

CITY BOARD
20 JUNE 2013

ITEM B8

COMPLAINTS AND SATISFACTION REPORT

Report of the Director & Company Secretary

1. SUMMARY

This report provides detailed analysis of complaints received between 1 January and 31 March 2013.

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, (Q4, 2012/13), the majority 28 (40%), of complaints were in relation to the Repairs Team
- 3.2 During Quarter 4 a total of 69 complaints were handled, of these 90% were acknowledged within the target time of 2 working days. 99% received a response within the target 10 working days. There were 2 stage 2 complaints.
- 3.3 Over the whole year 95% were acknowledged within the target time.
- 3.4 There were 54 cases closed during Q4, 50% of these were closed fully within 10 days, 24% between 11-20 days and 26% over 20 days.
- 3.5 Total complaints figure for the year: 302 Complaints – 293 Stage 1, 11 Stage 2.
- 3.6 Out of the 54 complaint cases closed during Quarter 4, 12 (22%) were upheld, 30 (56%) were not and 12 (22%) were partially upheld.
- 3.7 Total figure for the year: 33% upheld, 52% not upheld and 15% partially upheld.
- 3.8 There were 11 stage 2 complaints received during 2012/13. Out of these 1 was upheld, 5 were not upheld and 5 were partially upheld. There were none that were deemed to be caused by a fault by Derby Homes.
- 3.9 In the previous year, 2011/12 there were 13 stage 2 complaints received, 6 were upheld, 7 not upheld and 5 partially upheld. In 6 (46%), Derby Homes was found to be at fault.
- 3.10 Details of complainants by Age and Ethnicity can be found on page 5 of Appendix 1.

- 3.11 There were a total of 53 Councillor enquiries and 8 MP enquires received during Quarter 4 2012/13, total for the year 312 Councillor and 36 MP. During 2012/13 88% of enquires were responded to within timescales, this is a 4% increase from 2011/12. A breakdown of enquiry reasons and Ward detail have been included in the report. Details can be found on page 8 of Appendix 1.
- 3.12 There were 16 compliments recorded during Q4. Details can be found on page 11 of Appendix 1. The majority of these were 3 (19%) for both the Repairs and Gas Teams.
- 3.13 Total number of recorded compliments 2012/13: 88
- 3.14 Page 12, Appendix 1 contains an analysis of the customer satisfaction surveys carried out during Quarter 4 and page 13 gives details of satisfaction from the year.
- 3.15 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 support and work 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

Derby Homes

**COMPLAINTS AND
SATISFACTION
REPORT 2012/13
Appendix 1**



**2012/13
Quarter 4**

INDEX

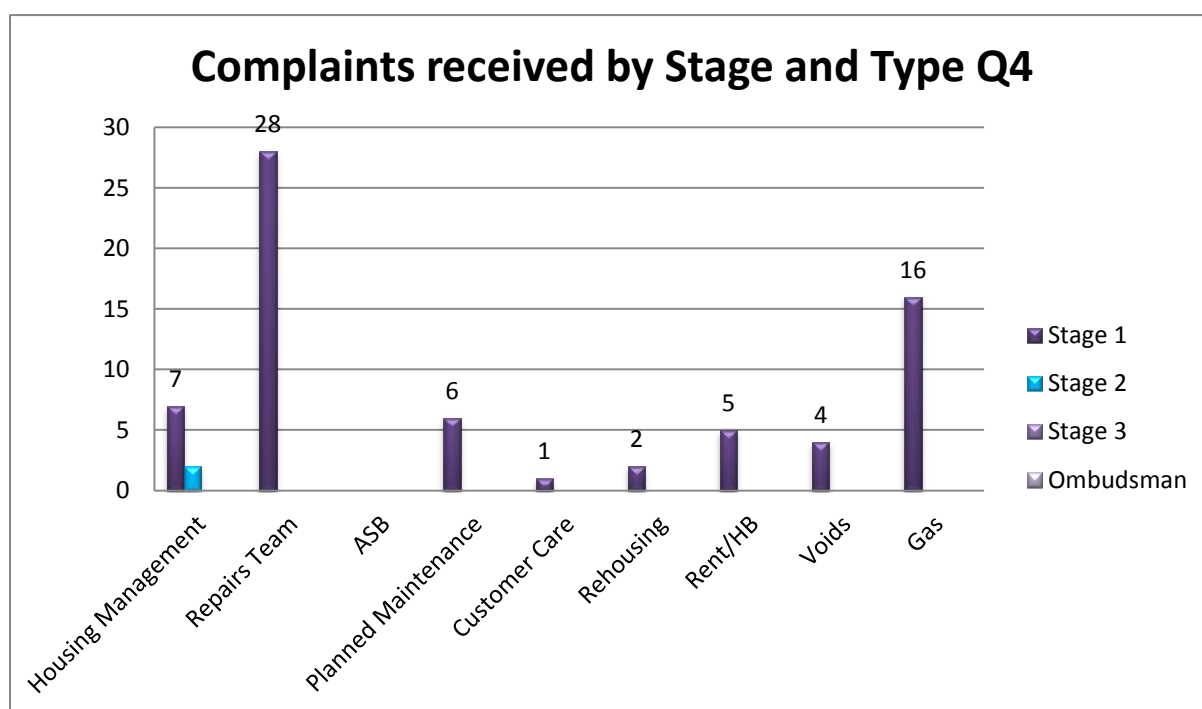
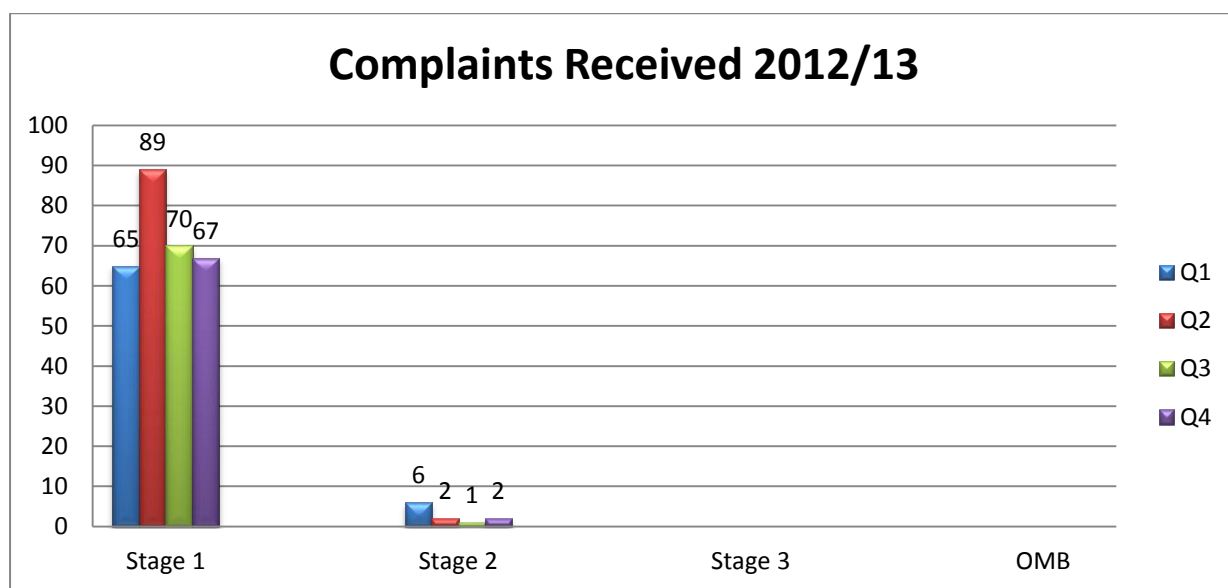
COMPLAINTS	PAGE3
COUNCILLOR/MP ENQUIRIES	PAGE 8
COMPLIMENTS	PAGE 11
OVERALL CUSTOMER SATISFACTION RESULTS	PAGE 12
Repairs	
Tenancy Sustainment	
Complaints	
Tenancy Support	
Temporary Accommodation	
Garden Maintenance	

COMPLAINTS

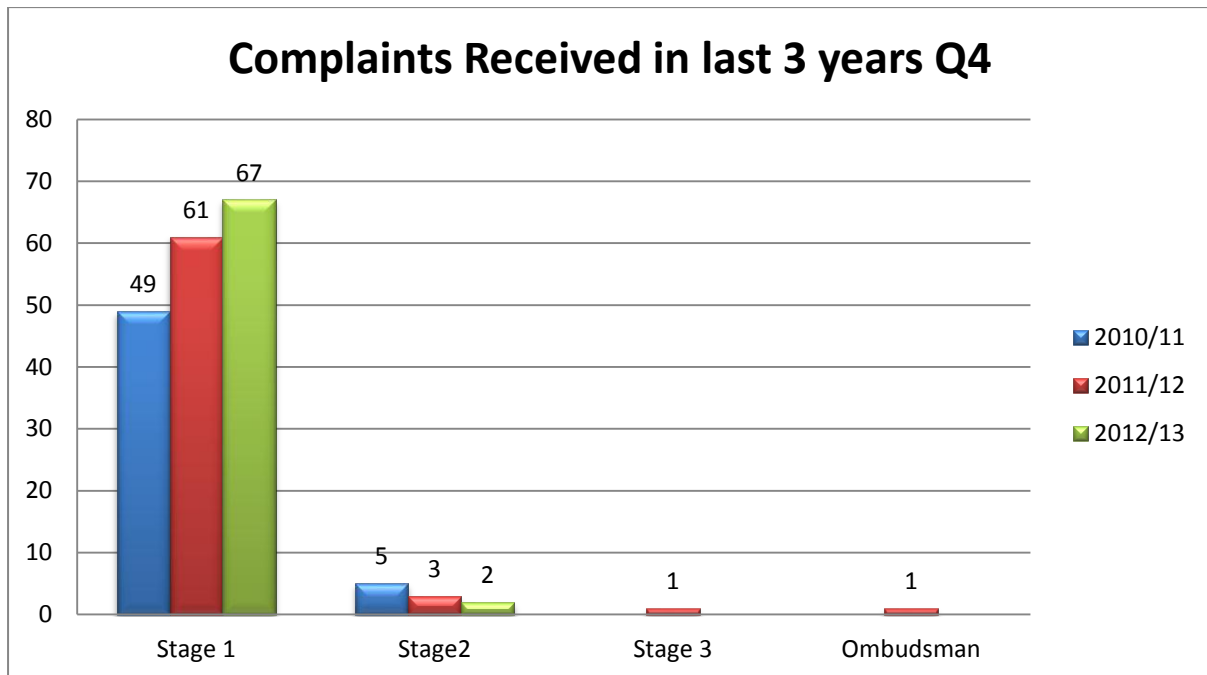
During Q4, 2012/13 there have been a total of 69 complaints, 67 stage 1 and 2 stage 2 recorded.

Q1: 71 Q2: 91 Q3: 71 Q4: 69 Yearly total 302

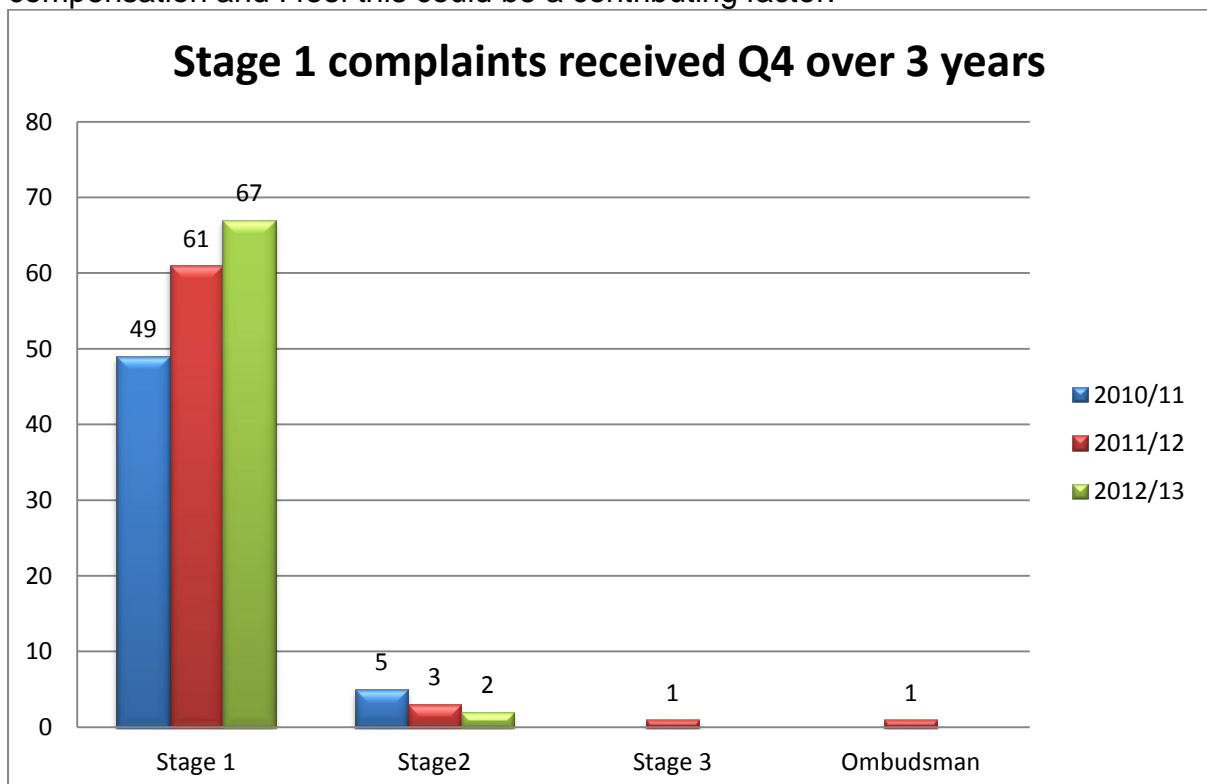
There has been an increase in complaints received during 2012/13. There were 96 more received during 2012/13 than in 2011/12. It has been noted that there has been a rise in people wanting some form of compensation.



Although there have been more complaints received during 2012/13 compared to 2011/12, the amount received in Q4 of this year is comparable to the same period in 2011/12.



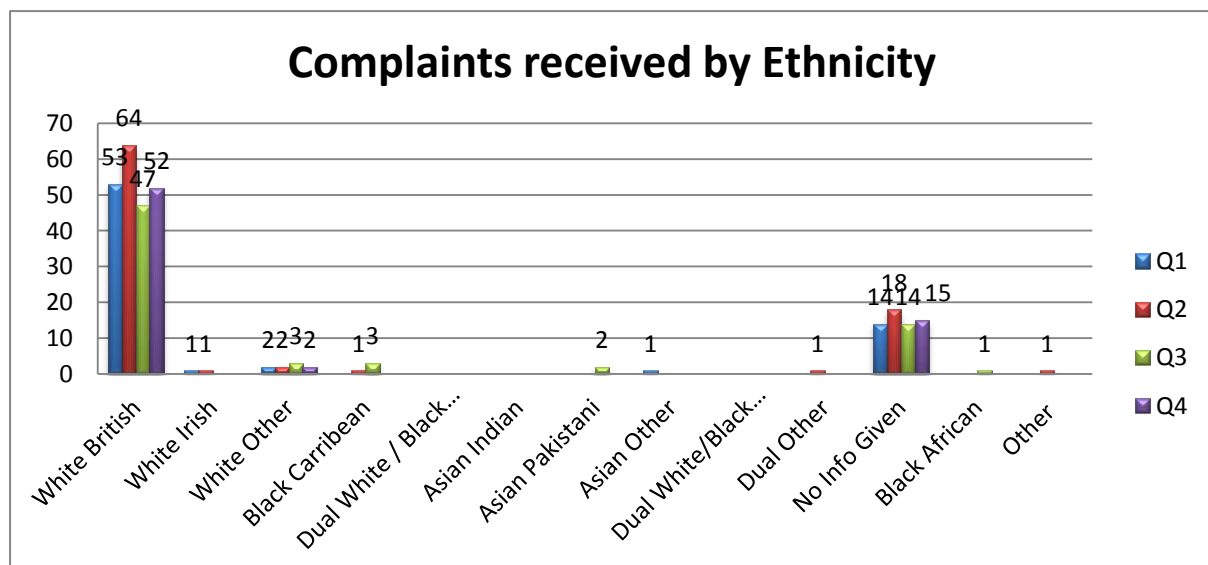
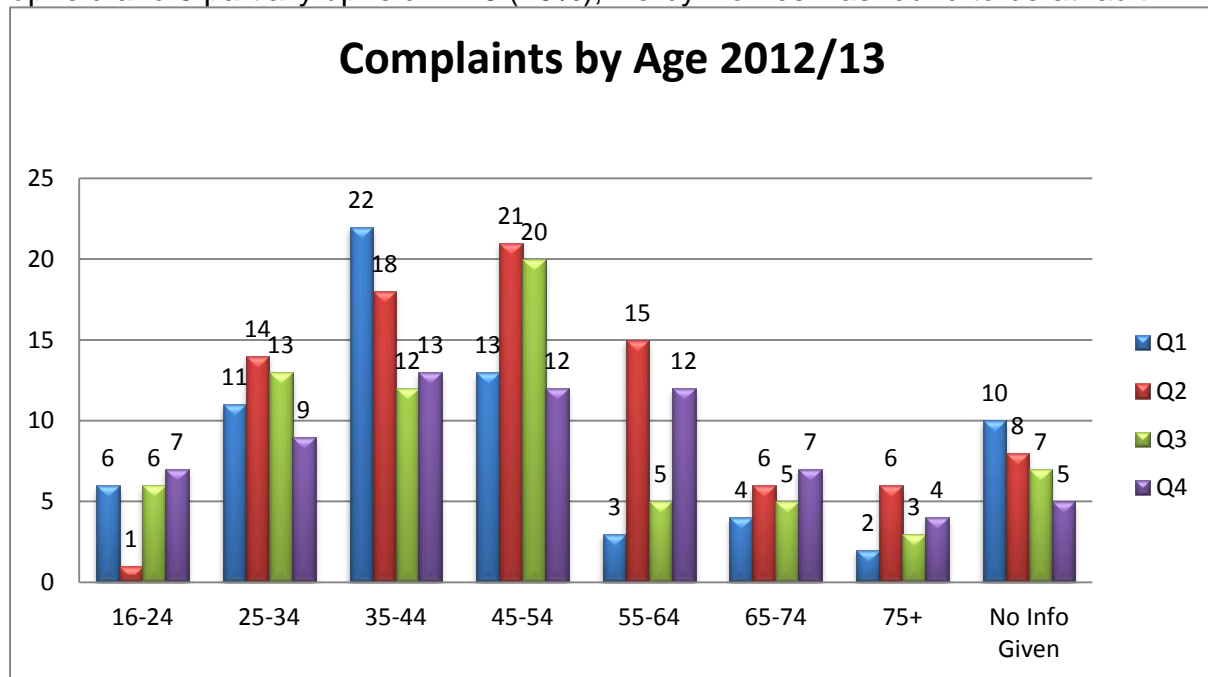
The number of stage 1 complaints have increased in Q4 compared to previous years, but there has been a marked increase in the number of people requesting compensation and I feel this could be a contributing factor.



Stage 2 complaints

There were 11 stage 2 complaints received during 2012/13. Out of these 1 was upheld, 5 were not upheld and 5 were partially upheld. There were none that were deemed to be caused by a fault by Derby Homes.

During 2011/12 there were 13 stage 2 complaints received, 6 were upheld, 7 not upheld and 5 partially upheld. In 6 (46%), Derby Homes was found to be at fault.



Breakdown of Complaint Reasons

Housing Management

General issues
Wants friend as a joint tenant
Way ASB case was handled
Communal aerial
Delays on moving in due to unfinished work
Wants bollards fitting
Not happy with stage 1 response

Day to Day Repairs

Delays to repair x 5
Mould/damp issues
Compensation requested x 5
Communication issues
New doors
Scaffolding x 4
Missed appointments x 2
Job not completed x 2
Quality of work
Fencing
General property issues x 2
Service
Inspection being cancelled
Charges

Customer Care

Thinks decorators broke the gate

Planned Maintenance

Drains in car park x 2
Missed appointments for home decoration x 2
New door
Loft insulation

Voids

Outstanding work
State of void on sign up x 3

Gas

Missed appointment
Quality of work x 6
Ongoing issues with boiler x 2
Radiator issue
Time for repair x 3
Carbon monoxide leak
Operative not pleasant
Compensation requested

Rent/HB

Charges added without notice

Eviction letter

Not told of correct amount

Way arrears are handled

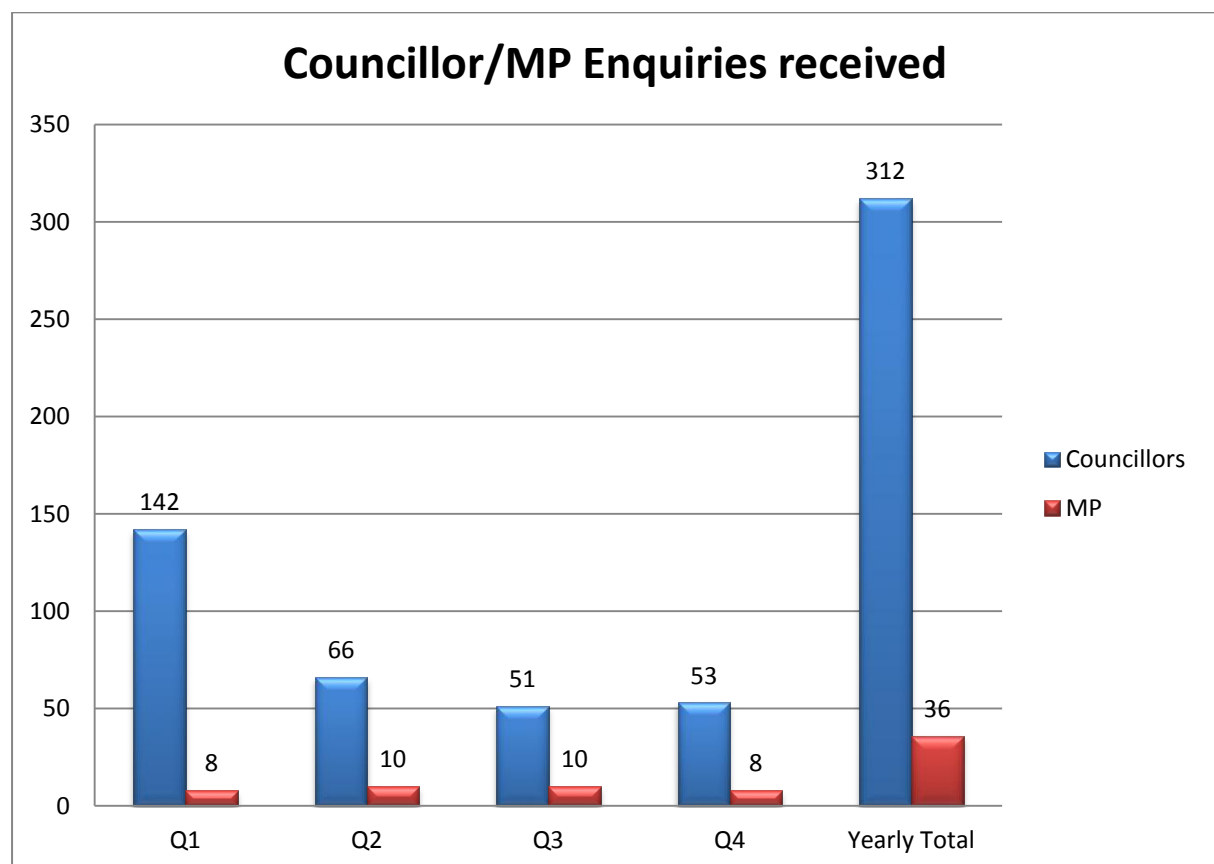
Recharges for former property

Rehousing

Wants to move x 2

COUNCILLOR/MP ENQUIRIES

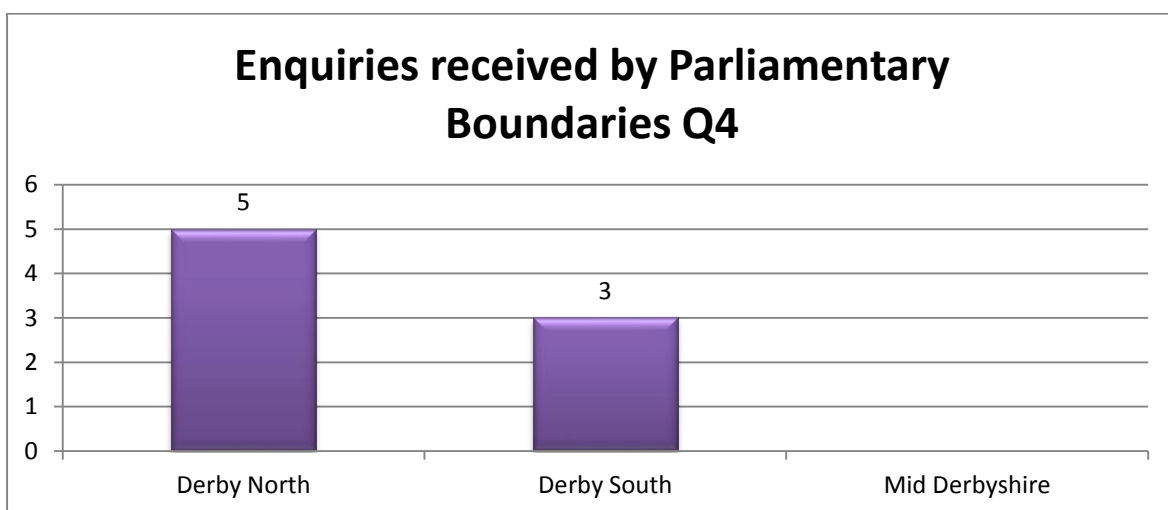
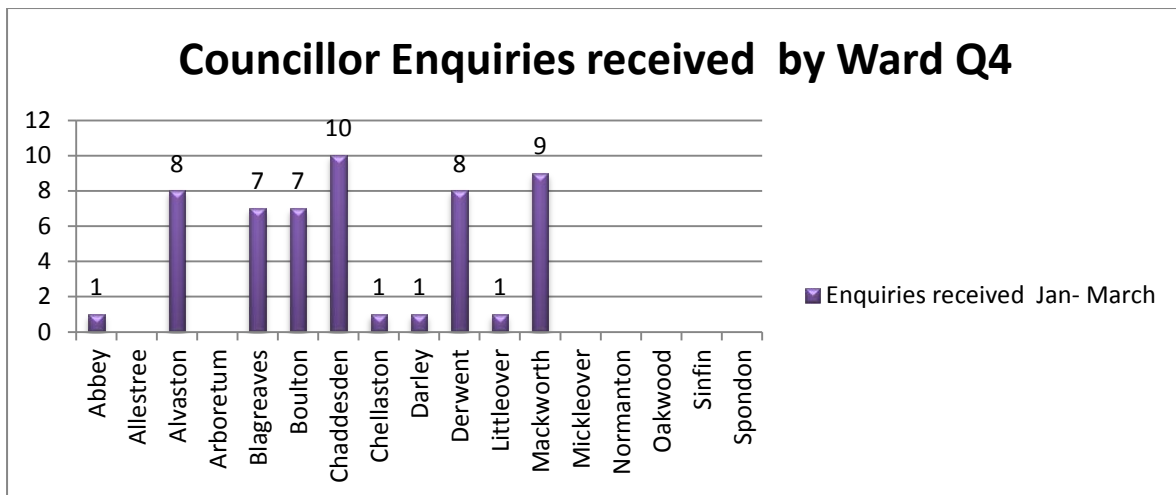
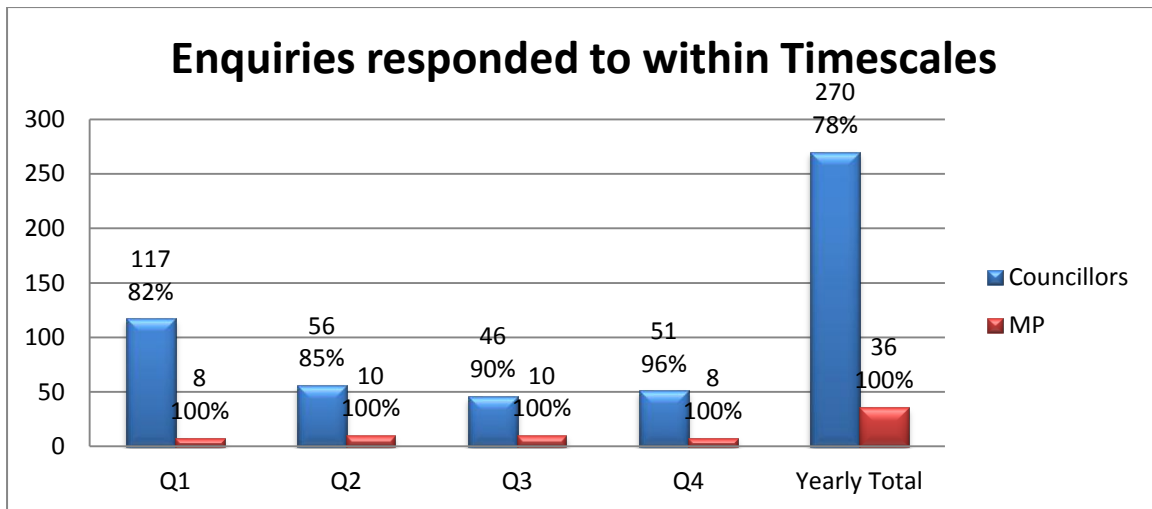
During Q4 2012/13 there were 53 Councillor and 8 MP enquiries received.
Totals for the year: 312 Councillor and 36 MP enquiries.



Out of these, 97% were responded to within current timescales in Q4, whilst overall 88% of all enquiries were responded to within current timescales during 2012/13.

Broken down this equates to 96% of Councillor enquiries and 100% of MP enquiries.

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



Breakdown of Enquiry Reasons

Councillor Enquiries

ASB x 8
Want to move x 15
Doorbell
New boiler x 2
Repairs to hard standing
Fire escape window x 2
Radiator issue
Blocked drain x 2
Damp/mould
Access for deliveries
Property inspection
New door x 2
Problems with CCTV camera
Tarmac in front of garages
Wants handrail
Trees x 2
Leaks x 2
Garden scheme
Bins
Contractor's vehicles
Kitchen issues
Staffing update
Broken aerial
Bathroom modifications

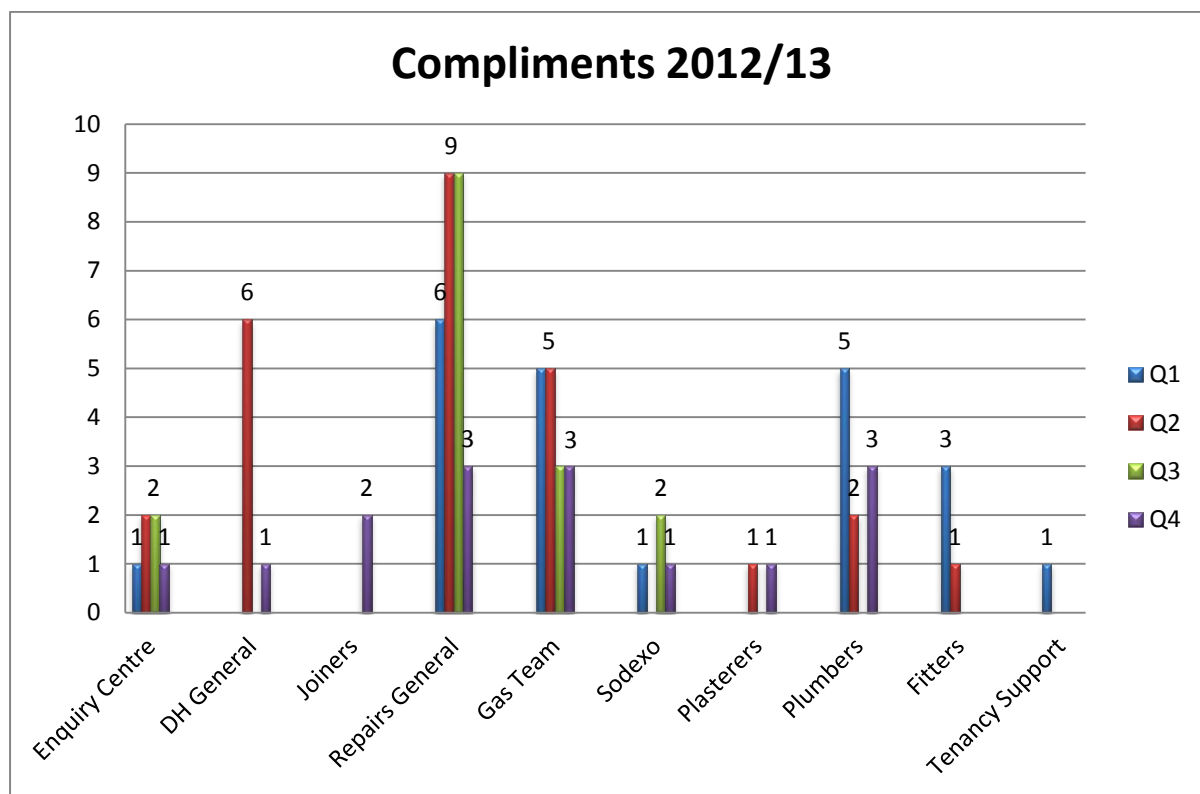
MP Enquiries

Rent arrears
NSP served x 2
Advised to return to property
Wants to move x 2
ASB
General issue

COMPLIMENTS

During Q4 there were 16 compliments recorded. The areas receiving compliments are shown on the graph below.

Q1: 28 Q2: 22 Q3: 22 Q4: 16 Yearly Total: 88

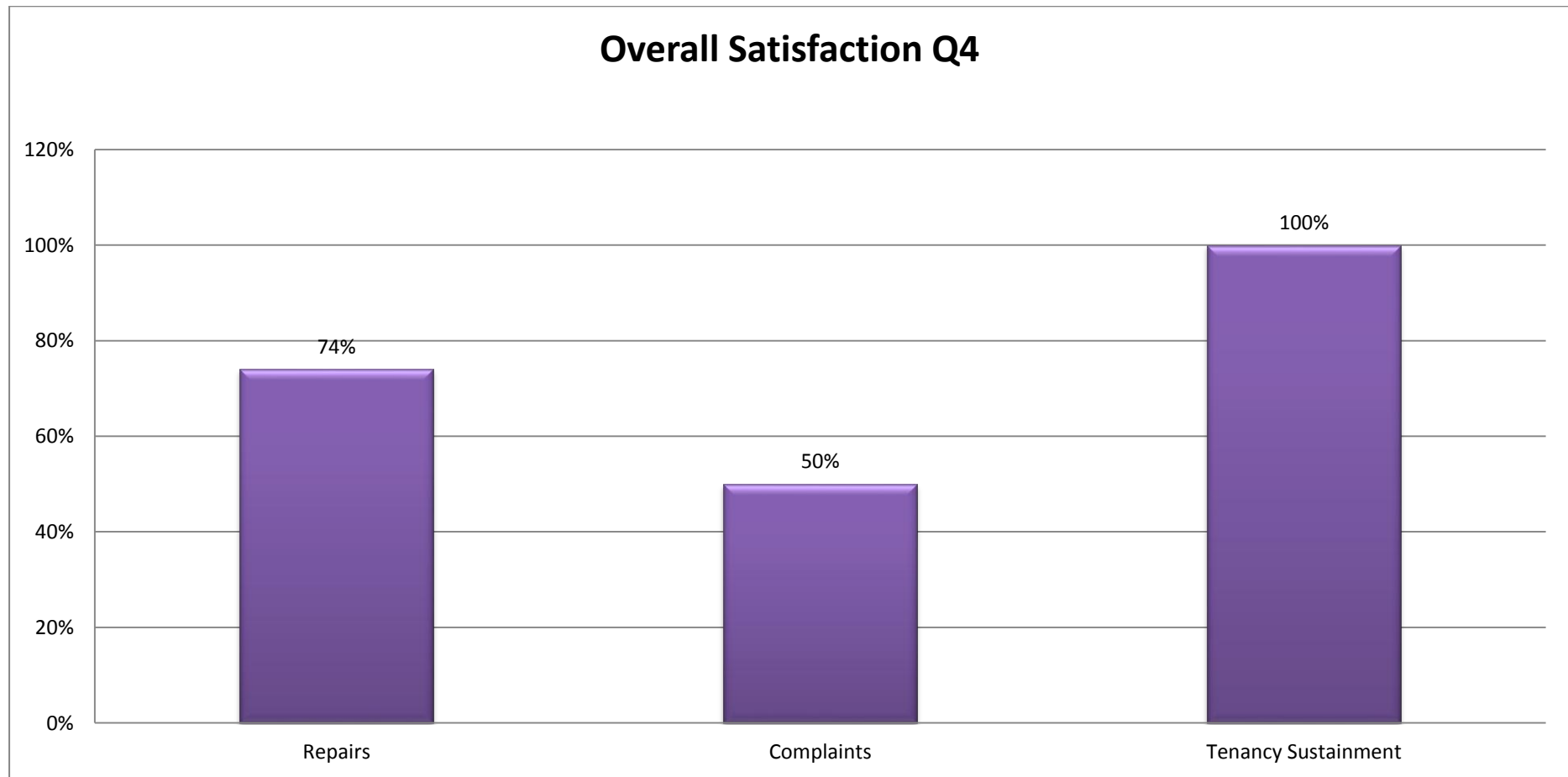


Sample of compliments received

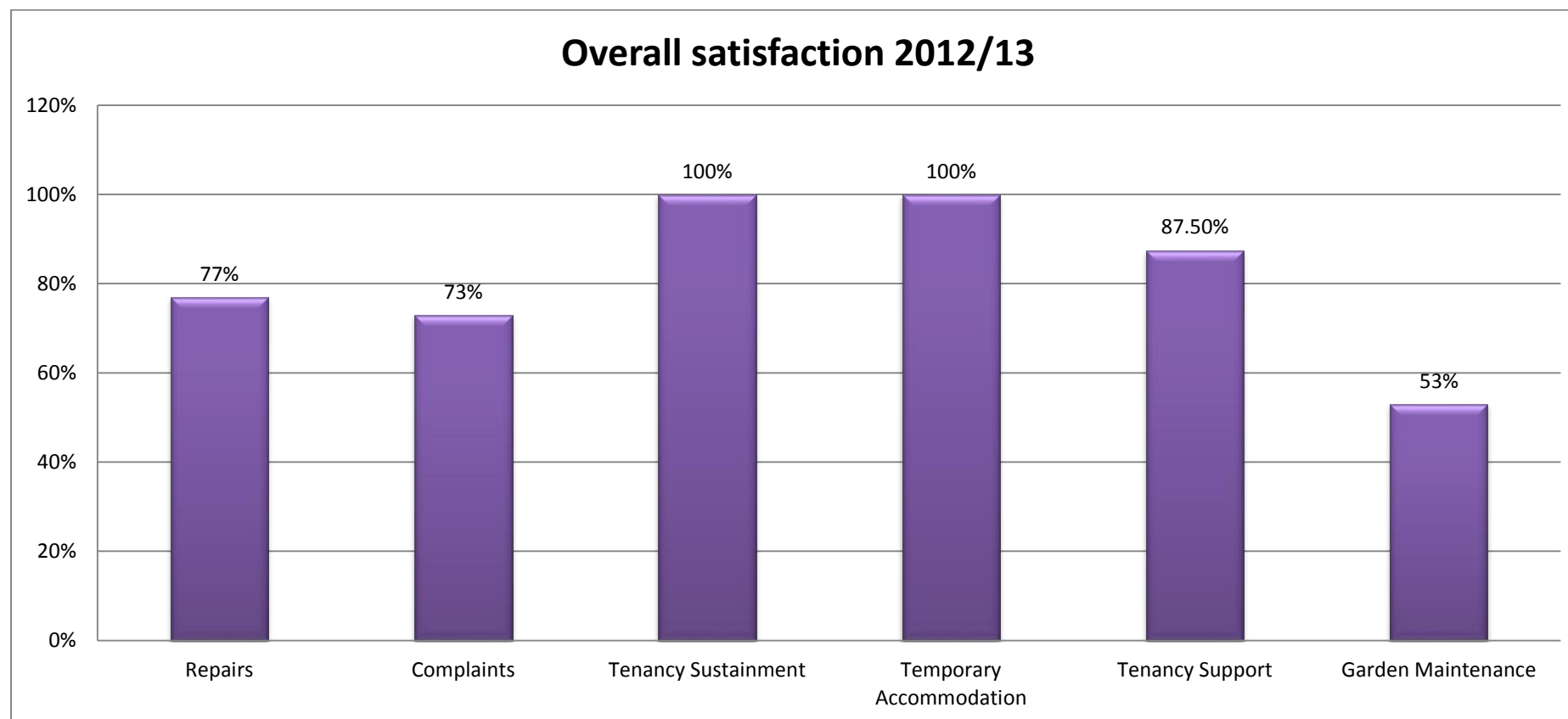
Rang us up to compliment us on the workman who came out, he was very polite and professional and was very efficient.

The service we received from both the gas engineers and the man who sorted our shower out today was excellent. Your men went above and beyond for us today, and on the Friday before Christmas when everything went wrong.

Overall Satisfaction across the business for 2012/13 Quarter 4



The satisfaction over the year gathered from returned paper surveys is shown on the following graph:



The number of people completing these surveys were as follows:

Repairs	Complaints	Tenancy Sustainment	Temp Accommodation	Tenancy Support	Garden Maintenance
162	14	47	3	8	152

This page has been left intentionally blank