

CUSTOMER FEEDBACK REPORT

Report of the Chief Executive

1. SUMMARY

This report provides detailed analysis of customer feedback received between 1 July 2010 and 30 September 2010 and also outlines key figures for the year 2010/11.

2. RECOMMENDATION

To note and comment on the information as detailed in appendix 1, 2 and 3 Customer Feedback Report.

3. MATTER FOR CONSIDERATION

3.1 COMPLAINT ANALYSIS

This report details complaints received during the period 1 July 2010 and 30 September 2010 (Quarter 2, 2010/11).

- 3.2 During Quarter 2 a total of 43 complaints were handled, of these 91% were acknowledged within the target time of 2 working days, compared to 100% in Quarter 2 2009/10. 44% received a full response sent within the target 10 working days, compared to 92% in Quarter 2 2009/10. The Performance Team are currently investigating the reduction in response times. There was 1 stage 2 complaint.

- 3.3 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 (32%) of complaints were in relation to housing management issues.

Page 4 of Appendix 1 details the percentage of complaints received in relation to the amount of works carried out in the main service areas. It shows that the highest ratio of complaints is currently with the Planned Maintenance service 1.25%.

- 3.4 Details of complainants by Age and Ethnicity can be found on pages 6 and 7 of Appendix 1. The information collected shows no trends.
- 3.5 A summary of findings from the surveys during Q2 including the mini status in South West and South East 2 areas can be found on page 7 of appendix 1, this shows number of issues,(49), which have been picked up and actioned during quarter 2.

- 3.6 There were 24 compliments recorded during Q2. Details can be found on page 9 of Appendix 1.
- 3.7 During Quarter 2 a Mystery Customer Audit was carried out on 6 Housing Offices and the Enquiry Centre. One issue to be resolved is poor signage to the Derby Homes enquiry desk in Mackworth Library. The Mystery Customers also visited 2 empty properties to evaluate their condition before being let to tenants. The report and actions taken are shown on pages 10 - 12 of Appendix 1.
- 3.8 The attached Appendix 1 contains an analysis of the customer satisfaction surveys carried out during the 1 April 2010 – 30 June 2010 which are listed below.

Supported Living
Lifts
Repairs
ASB
Estate Services
Heating Systems
Electric
New Lettings
Tenancy Support – User Consultation
Resident Involvement
Grounds Maintenance

- 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.
- 3.10 The Bright Ideas Scheme continues to attract a number of suggestions, the numbers have increased during quarter 2 with 16 being received. All submissions were from staff. There was 1 award made during Q2, with a previous submission moving forward to implementation. Full details of the scheme can be found on page 14 of appendix 1.

4 AVOIDABLE CONTACT

Derby Homes are required to supply information to Derby City Council on avoidable contact annually.

- 4.1 A snapshot of contact made in Anti Social Behaviour cases during September was recorded. Detail of the findings can be found in Appendix 2 of this report.

5 CUSTOMER JOURNEY

A Customer Journey exercise was completed in parallel with the recording of Avoidable Contact in the area of Repairs and Maintenance.

- 5.1 A Customer Journey exercise was completed in parallel with the recording of Avoidable Contact in the area of Anti Social Behaviour via the Neighbourhood Safety Teams, Local Housing Offices and the Enquiry Centre.

Detail of the findings can be found in Appendix 3 of this report.
3.15 Detail of the findings can be found in Appendix 3 of this report.

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 the Chief Executive, phil.davies@derbyhomes.org - Tel 01332 888520

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

Background Information: None.

Supporting Information: None.

Derby Homes

CUSTOMER FEEDBACK REPORT 2010/11 Appendix 1



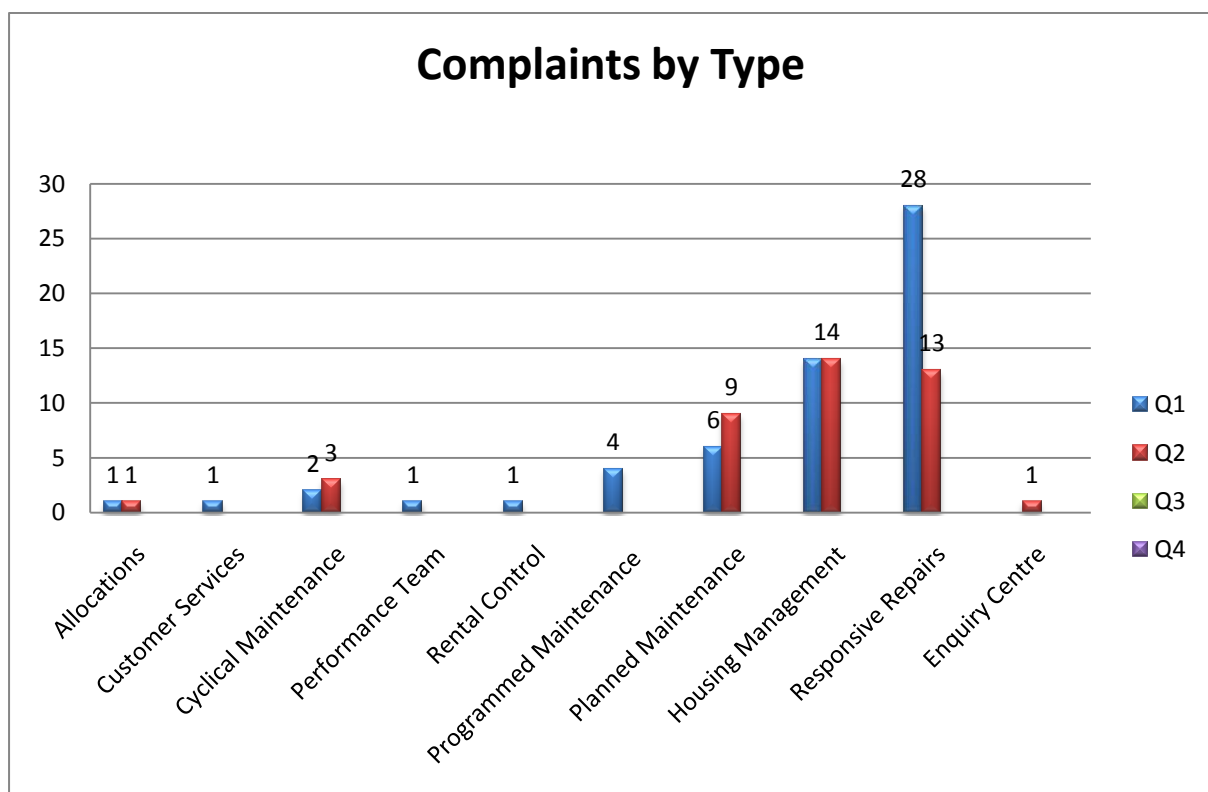
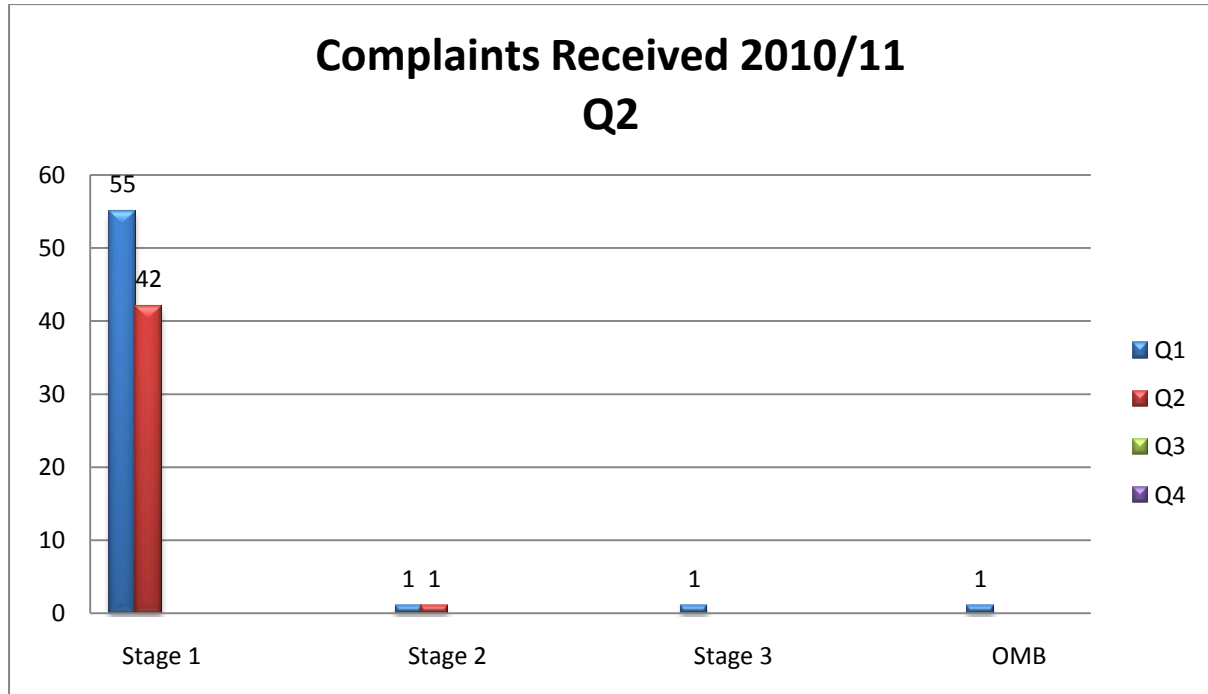
**2010/11
Quarter 2**

INDEX

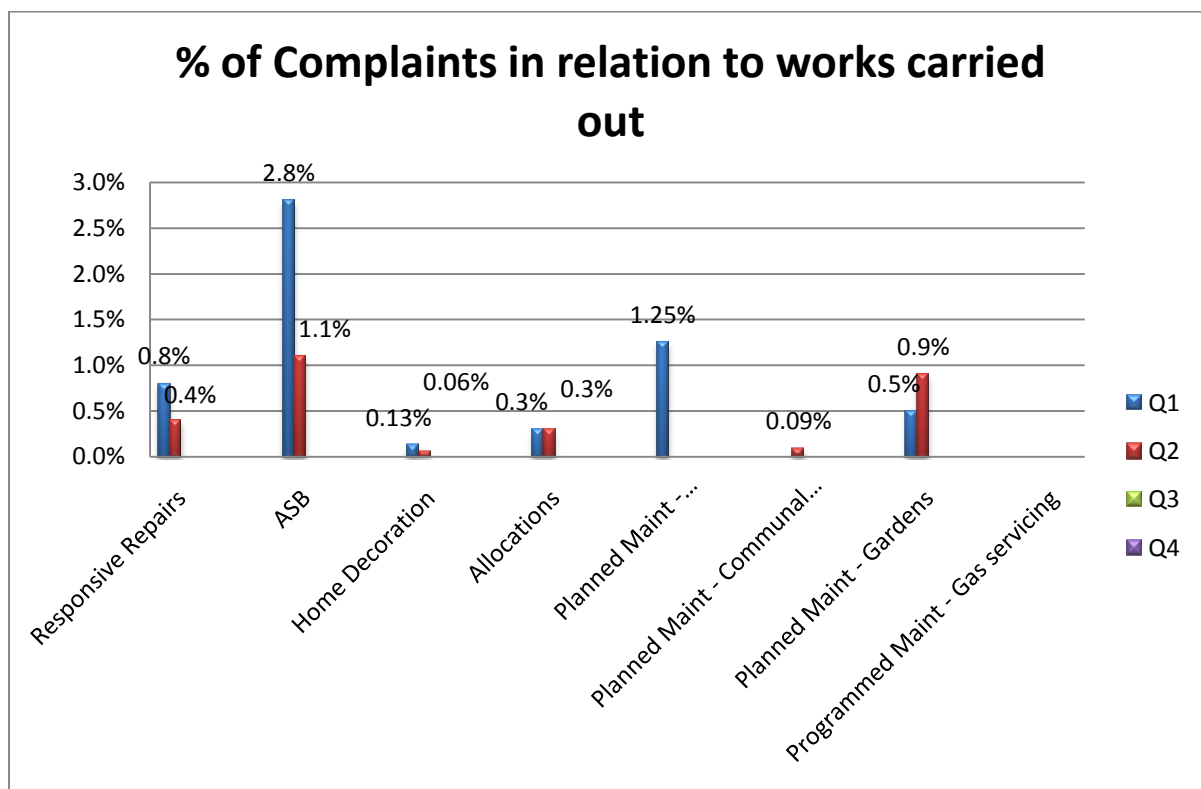
COMPLAINTS	PAGE3
LEARNING FROM COMPLAINTS	PAGE 7
MINI STATUS OVERALL SATISFACTION	PAGE 8
COMPLIMENTS	PAGE 9
MYSTERY SHOP AUDIT	PAGE 10
OVERALL CUSTOMER SATISFACTION RESULTS	PAGE 13
Supported Living	
Lifts	
Repairs	
ASB	
Estate Services	
Heating Systems	
Electric	
New Lettings	
Tenancy Support – User Consultation	
Resident Involvement	
Grounds Maintenance	
BRIGHT IDEAS	PAGE 14

COMPLAINTS

During Q2 2010/11 there have been a total of 43 complaints. Out of these 1 went on to stage 2.



We have begun to look at the % of complaints in relation to the amount of works carried out in the main service areas to ascertain the levels of dissatisfaction.



Breakdown of Complaint Reasons

Allocations

- Issue with how houses have been allocated to current DH tenants at Penalton Close

ASB

- Neighbour Dispute
- Unhappy with way ASB case has been dealt with

Estate Issues

- Overgrown garage grounds next door
- Van parking on grassed area

Home Decoration

- Poor Home Decoration service

Housing Management

- Feels that inspections and repairs for Mutual exchanges weren't handled correctly
- Issues with White Goods
- Issues with ending of tenancy
- Data protection issue and delay in setting up rent on direct debit.
- Concerned about Former Tenant gaining access into property and

advice given

- Confusion over gas servicing even though TNT does not have gas appliances.
- Concern over access to property.

Planned Maintenance

- Poor standard of cleaning in the communal areas
- Various issues with gardening scheme
- Issues with the Gardening Scheme x 2
- Grass cutting

Rental Control

- Fire Alarm Issue - having to pay would like to install own.
- Querying a rechargeable repairs bill received for work carried out at 11 Tower Street

Responsive Repairs

- Regarding condition of bathroom
- Missed appointment x 4
- Wants slabs in front garden removed
- TV Licence Scheme issue and responsive repair issue
- Issues with shower and various decorating issues
- Issue with gate
- Re electric meter cupboard
- Reported a fault with her toilet. Feels it should be dealt with more urgently
- Outstanding work
- Re cover to rotary dryer
- Outstanding repairs

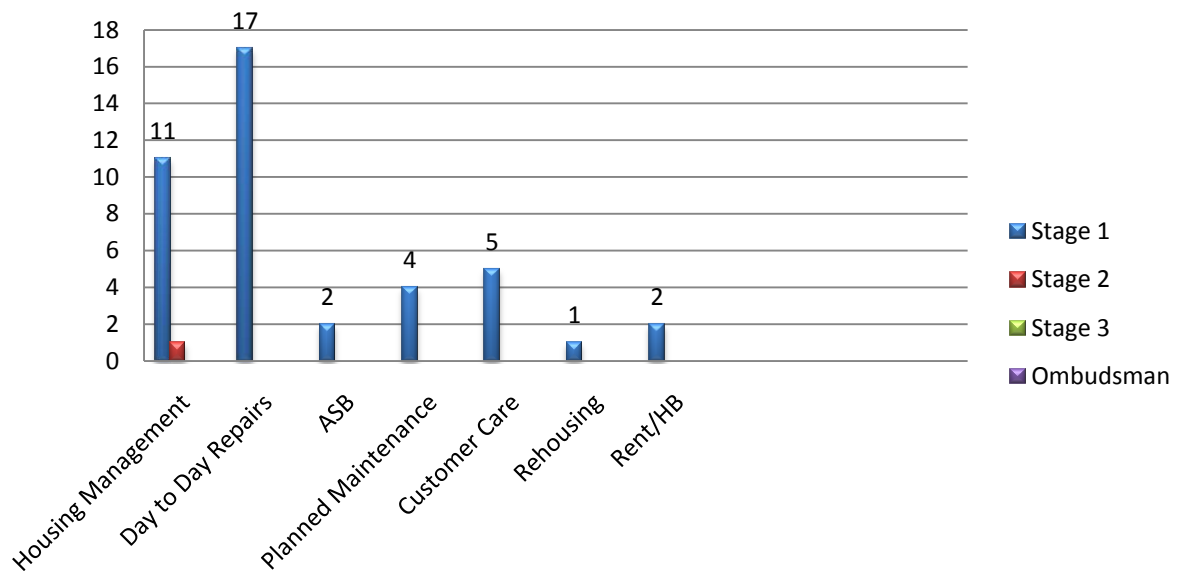
Staff Issues

- 5 issues were raised

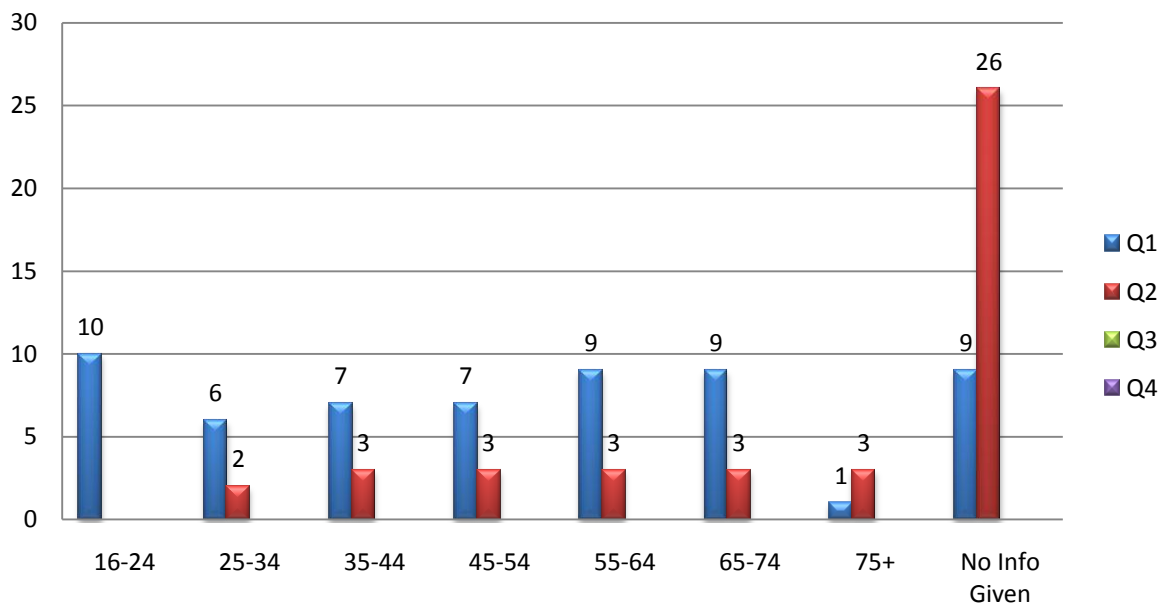
Workmen

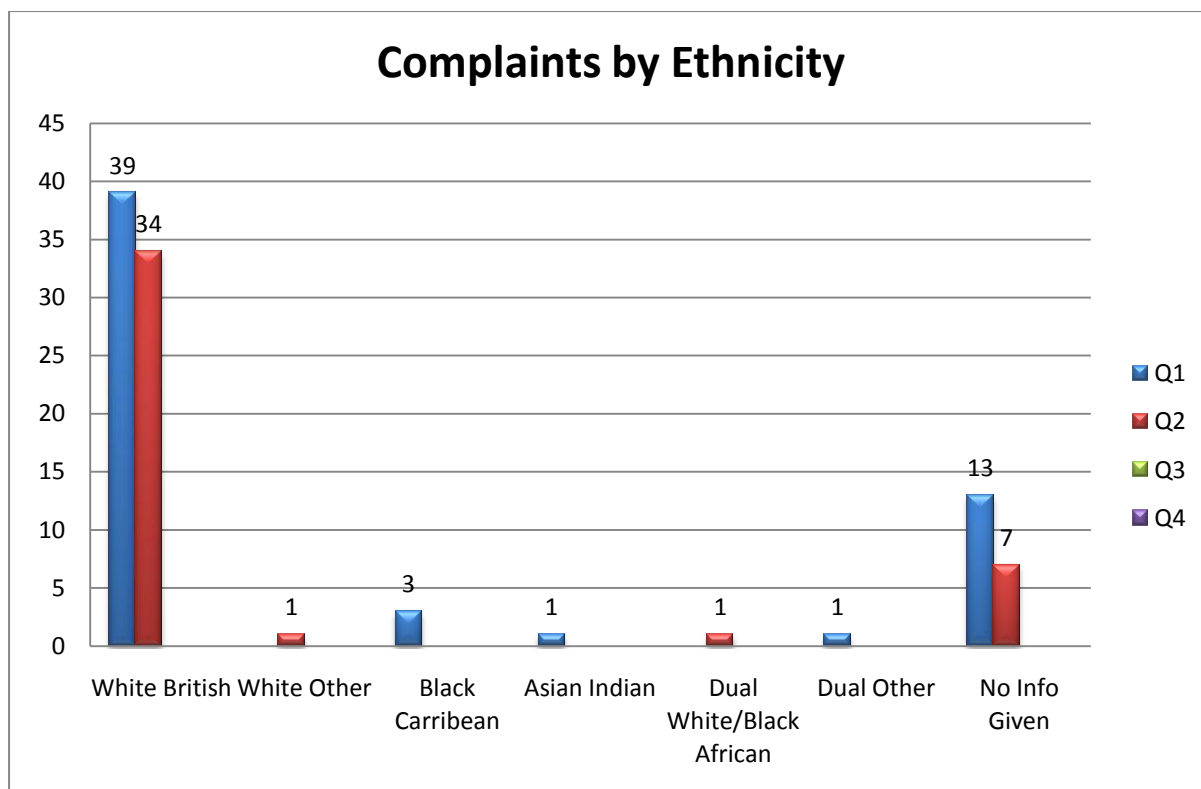
- damage caused to wall paper when workman went to replace tiles on window sill.
- splashes of paint on leather settees
- cooker damaged whilst a kitchen being fitted

Complaints by Type and Stage Q2



Complaints by Age Q2

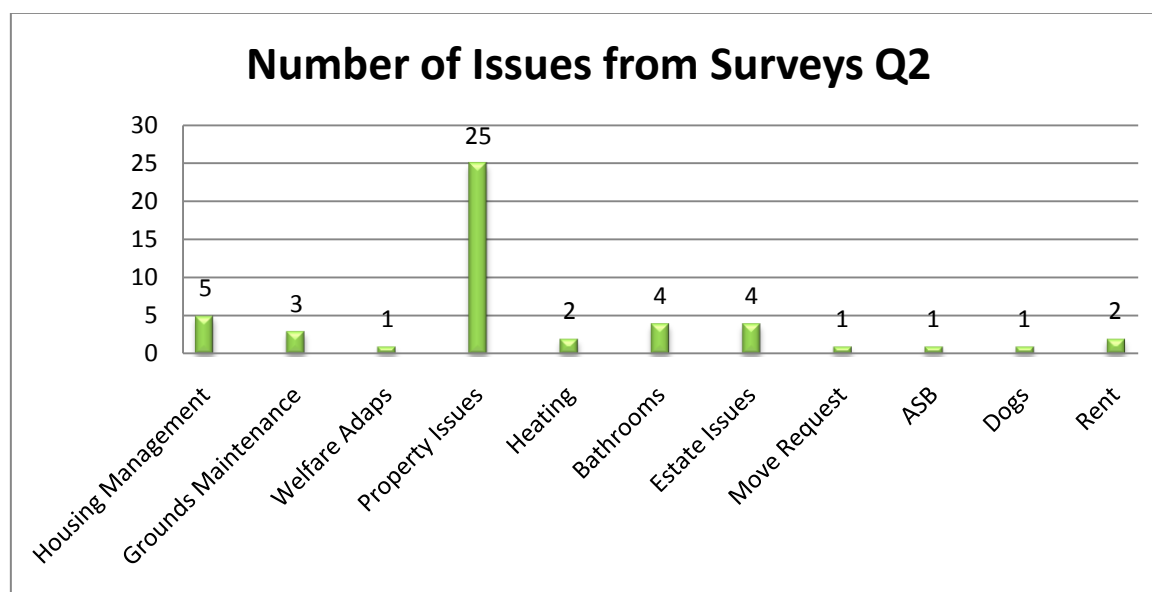




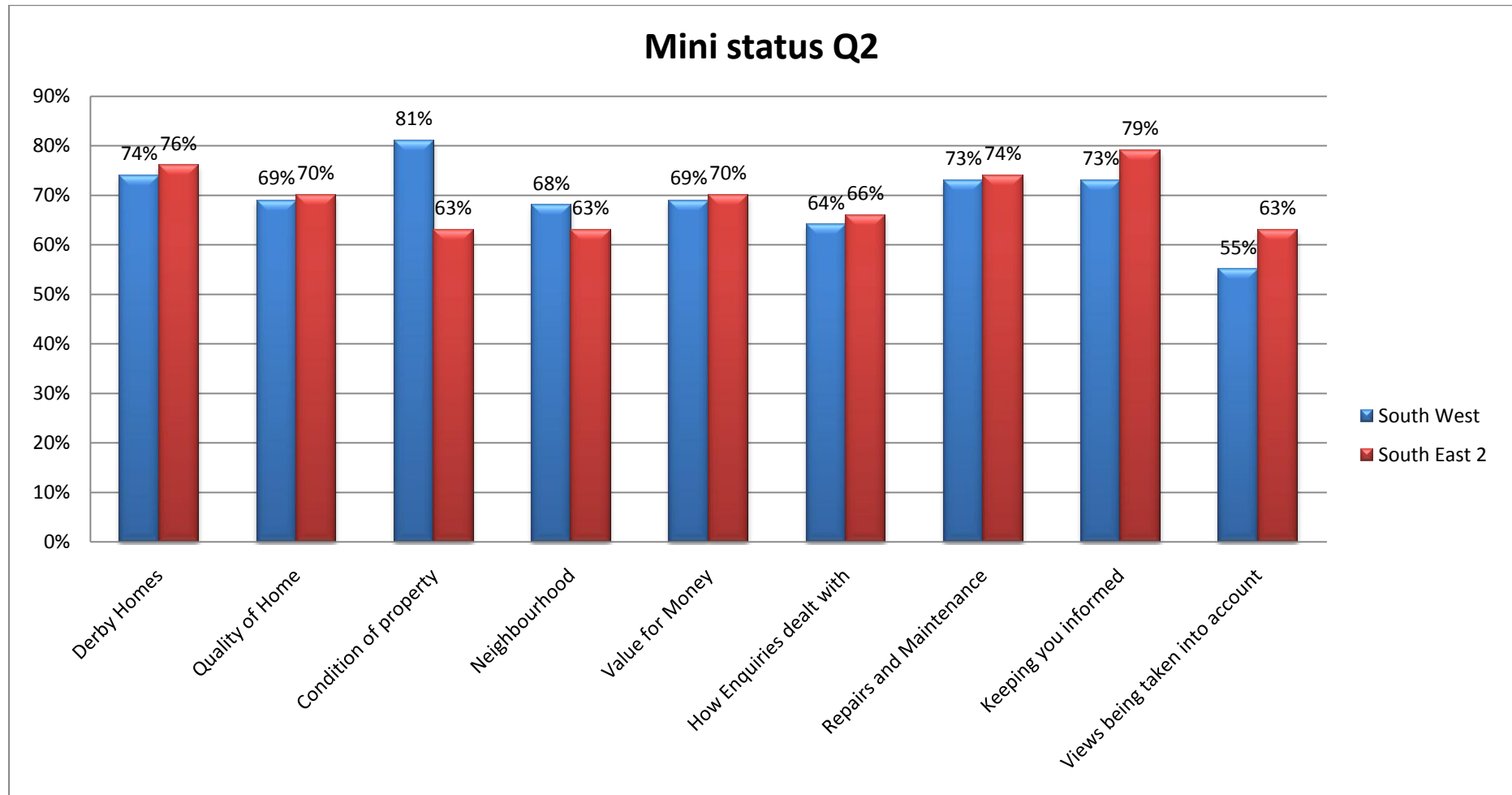
LEARNING FROM COMPLAINTS

During quarter 2 there have been 49 actions raised from the comments received on surveys including those from the South West and South East 2 Mini Status. Each of the customers have been contacted and any necessary action taken.

Q1: 179 actions Q2: 49 actions



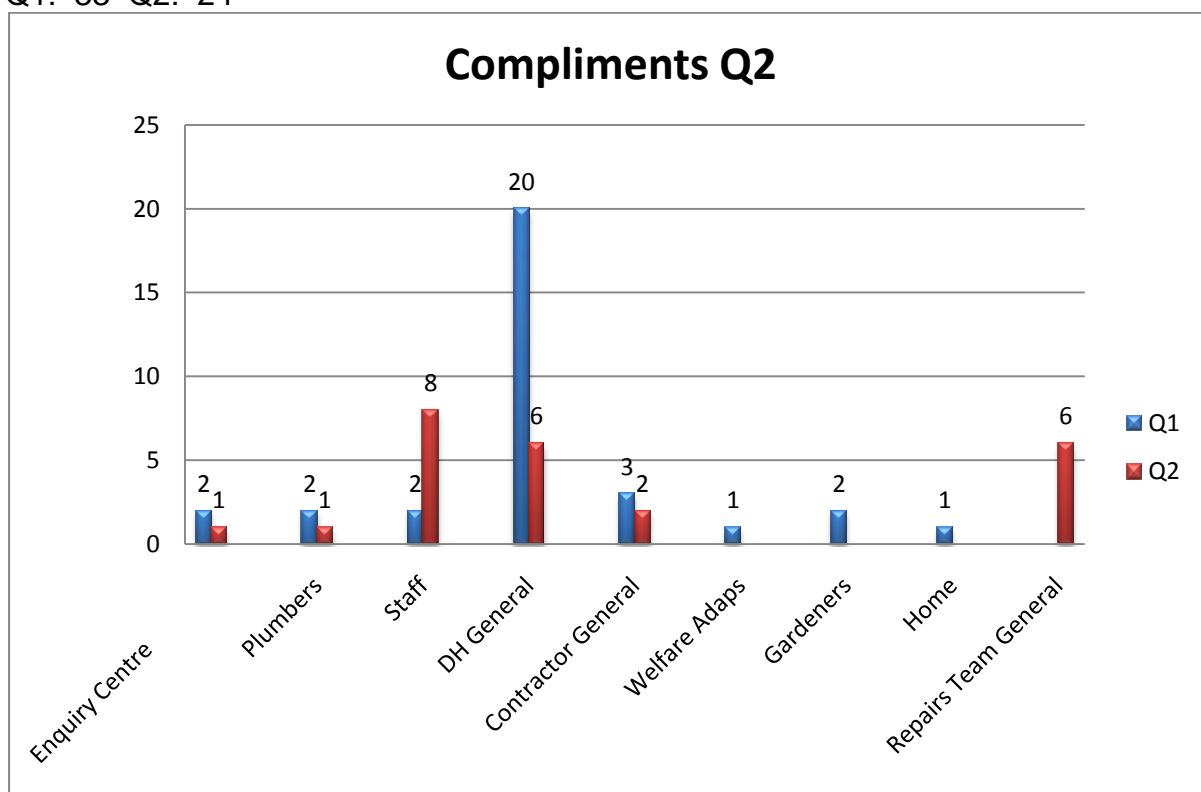
During Q2 there were Mini Status surveys were sent out to 2 areas. The graph outlines the satisfaction results.



COMPLIMENTS

During Q2 there were 24 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: 33 Q2: 24



Sample of compliments received

Tenant was incredibly impressed with the contractor Martin, his manner and the quality of work he carried out.

“Basically Derby homes are an outstanding social landlord.”

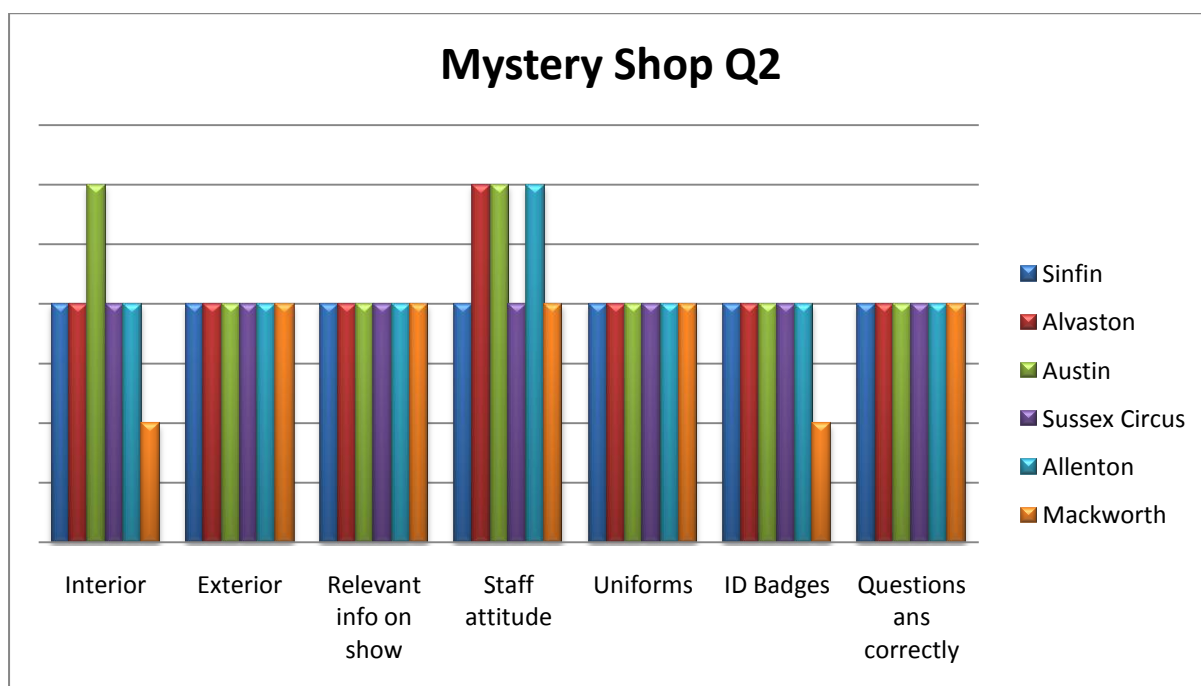
“I feel I must write to say how very happy we were with the work carried out installing new windows and doors in our house. The workmen were very good, friendly and efficient workers. Very clean and a credit to their company”.

“I would just like to say thank you for the lovely way that I was treated when I phoned about the problems I was having and also the prompt way that it was rectified, also a big thank you to the workmen who arrived to do the jobs as they were friendly and efficient”.

MYSTERY SHOPPER AUDIT

A Mystery Shop was recently carried out and four of the tenant mystery shop panel were involved along with a Derby Homes Surveyor. The audit consisted of visiting six Local Housing Offices. This was followed by visiting 2 voids.

Repairs completed by our contractors were also visited. Finally the Enquiry Centre was contacted and two questions were asked, the same questions were asked at the Local Offices.



The offices visited in the audit were Alvaston, Austin, Sussex Circus, Sinfin, Allenton and Mackworth.

Two of the offices exteriors were marked as good, two as satisfactory and two marked between excellent / good and satisfactory.

Two of the office interiors were marked as excellent, two as good one as satisfactory with Mackworth being marked as both poor / satisfactory on the two visits. Mackworth was only marked as poor due to the tenant not being able to easily identify the office from inside.

There were two questions asked during the 'shop' and the staff handled these to an excellent overall standard. The mystery shoppers felt that they had been given an excellent overall service. No negative responses were received regarding the staff members. All staff were in uniform but four comments were made about either the staff not wearing name badges or the badges being twisted.

Enquiry Centre

Eight calls were made to the Enquiry Centre with two different questions being asked. Five of the calls were answered within 10 seconds, one within 30 seconds and two took longer than 30 seconds to answer.

All of the calls were answered to a satisfactory manner with one marked as very satisfactory. One shopper did note they felt they could not score.

On all calls, the shoppers felt the member of staff felt interested in the question, were polite and courteous, genuinely wanted to help and treated the caller with respect.

All comments have been passed to the appropriate managers.

Repairs

The Mystery Shoppers also inspected several repairs made to homes in the Littleover area. All repairs were found to have been carried out to an acceptable standard.

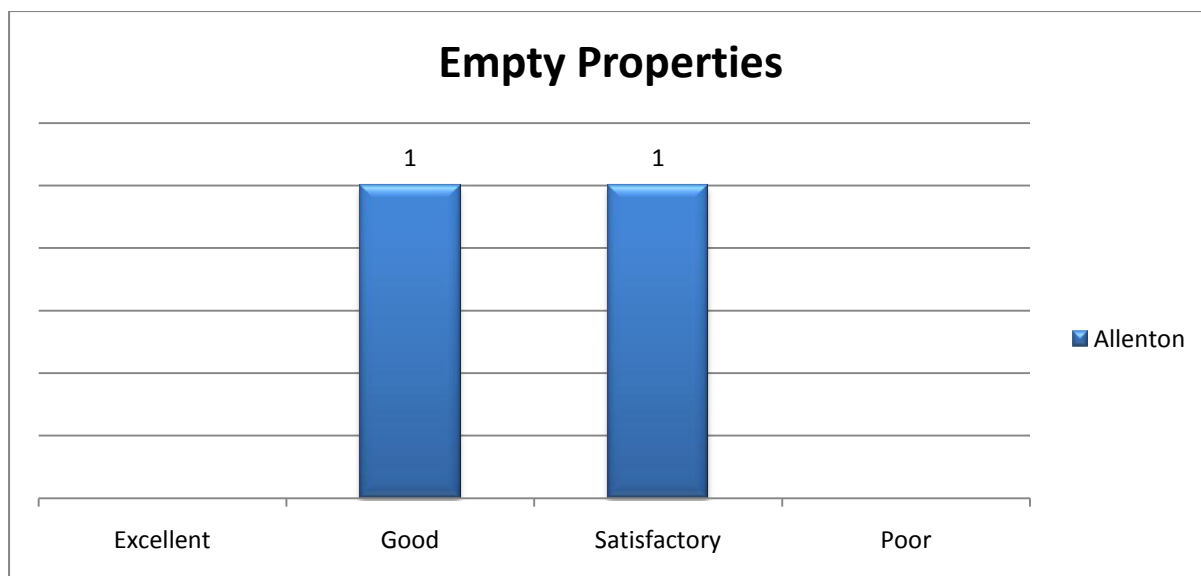
Carelink and Language Line

The mystery shoppers also made calls to both Carelink and Language line.

The call to language line was made in Urdu. The shopper reported that the interpreter was helpful but got the dialogue confused.

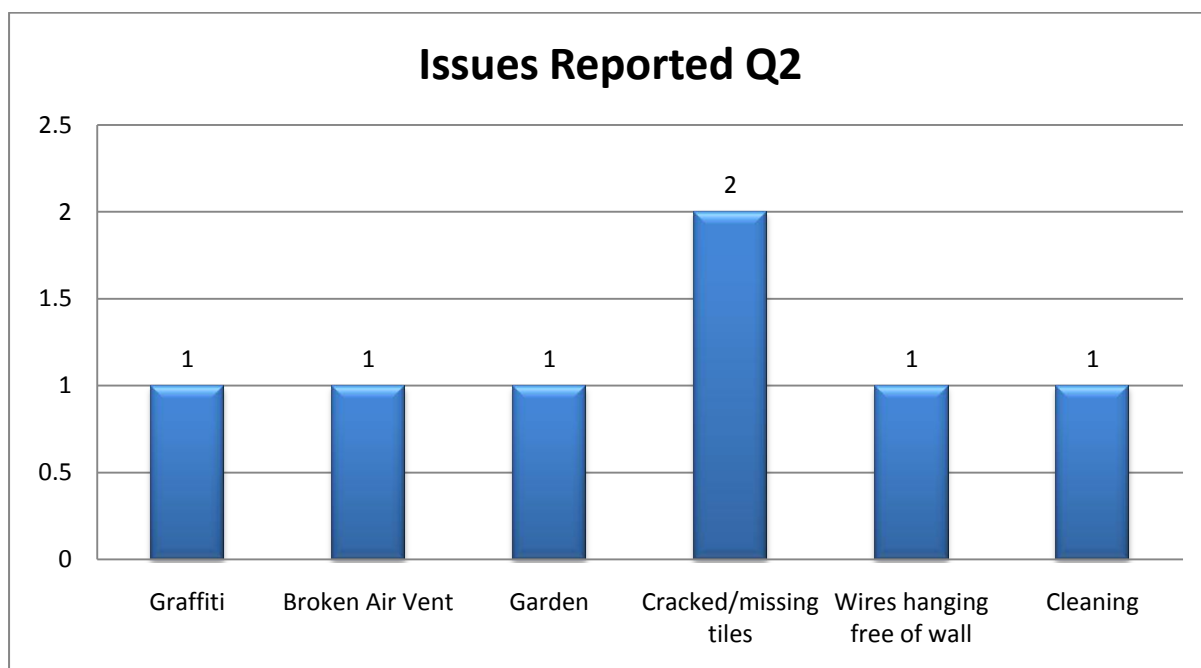
The shopper asked if there were any disabled tenants in the property and Language Line incorrectly translated to could you disable the shower.

The calls to Carelink consisted of two questions. The Mystery Shoppers overall impression was mixed with two calls marked as satisfactory and two unsatisfactory. One of the unsatisfactory calls were marked so because the operative sounded uninterested, the other because they were unable to provide any answer.



Empty Properties

Two random voids were visited. All voids were noted as having issues to be resolved; however, the two cleaning scores were 3 and 9. Issues found with the properties have been raised with the managers of the Local Housing Offices to be addressed.



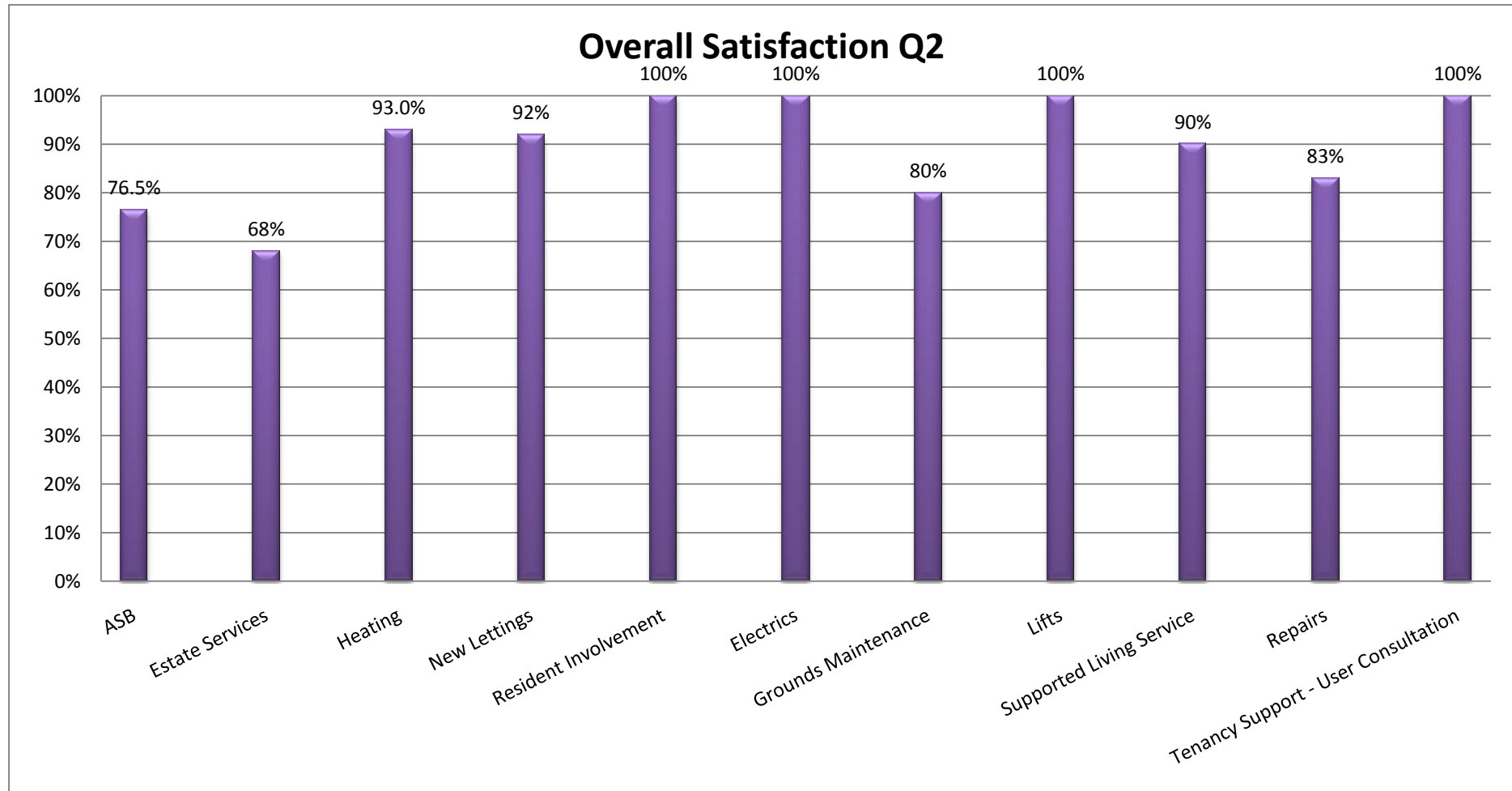
The issues noted by the shoppers were minor, an example of repairs required are:

- Broken air vent on wall
- Rubbish left in garden
- Cracked tiles

Cleaning issues included:

- Walls not clean around extractor fan
- Dirt all over skirting boards

Overall Satisfaction across the business for 2010/11 Quarter 2

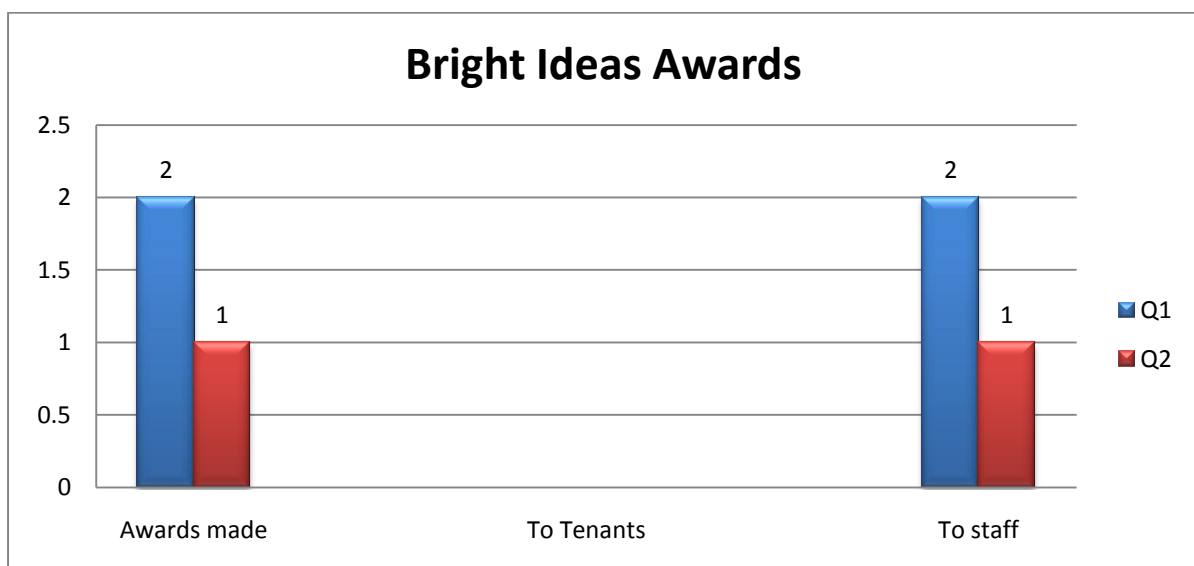
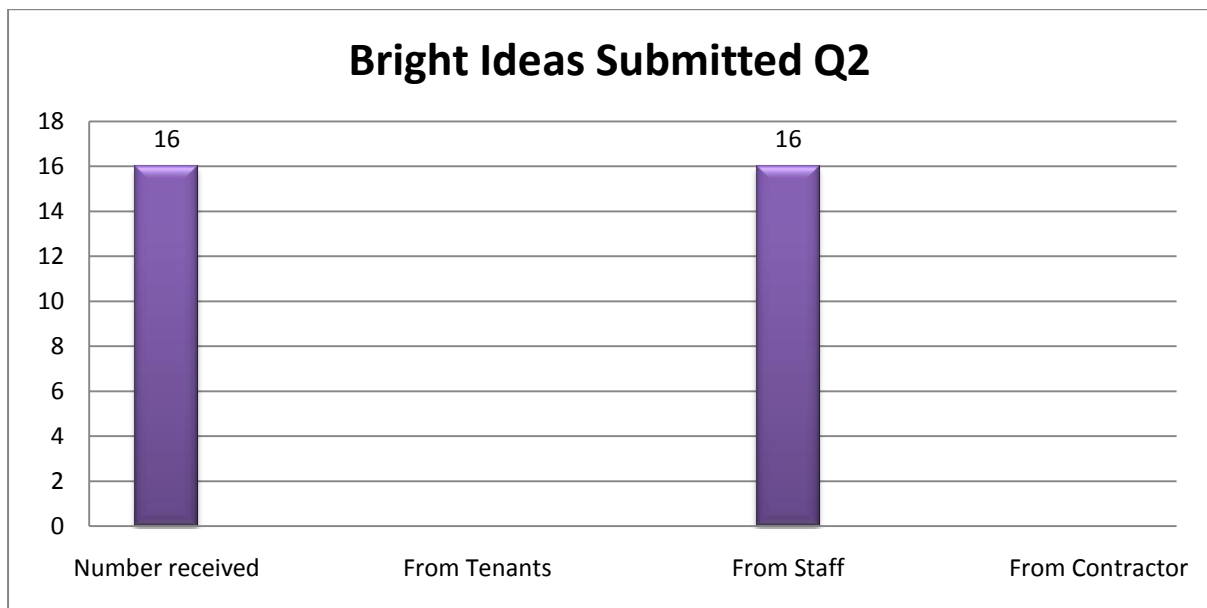


BRIGHT IDEAS

In Quarter 2 of 2010/11 there were 16 Bright Ideas submissions, all from staff. So far this year we have received 33 ideas.

Each winner received a £10.00 voucher and all are working with Service Managers to see if their ideas can be implemented which could lead to an enhanced award.

This month we have also awarded one implementation award of £25



Appendix 2

AVOIDABLE CONTACT

What does avoidable contact mean in practice and why should we devote resources to identifying and reducing it?

In essence, the term refers to those interactions between the public services and their customers that offer little or no value to either side – the chase-up calls, for instance, that cause customers much frustration and stress and take up valuable staff time within our organisation.

We are undertaking a schedule of contact days throughout the organisation. By concentrating our efforts department by department we will be better able to identify and act on any anomalies picked up in the information collected in a timely manner, this will also result in outcomes which help us to improve services we offer to our customers.

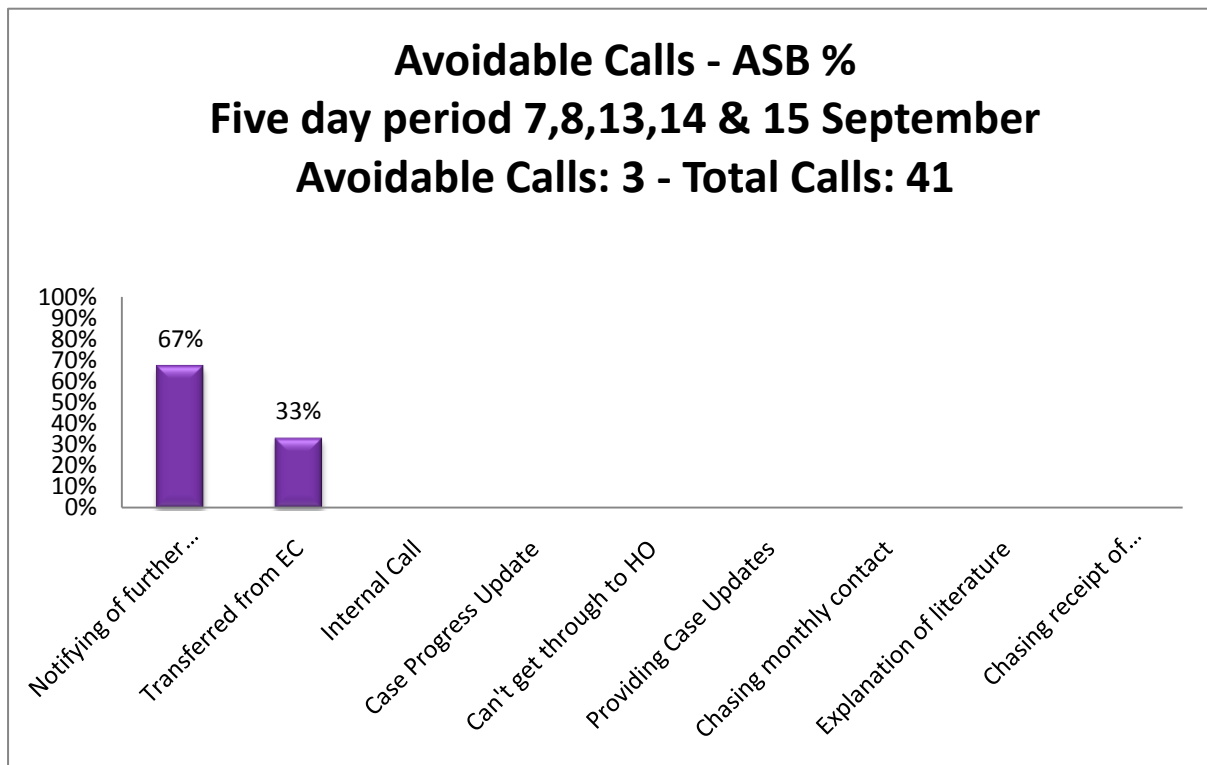
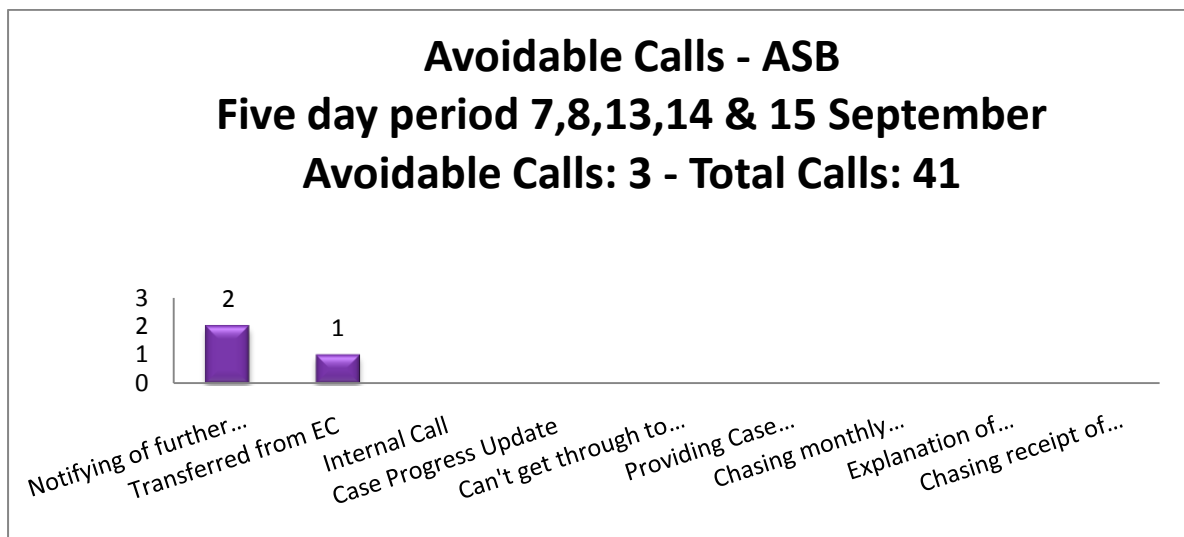
To achieve this we need to look at the avoidable contact we have with the customers and look into ways of improving 'getting it right first time'. We will be looking at a weeks' worth of calls, this will be split into 3 days in one week and 2 in the next. All results will be analysed and a report produced to be used as a discussion document. All actions will be reportable and accountable against.

AVOIDABLE CONTACT REPORT

Anti Social Behaviour

An exercise was carried out over a 5 day period, 7,8,13,14 & 15 September to monitor telephone contact within the Neighbourhood Safety Teams, Local Housing Offices and the Enquiry Centre.

The following graphs set out the results.



RESULTS

The results showed only two main areas of avoidable contact.

Transferred from Enquiry Centre

1 (2%) of the 3 avoidable calls was because the customer had to call the enquiry centre as the LHO Mackworth Library was engaged.

Notifying of further incidents

2 (5%) of the 3 avoidable calls were marked under this category – neither contained any comments as to why this would be.

Appendix 3

CUSTOMER JOURNEY INTERVIEWS ANTI-SOCIAL BEHAVIOUR

An exercise has been carried out recently to map the Customer Journey with customers who have reported anti-social behaviour and whose cases have been closed. We looked at the whole process from reporting the anti-social behaviour to case closure.

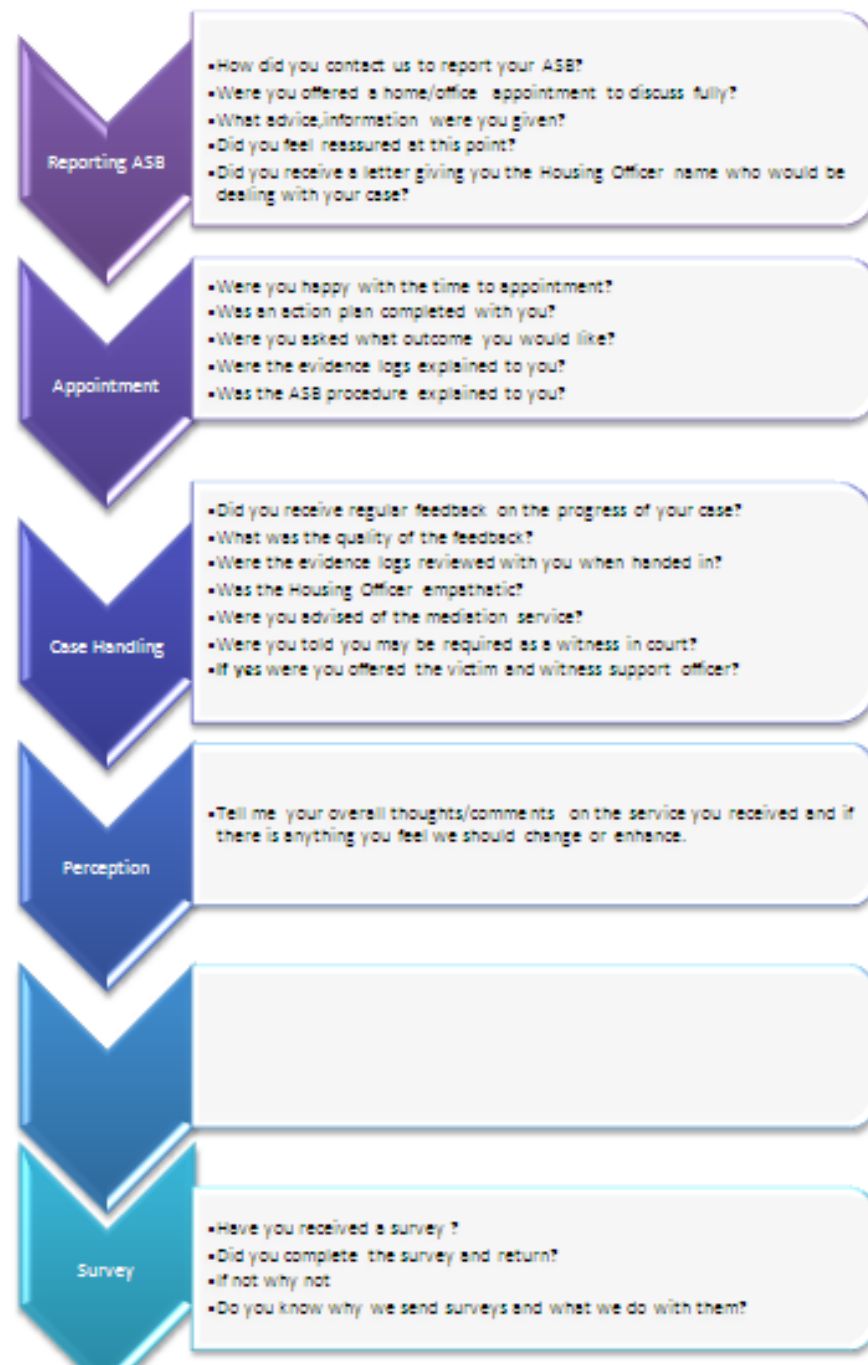
Results will be shared with all Managers; any actions arising will be discussed with the relevant departments.

A random selection of twenty tenants was visited and face to face interviews were carried out to see how the whole process was both in terms of efficiency and from the emotional point of view of the customer. All interviews were conducted using the main touch points of the whole process, these are:

1. Reporting the ASB
2. Appointments
3. Case Handling
4. Perception

Each customer was asked to talk the interviewer through how they felt the process went for them and what if anything could have been done better. They were also asked to score each touch point on a scale of 1 – 10, 1 being very poor and 10 very good, as to how they felt at each point.

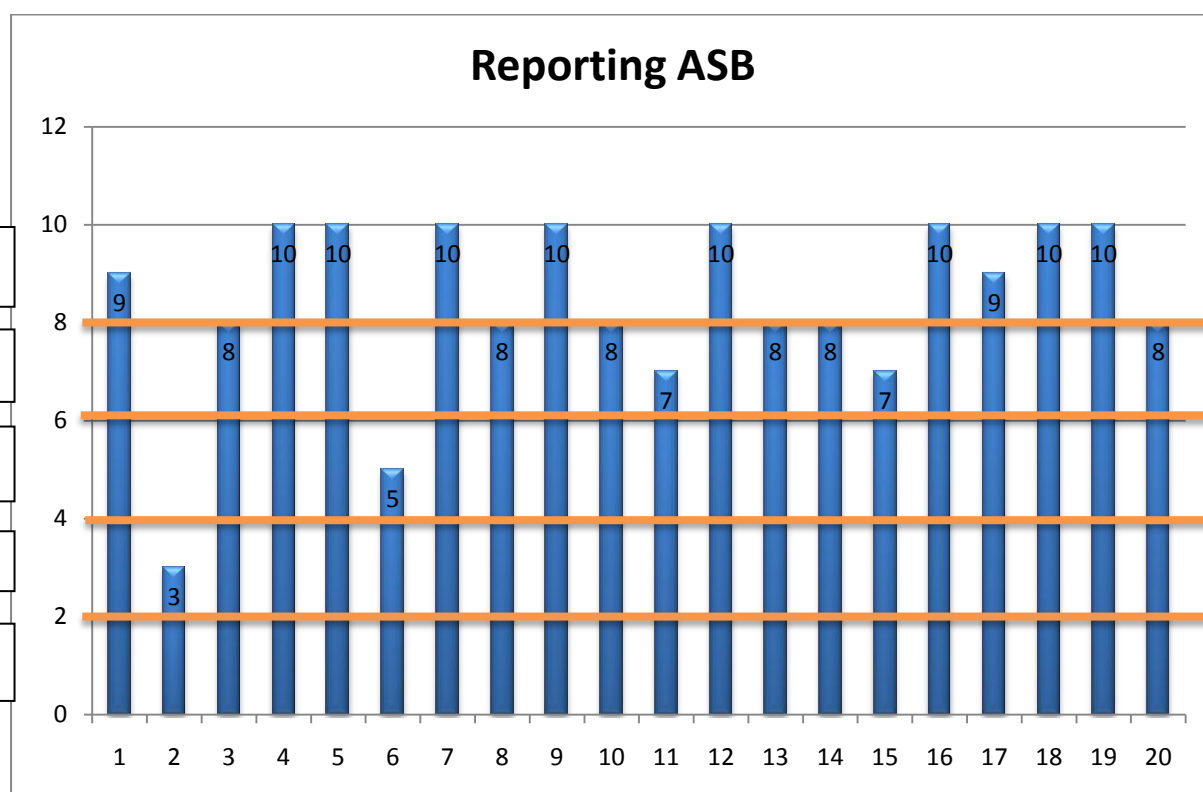
The chart on the next page is the template the interviews followed:-



This form provides a structured space for feedback at each stage of the ASB process. Each stage is represented by a downward-pointing arrow and a corresponding text box:

- Reporting ASB**
 - Positive
 - Negative
 - Emotion
- Appointment?**
 - Positive
 - Negative
 - Emotion:
- Case Handling**
 - Positive
 - Negative
 - Emotion:
- Perception**
 - Positive
 - Negative
 - Emotion:
- Survey**
 - Positive
 - Negative
 - Emotion

Each of the following graphs shows the results at each stage.



11 (55%) customers reported their ASB via telephone, with 8 (40%) reporting face to face and 1 (5%) via letter.

8 (40%) customers arranged a home visit after reporting the ASB, 7 (35%) went into the LHO and 5 (25%) did not receive an appointment. Of those 5, 3 felt they were dealt with immediately when they went into the LHO and did not require an appointment.

4 customers (20%) remember receiving a letter from the Housing Office detailing who would be dealing with the case, 7 (35%) did not, 3 (15%) could not remember and in 6 (30%) cases, no notes were made.

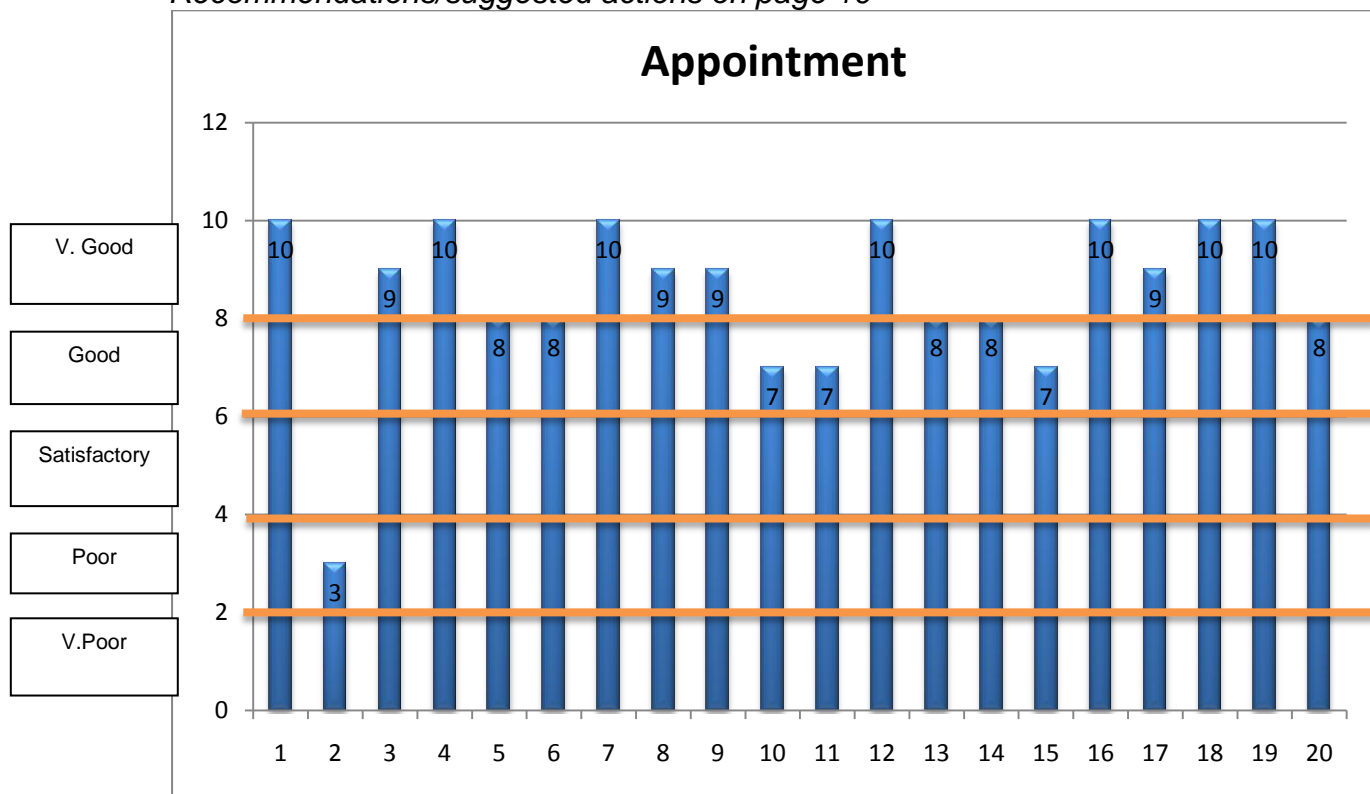
12 (60%) felt reassured after reporting their ASB, 2 (10%) did not and in 6 (30%) cases, no notes were made.

The two lower scores (marked as poor and satisfactory) were because one customer mentioned an incident with a meat cleaver and felt more should have been done. The other mentioned that she felt nothing was done until a second member of staff became involved.

Comments included tenant 'putting up with it' before making any reports (no reason given). One customer mentioned the forms were provided on coloured paper as she was dyslexic, which she found helpful. The question of confidentiality was questioned as one customer mentioned she was made aware her neighbour knew about the reporting of the ASB.

AVERAGE SECTION SCORE: 8

Recommendations/suggested actions on page 10



15 (75%) customers felt they were happy with the appointment times and 5 (25%) were noted as N/A, this was due to 5 not having an appointment made.

11 (55%) of customers remember having completed an action plan, 5 (25%) did not complete an action plan and it was not noted against 4 (20%).

16 (80%) customers felt the evidence log procedure was explained to a satisfactory level, whilst 4 (20%) did not.

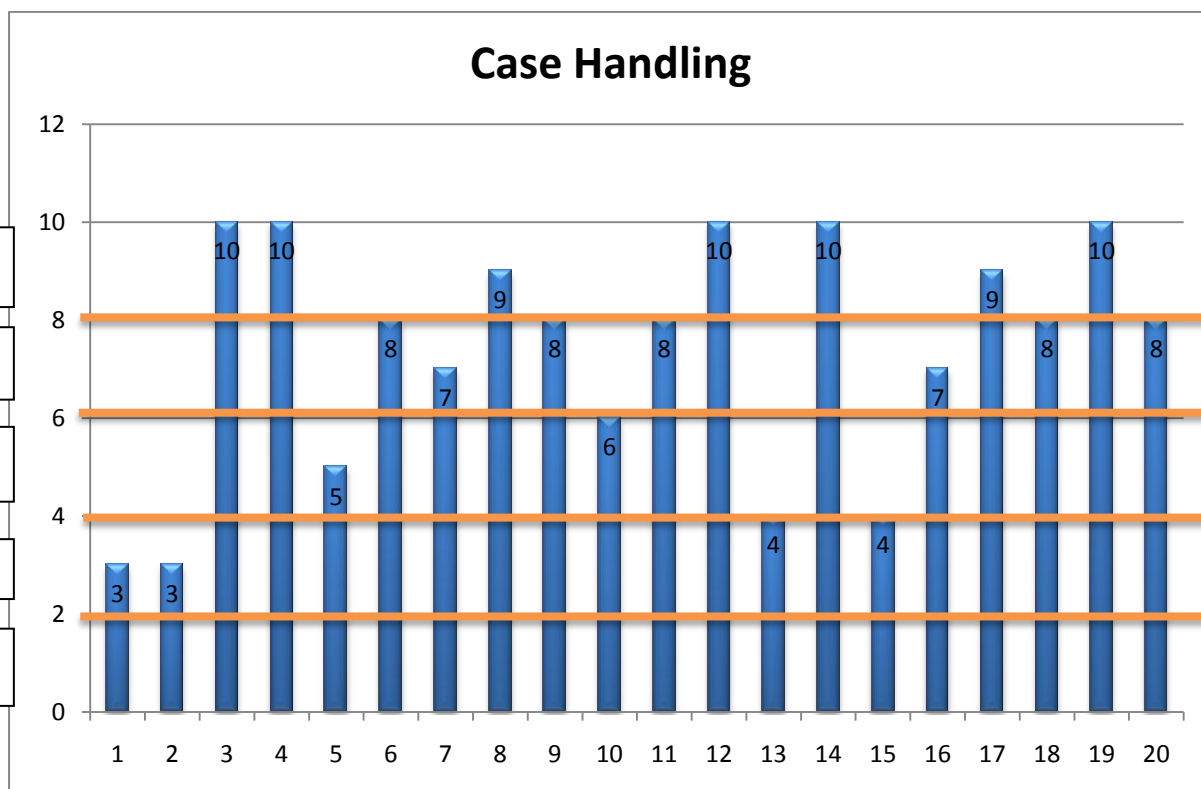
15 (75%) customers felt the ASB procedure was explained fully, whilst 3 (15%) did not. 2 (10%) were not noted.

The one low score (marked as poor) was because the tenant told us that whilst evidence logs were provided, they were not explained at all.

Comments include a feeling that there was a lot of paper used in the evidence log but not enough per incident space. A few customers mentioned that the officer dealing with them were very helpful at the appointment stage and one mentioned she was told she could call at any time. Cameras were offered to two customers. One customer was informed she may have to go to court and mediation was mentioned to a few others.

AVERAGE SECTION SCORE: 9

Recommendations/suggested actions on page 10



11 (55%) customers felt they had received regular feedback, 8 (40%) did not and 1 (5%) did not feel it was applicable as the case was closed in a very short period of time and did not require an update.

5 (25%) customers indicated that the evidence logs were reviewed when handed in, 6 (30%) were not. The remaining 9 either did not complete the forms, were still submitting them or had posted them.

10 (50%) customers felt that the housing office was empathetic, 2 (10%) did not and comments were not recorded against 8 (40%)

11 (55%) of customers were offered mediation, 5 (25%) were not (although it may not have been applicable) and 4 (20%) did not have any comments recorded.

There are 6 scores at satisfactory or below, reasons being:-

1. Felt that mediation service was not effective
2. Would have preferred more contact and no other resolution options offered
3. Were disappointed about the updates and case closure when nothing improved
4. Felt that things should have moved faster – 3 warnings given and no action taken by DH
5. Would like to be kept a bit more updated
6. Didn't feel the Housing Office was very objective

Comments in this area were the longest and most passionate when the customer was interviewed.

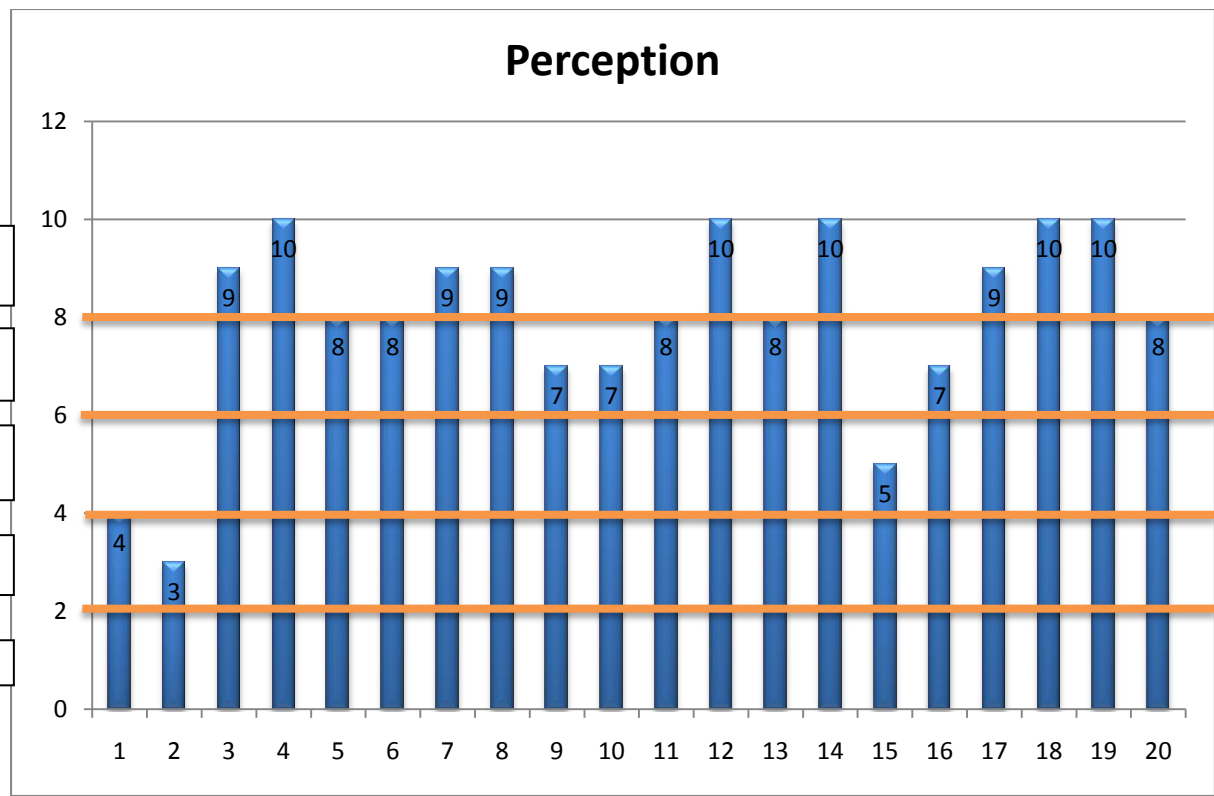
1 customer felt the mediation service did not help at all, as they kept trying to justify the noise made, so they were asked not to come again, 1 was asked to meet with the conflicting family and was not comfortable with that and the final comment was that the mediator did not have enough background information to be effective.

Not receiving regular enough feedback was also a strong comment, over 55% mentioned this. One customer said 'lack of communication within Derby Homes as a whole, one hand does not know what the other is doing'

2 housing officers were mentioned as not having a caring attitude at all, did not follow-up calls and did not pick up the logs from the customer.

AVERAGE SECTION SCORE: 7

Recommendations/suggested actions on page 10



3 (15%) customers provided a score at satisfactory or below, reasons being:-

1. Should be more done about nuisance families. Don't bother complaining sometimes.
2. Not really happy, only offered mediation. Not really happy at level of contact.
3. Excellent when initially reported acted quickly, gave diaries. Poor from then on, no updates. Disappointed about closure when nothing changed.

Remaining comments include:-

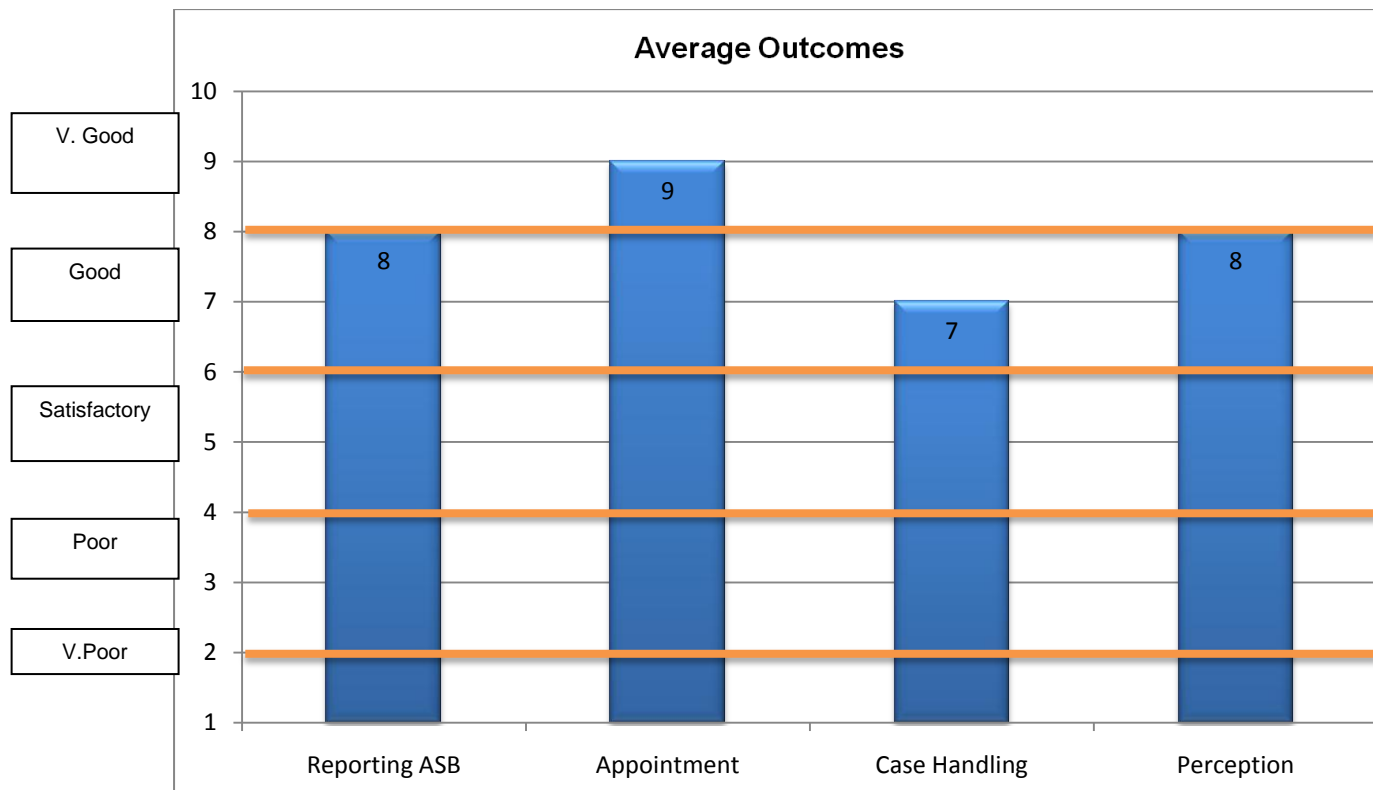
- More options should be offered.
- Nothing could be done better unless here to witness it. Feel like nothing was done at first, as you report it and it seems to take time for things to happen.
- Was told evidence logs would support application to move.
- Mediation has worked in this instance but still noise from others.
- Letter received to close the case but still ongoing.
- Feels little bits of ASB noise etc get dealt with but prostitution hasn't been dealt with.
- DH rang to tell about developments even at weekends, wonderful having someone that cared.
- Stockbrook Street slipped up putting alcoholics next door.
- Less time spent in the office, more out and about.
- Understand the limitations of the job, frustrated with no outcomes but can't be helped due to the law.
- Good service, nothing could have been done better.
- Communication could be better.

- All Housing Officers good individually.
- Once sorted, regular checks back to know how things are.
- Brilliant, very appreciate. Sceptical at first but really impressed.
- Service is good but DH must follow through on threats made.
- Limited contact only the letter,
- Would like to be kept a bit more updated.
- More follow up calls to perpetrator needed,
- No letters or communications other than when I visit the library.
- All dealt with reasonably.
- Outcome good, seemed to work, as all stopped. Nothing could have been done better.

AVERAGE SECTION SCORE: 8

Recommendations/suggested actions on page 10

Overall the results look like this:



The graph shows that the overall outcome is either good or very good as a minimum; however, there are extreme scores in all sections, so the average scores should not be used in isolation.

Comments made by the customers highlight an overall lack of consistency with regular updates and lack of resolution options. The process and legal restrictions imposed on Derby Homes also impact on the scores; when Derby Homes fails to act immediately, this provides a negative perception by the customer.

RECOMMENDATIONS/ACTIONS

REPORTING ASB

ISSUE	ACTION	BY	COMMENTS/OUTCOME	DATE
Not all customers received a letter after reporting ASB	Guidance notes to staff	CB	October 2010	
	Investigate adding acknowledgement letter to Academy along with addition of new task in sequence	MW	October 2010	
	Carrie to create a Managers Audit Checklist	CB	October 2010	

APPOINTMENTS

ISSUE	ACTION	BY	COMMENTS/OUTCOME	DATE
Not all customers were offered an appointment	Guidance notes to staff	CB	October 2010	
	Added to Managers checklist	CB	October 2010	
	Ranjit to collate information on new cases received and carry out a 20% check	RM	From November 2010	
Not all customers had an action plan completed	Guidance notes to staff	CB	October 2010	
	Added to Managers checklist	CB	October 2010	
Not all customers felt the ASB procedure was fully explained	Guidance notes to staff	CB	October 2010	

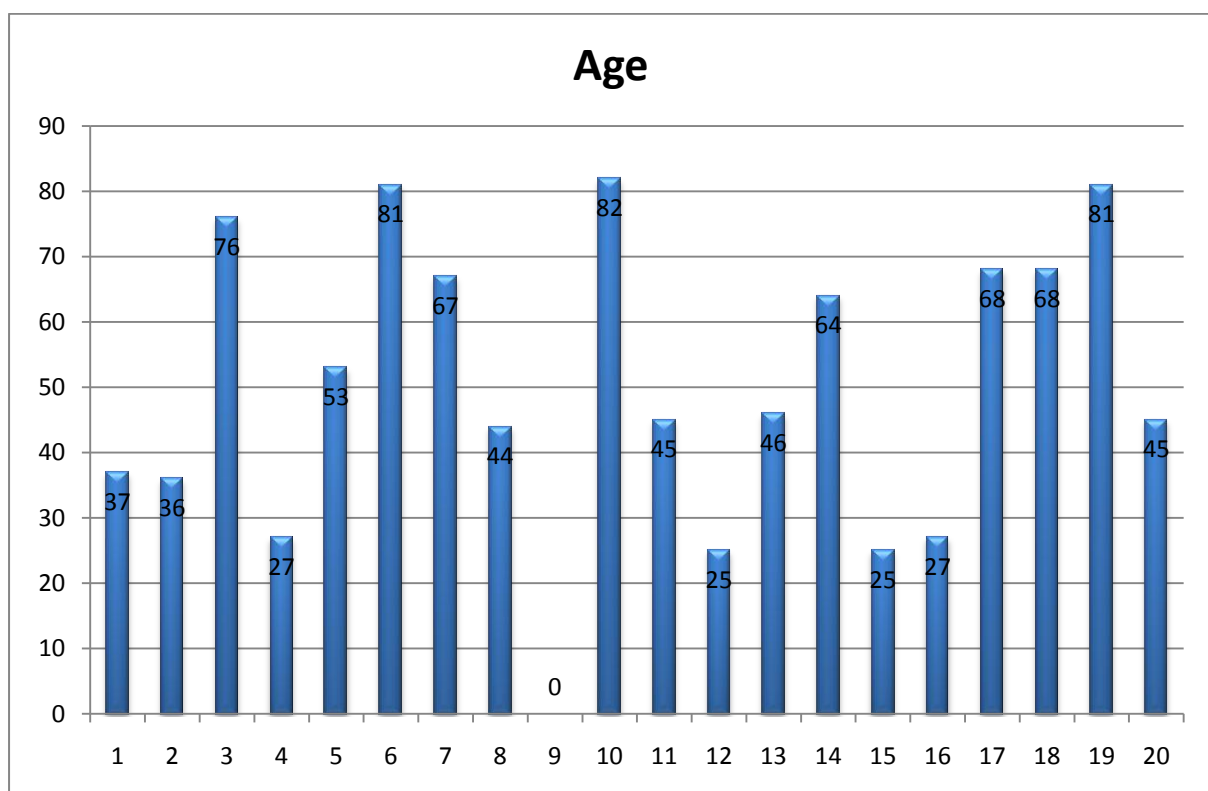
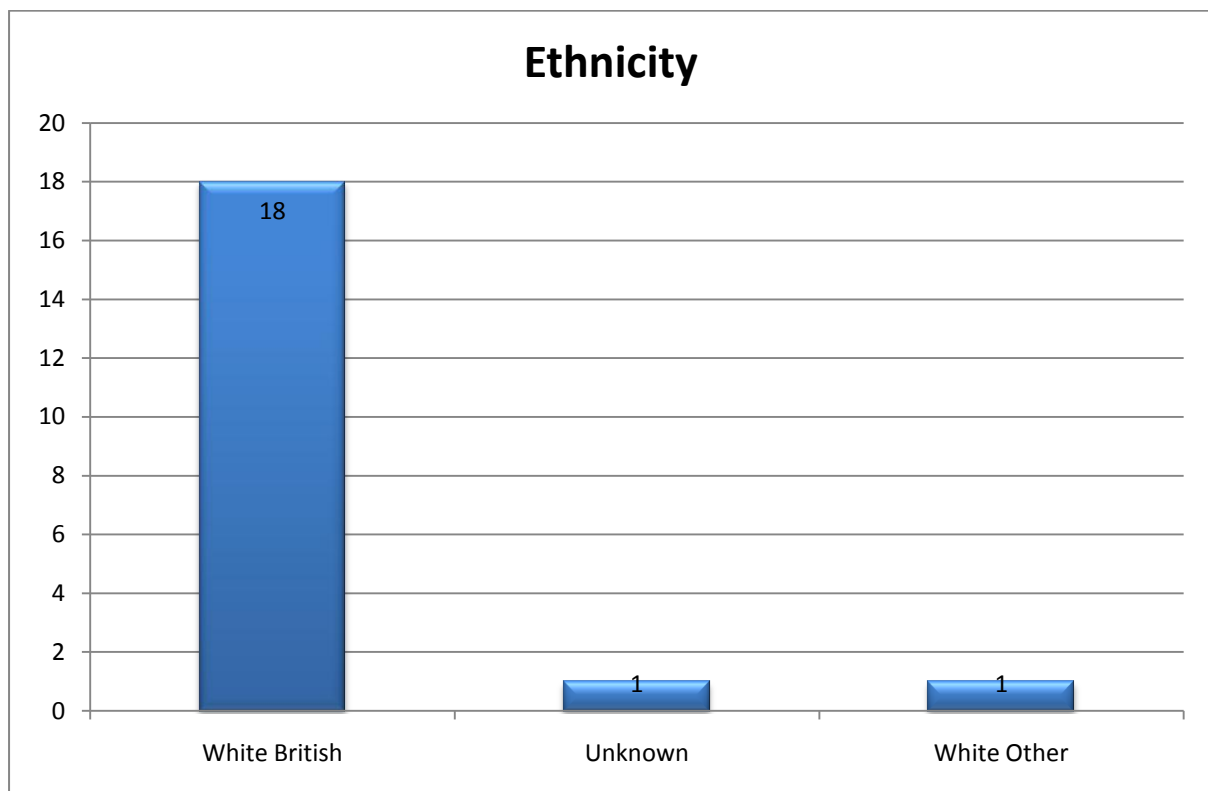
CASE HANDLING

ISSUE	ACTION	BY	COMMENTS/OUTCOME	DATE
Not all customers felt they had received regular feedback	Guidance notes to staff	CB	October 2010	
	Ranjit to produce monthly reports and carry out 10% quality check via phoning customers. Information to be passed to Performance	RM	To start November 2010	
Not all customers had their evidence logs reviewed when they were handed in to the LHO	Guidance notes to staff	CB	October 2010	
	Training to be given to staff	CB	This has started and is ongoing	
	Guidance notes and review of evidence logs – structure to be put in place via SIT's 2011/12	CB	To be fully implemented 2011/12	

Additional

Performance Team will attend Managers Briefings and report on findings.
Further Customer Journey Interviews will be carried out in 6 months time.

Customer ethnicity and age breakdown



Customer 9 does not have an age assigned as it was not a DH tenant