

COMPLAINTS AND SATISFACTION REPORT

Report of the Director & Company Secretary

1. SUMMARY

This report provides detailed analysis of complaints received between 1 April and 30 June 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 8 of Appendix 1. This also includes a breakdown of types of complaints in relation to service areas. Over this quarter, (Q1, 2013/14), the majority 30 (39%), of complaints were in relation to the Repairs Team.
- 3.2 During Quarter 1 a total of 77 Stage 1 complaints were handled, of these 97% were acknowledged within the target time of 2 working days. 97% received a response within the target 10 working days.
- 3.3 There were 5 stage 2 complaints, 100% were acknowledged within the target time of 2 working days. 40% (2), received a response within the target 10 working days.
- 3.4 There were 51 cases closed during Q1, 30% of these were closed fully within 10 days, 41% between 11-20 days and 29% over 20 days.
- 3.5 Total complaints figure for the year: 82 Complaints – 77 Stage 1, 5 Stage 2.
- 3.6 Out of the 51 complaint cases closed during Quarter 1, 18 (36%) were upheld, 28 (55%) were not and 5 (9%) were partially upheld. 15 (29%), were deemed to be caused by a fault of Derby Homes.
- 3.7 Total figure for the year: 36% upheld, 55% not upheld and 9% partially upheld.
- 3.8 There were 5 stage 2 complaints received during Q1 2012/13. Out of these 2 were upheld and 2 not. There was 1 that was deemed to be caused by a fault by Derby Homes.
- 3.9 Details of complainants by Age and Ethnicity can be found on page 4/ 5 of Appendix 1.

- 3.10 There were a total of 86 Councillor enquiries and 6 MP enquires received during Quarter 1 2013/14. 87% of Councillor Enquiries and 100% 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 9-11 of Appendix 1.
- 3.11 There were 29 compliments recorded during Q1. Details can be found on page 12 of Appendix 1. The majority of these were 8 (28%) for the Gas Team.
- 3.12 Appendix 1 contains an analysis of the customer satisfaction paper surveys received during Quarter 1.
- 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:

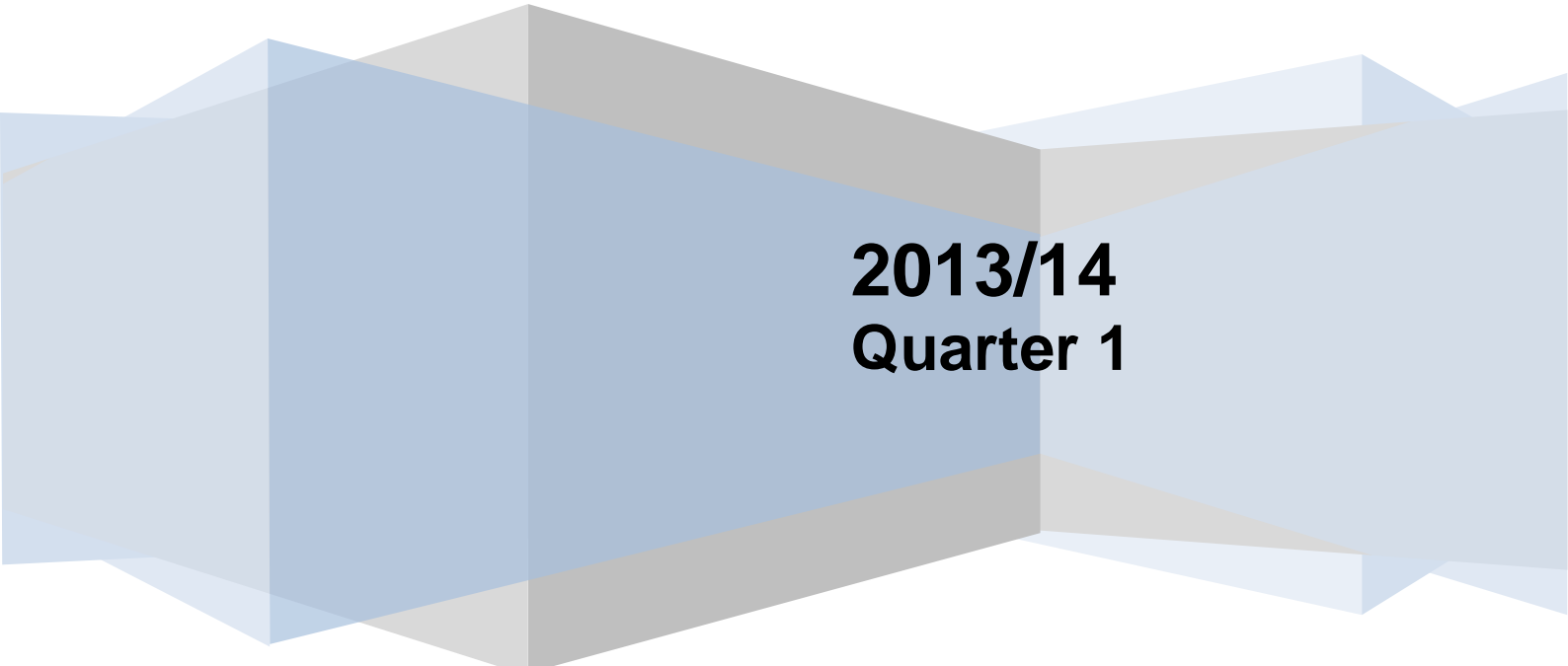
Consultation
Financial and Business Plan
Legal and Confidentiality
Council
Personnel
Environmental
Equalities Impact Assessment
Health & Safety
Risk
Policy Review

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

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Background Information: None
Supporting Information: None

Derby Homes

**COMPLAINTS AND
SATISFACTION
REPORT 2013/14
Appendix 1**



**2013/14
Quarter 1**

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COMPLAINTS

STAGE 1 COMPLAINTS

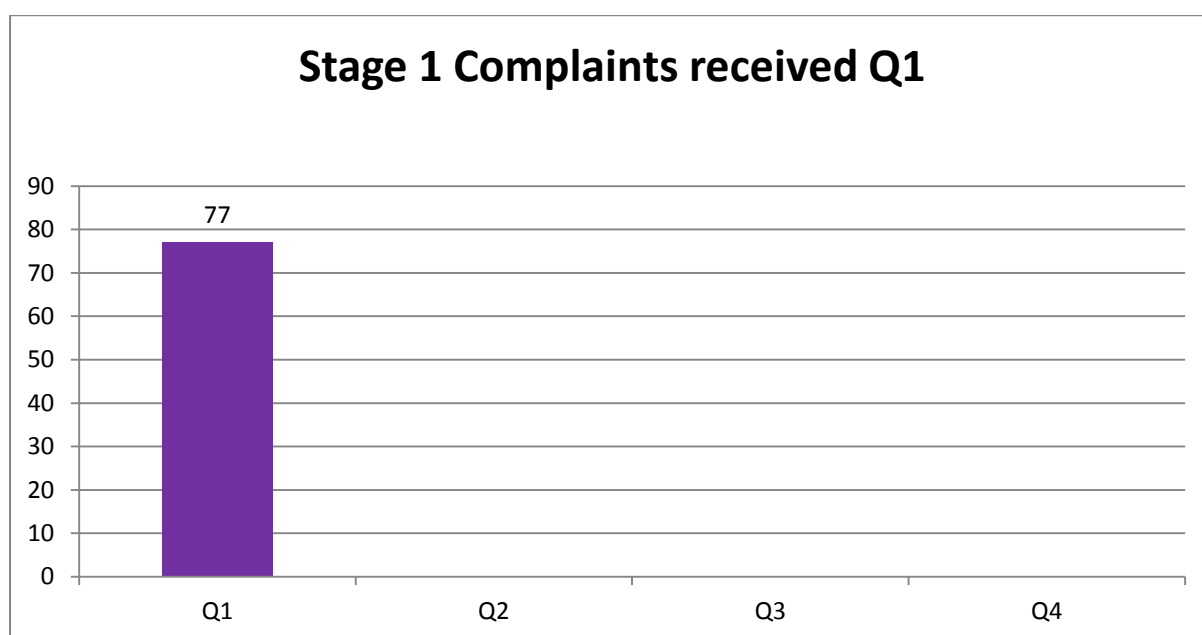
During Q1, 2013/14 there have been a total of 77 stage 1 complaints recorded.

Q1: 77

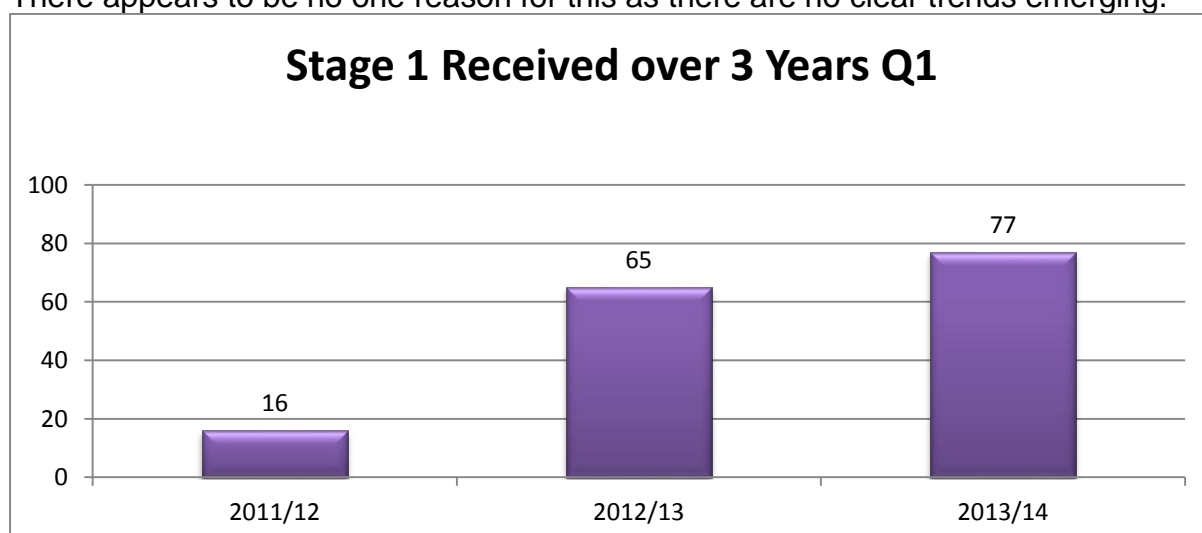
Yearly total 77

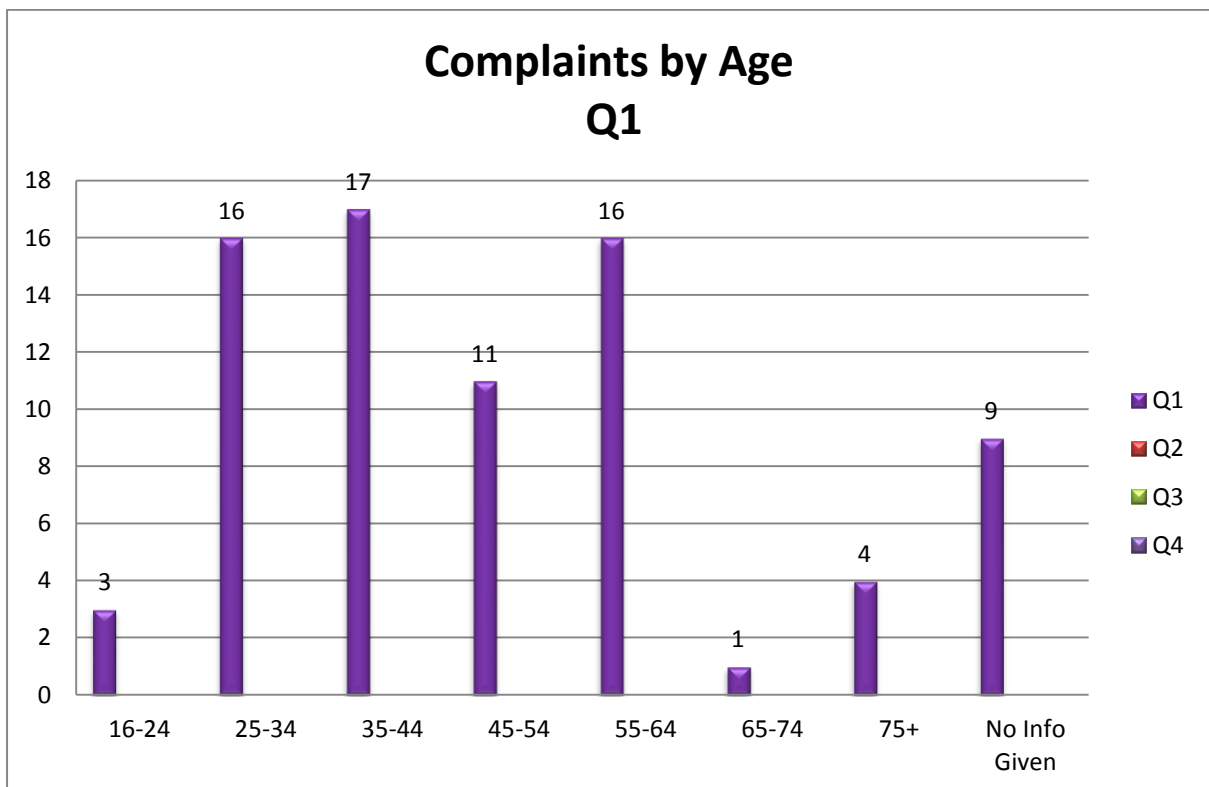
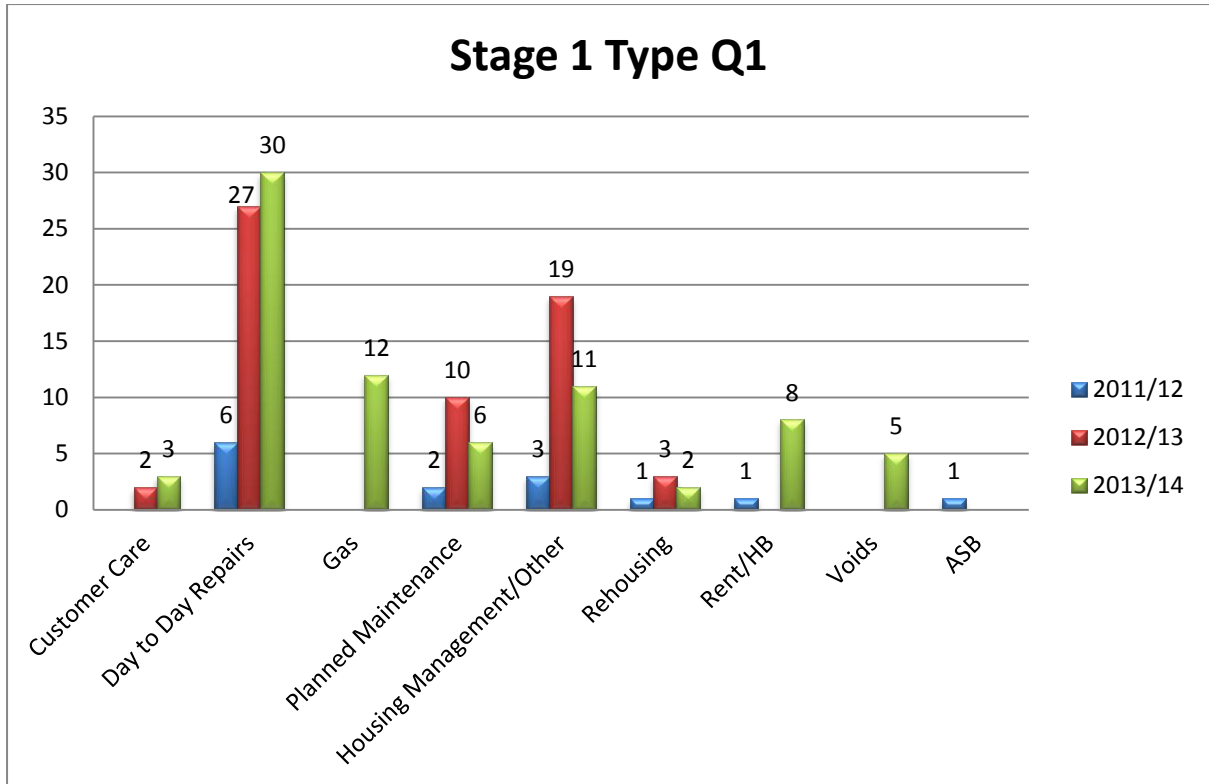
Stage 1 complaints received over last 3 years Q1

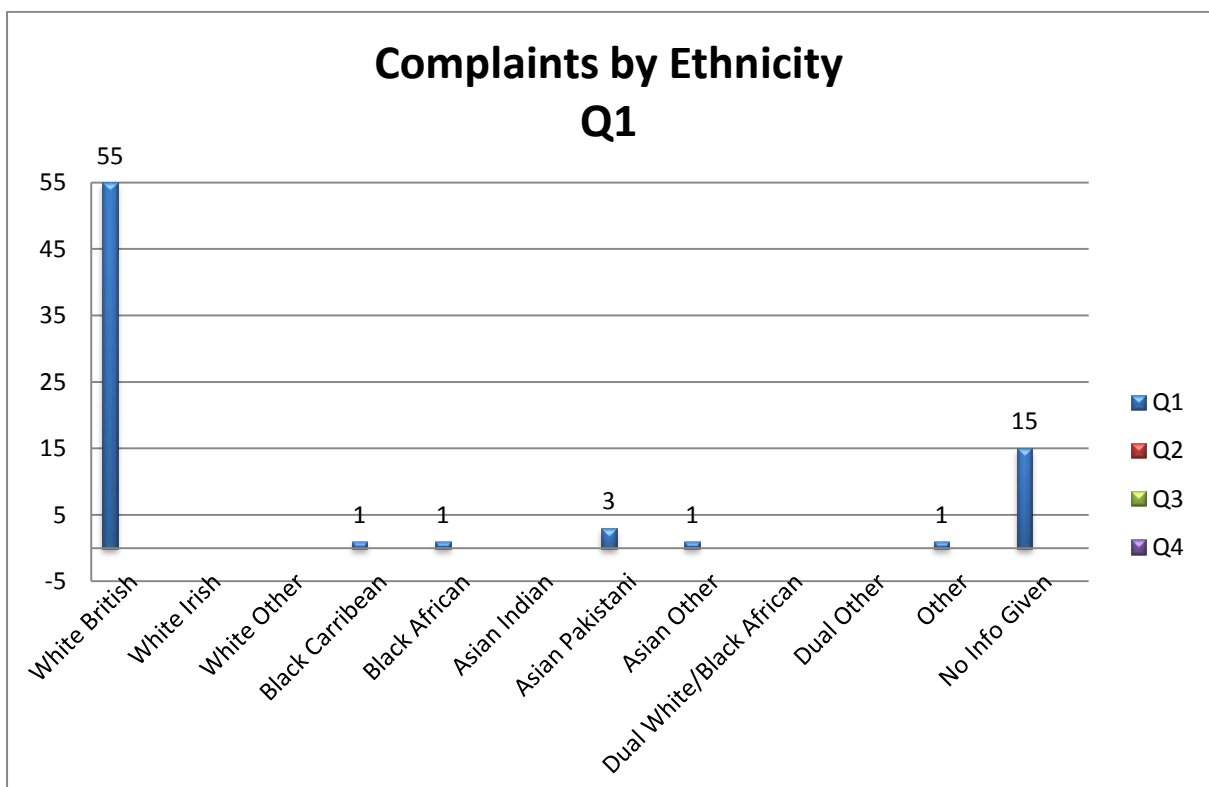
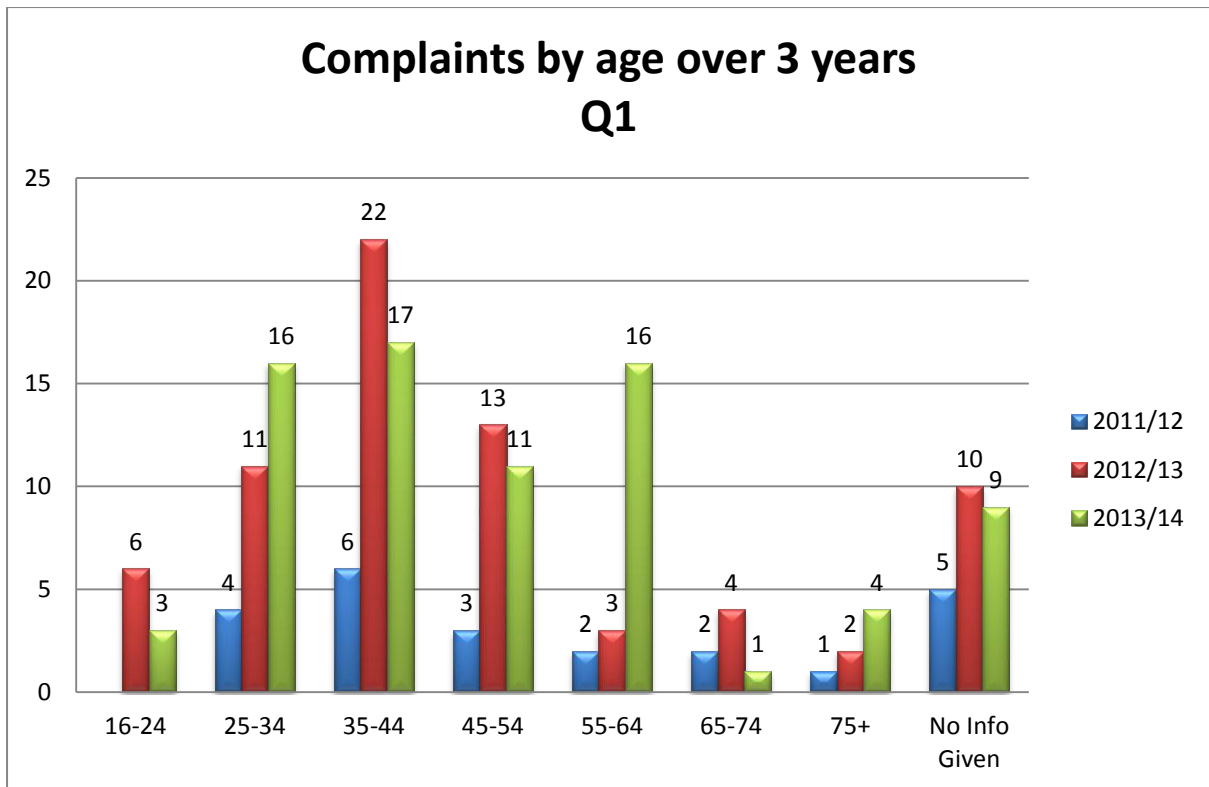
	2011/12	2012/13	2013/14
Q1	16	65	77

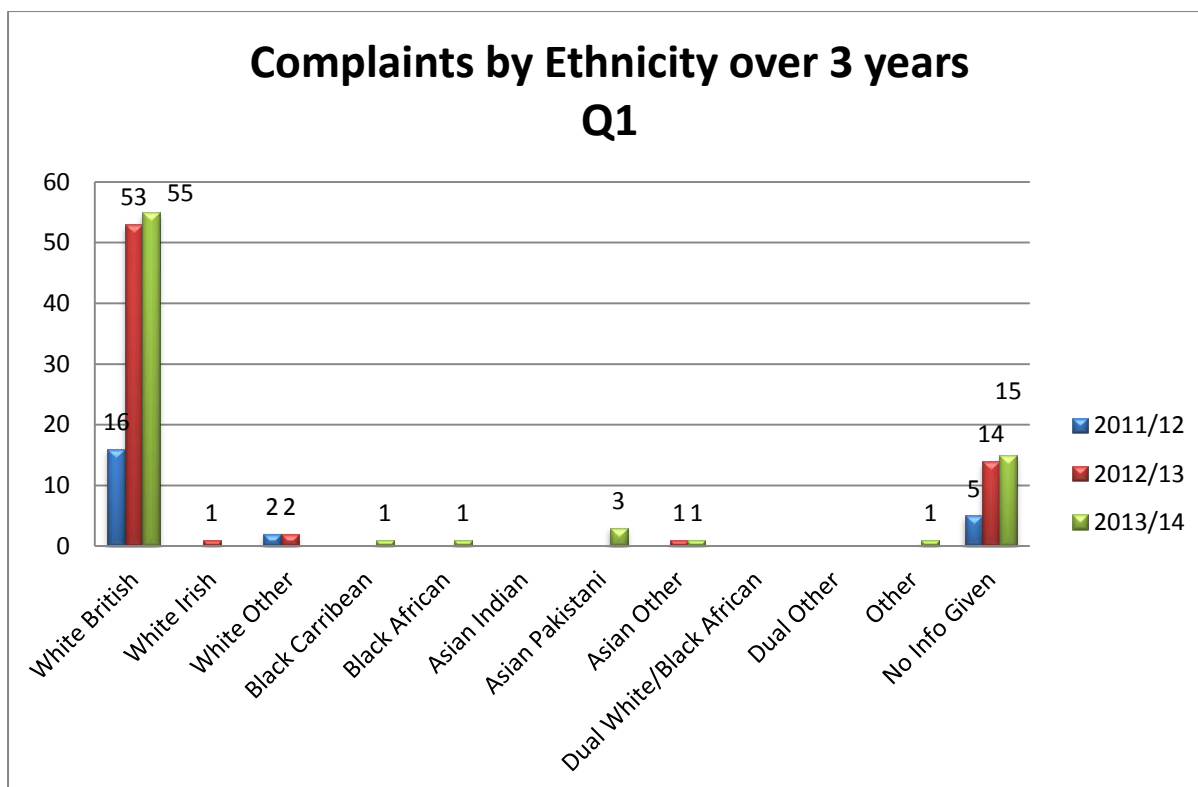


The number of stage 1 complaints have increased in Q1 compared to previous years. There appears to be no one reason for this as there are no clear trends emerging.









Breakdown of Complaint Reasons

Housing Management

Wrong colour carpet with furniture pack
 Feels staff were obstructive over mutual exchange
 Faults reported at LHO and nothing done
 Wants disabled parking bay
 Lack of window keys
 Waiting list
 Feels bypassed for property
 Bedroom dispute
 Not happy with process when Mother went into a home
 Wants anti climb paint
 Wants fencing replaced

Day to Day Repairs

Outstanding repairs x 5
 Quality of repair x 5
 Ongoing damp issues x 4
 Leaks from next door, problems to private property x 2
 Wants compensation x 2
 Scaffolding x 2
 Fencing x 2
 Broken bath panel during work
 State garden left in after void
 Wanted keys replacing after lost them
 Ongoing leak from shower
 Delays in replacing floorboards

Job not repaired
Insulation
Wants decorating vouchers

Customer Care

Appointments wanted
Enquiry Centre service standard
Compensation for stolen goods from garage

Planned Maintenance

Consent for work to party wall x 2
Doors/windows x 2
Grass cutting and blowers x 2
Kitchen

Voids

State of property x 3
Compensation
TV aerial connection

Gas

Compensation x 5
Quality of work x 2
Delays for repair x 2
Mess left after work
Damage to paintwork
Workman going to wrong address

Rent/HB

Recharges x 6
Way payments handled
Wrong rent advertised

Rehousing

Refused a property
Wants a move prioritised

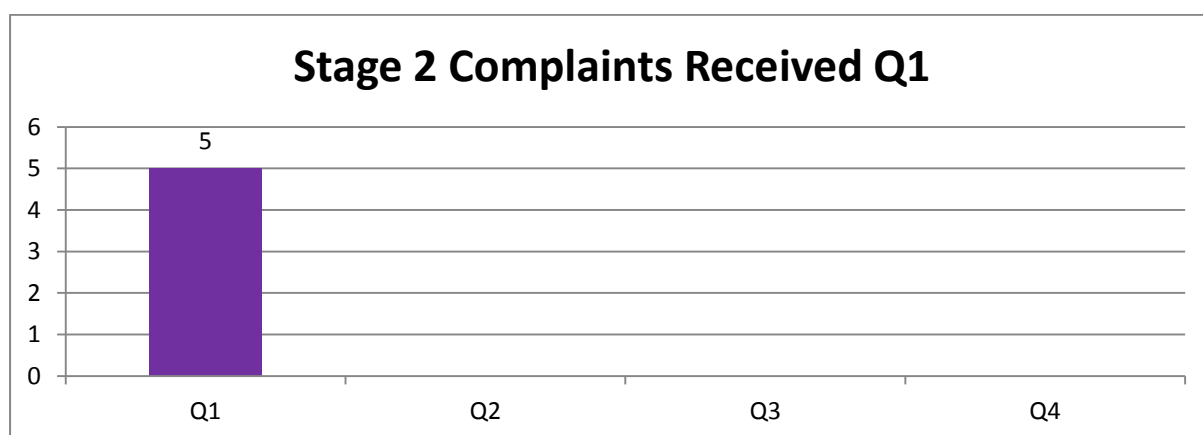
STAGE 2 COMPLAINTS

During Q1, 2013/14 there have been a total of 5 stage 2 complaints recorded. Out of these 3 (60%) were not upheld while 2 (40%) were.

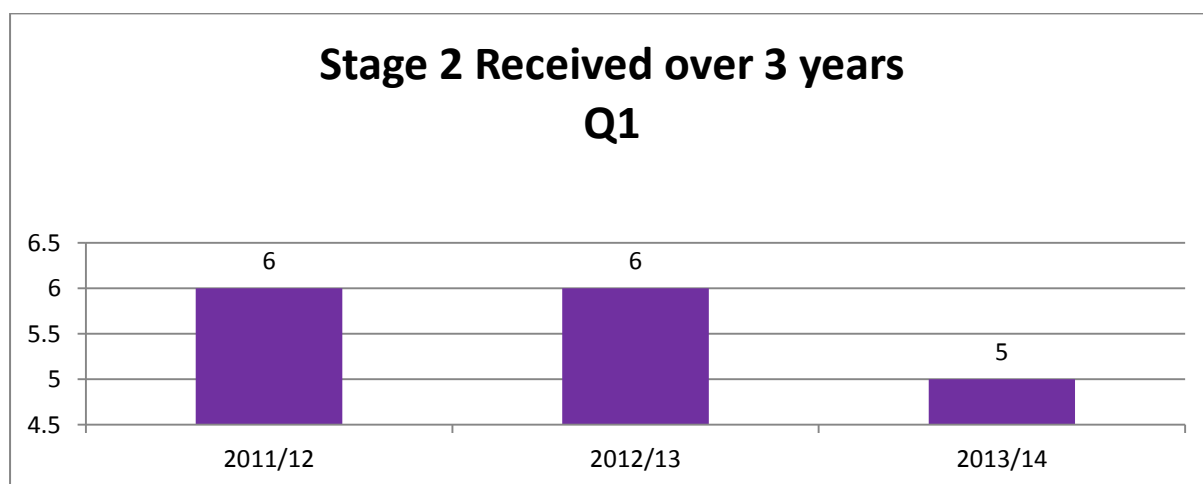
Lessons Learnt meetings have been reintroduced to address any issues which may have caused the complaint to advance to Stage 2.

Stage 2 complaints over last 3 years Q1

	2011/12	2012/13	2013/14
Q1	6	6	5



The number of complaints going to Stage 2 compared to previous years has decreased.



STAGE 3 COMPLAINTS

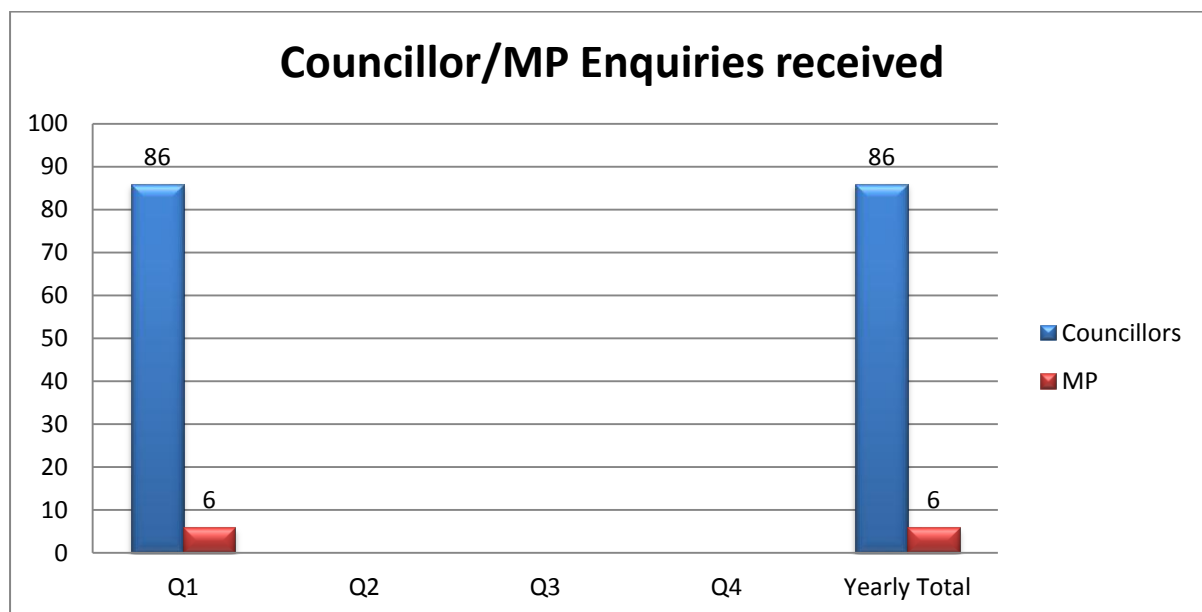
Stage 3 complaints received over last 3 years Q1

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

There have been no complaints reaching Stage 3 to date.

COUNCILLOR/MP ENQUIRIES

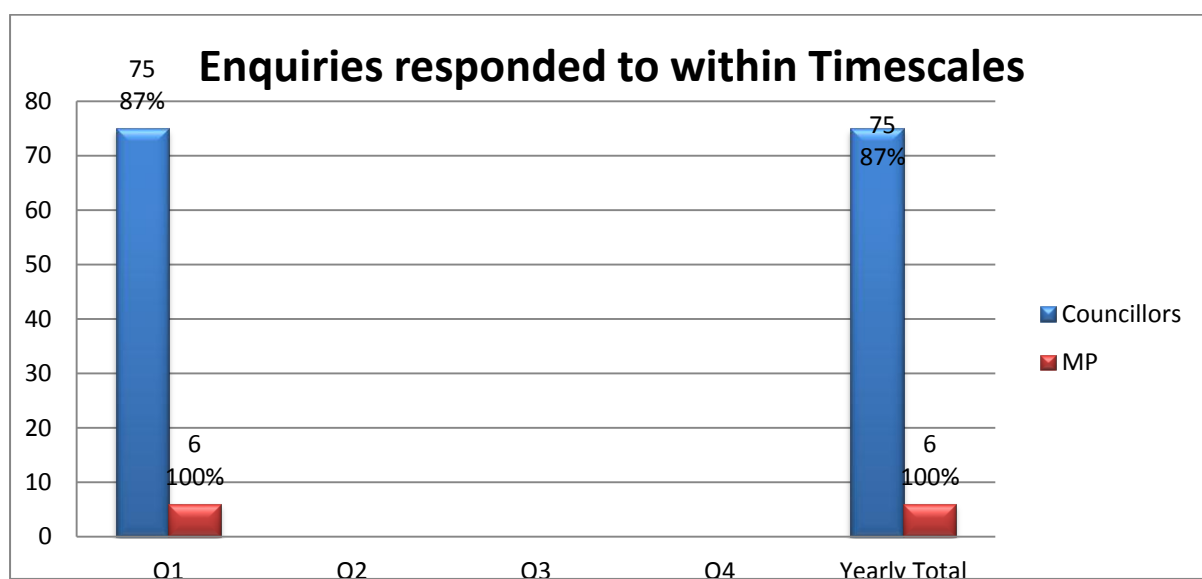
During Q1 2013/14 there were 86 Councillor and 6 MP enquiries received.



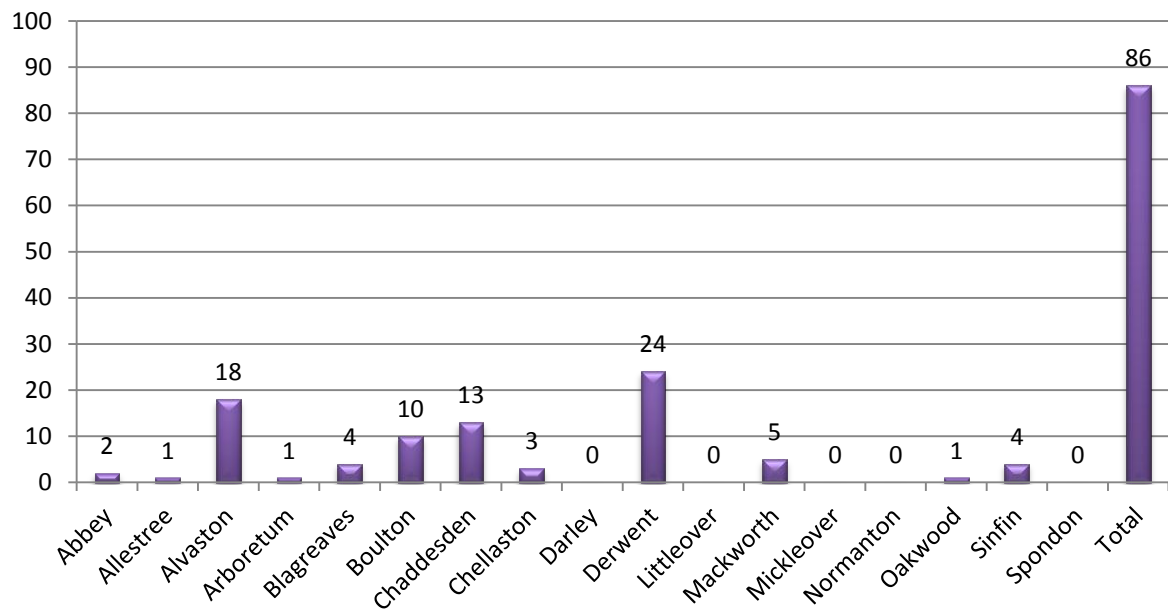
Out of these, 88% were responded to within current timescales in Q1.

Broken down this equates to 87% of Councillor enquiries and 100% of MP enquiries.

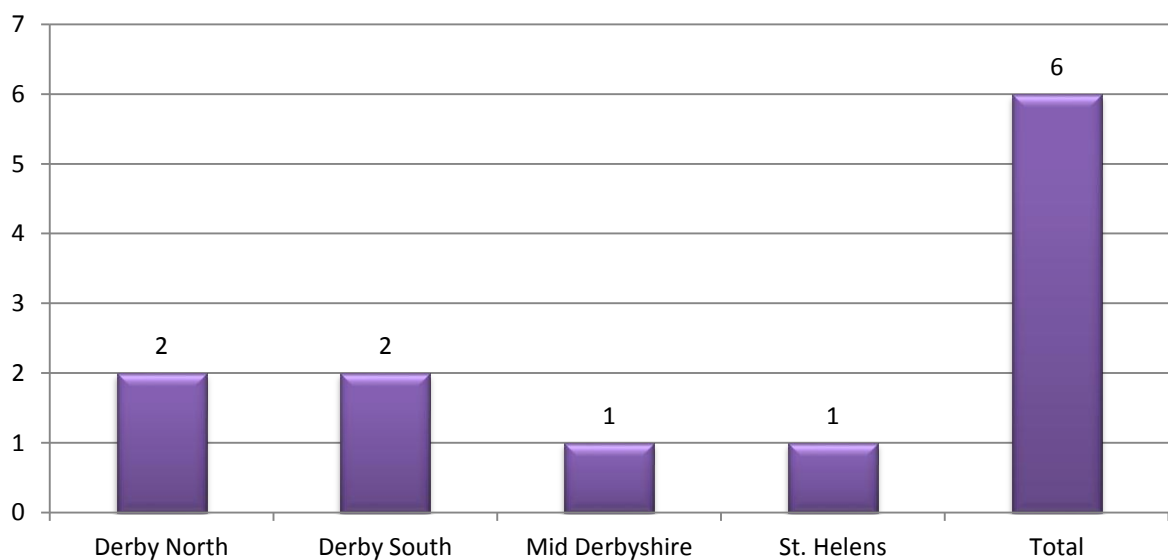
- Councillors Enquiries - 2 working days
- MP Enquiries - 7 working days



Enquiries received by Ward Q1



Enquiries received by Parliamentary Boundaries Q1



Breakdown of Enquiry Reasons

Councillor Enquiries

Gates/fencing x 10
Untidy/rubbish in gardens x 6
Outstanding repairs x 6
Wants to move x 6
Doors x 5
Update re inspection of works x 4
Grounds maintenance x 4
ASB x 3
Central heating wanted x 2
Kitchen/bathroom x 2
Cracks to garage floor due to tree roots x 2
Property in poor condition x 2
Not received downsizing payment x 2
Drugs in flats x 2
Empty property x 2
Concerns for new tenants x 2
Incorrect Housing Benefit information x 2
Subletting
Dumped rubbish
Parked caravan
Garage being used as a workshop
Permission for shed/greenhouse
New window
Wants notice board
Wants goalposts
Guttering
Boiler and radiator problems
Wants electric checking
Road being used as a shortcut
Squirrels in loft
Loose wall sockets
Wants to move gas meter
Bill received for deceased tenant
Objection received for works
Planters not maintained
Banding assessment
Arrears
Bedroom tax enquiry
Dogs
Resident only parking sign wanted
Rats

MP Enquiries

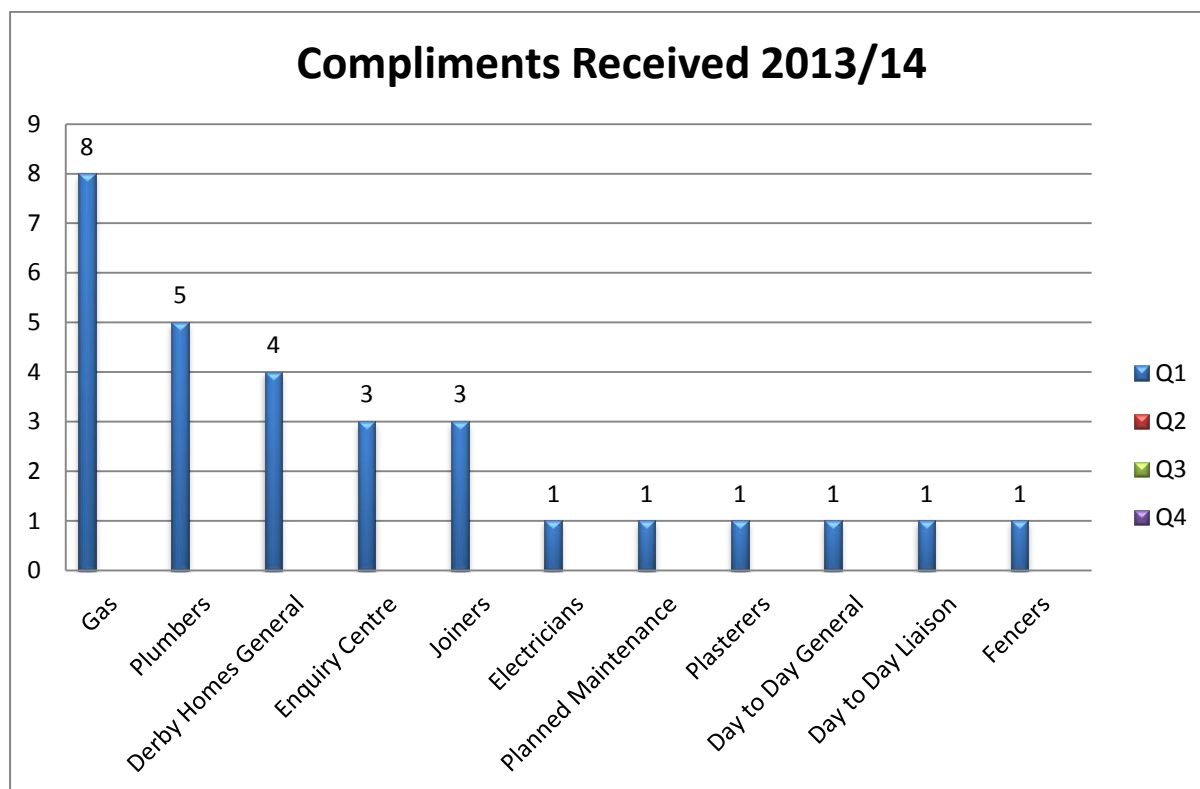
Neighbours/ASB x 2
Wants to move
Internal doors
New Build traffic concerns
Rent payment

COMPLIMENTS

During Q1 there were 29 compliments recorded. The areas receiving compliments are shown on the graph below.

Q1: 29

Yearly Total: 29



Sample of compliments received

Following on from electrical check., Mr Shaw Willson asked me to pass on to the teams concerned that he was really pleased with how they worked and were very polite and tidied up after themselves. Mr Shaw-Willson couldn't fault their work and also stated that usually it is a bunch of cowboys who turn up but today they were really good and far better than any other service guys who have been out.

Mrs Boddey rang to thank Planned maintenance for getting the gardeners out so quickly to rectify the garden, which they had left in a mess.

Miss Bloor wanted us to know that the gas engineer did an excellent job, persisting to make sure problems were resolved even when he hit difficulties.

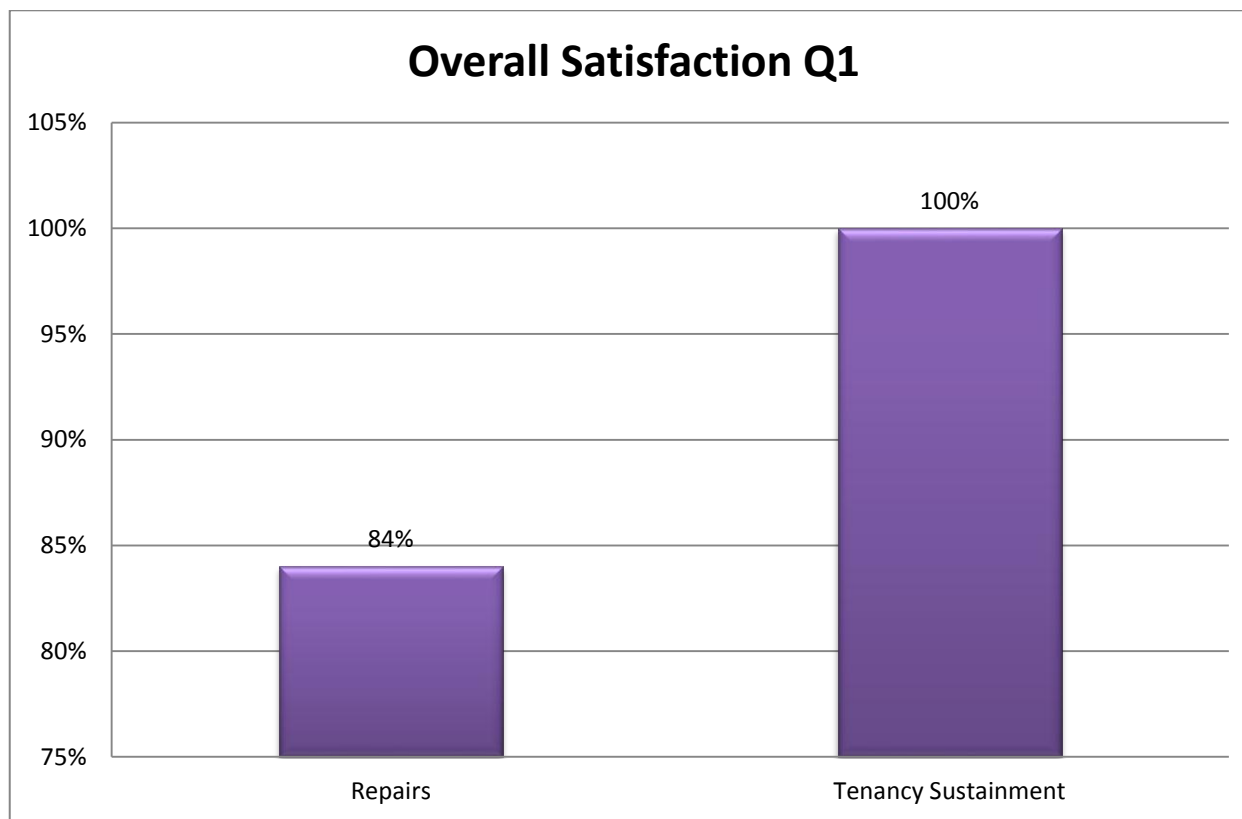
Tenant is really happy with the work and the politeness and efficiency of the workman involved for this job.

Tenant rang to say he is delighted with the service he has received today, he wanted to say a big thank you to the workman who carried out the repair

Mr Smith said the workman was very polite and efficient and he couldn't praise him highly enough.

"brilliant service from the young lady plumber she is a credit to her self and i hope she does well in the future"

Overall Satisfaction across the business for 2012/13 Quarter 1, this information is gathered from any paper surveys received.



The number of people completing these surveys were as follows:

Repairs	Tenancy Sustainment
32	5