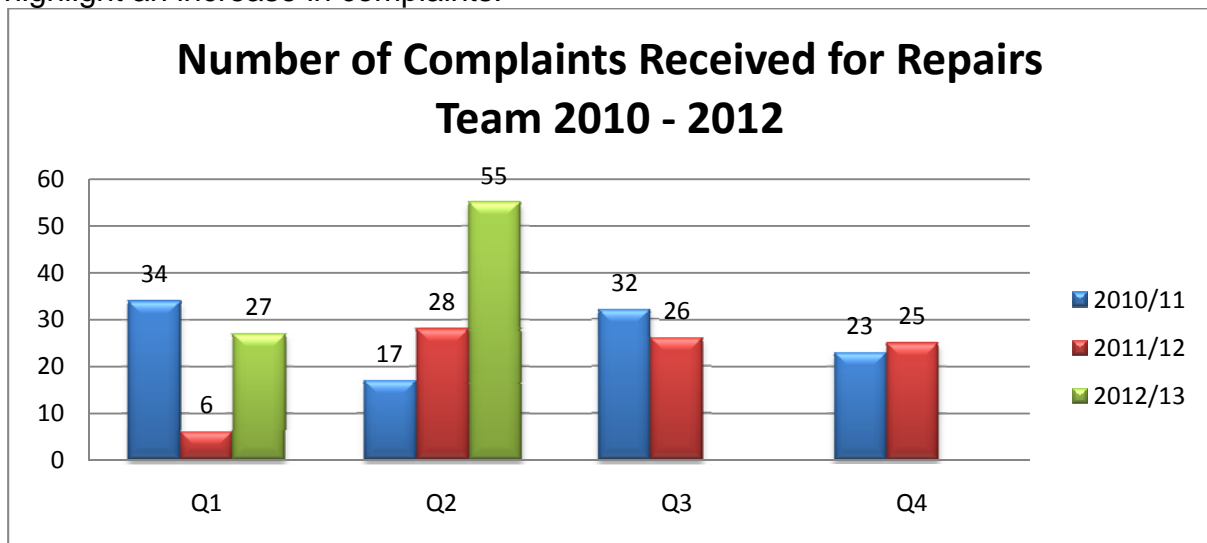
During Q1 2012/13 there have been a total of 91 complaints, 89 stage 1 and 2 stage 2 recorded.

Q1: 71 Q2: 91 Q3: Q4: Yearly total 162



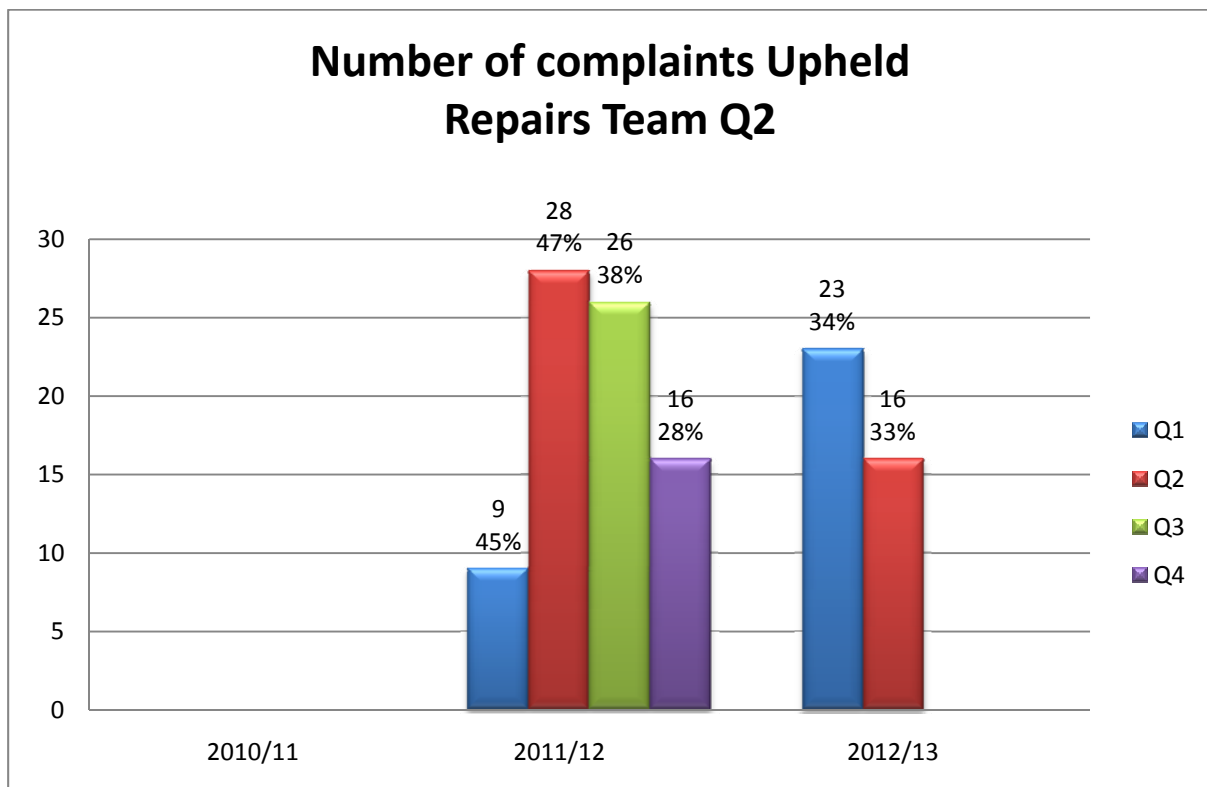
There are no apparent trends for the increase in complaints for the Repairs Team, other than there has been a rise in the number of compensation requests which have fallen in this category and it appears that customers are feeling more at ease with the complaints process and therefore numbers have risen. This will be monitored closely over Q3 to see if it continues. There will also be changes made to the reporting categories to ensure an even clearer picture is given. The Repairs Team have interacted over 13,000 times during this period in services such as Day to Day Repairs, Void works, Kitchens and Bathrooms and Gas Servicing and repairs.

As the numbers of complaints for the Repairs Team have increased during Q2, I have investigated to see if there are any particular reasons for this rise. Firstly I looked at the numbers of received complaints over a 3 year period which does highlight an increase in complaints.

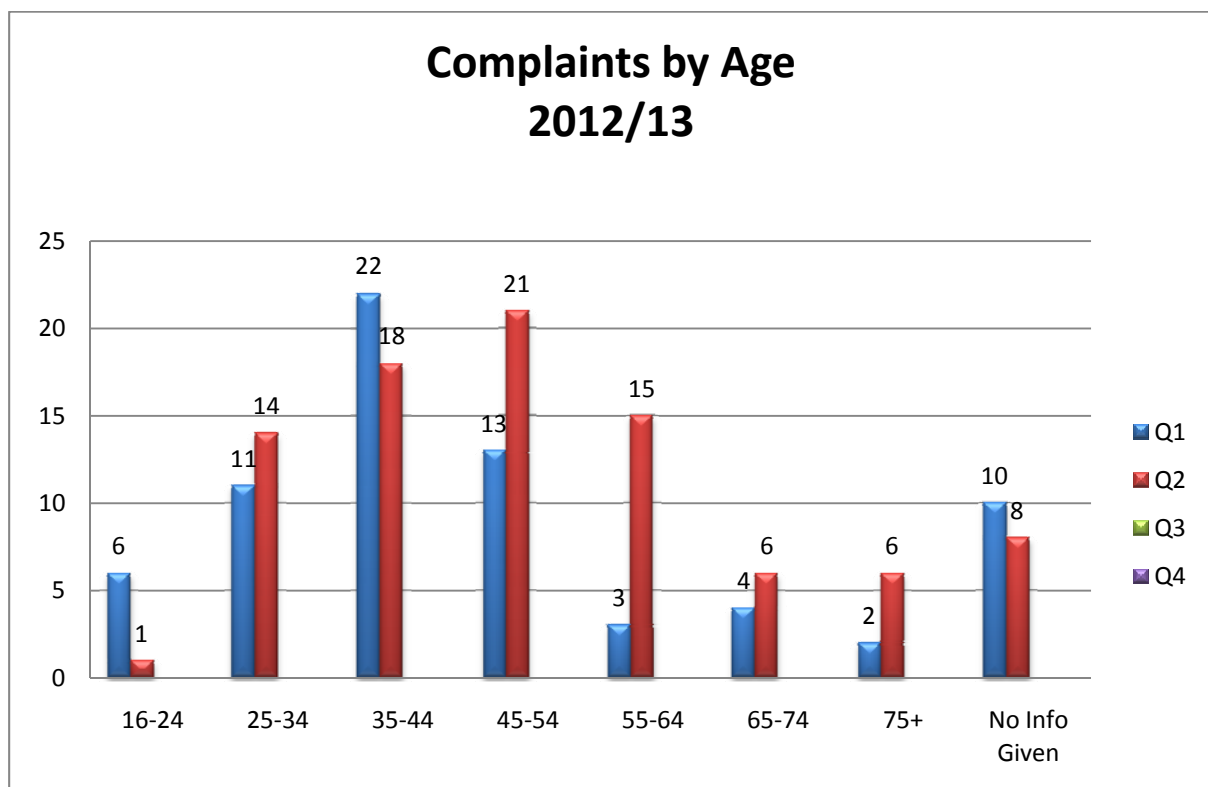
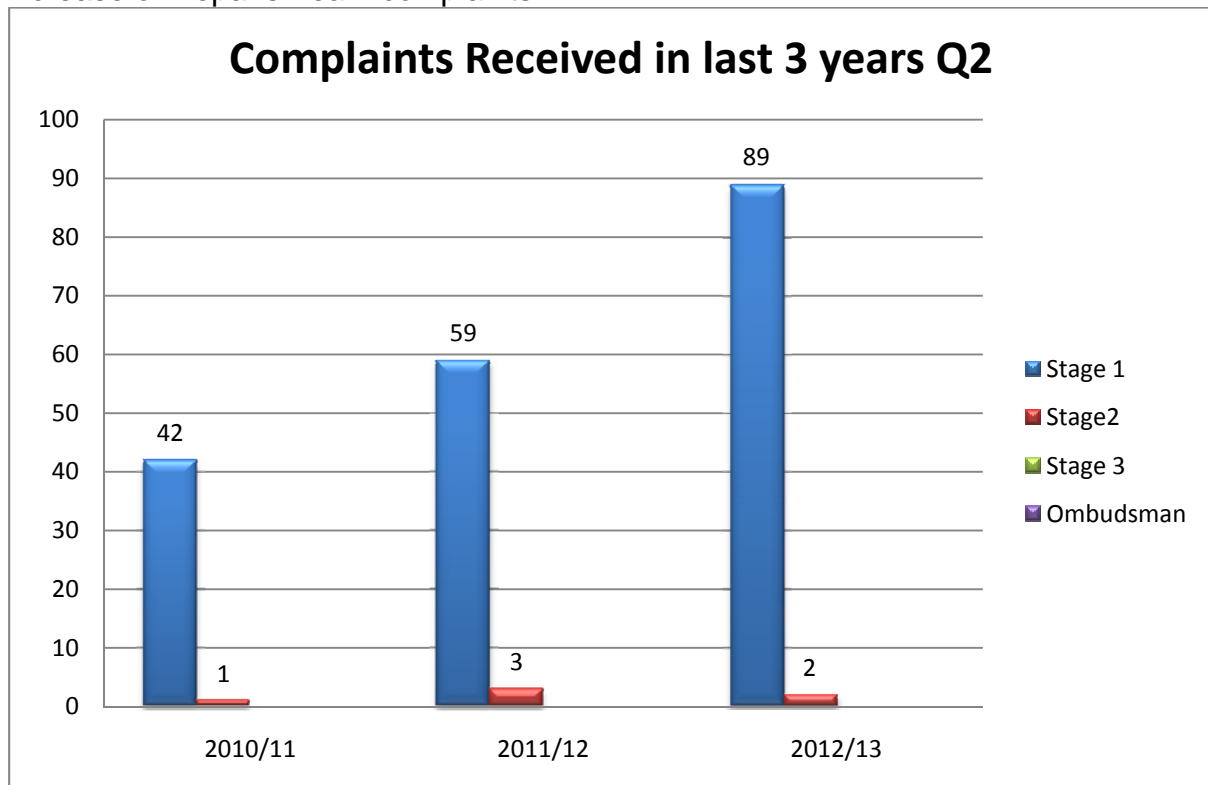


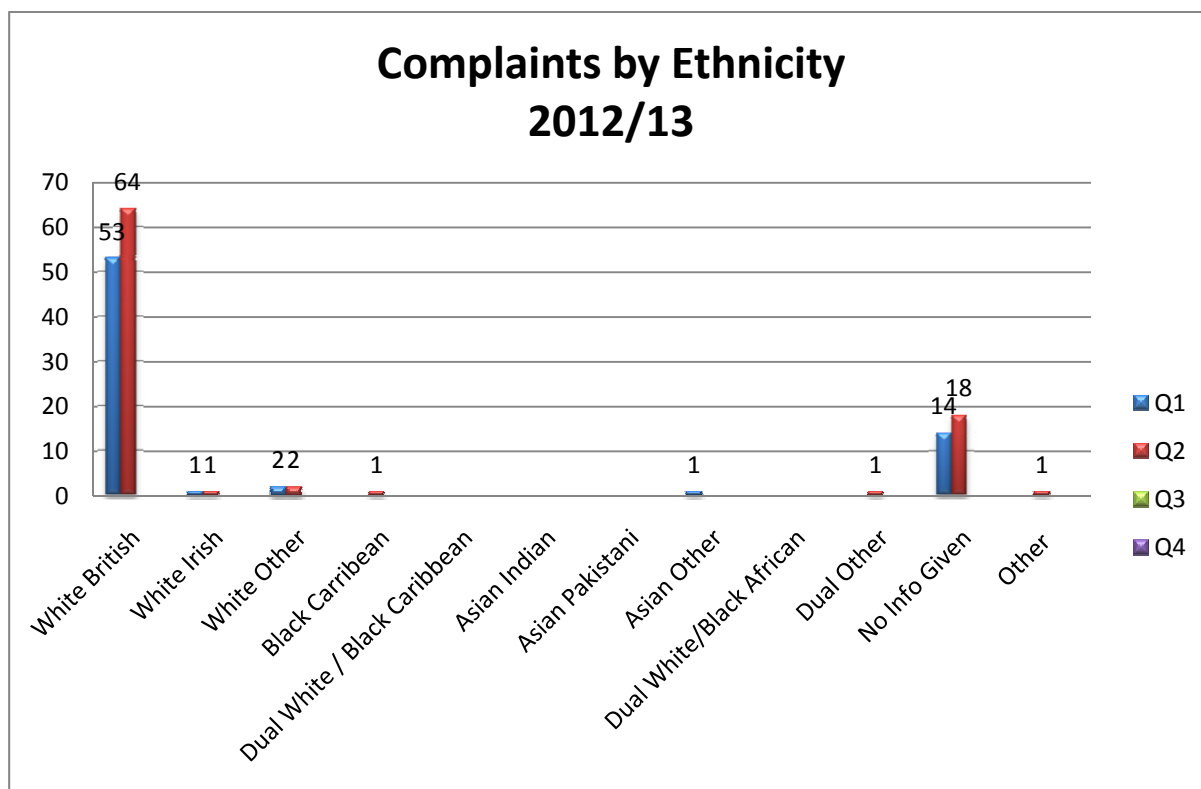
I then looked at the number of complaints upheld, (this can only be looked at since 2011 when we started recording this information). The graph below shows the number and percentage of complaints upheld over this period. It demonstrates that although the number of complaints has risen the percentage of those upheld has not.

Please note the number of complaints closed in a quarter does not correlate to the number received in that quarter as they may have been opened in a previous period.



The increase in the number of complaints for Quarter 2, 2012/13 is as a result in the increase of Repairs Team complaints.





Breakdown of Complaint Reasons

Housing Management

Delays in moving x 2
 Wants rehousing x 4
 V & A letter received
 Uneven slabs in garden
 Not happy with LHO x 2
 No calls returned x 2

Day to Day Repairs

Delays to repair x10
 State of kitchen
 Jobs needing to be redone x 3
 Problems with drains
 Mould issues
 Problems with Fire
 Damp in property x 2
 Removal of scaffold x 2
 Way sewer flood was dealt with
 Compensation x 8
 Missed appointments x 5
 Problems with shower
 Mess left after work x 3
 Roof problems x 2
 Appointment SMS
 Damage caused by workmen
 Unhappy with repair x 6

Customer Care

Non tenant – not happy with disabled parking bays

Non tenant – problems with guttering on adjoining DH property

ASB

How ASB case handled

ASB procedure

Planned Maintenance

Gardens x 3

Grounds maintenance x 4

Fencing

Wants changes to bathroom x 2

Problems with doors x 4

Gardening scheme

General

Injury whilst viewing property

Parking consultation

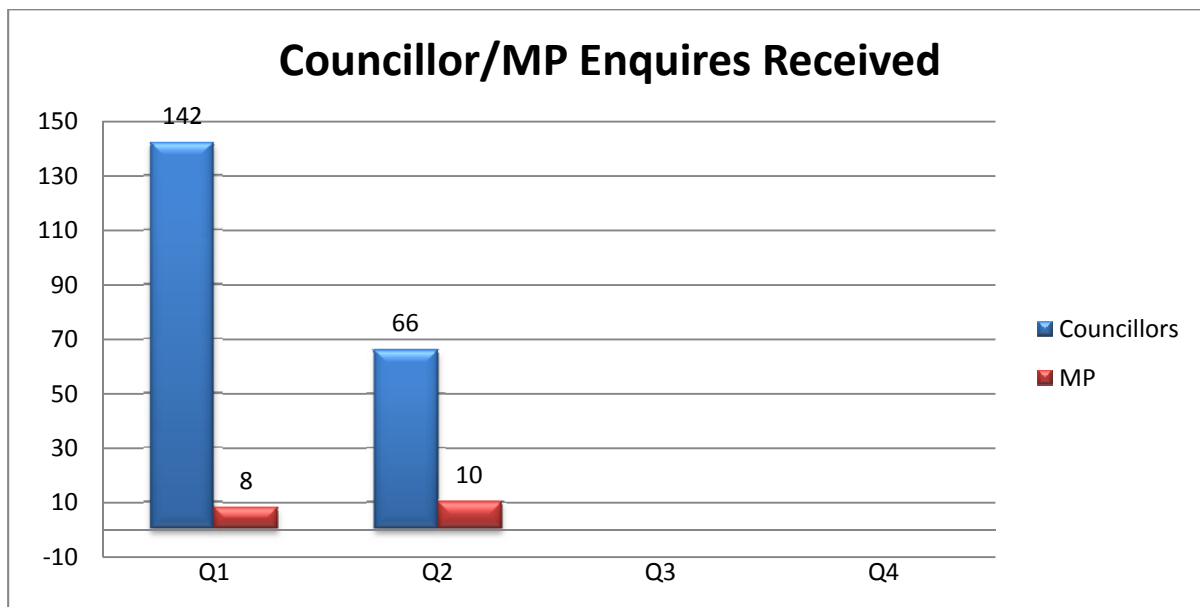
Noise in building

Various issues x 5

Not happy with Insurance

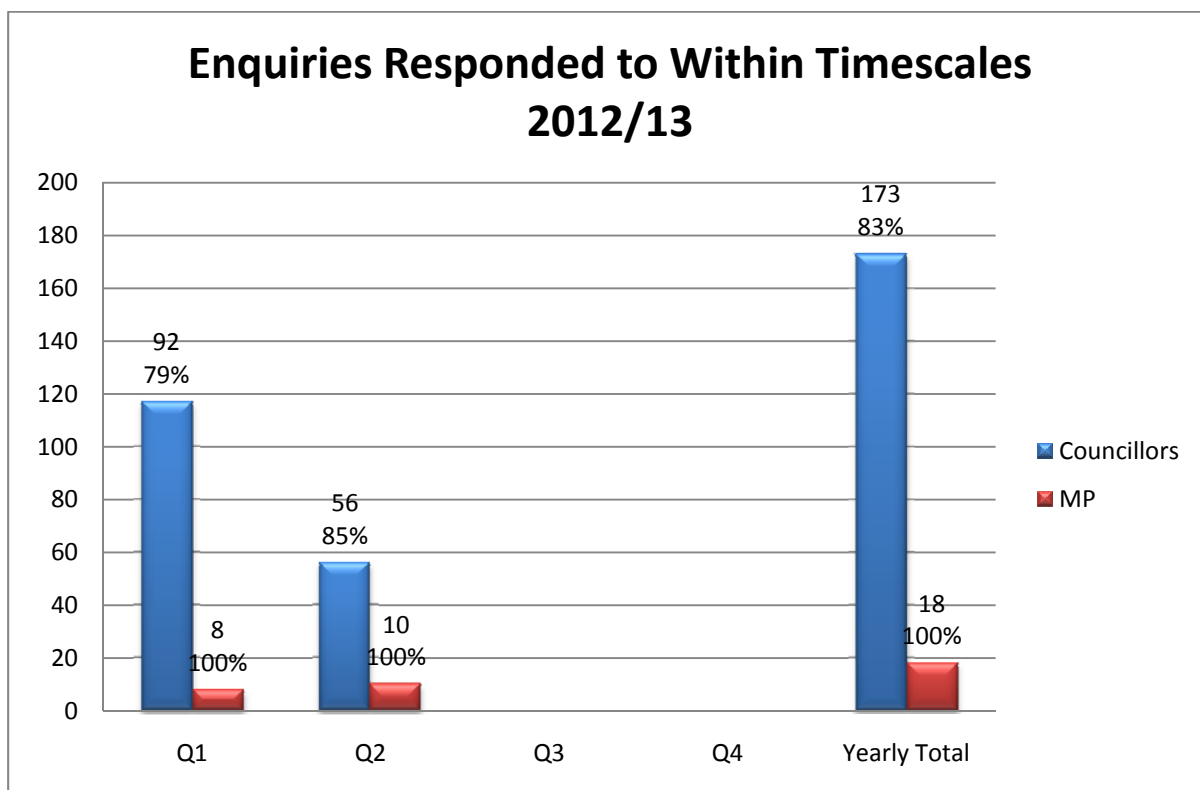
COUNCILLOR/MP ENQUIRIES

During Q2 2012/13 there were 66 Councillor and 10 MP enquiries received.



Out of these 87% were responded to within current timescales of:

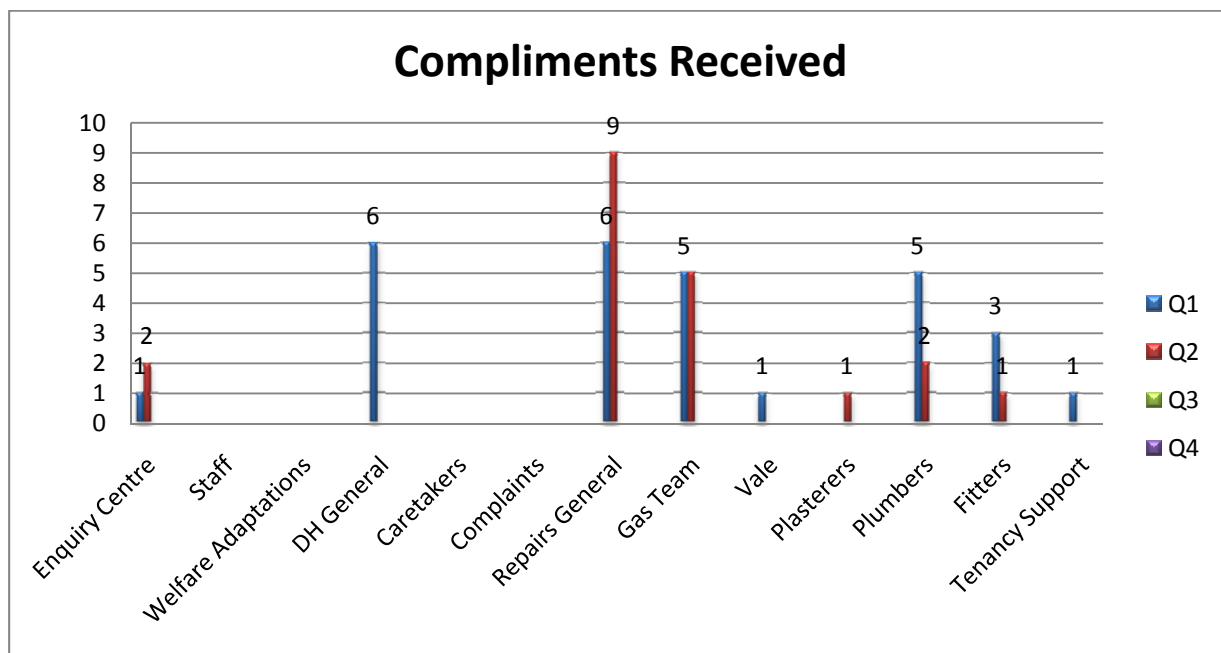
- Councillors Enquiries - 2 working days
- MP Enquiries - 7 working days



COMPLIMENTS

During Q2 there were 22 compliments received via letter, email, surveys or at Housing Focus groups and have covered many areas. The areas receiving compliments are shown on the graph below.

Q1: 28 Q2: 22 Q3: Q4: Yearly Total: 50



Sample of compliments received

Mrs Giles says they came about 0830 - 0900 today Thursday 30-8-12, they were DH, and not the contractors and she said the service was very good, the two men were very thorough, checking her meters and flues etc. Normally she has had contractors and not been happy and wanted to let us know that she was really really pleased.

Letter from tenant dated 30.8.12 "A few words of praise for workman who carried out work at my home yesterday. He made an excellent job, cleaned all mess up, was friendly and polite"

Called tenant regarding query from the other day but tenant proceeded to tell me how pleased and impressed she was with the plasterer who attend job no ; 11306146 today she said he was excellent. Carried out the work very well did an excellent job and was very tidy.

Tenant rang to say thank you very much for the service. The plumber came out within 1 and half hours of her ringing. Marvellous service .

Overall Satisfaction across the business for 2012/13 Quarter 2

