



MEETING: SERVICE BOARD
DATE: 8 SEPTEMBER 2017
REPORT OF: CORPORATE SERVICES MANAGER
SUBJECT: COMPLAINTS - QUARTER 1 UPDATE 2017/18

STATUS

FOR INFORMATION

SUMMARY

This report presents the complaints performance for quarter one 2017/18.

ANY QUERIES REGARDING THIS REPORT SHOULD BE RAISED WITH THE AUTHOR PRIOR TO THE MEETING

RECOMMENDATION

The Service Board is asked to note this report

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NUMBER AND OUTCOME OF COMPLAINTS

11 complaints were received during quarter 1 of the 2017/18 financial year, 1 April to 30 June (8 complaints quarter 1 2016/17).

Five complaints received in the quarter are still open in Resolve, which is a concern, particularly as this was an area identified by the Scrutiny Panel review of complaints. This is the first quarter since that review and a quarterly update has been sent to the Senior Management Team to facilitate their review of these complaints with their teams. This should ensure that the case details are soon complete in Resolve. Due to staff changes and the delay in closing cases we do not yet have any satisfaction data for quarter 1. This is being addressed as a matter of urgency.

Data on percentage of complaints upheld will be updated when further complaints have been closed.

| | 2014/15 | 2015/16 | 2016/17 | 2016/17 | | | | |
|--|---------|---------|-------------|---------|----|----|----|--------|
| | | | | Q1 | Q2 | Q3 | Q4 | Target |
| Average time to issue response to "Let's Sort It" complaints | 2.01 | 3.35 | 4 | 1 | | | | - |
| Number of new "Let's Sort It" complaints per 1000 stock | 20.53 | 13.51 | 10.27 | 2.16 | | | | - |
| Percentage of "Let's Sort It" complaints responded to on time | 100% | 96% | 93% | 100% | | | | 100% |
| "Let's Sort It" Complaints upheld as % complaints responded to in full | 29% | 34% | 34% | No data | | | | - |
| Percentage of all complaints resolved at "Let's Sort It" | 83% | 88% | 85% | 82% | | | | - |
| % Customers satisfied with complaint handling (number of surveys) | 78% | 77% | 84% (18) | No data | | | | 90% |
| % Customers satisfied with complaint outcome | 73% | 85% | 79% | No data | | | | - |

NATURE OF COMPLAINTS

Complaints received related to the following service areas:

| Service area | Number of complaints | | | | | | |
|--------------------------------|----------------------|-----------|-----------|---------------|---------------|---------------|---------------|
| | 2014/15 | 2015/16 | 2016/17 | Q1 2017/18 | Q2 2017/18 | Q3 2017/18 | Q4 2017/18 |
| Allocations | 1 | 4 | 3 | 1 | | | |
| Anti Social Behaviour | - | - | 3 | 0 | | | |
| Estate services | 13 | 4 | 1 | 0 | | | |
| Tenancy management | 9 | 12 | 4 | 2 | | | |
| Rents and service charges | 2 | 4 | 3 | 2 | | | |
| Repairs and maintenance | 45 | 22 | 24 | 6 | | | |
| Staff and customer services | 2 | 2 | 2 | 0 | | | |
| Other | 4 | 2 | 1 | 0 | | | |
| Total | 76 | 50 | 41 | 11 | | | |

LESSONS LEARNT

Lessons learnt from complaints in the quarter include:

- Rents and Service charges – Keeping clear process notes. Holding a post-implementation meeting to review the process and make improvements for next year. Bringing in new software (Civica CX) to reduce manual errors. Closer working between Finance and Development Teams regarding sales of properties and associated charges to customers
- Repairs and maintenance – Ensuring all repair details are passed to contractor so they have full information to complete the work ordered