

## **COMPLAINTS AND SATISFACTION REPORT WITH EQUALITIES MONITORING**

Report of the Chief Executive

### **1. SUMMARY**

This report provides detailed analysis of complaints received between 1 July 2011 and 30 September 2011. This report also provides analysis of complaints received in relation to Equality and Diversity. A colour copy of this report can be viewed on CMIS

### **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 7 of Appendix 1. This also includes a breakdown of types of complaints in relation to service areas. Over this quarter the majority (48%) of complaints were in relation to day to day repairs.
- 3.2 During Quarter 2 a total of 62 complaints were handled, of these 98% were acknowledged within the target time of 2 working days. 88% received a response within the target 10 working days, compared to 75% in Quarter 1 2011/12. There were 3 stage 2 complaints.
- 3.3 Twentyeight complaints were received about day to day repairs. Out of these 10 complaints were about the length of time taken to complete the repair. Equalities analysis was carried out on these 10 complaints which is provided in appendix 1 point 3.
- 3.4 Complaints by age show we are receiving complaints from all age groups in proportionate numbers to the ages of tenants.
- 3.5 Complaints by Ethnicity in Quarter 2 mirror the makeup of Derby Homes customers and are broken down as follows:
  - 73.5% of complaints are from white British customers
  - 16.5% from Minority Ethnic and other
  - 10% of complainants provided no ethnicity information.
- 3.6 There were 44 complaint cases closed during Quarter 2. Out of these 22 were

upheld, 21 were not and 3 were partially upheld.

- 3.7 There were a total of 89 Councillor enquiries and 2 MP enquires received during Quarter 2. 85% of the enquiries were responded to within timescales. Detail can be found on page 7 of appendix 1.
- 3.8 Equalities information is not currently collected as part of the process when dealing with enquiries via a Councillor or MP.
- 3.9 Page 8 of Appendix 1 shows the number (67), of actions picked up from comments made on satisfaction surveys. These have all been actioned and tenants contacted.
- 3.10 There were 38 compliments recorded during Quarter 2. Details can be found on page 10 of Appendix 1.
- 3.11 Page 11, appendix 1 contains an analysis of the customer satisfaction surveys carried out during Quarter 2.
- 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 under performance. The Performance Team support and work with Managers to ensure appropriate action is taken.
- 3.13 Overall the analysis shows that we receive complaints from people whose customer profile information matches the makeup of the residents we house. There is no one group which makes significantly more or less complaints than any other. Complaints can be received in any format so as to reduce unnecessary barriers.

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

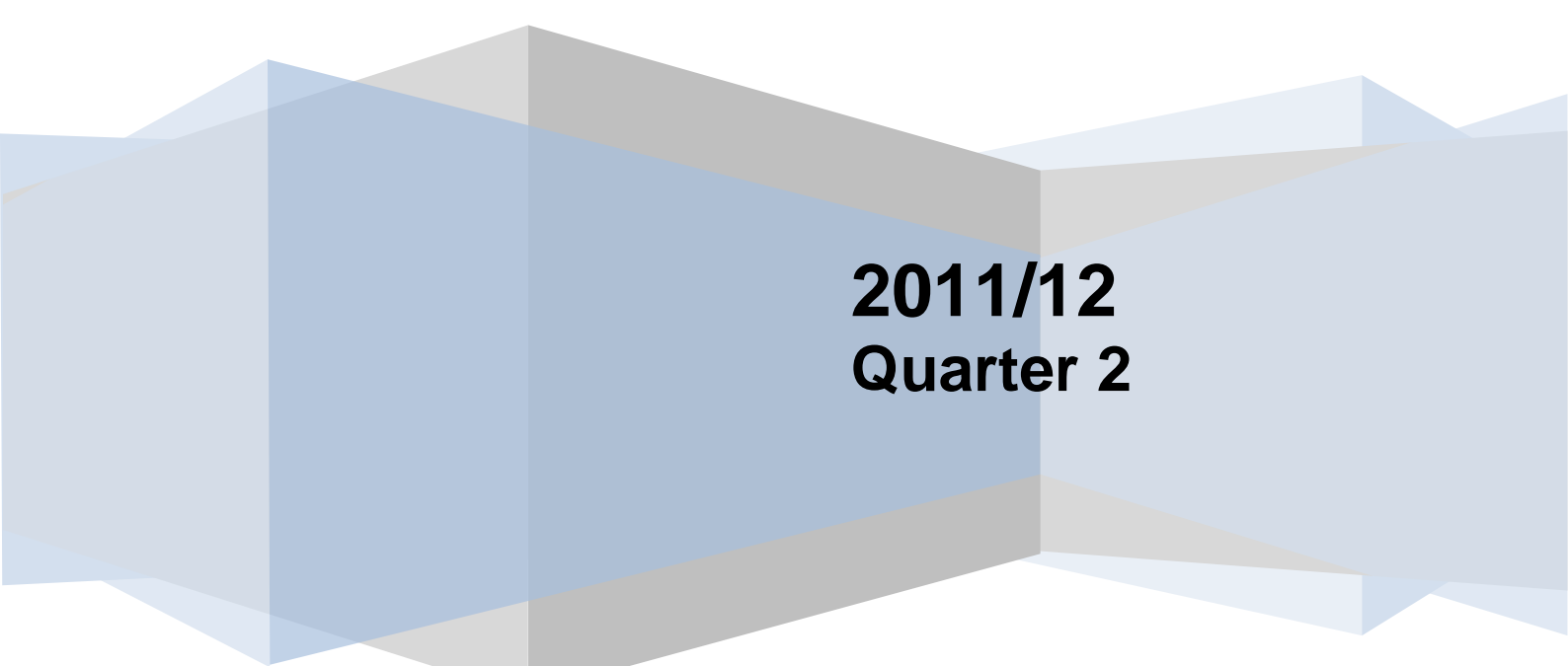
If Board members or others would like to discuss this report ahead of the meeting please contact the author, or Phil Davies, Chief Executive, [phil.davies@derbyhomes.org](mailto:phil.davies@derbyhomes.org) – Phone: 01332 888528

Authors: Margaret Wardle /Performance Officer/Customer Feedback / 01332 888395 / [margaret.wardle@derbyhomes.org](mailto:margaret.wardle@derbyhomes.org)  
Annabelle barwick / Change manager / 01332 888402/ [annabelle.barwick@derbyhomes.org](mailto:annabelle.barwick@derbyhomes.org)

Background Information: None  
Supporting Information: None

**Derby Homes**

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



**2011/12  
Quarter 2**

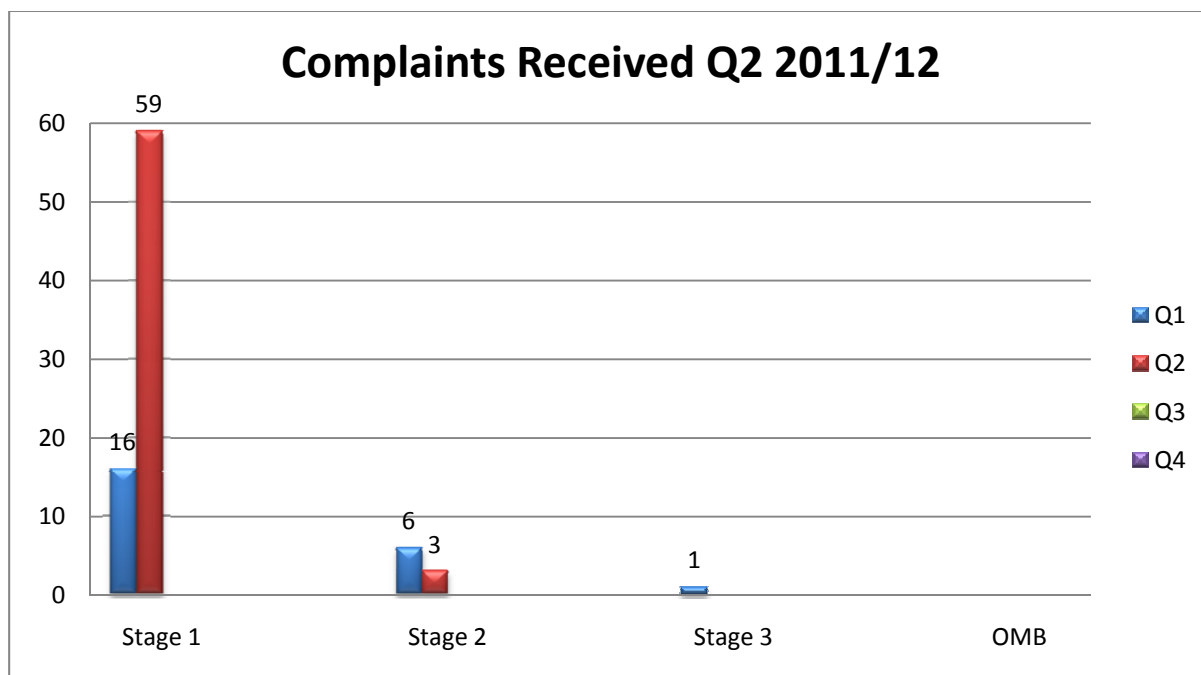
## **INDEX**

<b>COMPLAINTS</b>	<b>PAGE3</b>
<b>COUNCILLOR/MP ENQUIRIES</b>	<b>PAGE 7</b>
<b>LEARNING FROM COMPLAINTS</b>	<b>PAGE 8</b>
<b>MINI STATUS OVERALL SATISFACTION</b>	<b>PAGE 9</b>
<b>COMPLIMENTS</b>	<b>PAGE 10</b>
<b>OVERALL CUSTOMER SATISFACTION RESULTS</b>	<b>PAGE 11</b>
New Lettings	
Repairs	
Complaints	

## 1. COMPLAINTS

During Q2 2011/12 there have been a total of 62 complaints, 59 stage 1 and 3 stage 2 recorded.

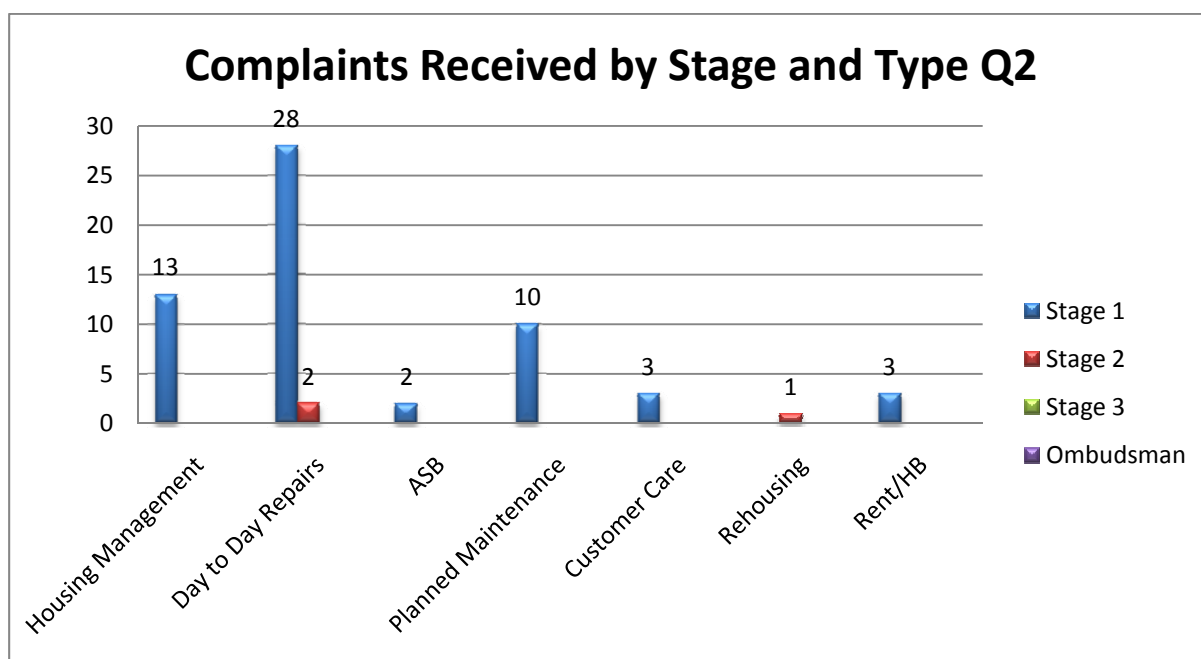
### 2. Complaints Received Q2



Q1 = 23 complaints    Q2 = 62 complaints

In Quarter 1 there was a marked decrease in the number of complaints received. Historically data shows that around 50 – 60 stage 1 complaints are received each quarter.

### 3. Complaints received by stage and type Q2



In Quarter 2 the three complaints which were elevated to stage 2 are broken down as follows

- 2 x Not happy with level of compensation offered – now resolved
- 1 x Repair now completed
- 

## **Breakdown of Complaint Reasons**

### **Housing Management**

Time on waiting list

Incorrect grab rail

Satellite dish

Previous mice issues

Injury through falling cupboard

Petition process

Hedges

Neighbourhood issues

Wrong details being displayed on website

Maintenance of grounds

Wasp nests

Smell of tobacco

Compensation wanted for dirty rug (not a DH tenant)

### **Day to Day Repairs**

This area received the most complaints. Analysis has been undertaken to identify any key data in relation to the equalities information we hold on customers who make complaints in areas where we have had notable numbers of complaints.

Time taken to complete repairs x 10 – Analysis of equality strands are listed in the table below

<b>Complaint number</b>	<b>Age</b>	<b>Gender</b>	<b>Ethnicity</b>
69747	35	F	White British
70230	33	M	Black Caribbean
70055	44	M	White British
70315	60	M	White British
70310	34	F	White British
70314	47	F	White Other
70372	64	F	White British
70889	51	M	White British
70633	41	M	White British
70250	50	F	White British

Not happy with amount of compensation offered x1

Fencing issues x 2

Outstanding repair work x 5 these have been analysed by equality strands and listed in the table below

<b>Complaint number</b>	<b>Age</b>	<b>Gender</b>	<b>Ethnicity</b>
71537	61	M	White British
71476	27	M	White Other
71344	52	M	White British
71065	21	F	White British
71035	NOIG	M	NOIG

Standard of work x 4  
 Missed appointments x 2  
 Leaseholder wanting reimbursed x1  
 Scaffolding not removed x1  
 Gas team x1  
 TV reception x1  
 Damage to carpets x 2

### **ASB**

Neighbours noise and response from housing office  
 Children causing nuisance

### **Planned Maintenance**

Communal cleaning  
 Not happy with kitchen doors  
 Gardening issues x 2  
 Left with no cooker or hot water over weekend whilst new kitchen being installed  
 Missed gas appointment  
 Crack in bath  
 Dry lining work and disruption  
 Windows x 2

### **Customer Care**

Not happy with way contact was handled x3 -  
 Analysis of equality strands are listed in the table below

<b>Complaint number</b>	<b>Age</b>	<b>Gender</b>	<b>Ethnicity</b>
69978	20	F	White British
70053	59	F	White British
70174	44	F	White British

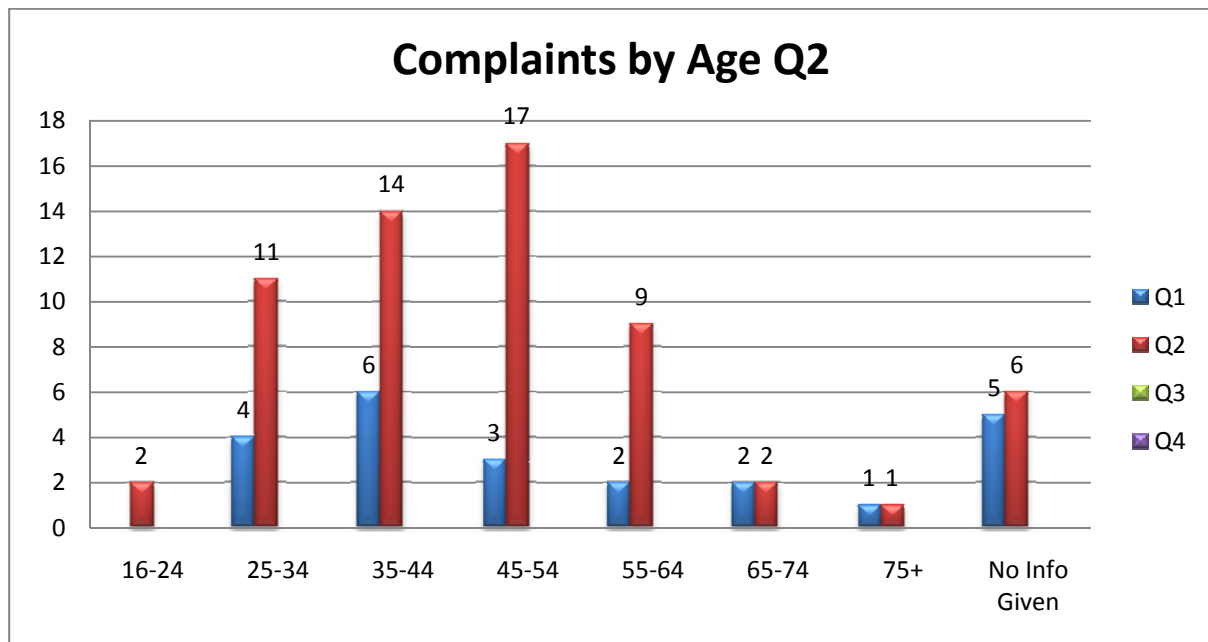
### **Rehousing**

Wrong storage cupboard emptied by staff

### **Rent/Housing Benefit 3**

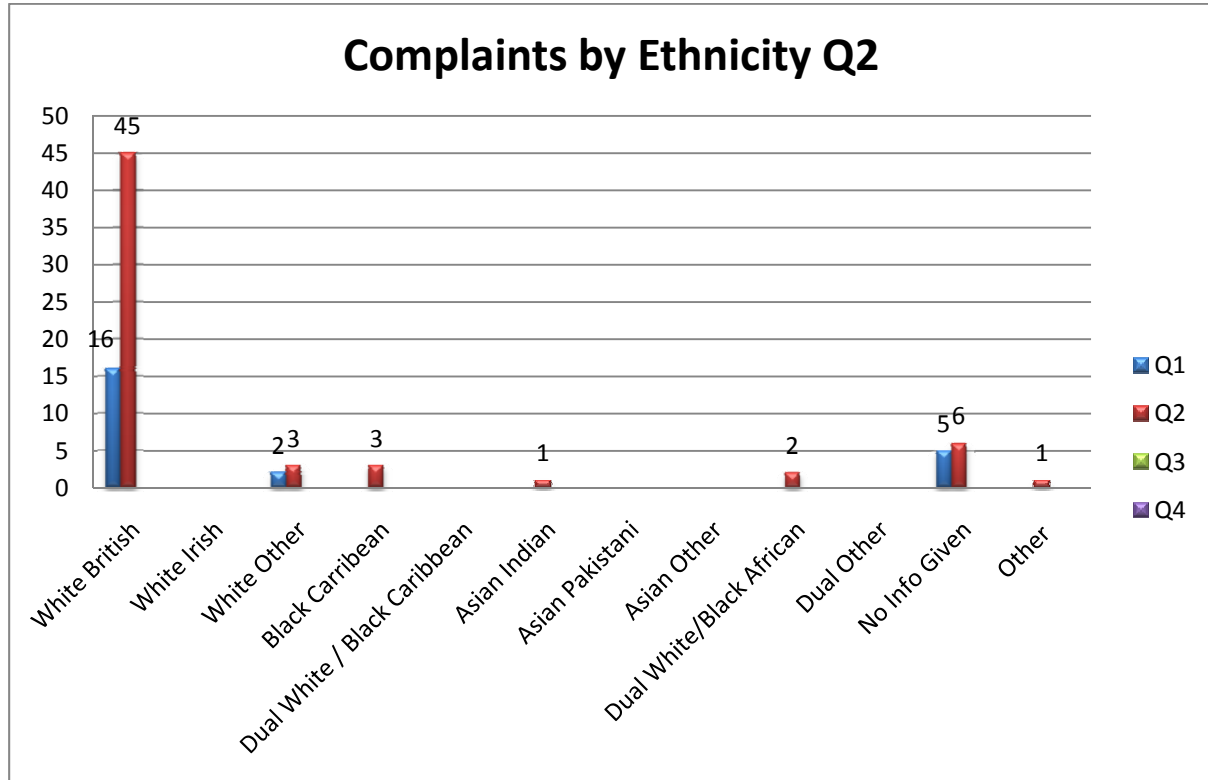
Rechargeable repairs amount  
 Not happy being served NOSP  
 Waiting for refund

#### 4. Complaints by Age



Complaints by age show we are receiving complaints from all age groups in proportionate numbers to the ages of tenants

#### 5. Complaints by Ethnicity Q2



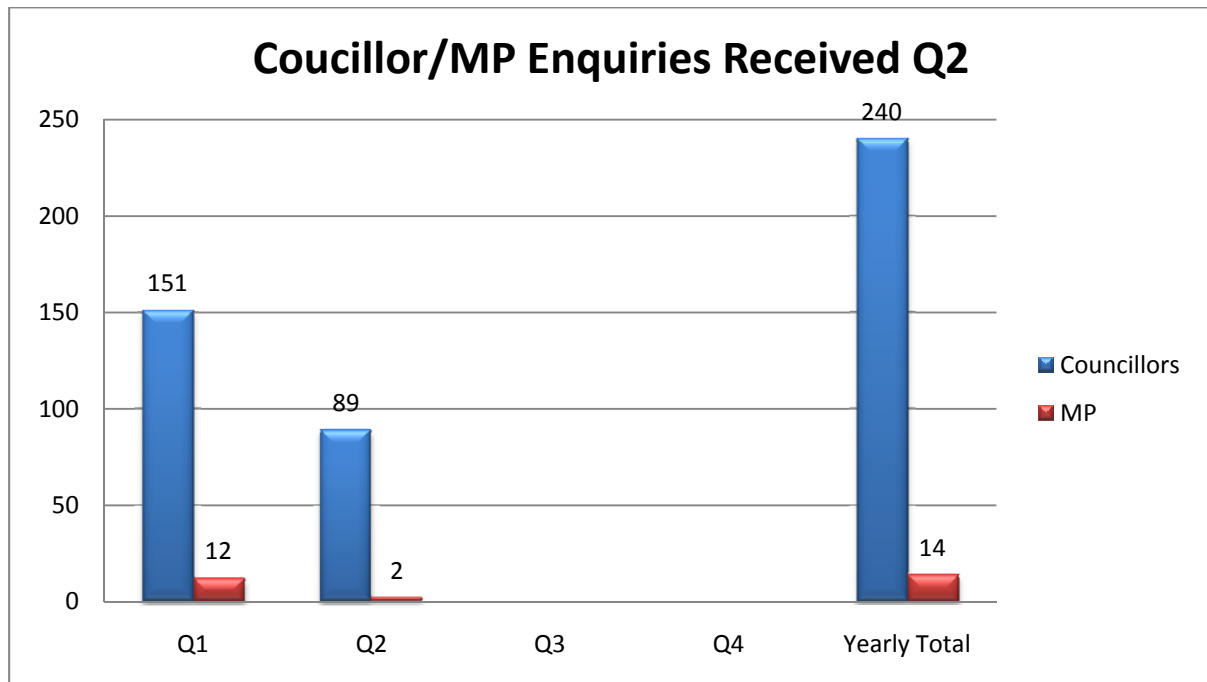
**73.5% of complaints are from white British customers.  
16.5% from Minority Ethnic and other.**



**10 % of complainants had no ethnicity information.  
These percentages mirror the make up of Derby Homes' customers**

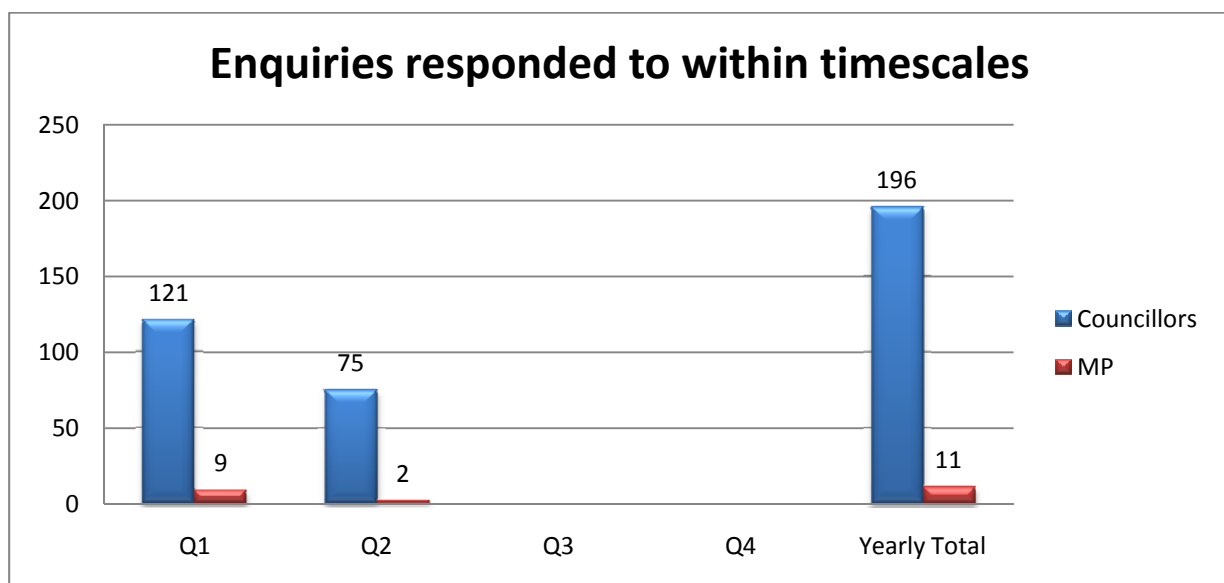
## **6. COUNCILLOR/MP ENQUIRIES**

During Q2 2011/12 there were 89 Councillor and 2 MP enquiries received.



Out of these 85% were responded to within current timescales of:

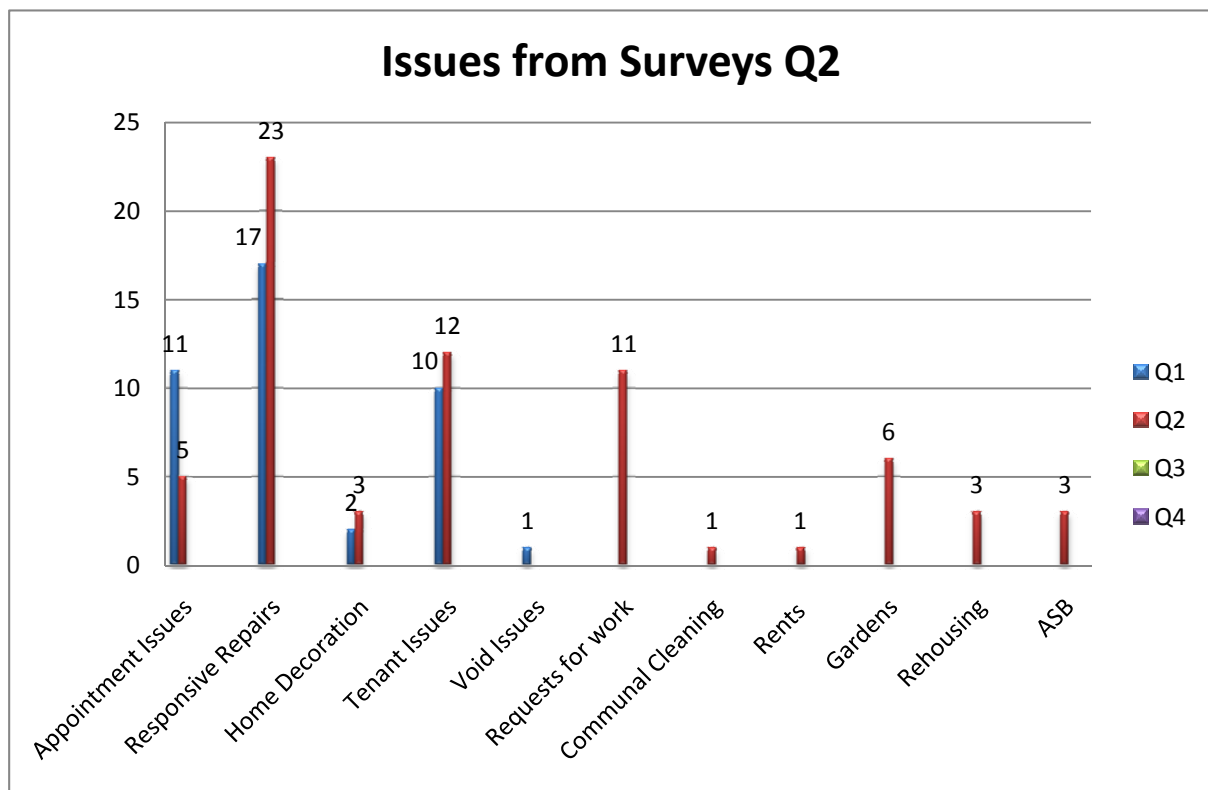
- Councillors Enquiries - 2 working days
- MP Enquiries - 7 working days



## 7. LEARNING FROM COMPLAINTS

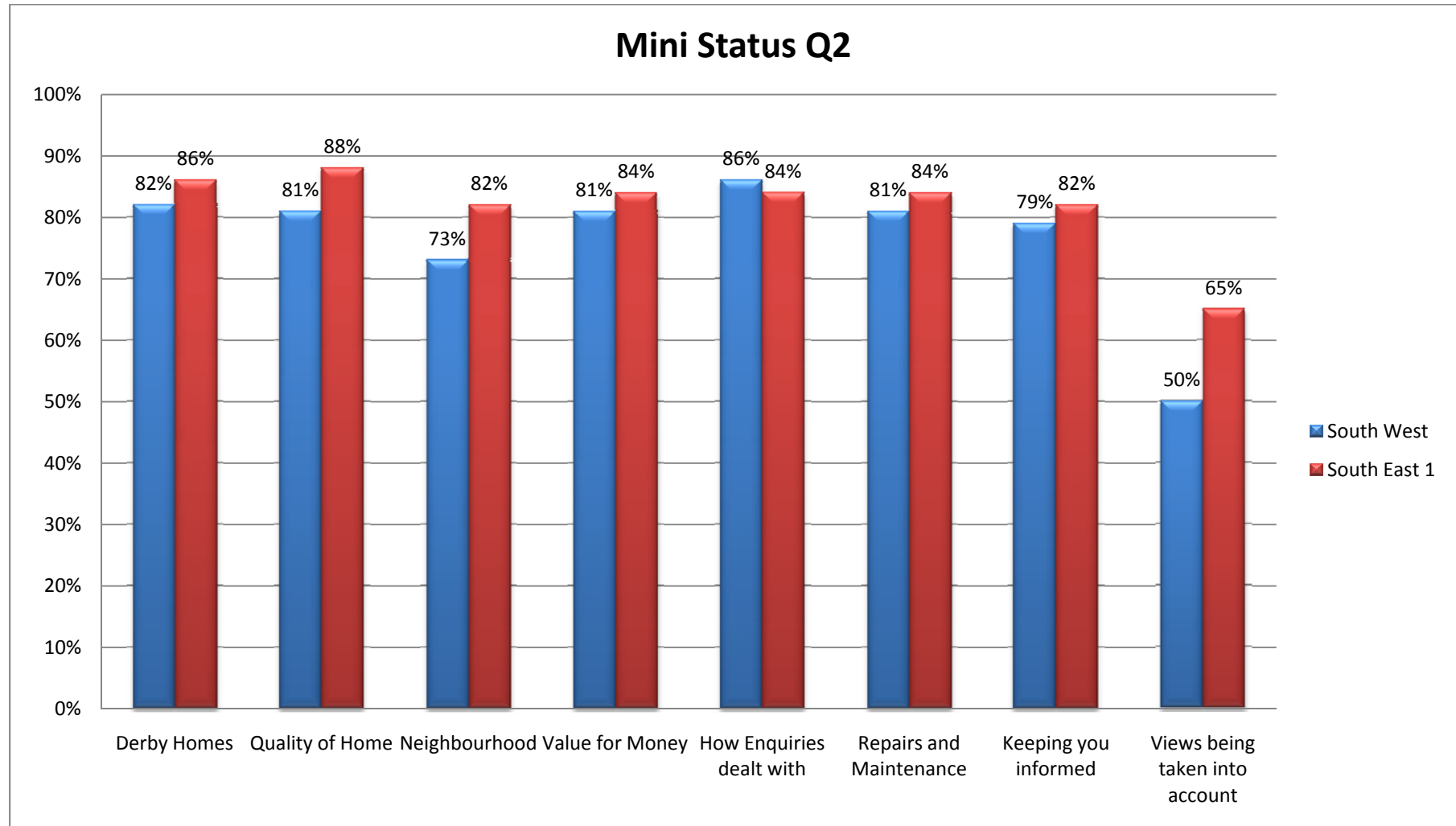
During quarter 2 there have been 67 actions raised from the comments received on surveys. Each of the customers have been contacted and any necessary action taken. There were no particular trends identified.

Q1: 41 actions   Q2: 67 actions   Q3:   Q4:   Yearly Total; 108



## 8. Mini Status Survey

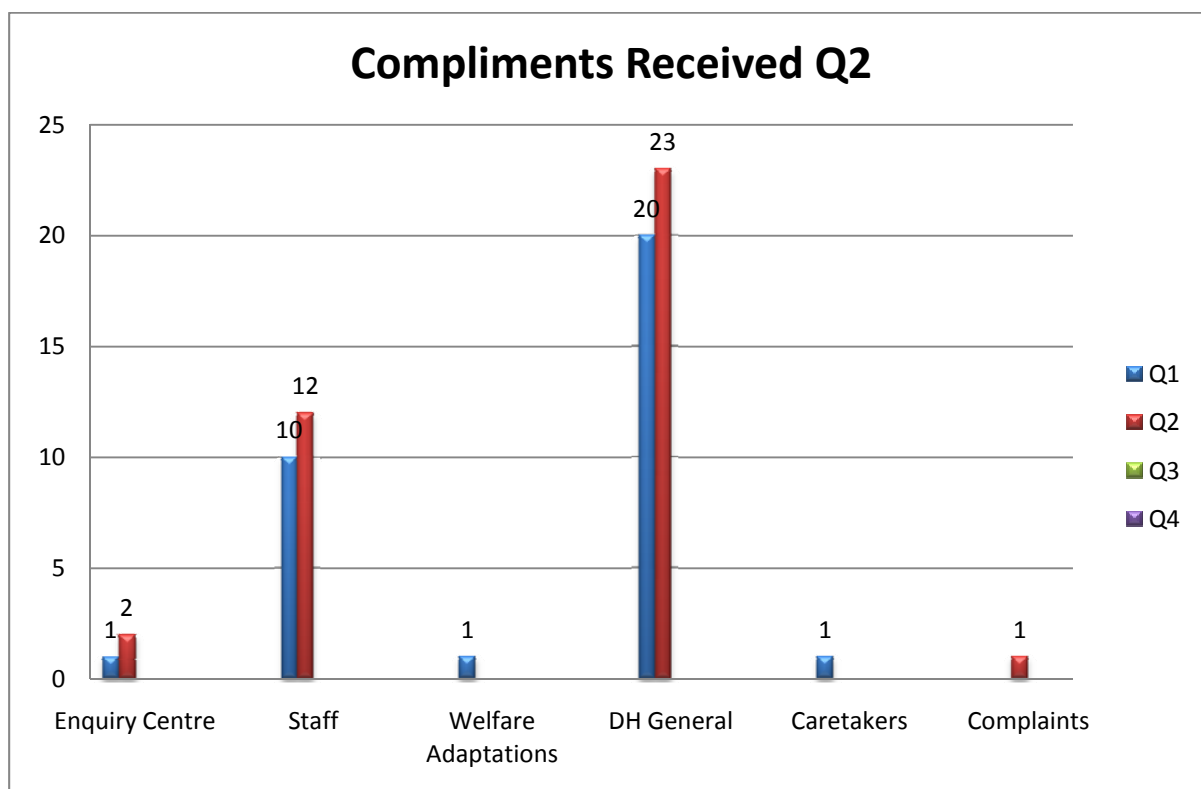
During Q2 there was a Mini Status survey sent out to the South West and South East areas. The graph outlines the satisfaction results.



## 9. COMPLIMENTS

During Q2 there were 38 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:    Q4:    Yearly Total: 72



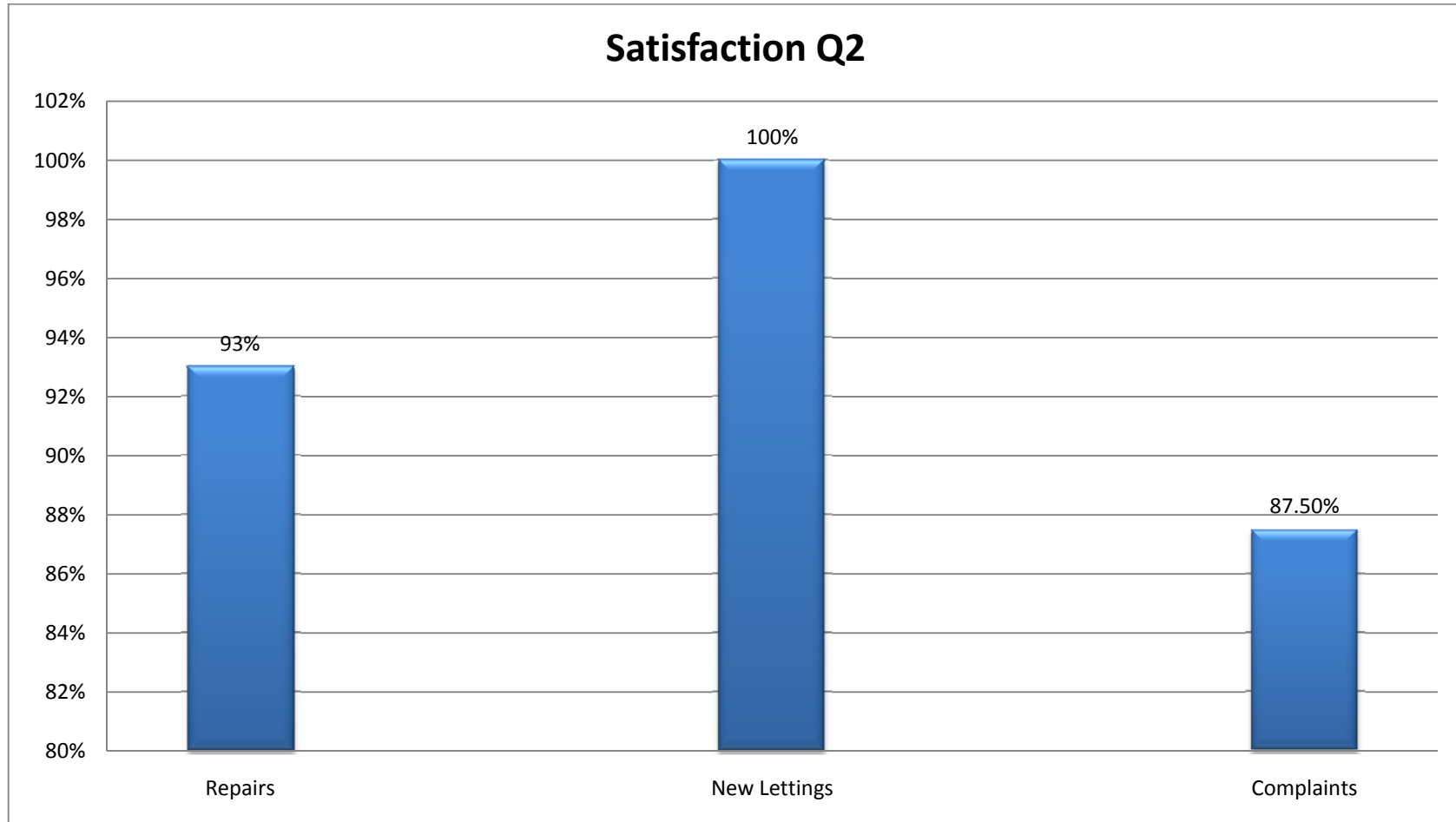
### Sample of compliments received

I am very pleased with the communal area in the flat being cleaned to such a high standard and so frequently I am very impressed with the way my complaint about dog mess was dealt with so quickly.

I have lived in this house for about 46 years and I love it as much now as I did then The neighbourhood and my neighbours are great I've been very lucky All the while I've lived here I have had great service from you and from the enquiry line team when ever I've rang they are so polite and helpful and get your problem solved very quickly Also when I've had workmen in to do a job they have been very quick and efficient and extremely professional and friendly Long may it continue.

No it was much appreciated to be contacted by telephone to rearrange appt from 27 09 2011 to 28 09 2011 Thank you for letting me know rather than me wait in and no contractor turn up which has happened in the past.

## 10. Overall Satisfaction across the business for 2011/12 Quarter 2



Repairs satisfaction has risen from 83% reported in Q2 2010/11.