

COMPLAINTS AND SATISFACTION REPORT

Report of the Director & Company Secretary

1. SUMMARY

This report provides detailed analysis of complaints received between 1 July and 30 September 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 9 of Appendix 1. This also includes a breakdown of types of complaints in relation to service areas. Over this quarter, (Q2, 2013/14), the majority 34 (46%), of complaints were in relation to the Repairs Team. 11(32%) of these were from people seeking compensation.
- 3.2 During Quarter 2 a total of 74 Stage 1 complaints were handled, of these 96% were acknowledged within the target time of 2 working days. 97% received a response within the target 10 working days.

There were 3 stage 2 complaints, 100% were acknowledged within the target time of 2 working days. 33% (1), received a response within the target 10 working days.

There was 1 complaint that went to Stage 3. This was heard by the Customer Complaints panel and they found in favour of Derby Homes.
- 3.3 There were 71 cases closed during Q2, 20% of these were closed fully within 10 days, 34% between 11-20 days and 46% over 20 days.
- 3.4 Total complaints figure for the year: 160 Complaints – 151 Stage 1, 8 Stage 2 and 1 Stage 3.
- 3.5 Out of the 71 complaint cases closed during Quarter 2, 30 (42%) were upheld, 32 (45%) were not and 9 (13%) were partially upheld. Out of the 32 upheld 26 (87%) were deemed to be caused by a fault of Derby Homes.
- 3.6 Total figure for the year: 39% upheld, 49% not upheld and 13% partially upheld.

- 3.7 There were 3 stage 2 complaints received during Q2 2012/13. None were upheld.
- 3.8 Details of complainants by Age and Ethnicity can be found on page 5/6 of Appendix 1.
- 3.9 Lessons Learnt meetings have been reintroduced to address any issues which may have caused a complaint to advance to Stage 2.

During Q2, a meeting was arranged to discuss the outcomes of 2, stage 2 complaints and why they had escalated from stage 1. People involved in the complaint along with Performance attended.

In both instances it was found that a breakdown of communication along with contact deadlines being missed added to the angst of the complainant. It was also felt that the quality of the Stage 1 response letter could be improved.

The outcome of this is:

- A quality check of response letters has now been introduced.
- The investigation structure of complaint handling has been amended.
- Training has been given to staff who will be involved.
- Tenant Panel will be invited to attend future meetings.
- Complaints Officer will always ask the customer what their expectations for a satisfactory resolution would be.

After the Stage 3 hearing a meeting was held to discuss the events of the complaint. The customer panel did not uphold the complaint but they did acknowledge that mistakes had been made by Derby Homes. However, they felt that Derby Homes had done everything to correct the mistake.

- 3.10 There were a total of 98 Councillor enquiries and 10 MP enquires received during Quarter 2 2013/14. 87% of Councillor Enquiries and 94% of MP Enquiries were responded to within current timescales. A breakdown of enquiry reasons and Ward detail have been included in the report. Details can be found on pages 10-12 of Appendix 1.
- 3.11 There were 43 compliments recorded during Q2. Details can be found on page 13 of Appendix 1. The majority of these were 7 (16%) for Housing Management.
- 3.12 Appendix 1 contains an analysis of the customer satisfaction paper surveys received during Quarter 2.
- 3.13 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

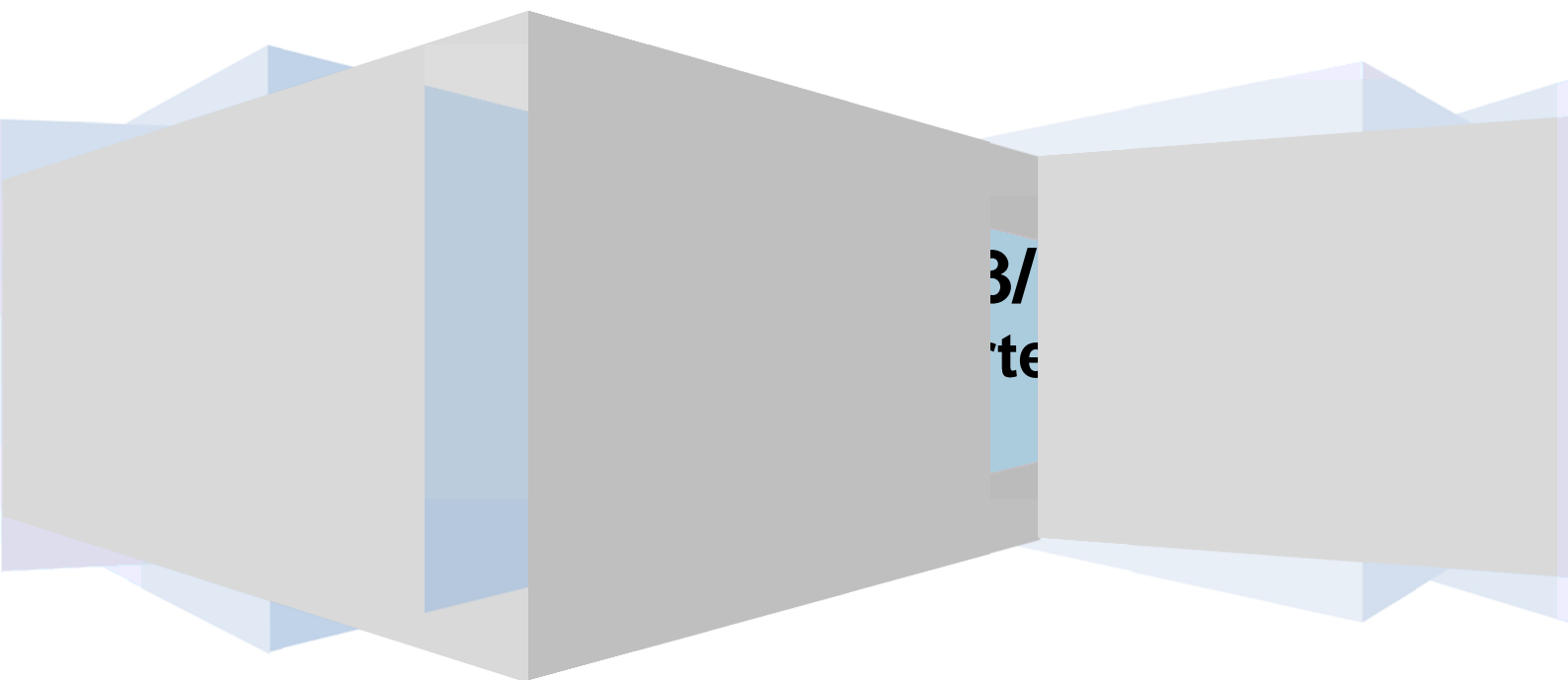
Council
Personnel
Environmental
Equalities Impact Assessment
Health & Safety
Risk
Policy Review

If Board Members or others would like to discuss this report ahead of the meeting please contact:

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Derby Homes

COMPLAINTS AND SATISFACTION REPORT 2013/14 Appendix 1



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Repairs
Tenancy Sustainment

COMPLAINTS

STAGE 1 COMPLAINTS

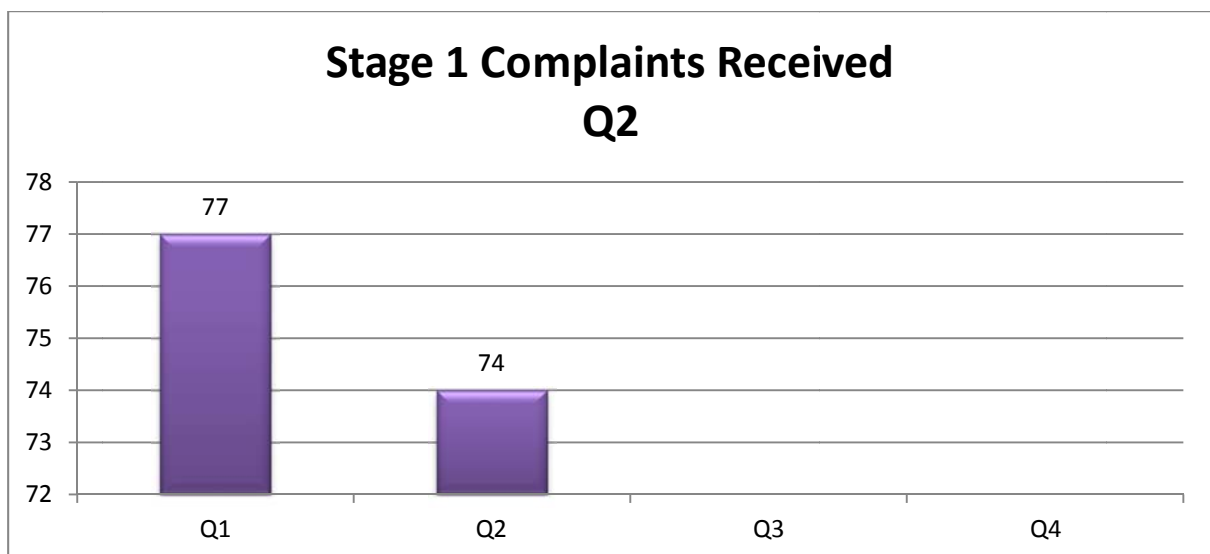
During Q2, 2013/14 there have been a total of 74 stage 1 complaints recorded.

Q1: 77 Q2: 74

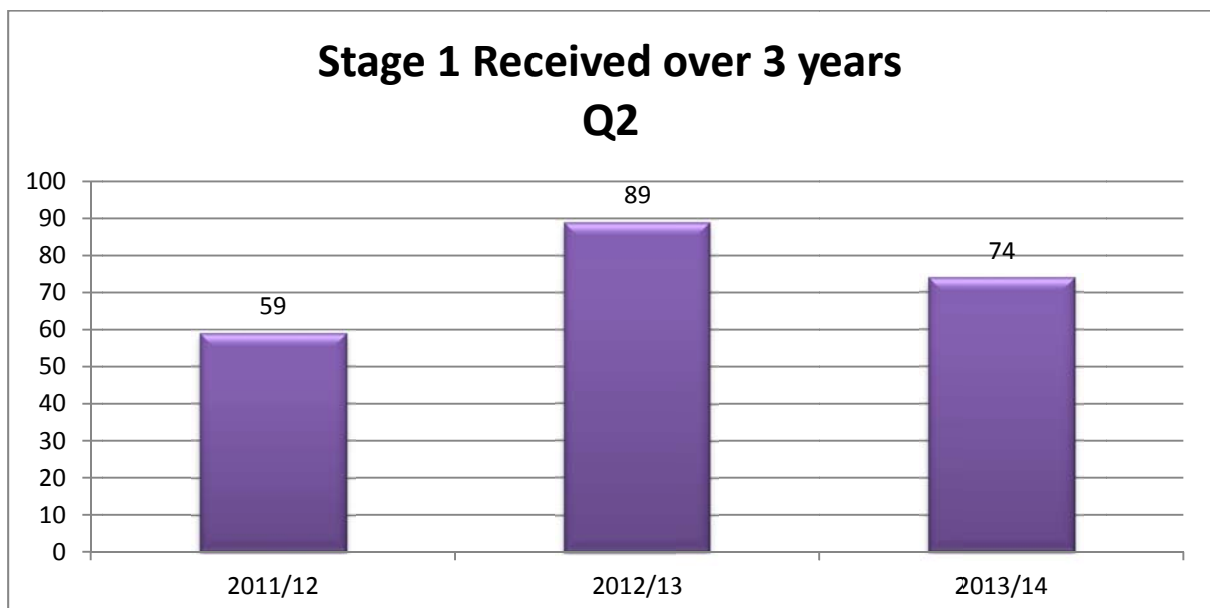
Yearly total 151

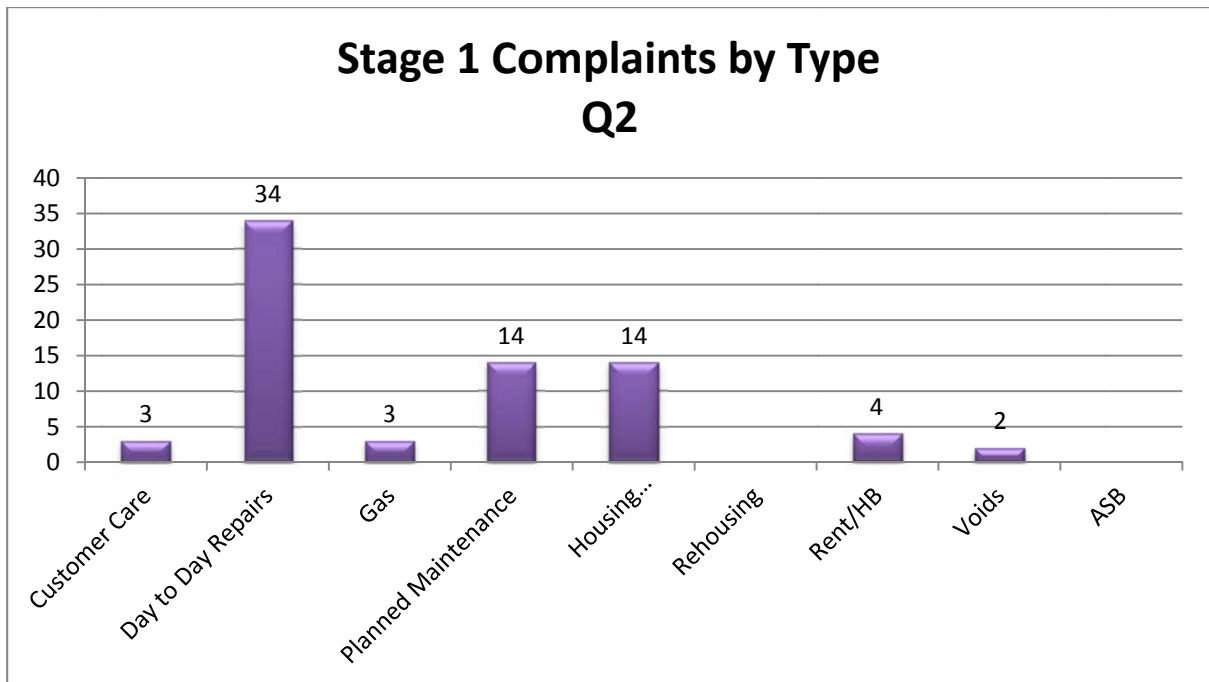
Stage 1 complaints received over last 3 years Q1

	2011/12	2012/13	2013/14
Q1	16	65	77
Q2	59	89	74

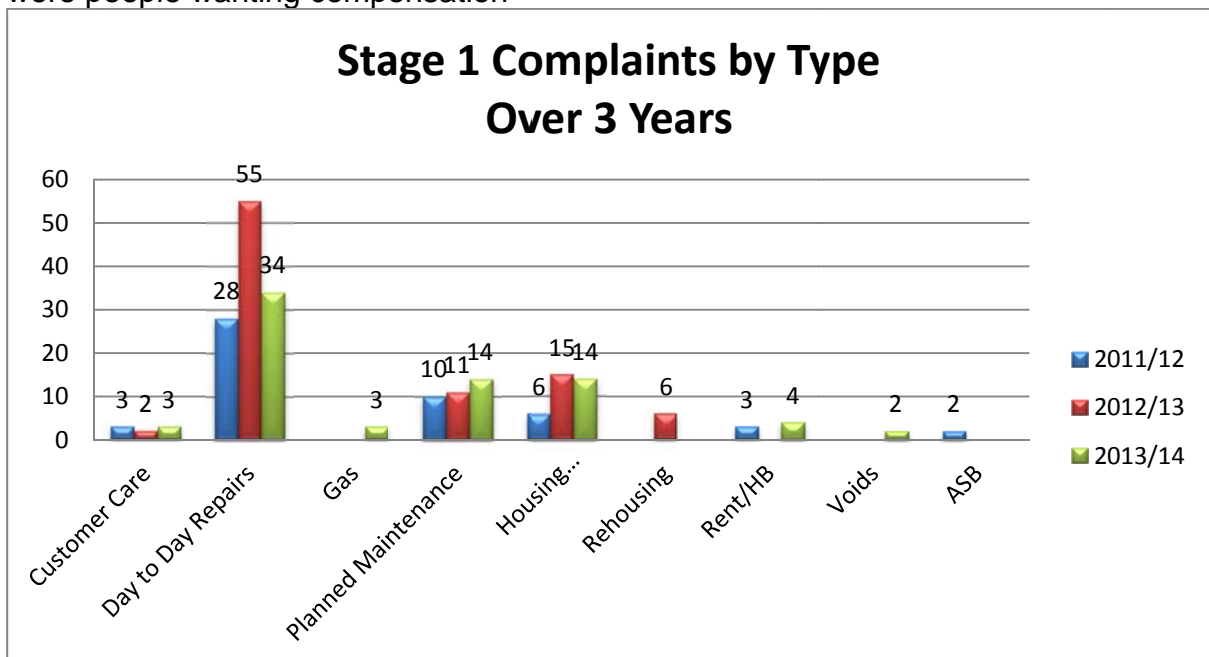


There has been a slight decrease in the number of Stage 1 complaints received during Q2 in comparison to Q1 2013/14.

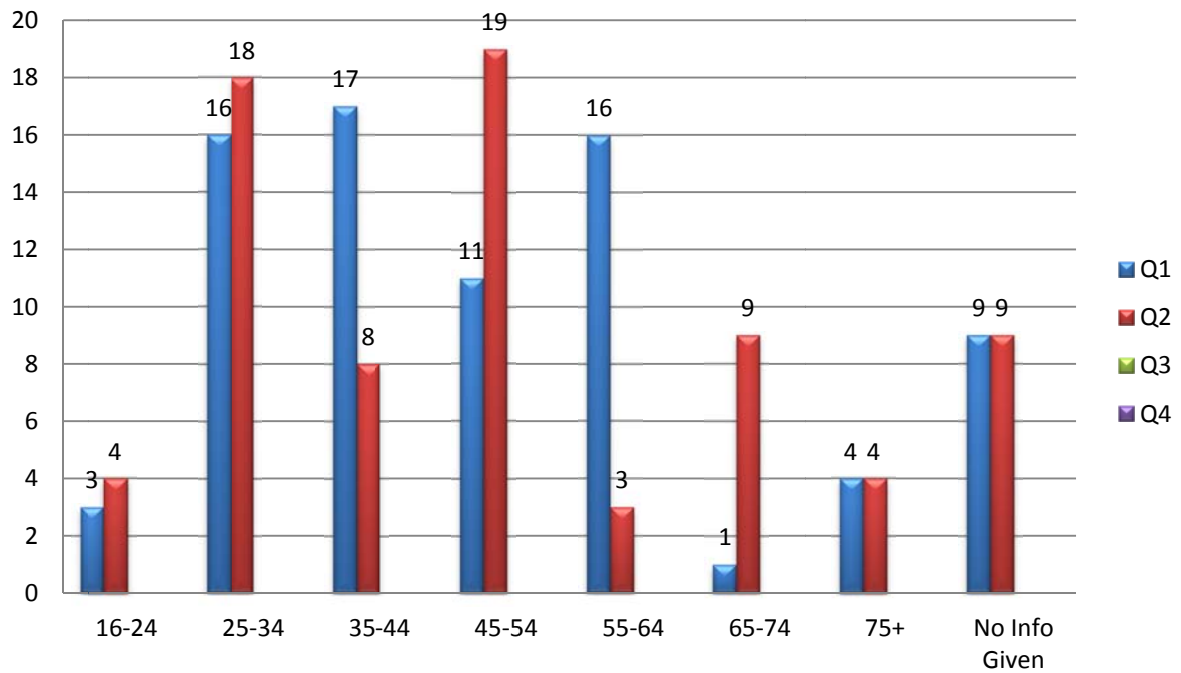




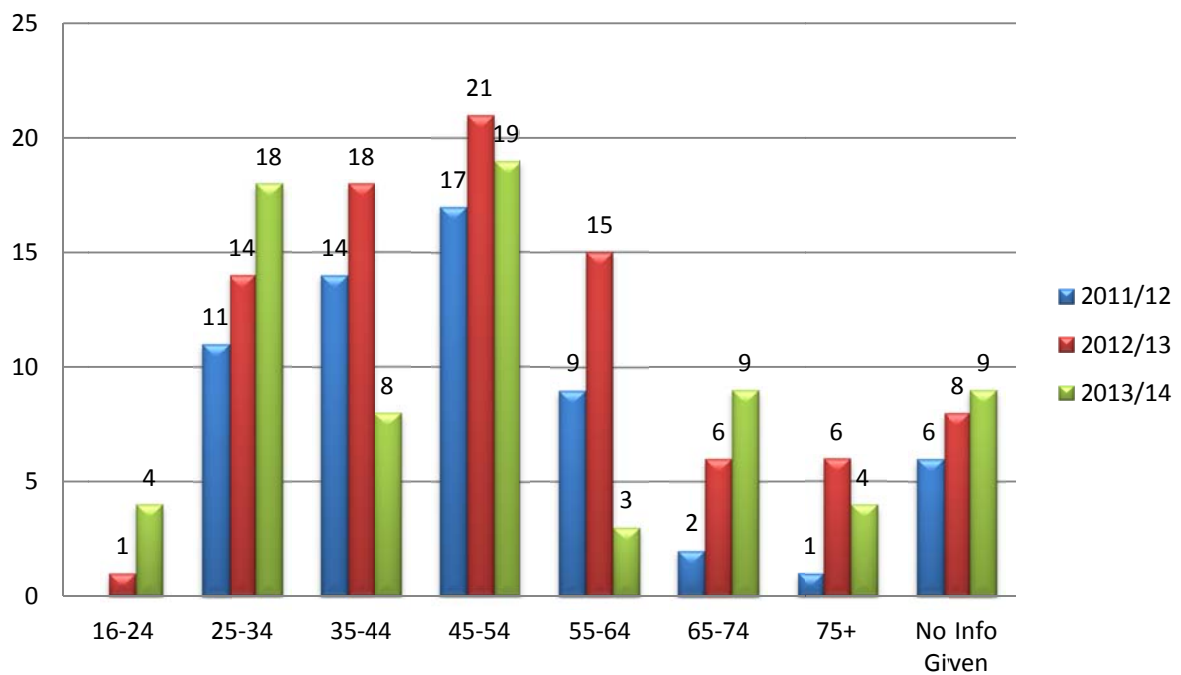
The largest number of complaints were in relation to Day to Day Repairs, (46%). There were no particular trends, but the highest number, (11, 32%), in this category were people wanting compensation



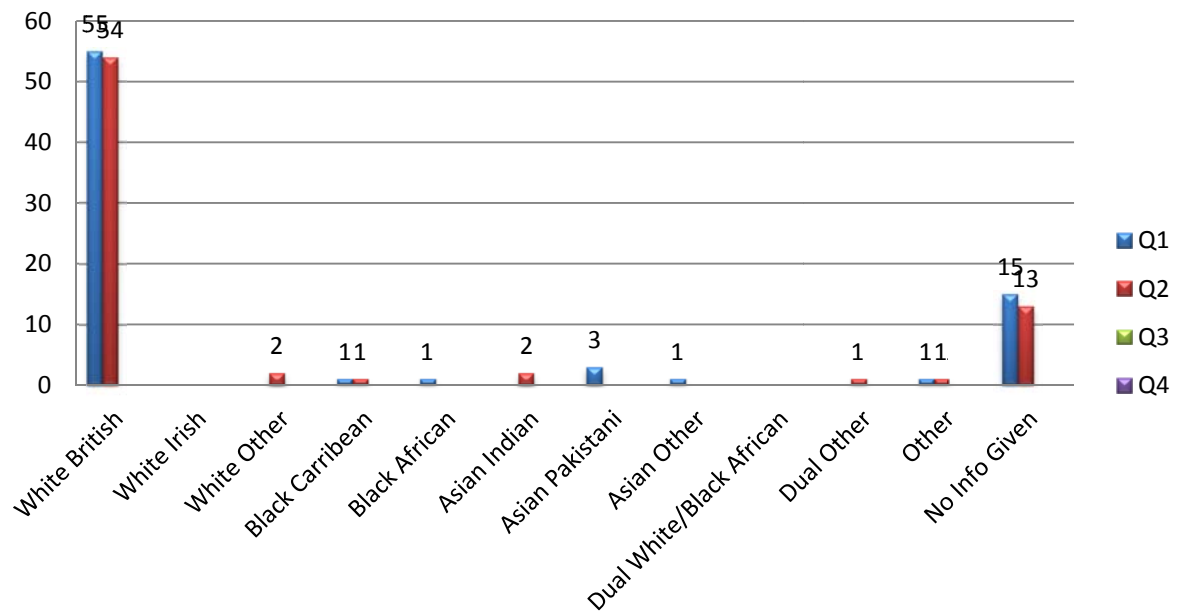
Complaints by Age 2013/14



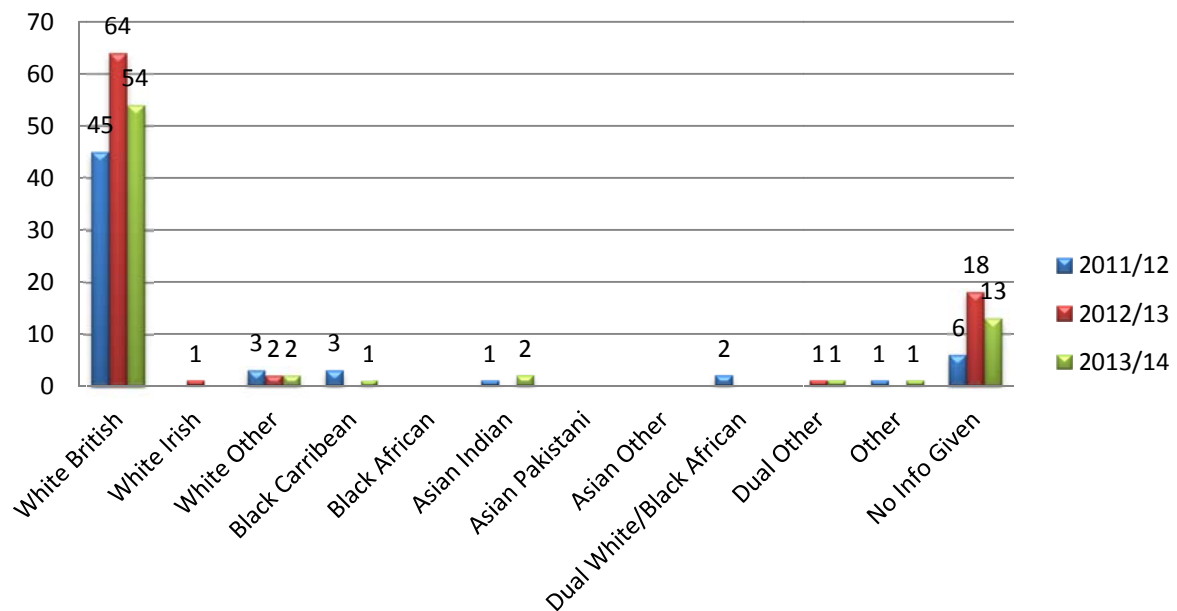
Complaints by Age over 3 years



Complaints by Ethnicity 2013/14



Complaints by Ethnicity over 3 Years Q2



Breakdown of Complaint Reasons

Housing Management

Garden issues x 4
Compensation x 2
Tenant evicted – items left now missing
Fence for dogs in communal area
Furniture pack
Neighbours rubbish
Tenant responsibilities
Garage wanted
Rent refund on deceased property
General

Day to Day Repairs

Compensation wanted x 11
Delays to job x 9
Quality of job x 4
Ongoing leak x 3
Not happy with Surveyor/Supervisor visit x 2
Owner occupier not happy with work at Derby Homes property
Fencing
Letter arriving after appointment date
Told to wait in but no access required
Wants charge for door system squashed

Customer Care

Not happy with out of hours service
Storage cupboard numbers mixed up – lock removed
Freezer turned off and not put back on

Planned Maintenance

Garden/Grounds maintenance issues x 4
Quality of external painting x 2
Wants compensation x 2
Mess after hedges cut
Fencing
Delays
Insulation work
Wants bathroom not wet room
Left with no worktop over weekend

Voids

State of property
Clearance of wrong garage

Gas

Radiator came off wall
Compensation wanted
Arrived wrong time – no hot water over weekend

Rent/HB

Recharges too high x 3
Golden goodbye

STAGE 2 COMPLAINTS

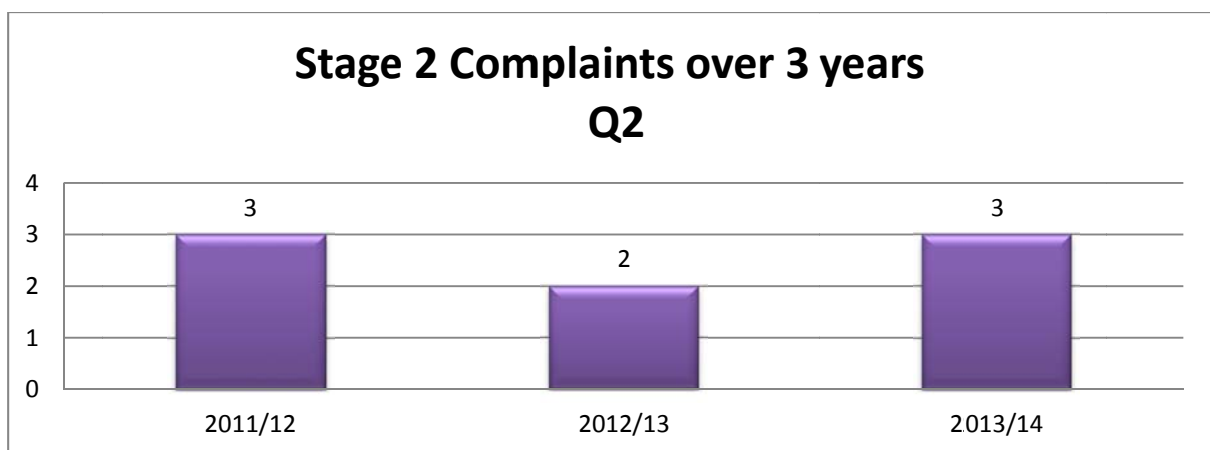
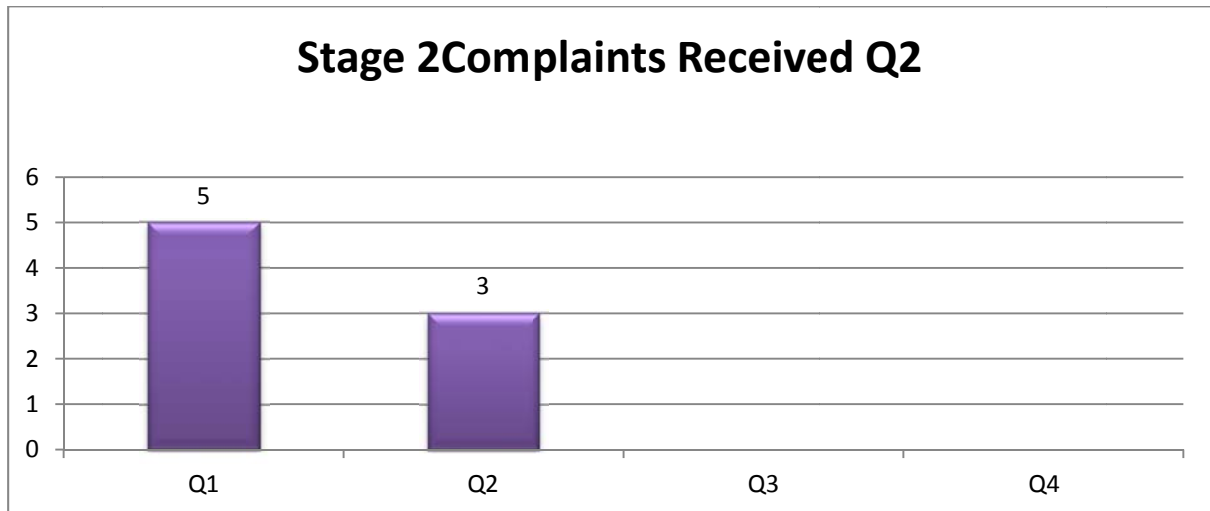
During Q2, 2013/14 there have been a total of 3 stage 2 complaints recorded.

Q1: 5 Q2: 3

Yearly Total: 8

Stage 2 complaints over last 3 years

	2011/12	2012/13	2013/14
Q1	6	6	5
Q2	3	2	3



STAGE 3 COMPLAINTS

Stage 3 complaints received over last 3 years

	2011/12	2012/13	2013/14
Q1	1	0	0
Q2	0	0	1

Q1: 0 Q2: 1

Yearly Total: 1

LESSONS LEARNT

Lessons Learnt meetings have been reintroduced to address any issues which may have caused a complaint to advance to Stage 2.

During Q2, a meeting was arranged to discuss the outcomes of 2, stage 2 complaints and why they had escalated from stage 1. People involved in the complaint along with Performance attended.

In both instances it was found that a breakdown of communication along with contact deadlines being missed added to the angst of the complainant. It was also felt that the quality of the Stage 1 response letter could be improved.

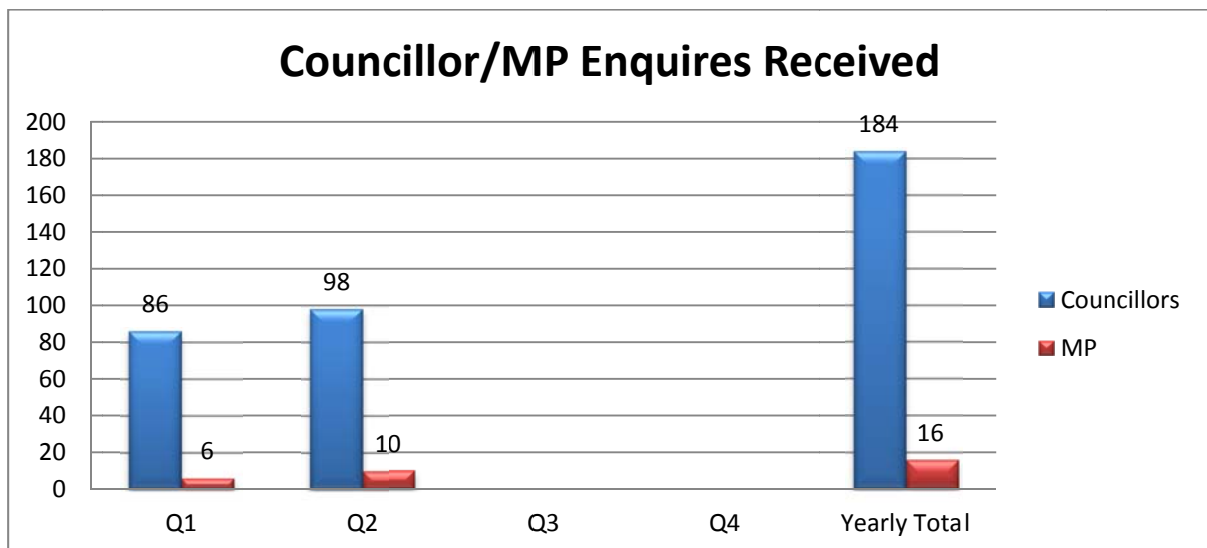
The outcome of this is:

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COUNCILLOR/MP ENQUIRIES

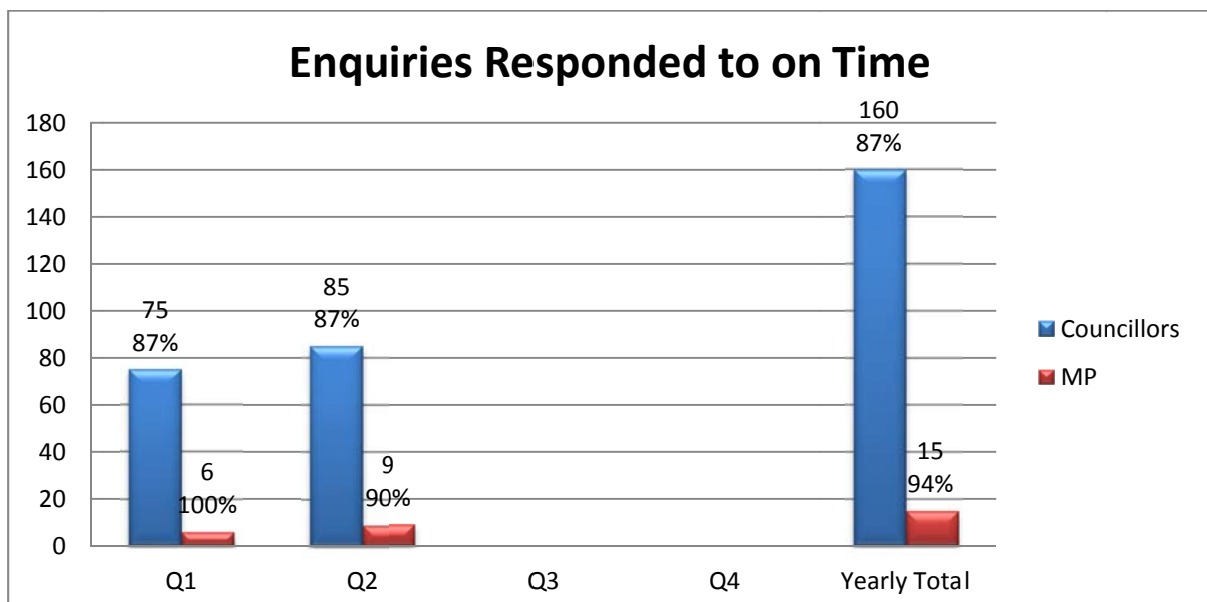
During Q2 2013/14 there were 98 Councillor and 10 MP enquiries received.

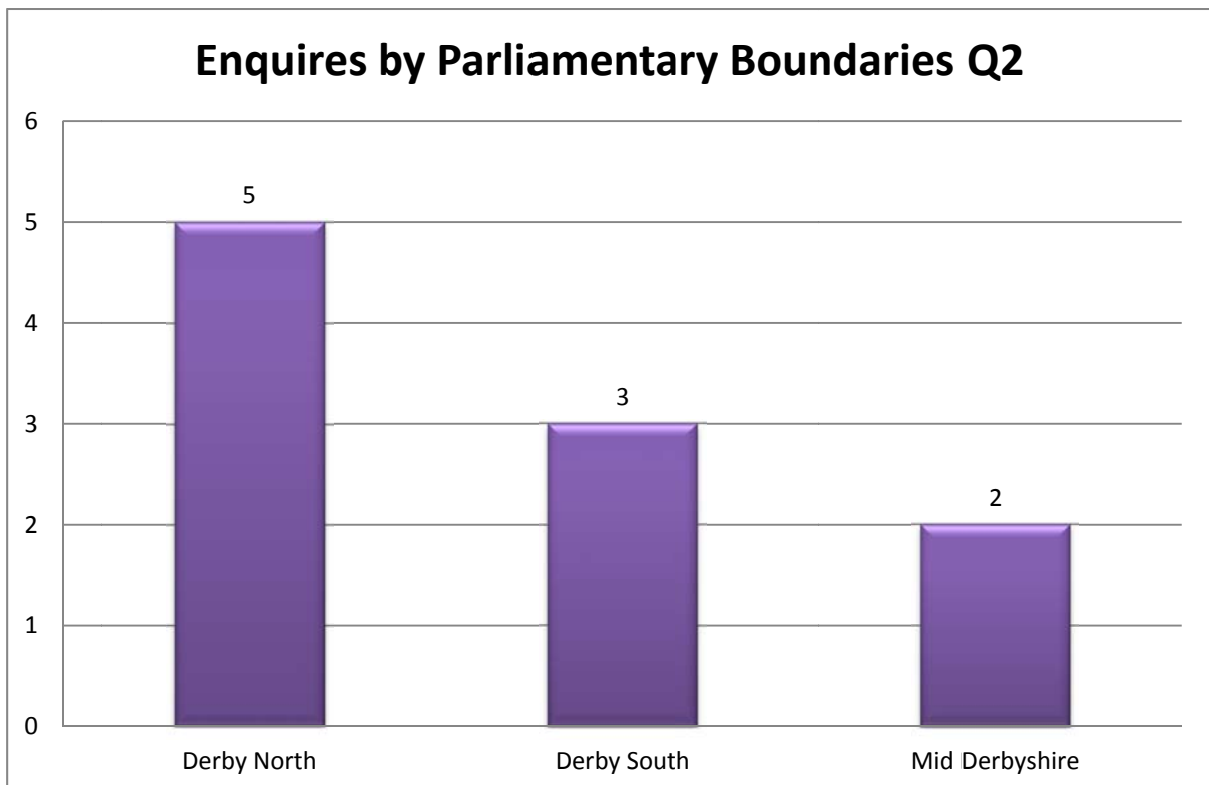
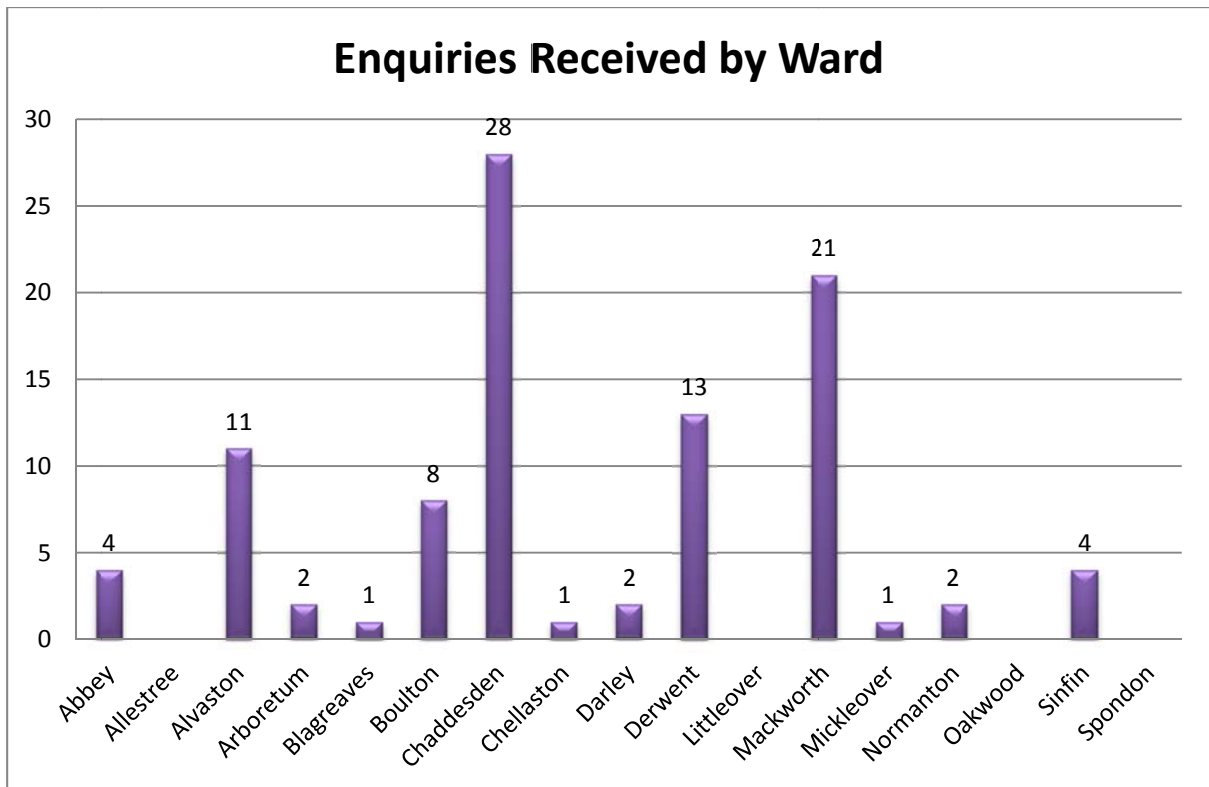


Out of these, 88% were responded to within current timescales in Q2.

Broken down this equates to 87% of Councillor enquiries and 94% of MP enquiries.

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





Breakdown of Enquiry Reasons

Councillor /MP

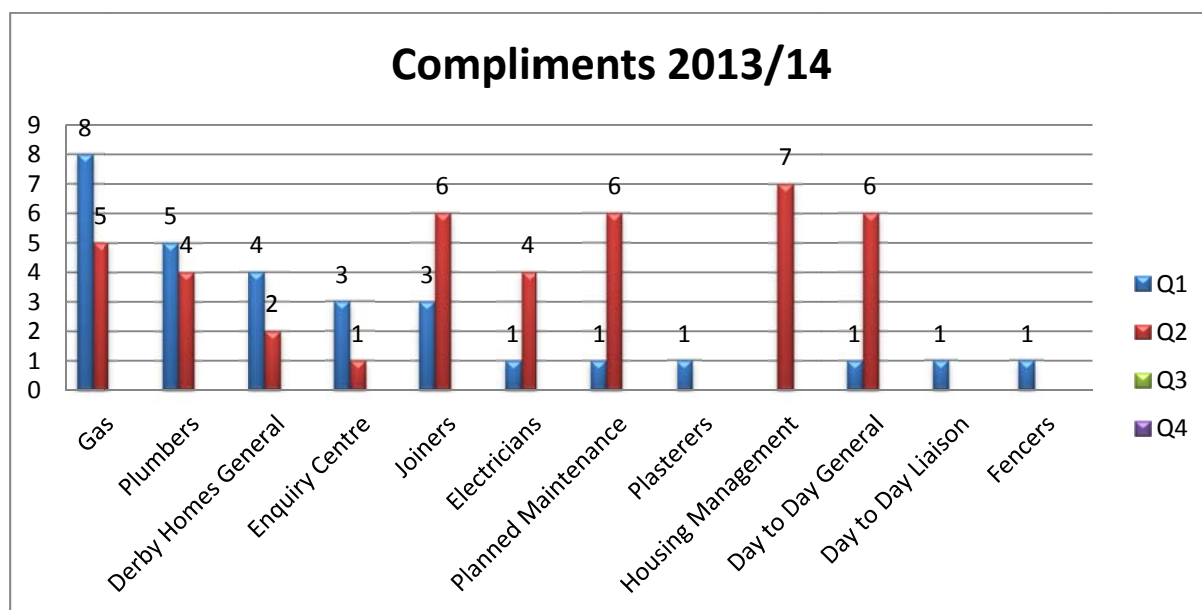
Gates/fencing x 13
Wants to move x 14
Neighbours x 10
Overgrown hedge/garden x 9
Parking issues x 7
Rubbish removal x 4
Property condition x 4
Trees x 4
Bedroom tax- arrears/don't want to move x 4
ASB x 3
General x 3
Flytipping x 3
Outstanding repairs x 2
Abandoned car x 2
Want shower not bath x 2
Leaks x 2
Streetlights
Removal of scaffolding
Private tenant made homeless
Muddy patch after works
Chesapeake centre
Boiler
White goods
Want bath not shower
Damp
Incentive scheme
Safeguarding
Bins
Rats
New build properties
Contact with doctor
Rushed into accepting property
Patio permit
Waiting for permit
Garden ornaments damaged by contractor
Permit refused
Removal of meter

COMPLIMENTS

During Q2 there were 43 compliments recorded. The areas receiving compliments are shown on the graph below.

Q1: 29 Q2: 43

Yearly Total: 72



Sample of compliments received

called to say, that The Electrical Testing Engineer, did a fantastic job, he was polite and a nice chap, he carried out his work in a professional manner, and wanted to tell us that the engineer is a credit to Derby Homes. Mr James works in Customer Service himself and wanted to tell use of our good service today

"I would also tender my thanks for the way in which you have taken the problem on board to what I can see will be a successful conclusion"

rang to praise the gas engineer who did her service last week. She said he was extremely thorough. He went up into her loft to check the fumes were dispersing correctly and he checked the plaster behind the gas fire. He was very polite and efficient and was the best engineer she had had to do her service.

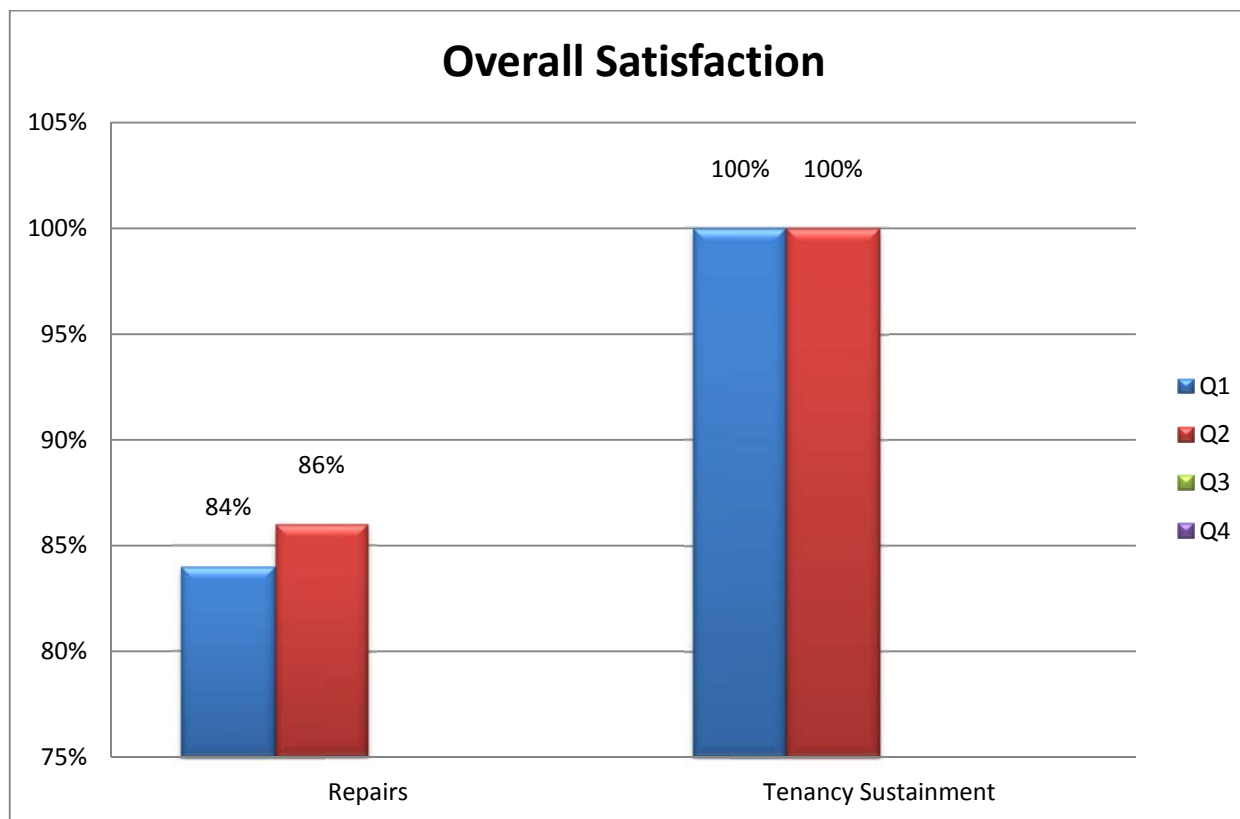
Customer left a letter thanking everyone at the Stockbrook Street Housing Office in her property as she ended her tenancy. 'Thanks to all at Stockbrook Street, Housing Office for finding me a lovely new home, I have enjoyed most of my time at Ivy Square 13 and a half years and have received support with any problems that have occurred, I thank you all again.

Mr & Mrs Stringer said that the engineer that came out was one of the most polite gentleman that that have ever met and they would recommend him to anybody, they said that he did an excellent job and put a lot of time and effort into the job

Just want to say a big thank you for actioning my shower repair so quickly. Because of my disability I can only shower and once you were made aware of this you put the repair down as a 24 hour call out. The maintenance engineer was however here within 3 hours. Brilliant service, thank you.

Overall Satisfaction across the business for 2013/14 Quarter 2, this information is gathered from any paper surveys received.

Repairs satisfaction is also collected via SMS Text, this data shows satisfaction at 99.42% for Q2 (Q1: 98.93% Q2: 99.42%)



The number of people completing these surveys were as follows:

2013/14	Repairs	Tenancy Sustainment
Q1	32	5
Q2	57	20