

COMPLAINTS AND SATISFACTION REPORT

Report of the Chief Executive

1. SUMMARY

This report provides detailed analysis of complaints received between 1 April 2011 and 30 June 2011.

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 6 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 Housing Management, mainly due to people wanting to move to a different property.
- 3.2 During Quarter 1 a total of 23 complaints were handled, of these 96% were acknowledged within the target time of 2 working days. 75% received a response within the target 10 working days, compared to 60% in Quarter 1 2010/11. There were 6 stage 2 complaints and 1 stage 3.
- 3.3 Details of complainants by Age and Ethnicity can be found on page 5 of Appendix 1. The information collected shows no trends.
- 3.4 There were 18 complaint cases closed during Quarter 1. Out of these 7 were upheld, 9 were not and 2 were partially upheld.
- 3.5 There was a total of 151 Councillor enquiries and 12 MP enquires received during Quarter 1. 82% of the enquiries were responded to within timescales. Detail can be found on page 6 of appendix 1.
- 3.6 Page 7 of Appendix 1 shows the number (41), of actions picked up from comments made on satisfaction surveys. These have all been actioned and tenants contacted.
- 3.7 There were 34 compliments recorded during Q1. Details can be found on page 9 of Appendix 1.
- 3.8 Page10, appendix 1 contains an analysis of the customer satisfaction surveys carried out during Quarter 1.

- 3.9 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
- 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 the author, or Phil Davies, Chief Executive, phil.davies@derbyhomes.org – Phone: 01332 888528

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Background Information: None

Supporting Information: None

Derby Homes

**COMPLAINTS AND
SATISFACTION
REPORT 2011/12
Appendix 1**



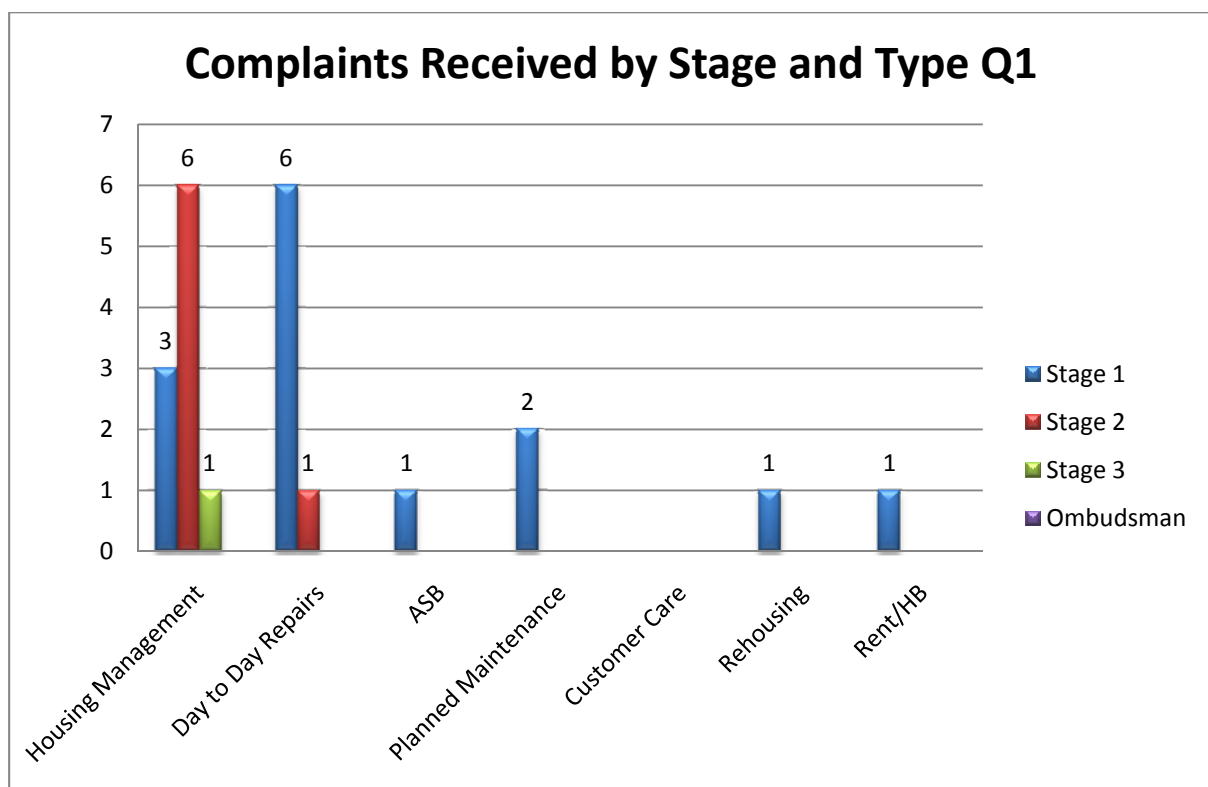
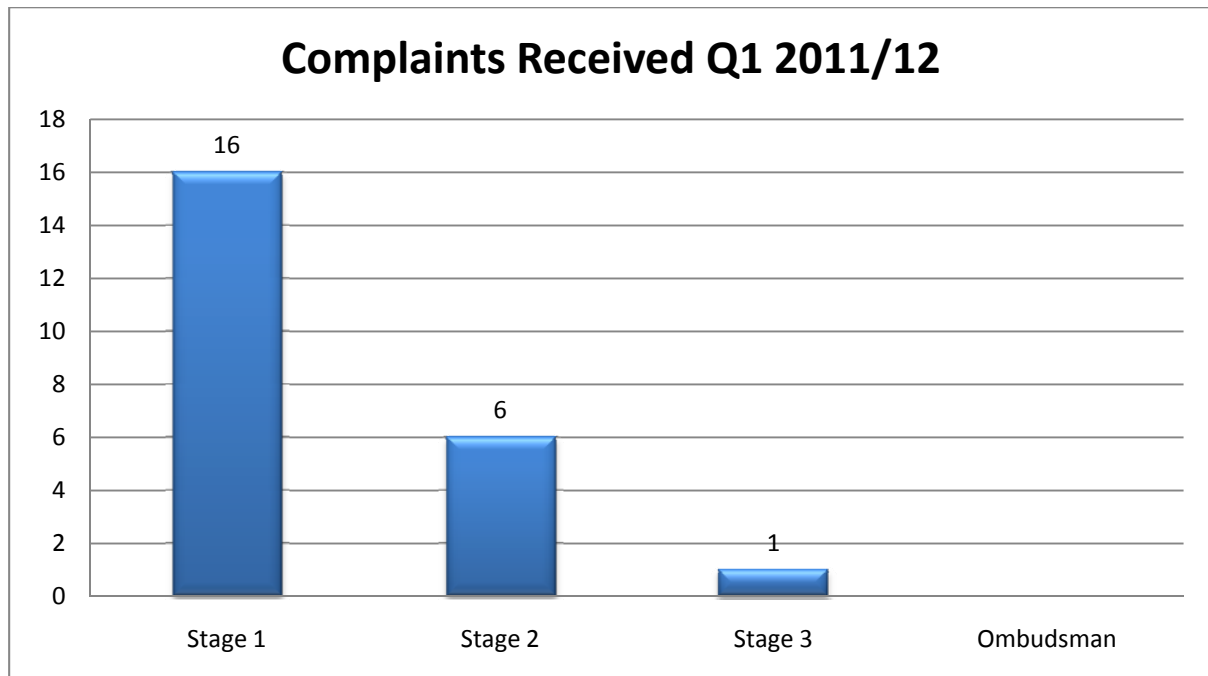
**2011/12
Quarter 1**

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COMPLAINTS

During Q1 2011/12 there have been a total of 16 stage 1 complaints, 6 stage 2 complaints and 1 stage 3 complaint recorded.



Breakdown of Complaint Reasons ASB

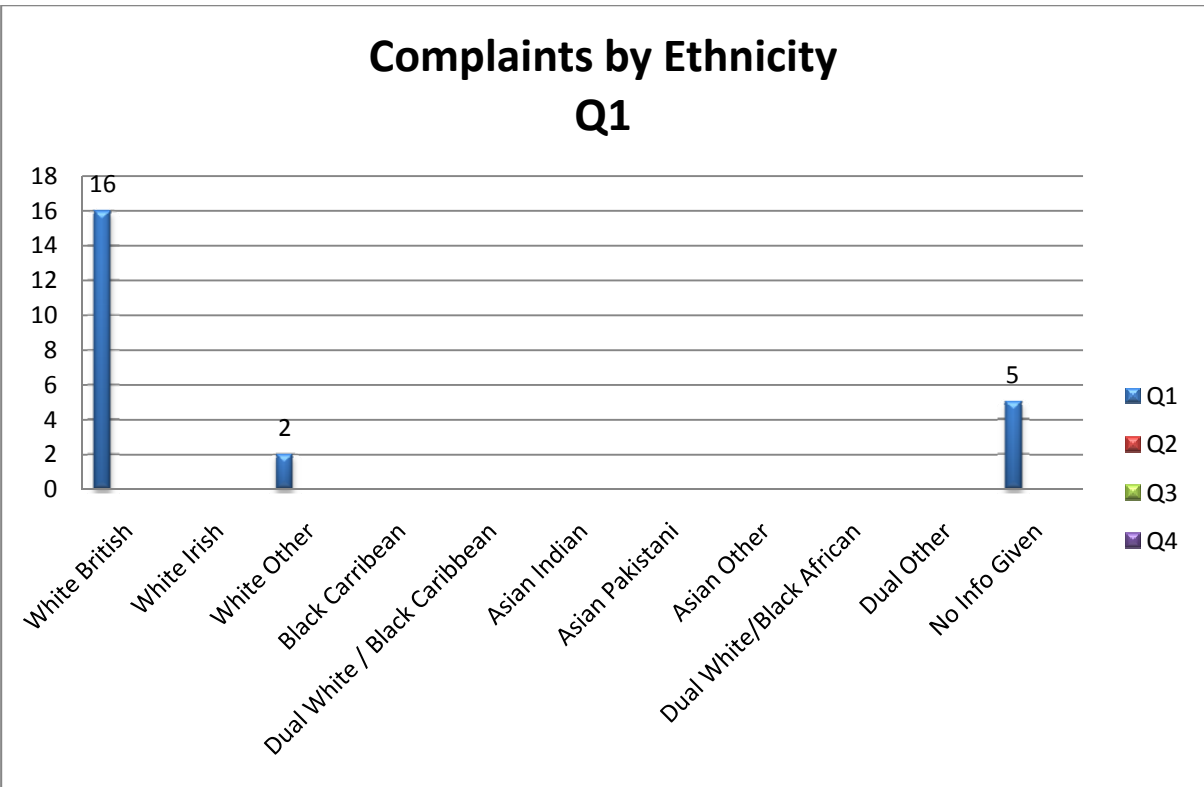
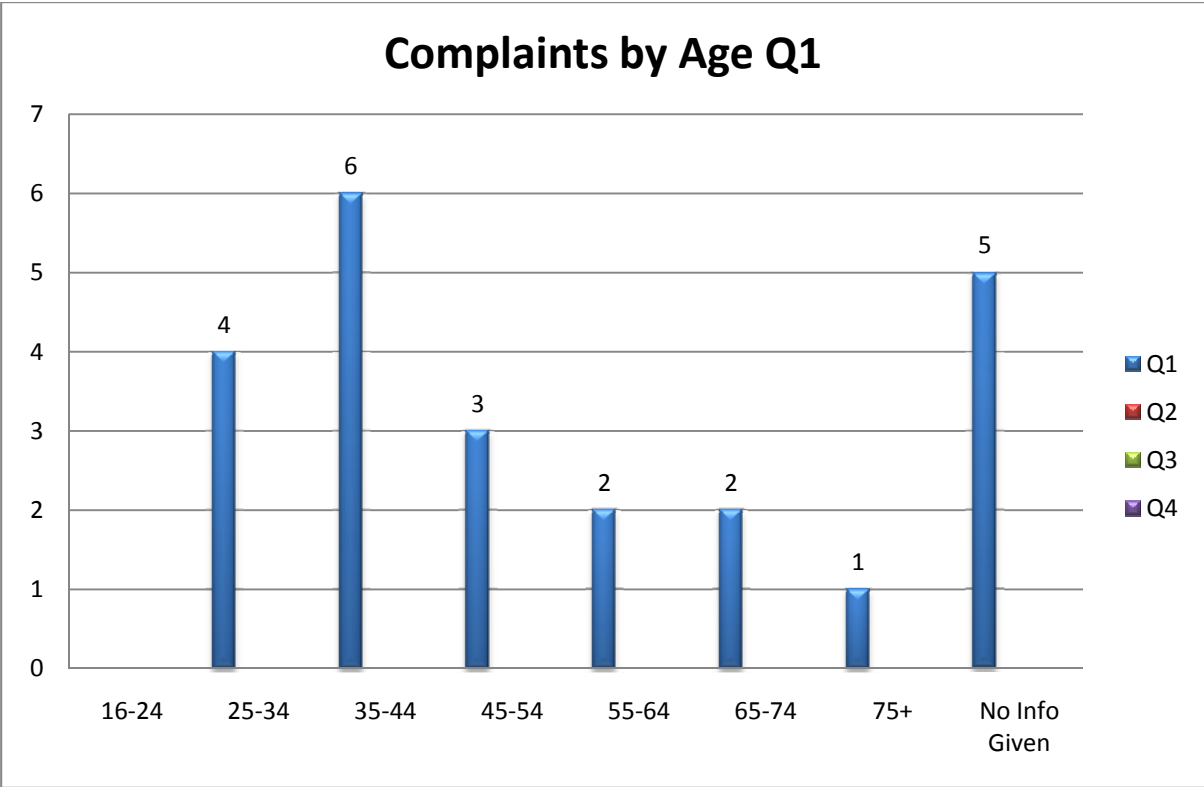
- Felt decision to close case was wrong
- Delays in dealing with case

Responsive Repairs

- Not happy with work carried out x 3
- Repairs team workers x 2
- Damp in house
- Time taken for repairs

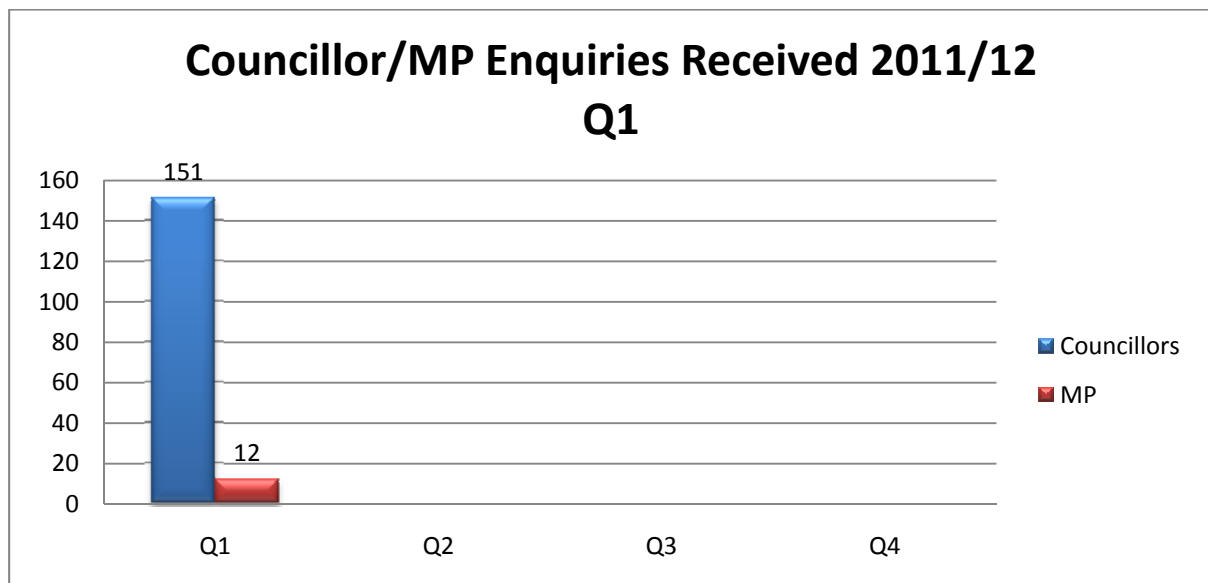
Tenant Issues

- Wants rehousing x 5
- General property issues x 3
- Allocations process
- Rent charges
- Not happy with compensation offered.
- Not happy with state of hedges after winter cut



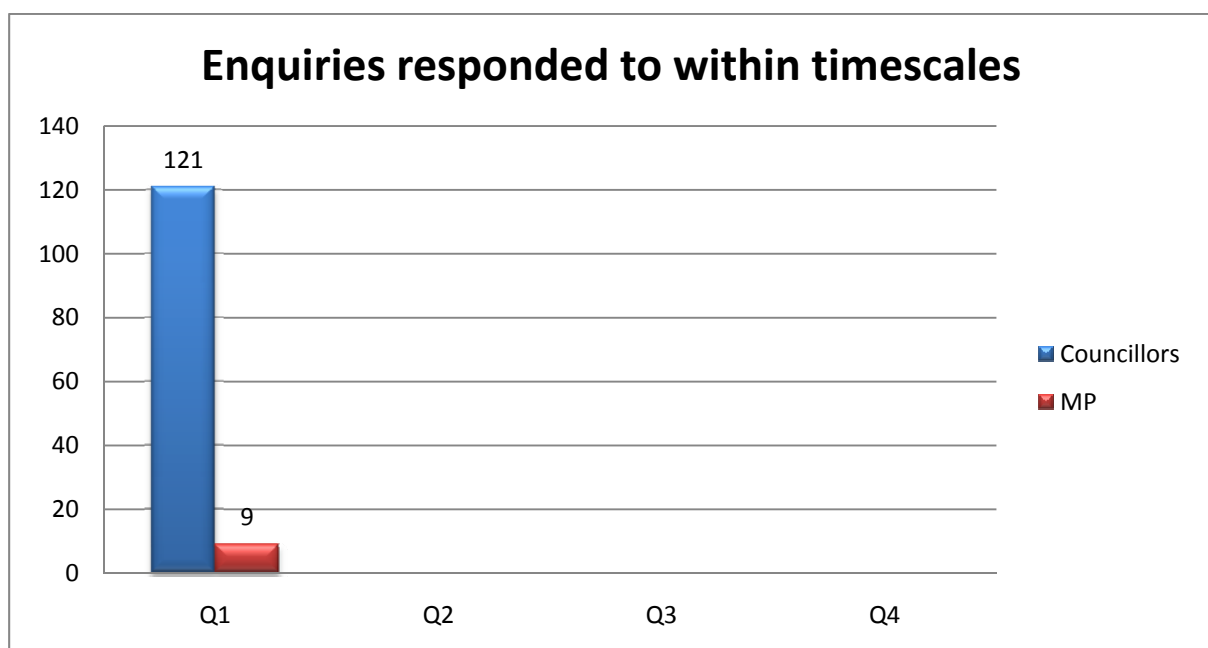
COUNCILLOR/MP ENQUIRIES

During Q1 2011/12 there were 151 Councillor and 12 MP enquiries received.



Out of these 80% were responded to within current timescales of:

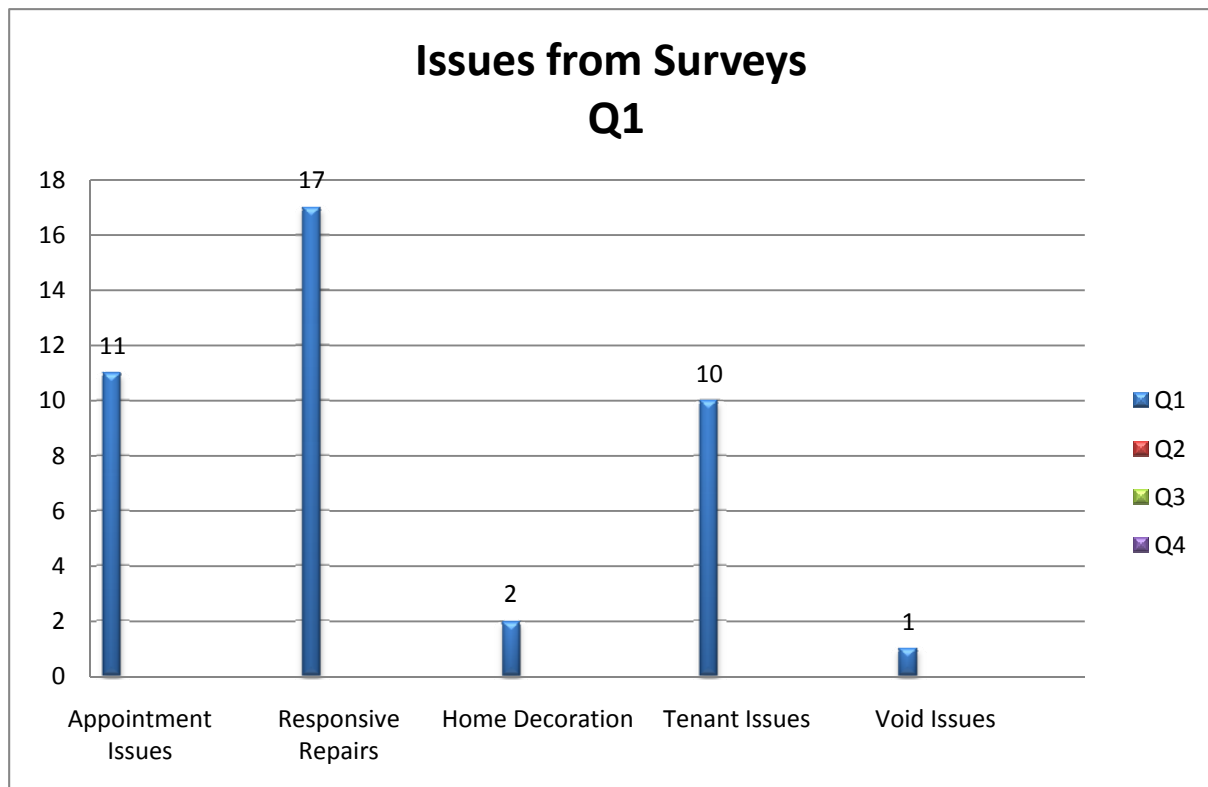
- Councillors Enquiries - 2 working days
- MP Enquiries - 7 working days



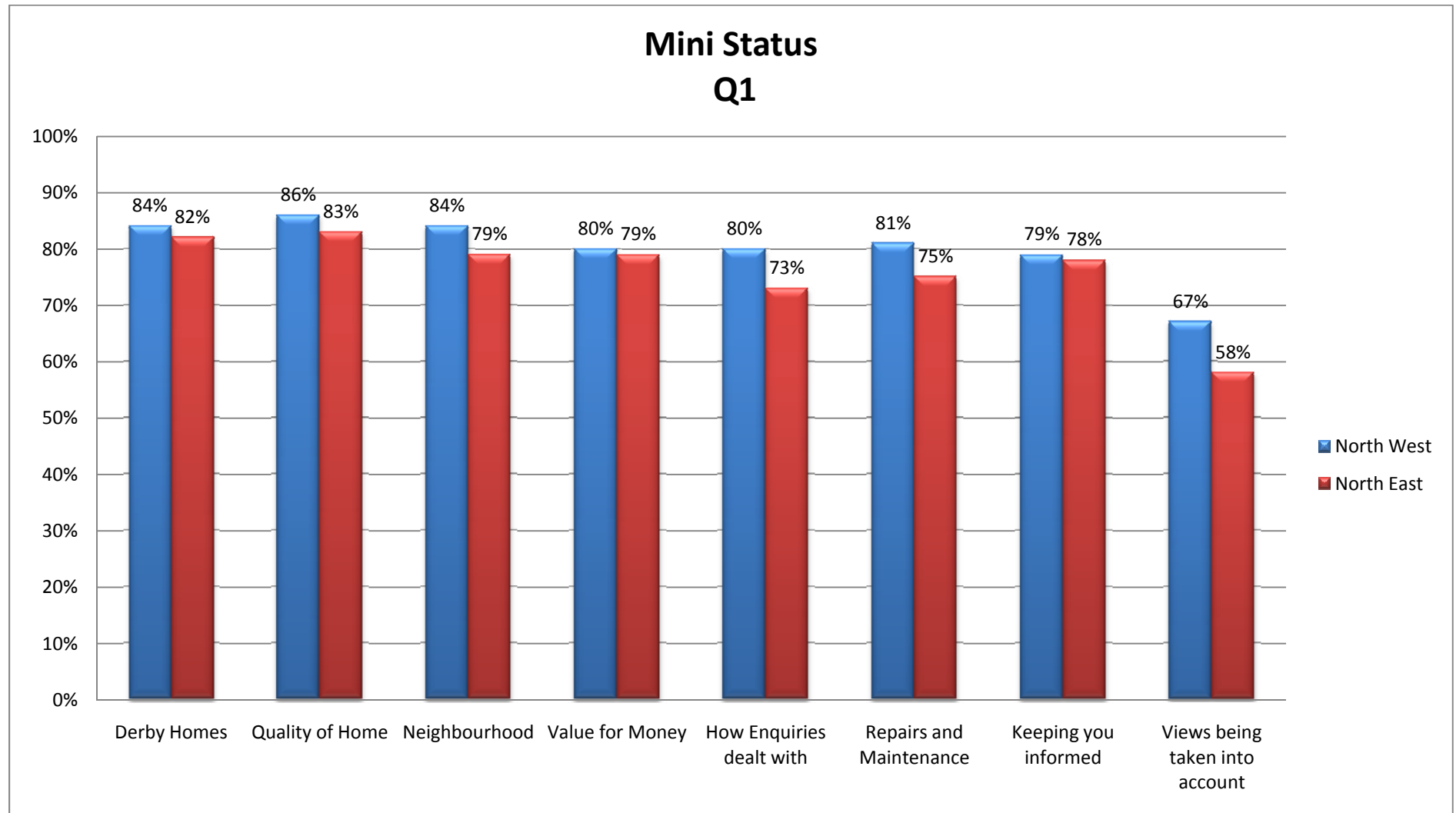
LEARNING FROM COMPLAINTS

During quarter 1 there have been 41 actions raised from the comments received on surveys. Each of the customers have been contacted and any necessary action taken. There were no particular trends identified.

Q1: 41 actions Q2: Q3: Q4: Yearly Total; 41



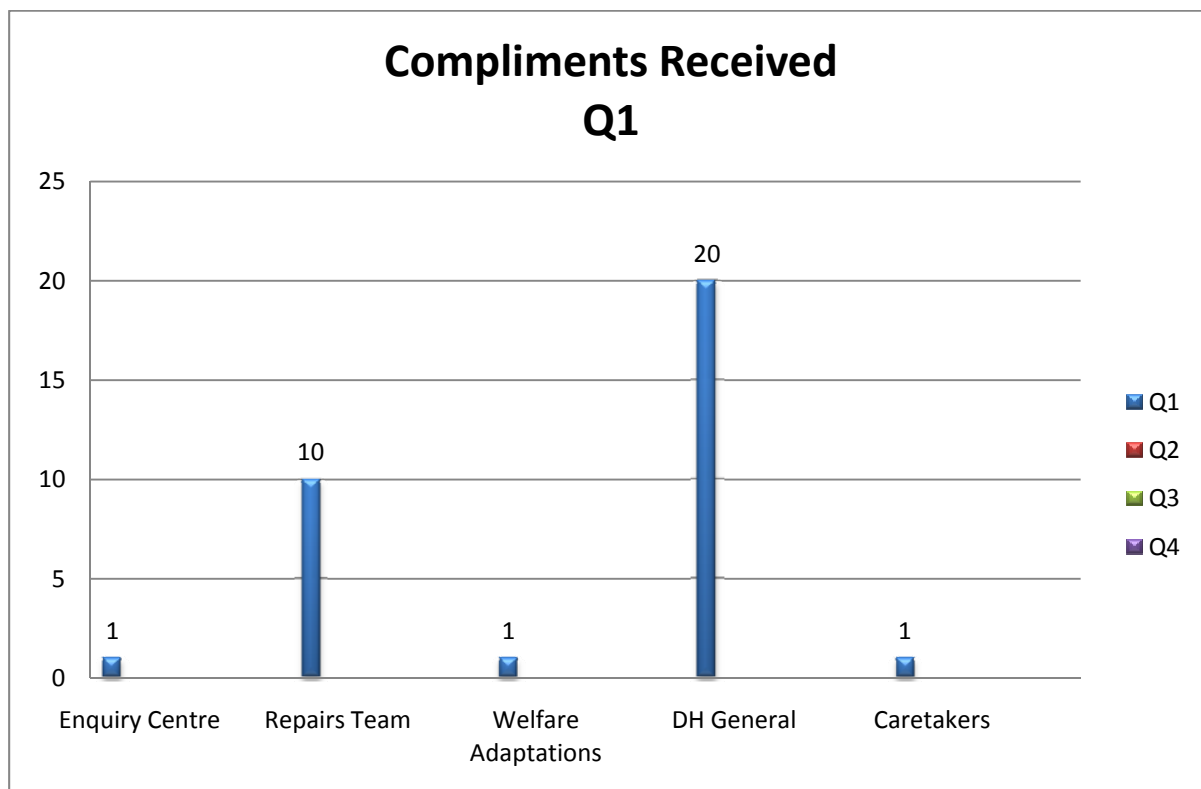
During Q1 there was a Mini Status survey sent out to the North West and North East areas. The graph outlines the satisfaction results.



COMPLIMENTS

During Q1 there were 34 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: 34 Q2: Q3: Q4: Yearly Total: 34



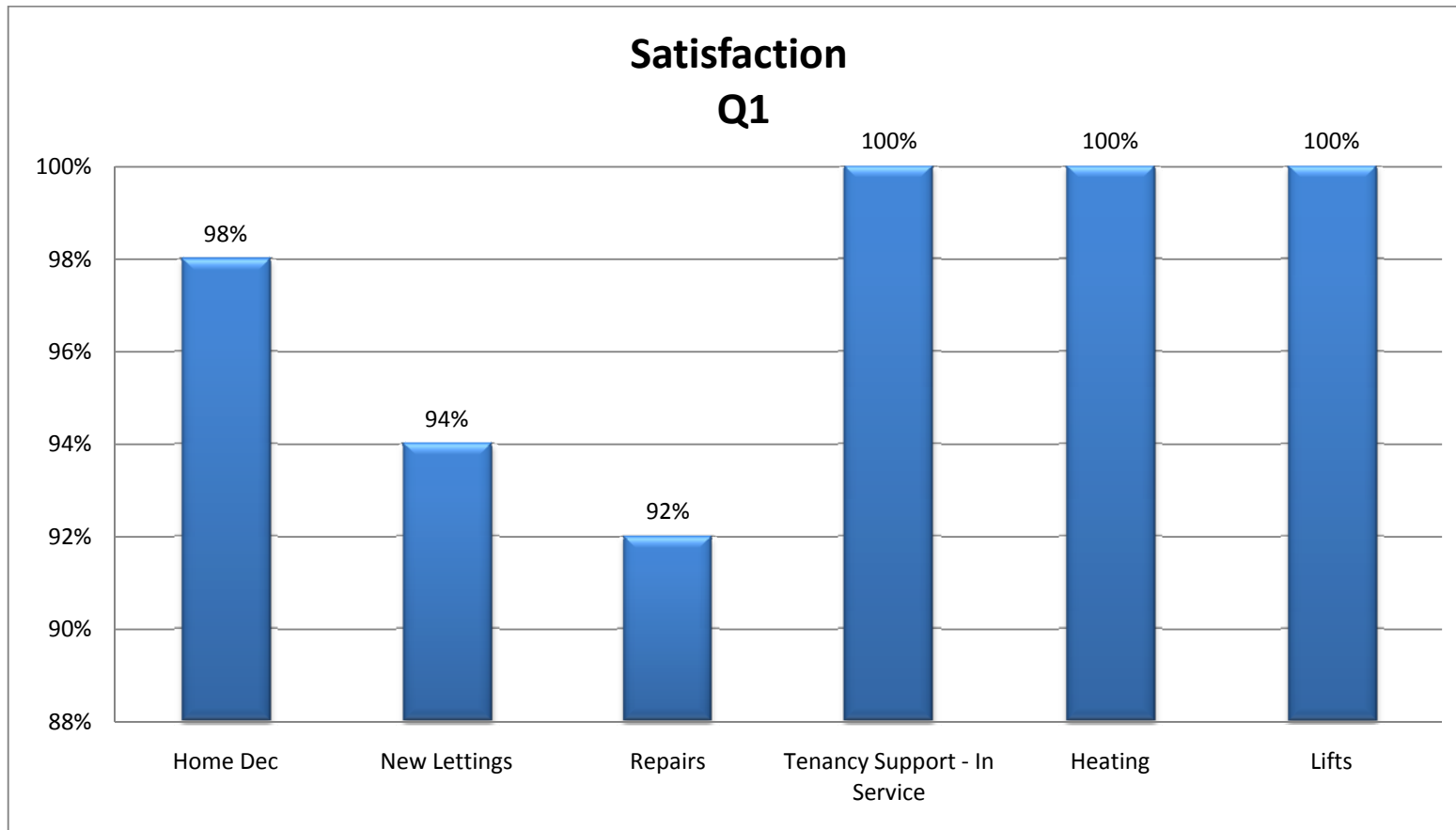
Sample of compliments received

He wished to pass on his compliments to the service engineer who carried out the service at his property; he said that the engineer was "Extremely polite, friendly and thorough". I will let Alan know, but I wanted you to be aware that I have received several positive calls with regards to both Alan's work and his impeccable manners.

The way the young man repaired the living room plug there is no way it will ever move and also a polite nice guy

Phoned to say she is extremely pleased with the work to her path, she is a disabled tenant and the pathway was dangerous before and she was unable to get out. She says this is going to make a big difference to her life.

Overall Satisfaction across the business for 2011/12 Quarter 1



The Home decoration satisfaction figures continue to be high. Repairs are at the same level as Q1 2010/11.