

**PERFORMANCE MANAGEMENT COMMITTEE
19 MAY 2009**

ITEM B4

CUSTOMER FEEDBACK

Report of the Director of Housing & Customer Service

1. SUMMARY OF REPORT

This report provides detailed analysis of customer feedback received between 1 April 2008 and 31 March 2009.

2. RECOMMENDATION

Committee notes and comments on the information

- 2.1 relating to the complaints process and monitoring arrangements.
- 2.2 relating to the Mystery Customer Audit.
- 2.3 relating to the Customer Journey.
- 2.4 received via compliments.
- 2.5 collated from customer satisfaction surveys from the past year.

3. MATTER FOR CONSIDERATION

- 3.1 This report details complaints received during the period 1 January 2009 and 31 March 2009 (Quarter 4, 2008/09) and also year end information.
- 3.2 During Quarter 4 a total of 64 complaints were handled, of these 61 were initial stage 1 complaints, 98% of which were acknowledged within the target time of 2 working days and 95% received a full response sent within the target 10 working days. There were 3 stage 2 complaints, 100% of which were acknowledged within the target time of 2 working days.
- 3.3 Over the year the total amount of stage 1 complaints received was 267, 99% of which were acknowledged within the target time of 2 working days and 91% received a full response sent within the target 10 working days. There were 3 stage 2 complaints, 100% of which were acknowledged within the target time of 2 working days. There were 3 stage 3 appeals and two complaints going to Ombudsman.
- 3.4 Out of the 2 Ombudsman cases neither were upheld, although a £500.00 compensation award was made. Full details can be found in Appendix 2.

- 3.5 This shows that customers are consistently receiving a high level of service with regard to response times to complaints. The Performance Team has maintained a quality central monitoring of all complaints and has maintained a consistent level of both acknowledgments and responses throughout the year.
- 3.6 Full details of all complaints received are shown on Pages 3 to 4 of Appendix 1. This also includes a breakdown of types of complaints in relation to service areas. Over this quarter the majority of complaints were in relation to responsive day to day repairs. This has been a similar trend throughout the year. As this is the most intensive work area of Derby Homes this is not a surprising outcome. We are currently working closely with the Customer Co-ordinator of Environmental Services Department (ESD) to address and resolve all issues.
- 3.7 Details of complainants by Age and Ethnicity can be found on page 5 of Appendix 1. The information collected shows no trends.
- 3.8 There is a summary of the discussions held during the most recent Learning from Complaints meeting on Page 6 of Appendix 1.
- 3.9 There were 9 compliments recorded during Quarter 4 bringing the total since September 2008 to 29. From May 2009 all compliments are to be recorded on Academy. Details can be found on page 7 of Appendix 1.
- 3.10 During Quarter 4 a Mystery Customer Audit was carried out on 3 Housing Offices and the Enquiry Centre. The Mystery Customers also visited 4 voids to evaluate their condition before being let to tenants along with communal areas of 2 blocks of flats. The report and actions taken are shown on pages 8 and 9 of Appendix 1.
- 3.11 The attached Appendix 1 contains an analysis of the customer satisfaction surveys carried out during 1 April 2008 – 31 March 2009 which are listed below.
- Rent & Arrears
 - Welfare Adaptations
 - Smoke Alarms (Installation)
 - Smoke Alarms (Servicing)
 - Electric Systems
 - Anti Social Behaviour
 - Heating System
 - Gas Servicing
 - New Lettings
 - Grounds Maintenance
 - Garden Maintenance
 - Exit Questionnaire
 - Home Decoration Scheme
 - Repairs before painting.
- 3.12 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.

4. FINANCIAL AND BUSINESS PLAN IMPLICATIONS

All of the items detailed in this report will be recorded on Academy from Quarter 1, 2009/10. This will enable us to identify trends as they occur. It is also intended that any contact from our customers will be captured on the system to enable us to comply with NI14 Avoidable Contact. This will be implemented once the new Contact Point module within Academy becomes available and will compliment all other feedback recorded.

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

- Consultation
- Legal and Confidentiality
- Personnel
- Environmental
- Equalities Impact Assessment
- Health & Safety
- Risk

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 711010

Author: Margaret Wardle , Performance Officer, Tel 01332 711161,
Email Margaret.wardle@derbyhomes.org

Background Information: None.

Supporting Information: None.