

COMPLAINTS AND SATISFACTION REPORT QUARTER 3 – 2011/12

Report of the Chief Executive

1. SUMMARY

This report provides detailed analysis of complaints received between 1 October and 31 December 2011.

2. RECOMMENDATION

To note and comment on the information 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 (46%) of complaints were in relation to day to day repairs.
- 3.2 During Quarter 3 a total of 56 complaints were handled. Of these 96% were acknowledged within the target time of two 2 working days. 82% received a response within the target ten working days. There were two Stage 2 complaints and one 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 36 complaint cases closed during Quarter 3. Out of these 14 (38%) were upheld, 20 (56%) were not and two (6%) were partially upheld.
- 3.5 There were a total of 84 Councillor enquiries and five MP enquires received during Quarter 3. 89% of enquires 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, (62), of actions picked up from comments made on satisfaction surveys. These have all been actioned and tenants contacted.
- 3.7 From the results of the Mini Status Surveys a combined report was produced at the end of the 2011 and pages 8 – 9 of Appendix 1 outlines the key results. Overall satisfaction currently stands at 83.8%, this is an increase of 11.1% on that reported in 2008 from the main Status. A full report is available on request.

- 3.8 There were 69 compliments recorded during Quarter 3. Details can be found on page 10 of Appendix 1.
- 3.9 Page 11 of Appendix 1 contains an analysis of the customer satisfaction surveys carried out during Quarter 3.
- 3.10 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
- 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

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

Background Information: None.

Supporting Information: None.

Derby Homes

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



**2011/12
Quarter 3**

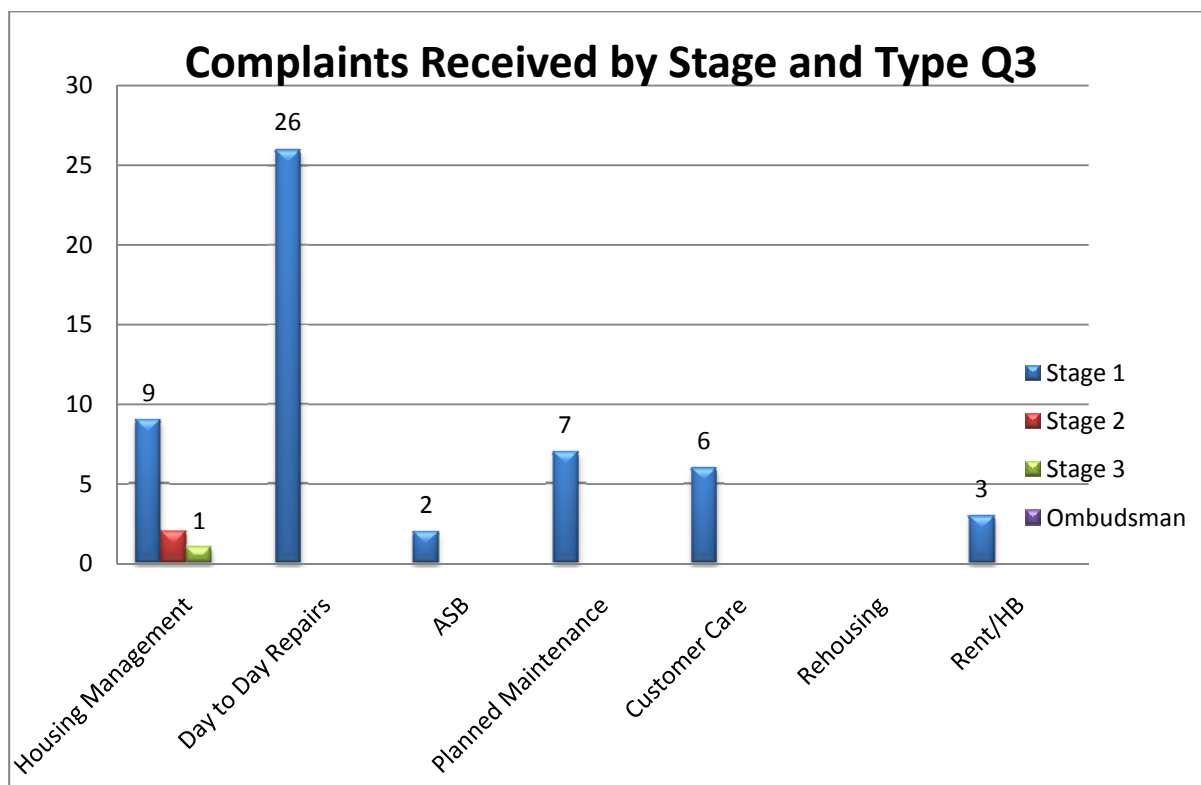
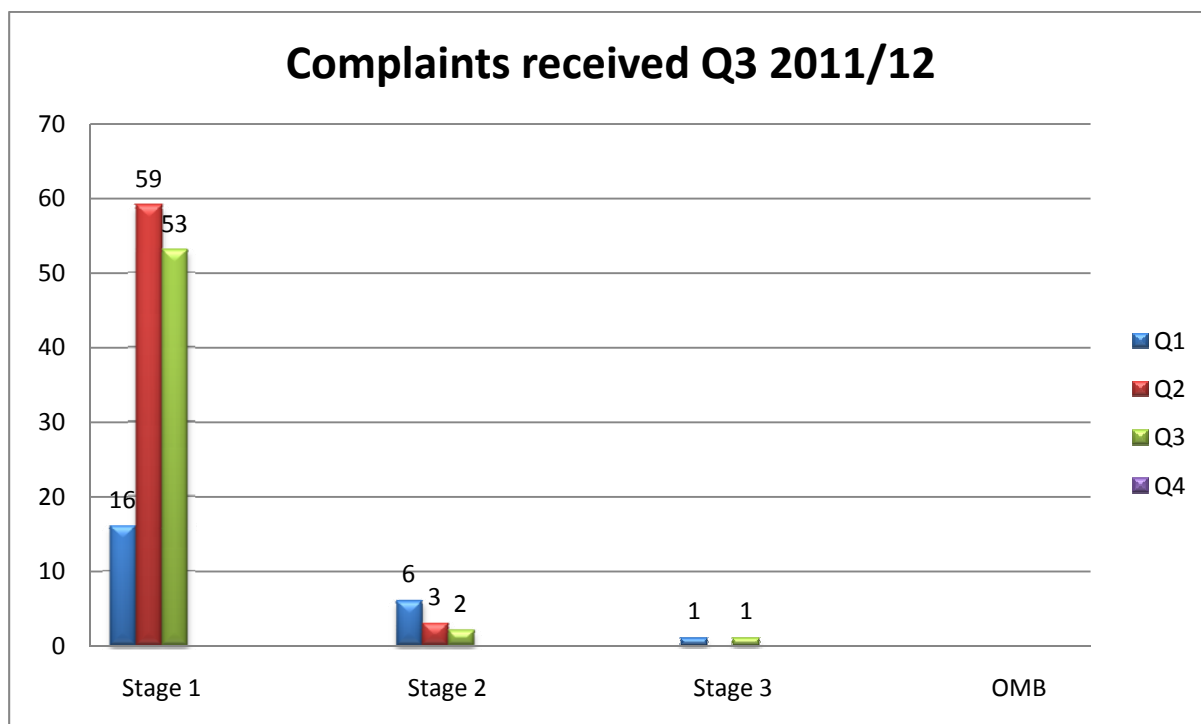
INDEX

COMPLAINTS	PAGE3
COUNCILLOR/MP ENQUIRIES	PAGE 6
LEARNING FROM COMPLAINTS	PAGE 7
MINI STATUS OVERALL SATISFACTION	PAGE 8
COMPLIMENTS	PAGE 10
OVERALL CUSTOMER SATISFACTION RESULTS	PAGE 11
Repairs	
Complaints	
New Lettings	
Tenancy Support – User Consultation	

COMPLAINTS

During Q3 2011/12 there have been a total of 56 complaints, 53 stage 1, 2 stage 2 and 1 stage 3 recorded.

Q1: 23 Q2: 62 Q3: 56



Breakdown of Complaint Reasons

Housing Management

General x 4
Refused solar panels
Allocation policy
Mice in property
Adaptations decision
Items lost during move.

Day to Day Repairs

Issues with boiler x 6
Missed appointments – gas
Time taken for repair x 4
Marked carpets after gas visit
General x 4
Not happy with work x 5
Not happy with Surveyors decision
Outstanding issues with property x 2
Missed appointment
State of property on sign up

ASB

Noise
Not happy with how case handled

Planned Maintenance

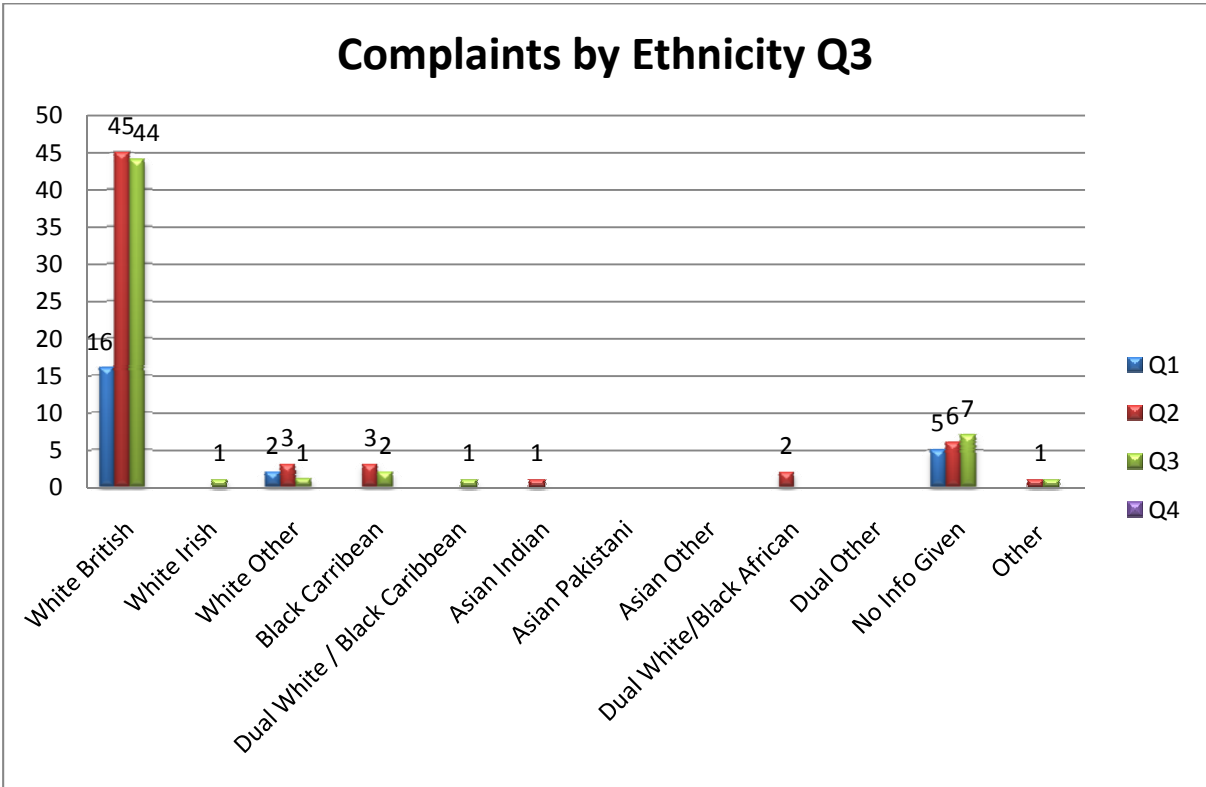
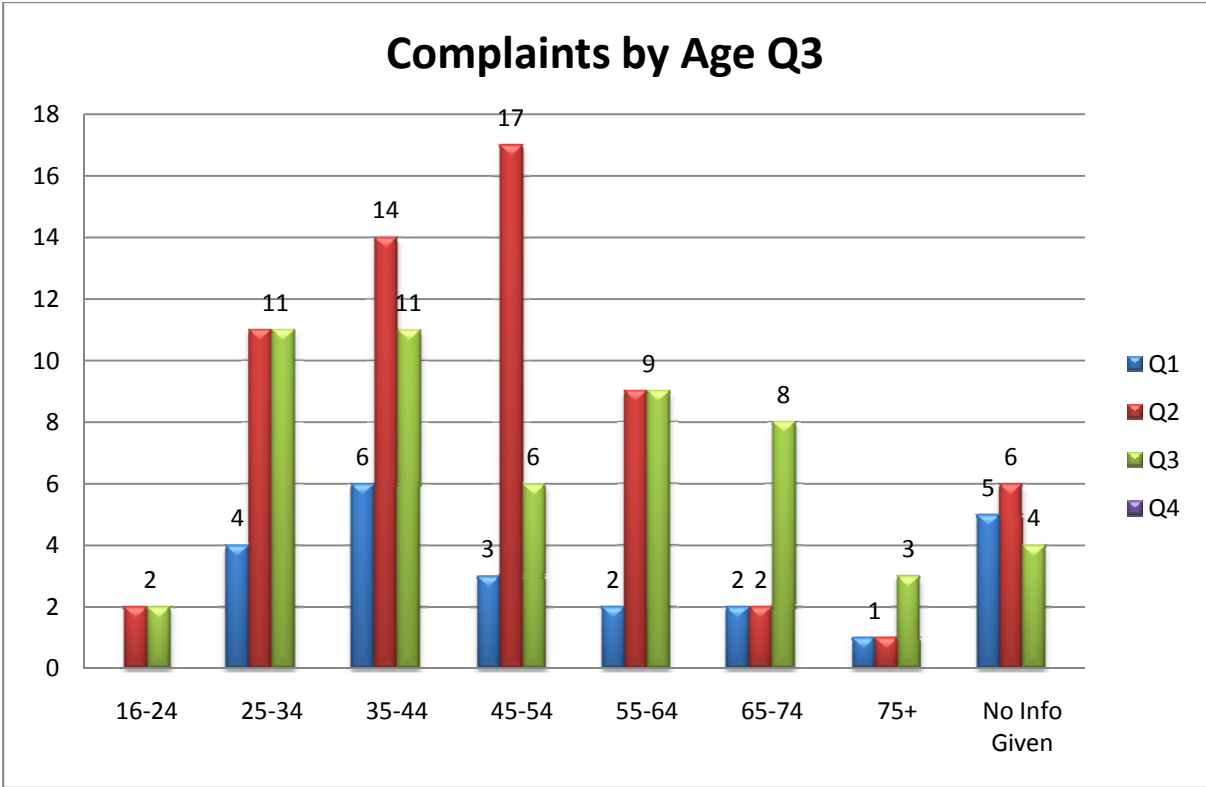
Loft insulation x 2
Charged for garden maintenance
Mess left after dry lining work
Outstanding work from bathroom x 2
Radiators not rehung after dry lining work

Customer Care

Difficulties paying online
Problems with website
Rubbish left in garden
Change in policy re emergency helpline equipment
Installation process – Solar panels

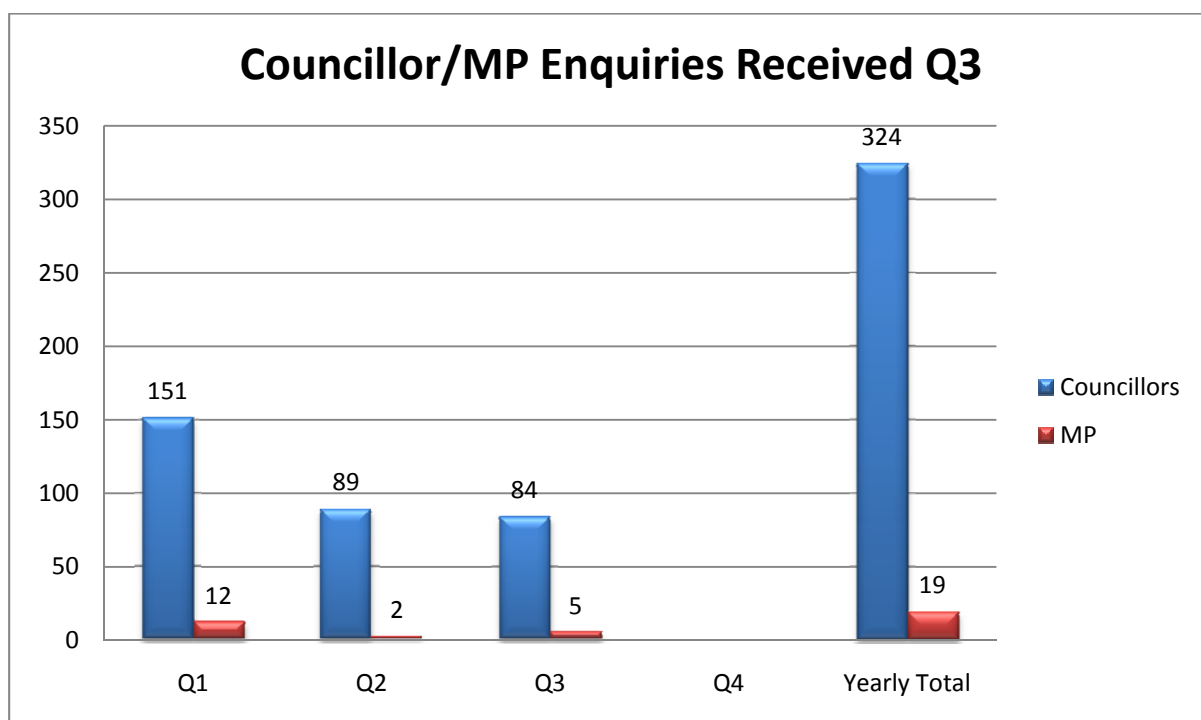
Rent/Housing Benefit 3

How arrears handled
Waiting for refund
Not happy that arrears letter had been sent



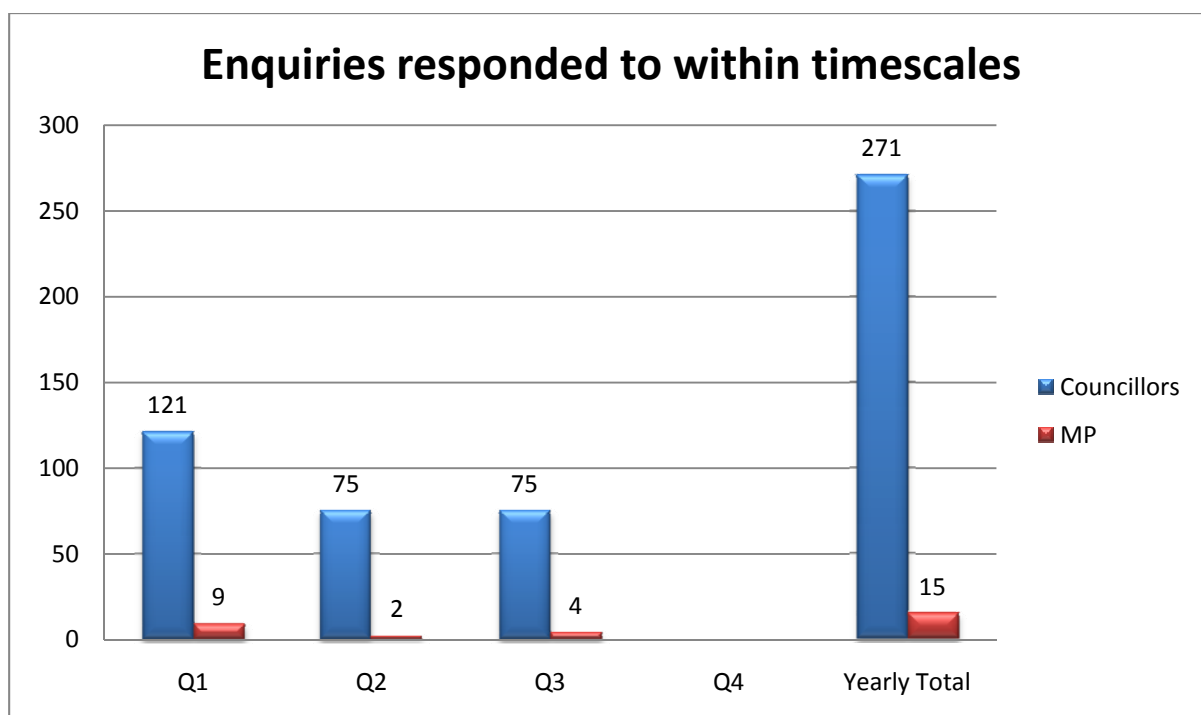
COUNCILLOR/MP ENQUIRIES

During Q3 2011/12 there were 84 Councillor and 5 MP enquiries received.



Out of these 89% were responded to within current timescales of:

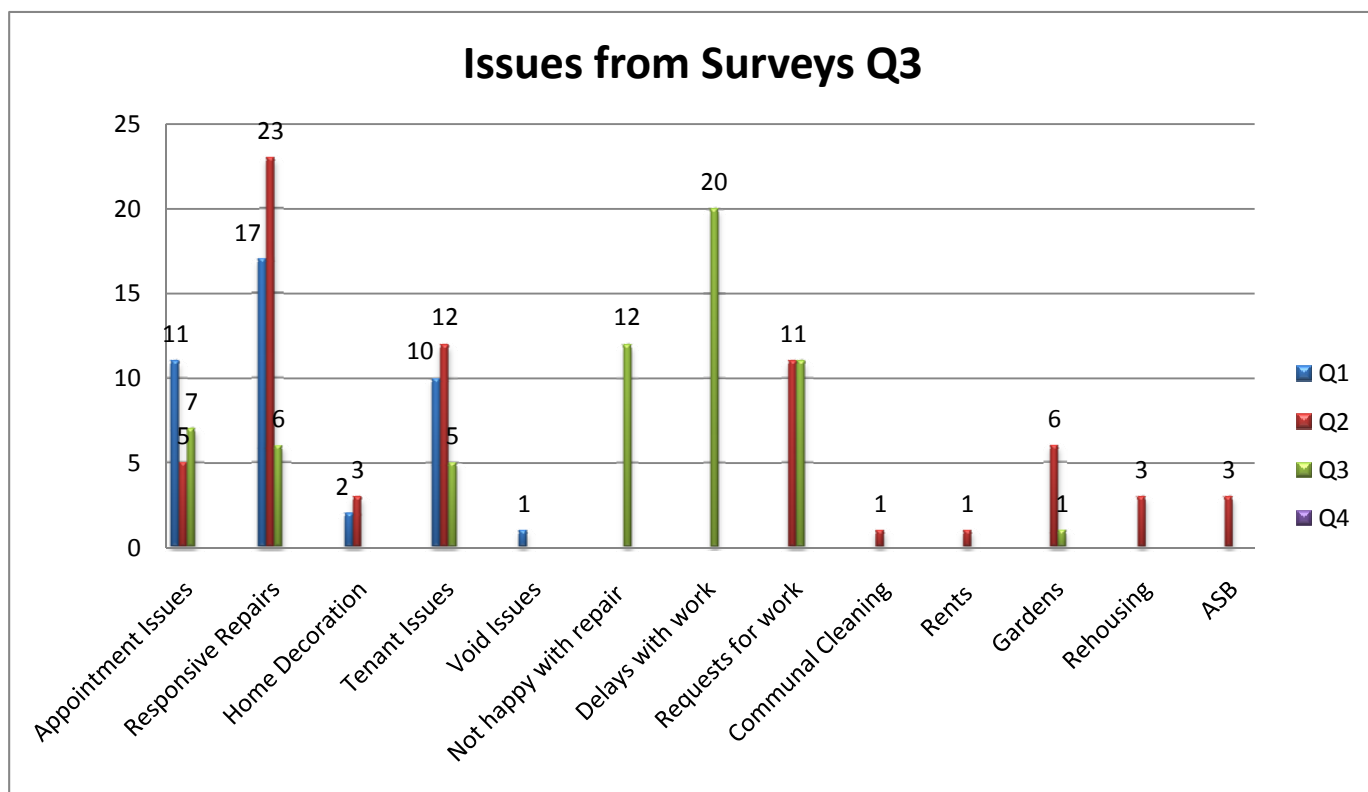
- Councillors Enquiries - 2 working days
- MP Enquiries - 7 working days



LEARNING FROM COMPLAINTS

During quarter 3 there have been 62 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: 67 actions Q3: 62 actions Q4: Yearly Total; 170 actions

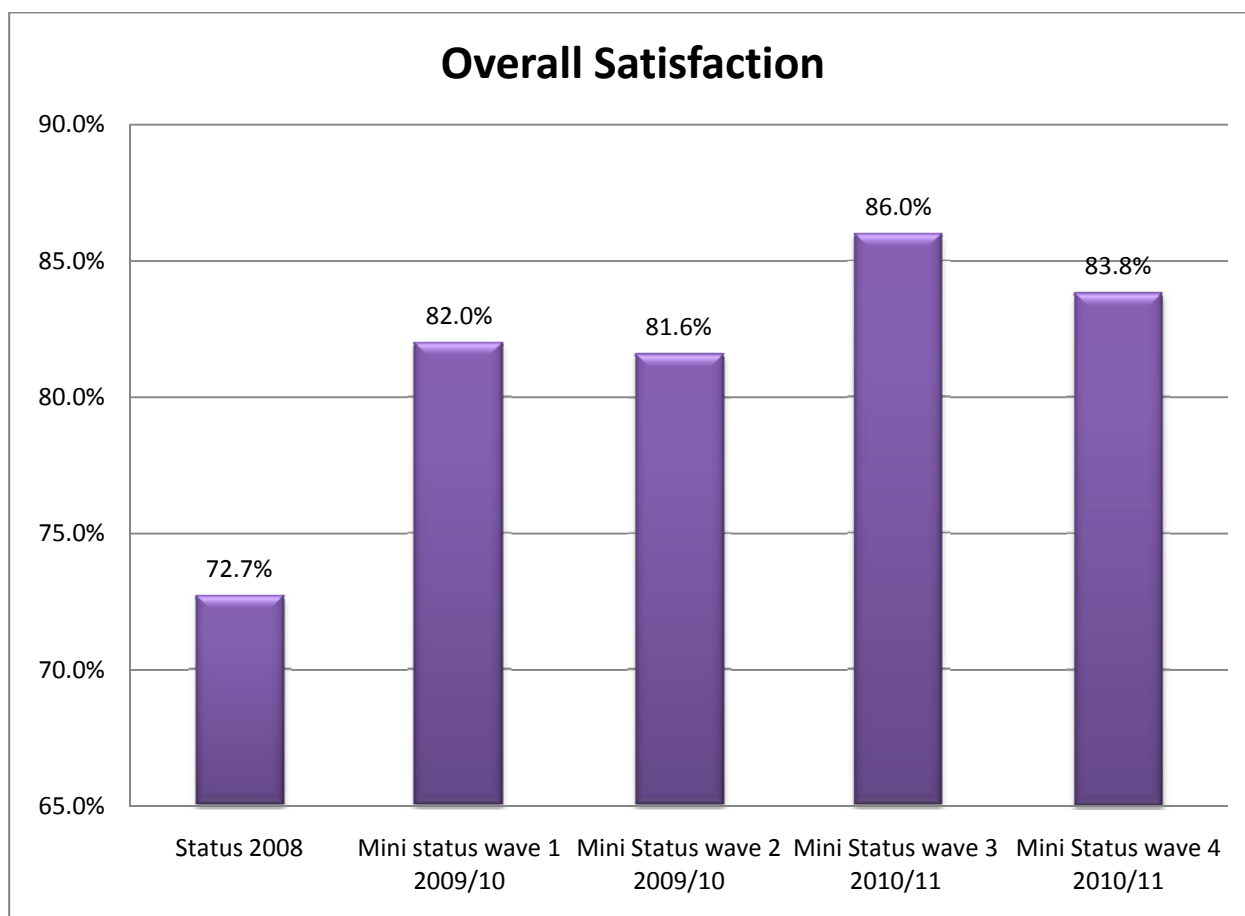


MINI STATUS

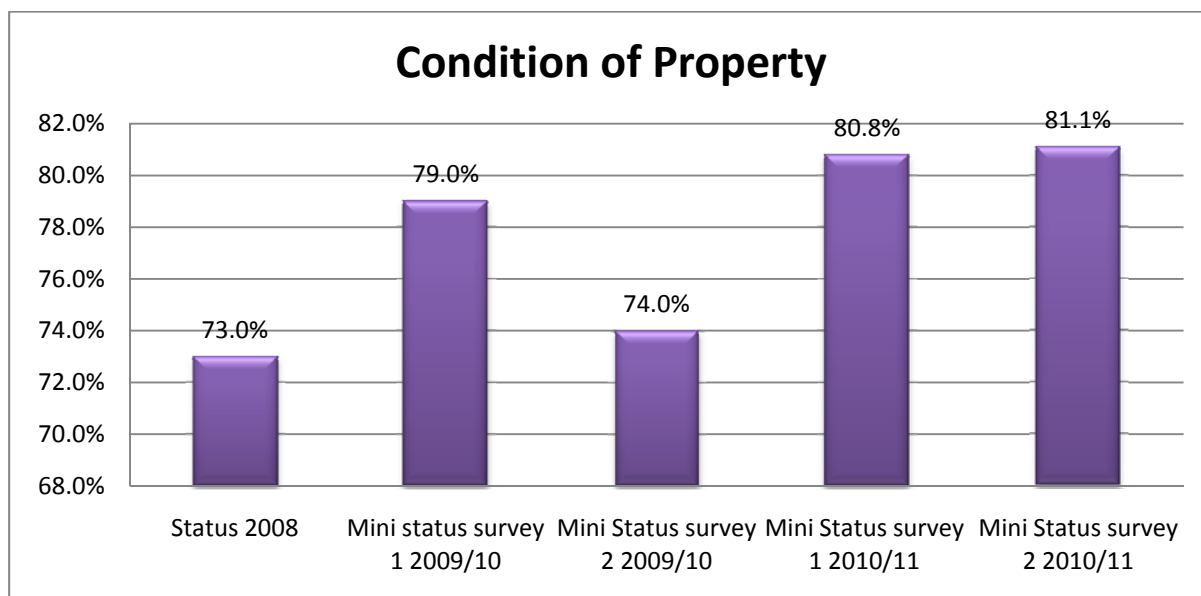
The Mini Status survey was introduced to gain a closer understanding on satisfaction of tenants with services provided by Derby Homes. The survey was launched in 2009 to further monitor the changes in satisfaction after the almost 10% decrease that was reported between STATUS 2006 and 2008 surveys. Since the Mini Status provided a valuable insight into the tenant views in 2009, it was decided to carry it out again throughout 2010. The survey is not conducted with all tenants at the same time. The city is divided into five Housing Focus Groups, to which the questionnaires are sent separately with a month interval. Hence, each survey captures the satisfaction of tenants in approximately 6 month periods across the whole city.

Beginning February 2012, we will change to one survey per area on a yearly basis with all tenants receiving the survey. During Q3 there was a comparison report completed on information gathered from all 5 areas of the city. The main findings were:

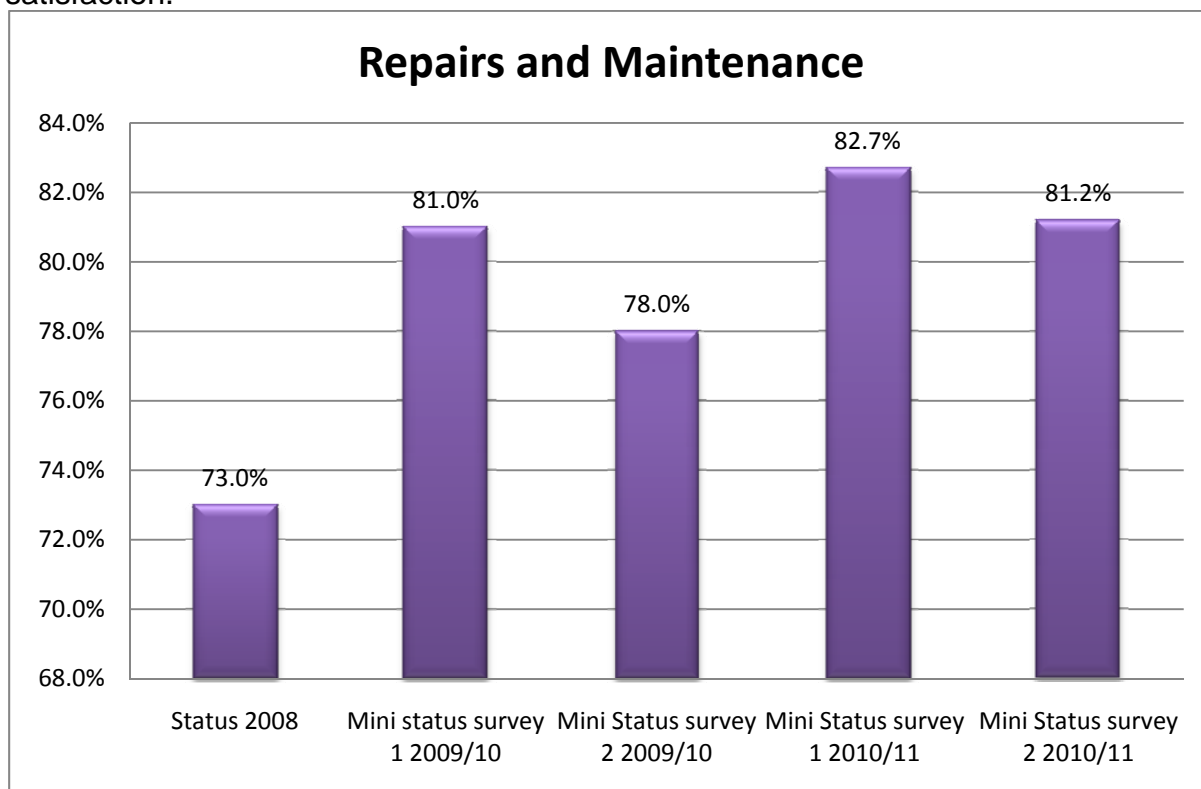
Overall satisfaction currently stands at 83.8%, this is an increase of 11.1% as reported in 2008.



Tenants are also reporting higher satisfaction figures in relation to the general condition of their property.



Satisfaction with Repairs and Maintenance has risen 8.2% since 2008. There are fluctuations in the figures throughout the 4 waves of Mini Status but it should be noted that the Repairs Team have been managed by Derby Homes for just over one year and in that time many changes have been made to improve the service. Transformation is still being undertaken and it is anticipated that with improvements to stock control, handheld technology and many other areas will continue to increase satisfaction.

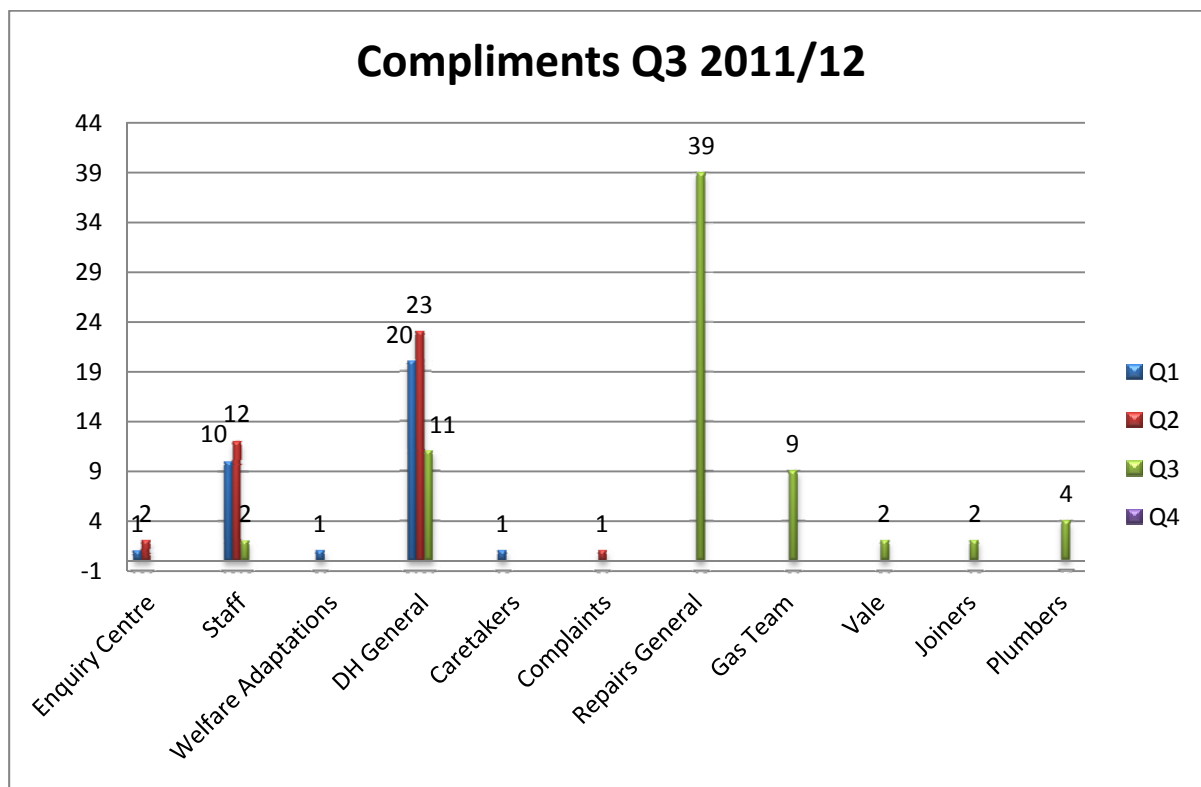


A full report is available on request.

COMPLIMENTS

During Q3 there were 69 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: 38 Q3: 69 Q4: Yearly Total: 141



Sample of compliments received

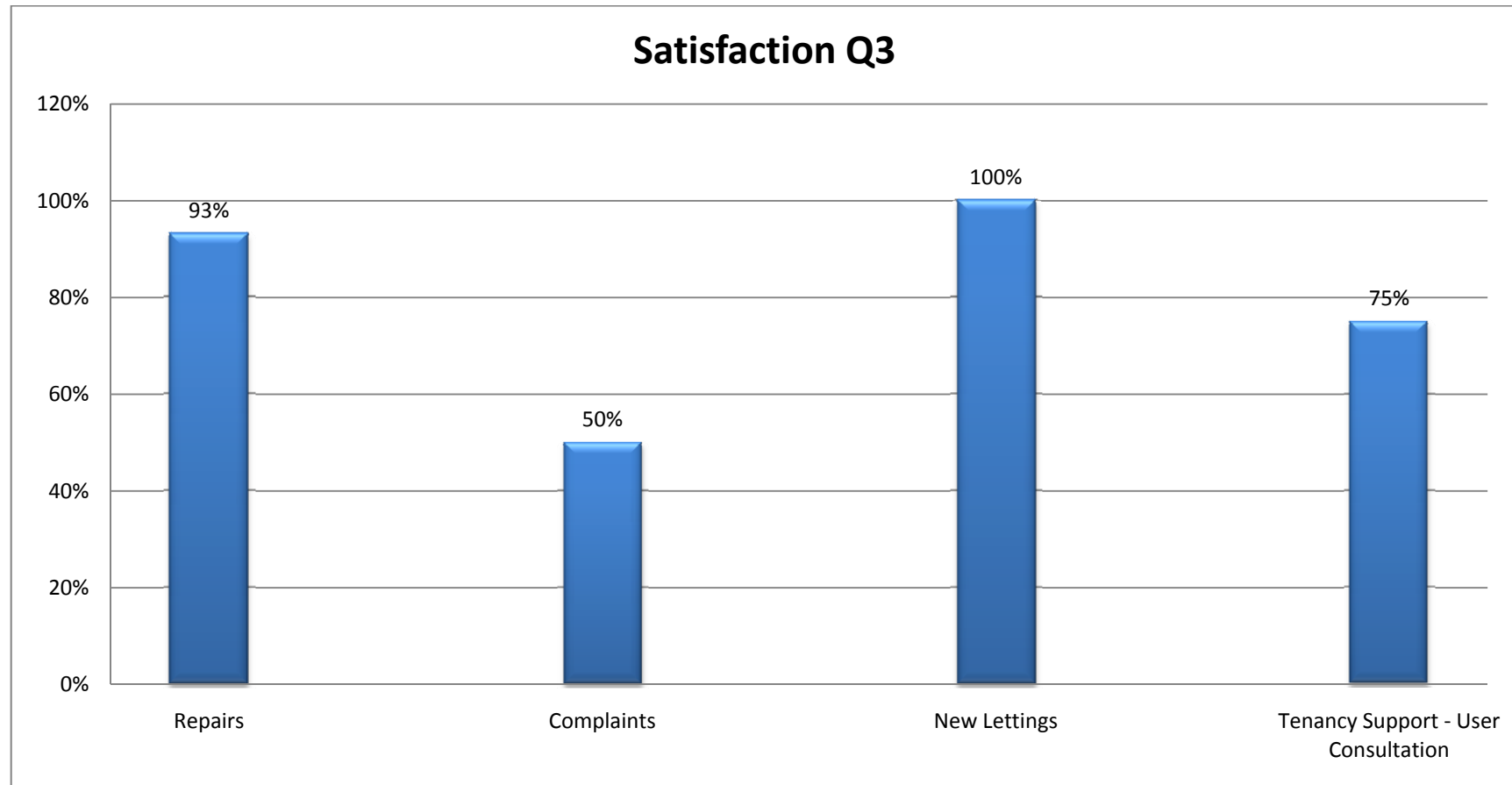
Tenant on repair mentioned that since we've had our own gas team doing the services, it's been much better. She said the lads were really friendly and thorough.

I would like to send my thanks to your employee for doing a good job and for his conscious and professional manner He is a credit to Derby Homes maintenance staff If all of your staff followed his example you would have fewer complaints.

Just would like to say I've had a few jobs done lately and was amazed by the punctuality and performance of the workers especially roofing guys on 23 November 11 They were brill, Van no 486.

No As usual Derby Homes treats its tenants very well. It really is a safe and secure feeling living in Derby homes property. The workman was so nice and helpful, it is such a pleasure to deal with courteous and cheerful people

Overall Satisfaction across the business for 2011/12 Quarter 3



Repairs satisfaction has remained stable at 93%.