



Complaint Performance Repairs & Maintenance: Quarter 4 19/20

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Introduction

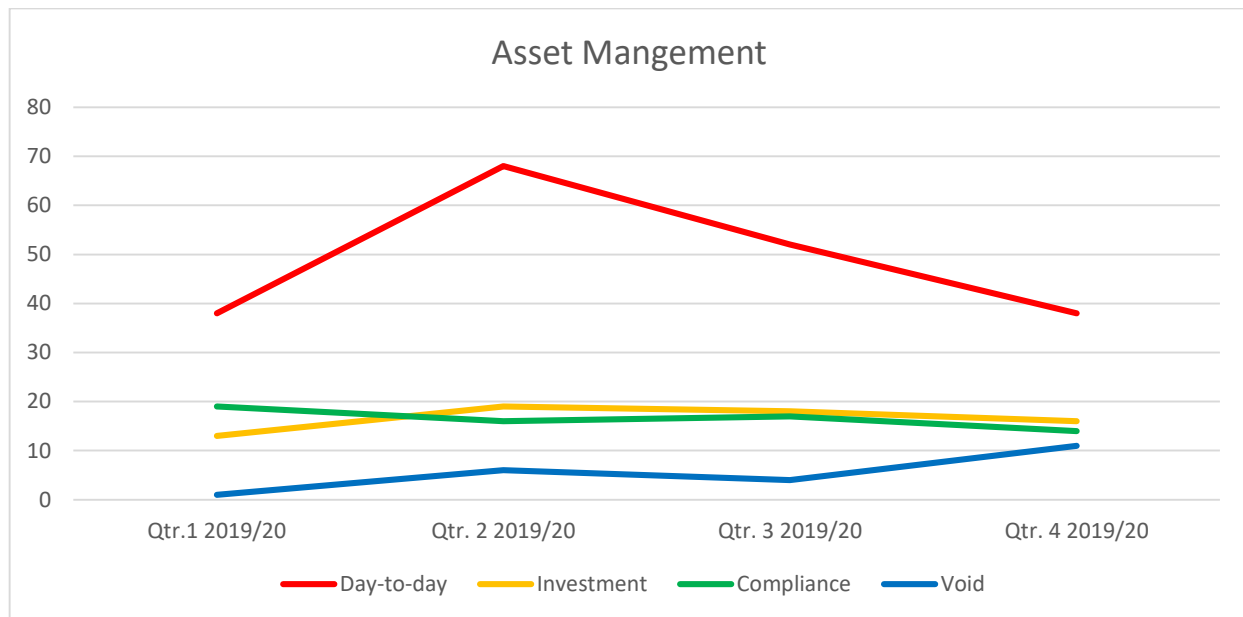
While we try to make sure that we do everything right first time, sometimes we get things wrong and customers may want to make a complaint. Although we try to ensure that our customers don't feel that they need to make a complaint we welcome them as they give us an opportunity to improve our services. Customer feedback helps us to do things better next time.

Currently, the Performance and Customer Insight Team manage customer complaints on behalf of all teams within One Vision Housing (OVH). This includes repairs and investment works carried out by Sovini Property Services.

This report contains details of those complaints for the financial quarter from 1st January 2020-31st March 2020 specifically for One Vision Housing's Asset Management Teams.

If you require any clarification or further detail please contact Katie Chandley
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Executive Summary



Trends Identified:

- Decrease in Day-to-Day complaints however the upheld percentage has increased.
- Increase in Void complaints and the upheld percentage.
- Decrease in Investment complaints however the upheld percentage has increased.
- Decrease in Compliance complaints however the upheld percentage has increased.
- Upheld complaints were in relation to: too long to carry out work, communication, poor work.
- Decrease in escalations from stage 1 to stage 2 in quarter 3 (17) to quarter 4 (9).
- Increase in stage 2 complaints being responded to within target time and handling time has decreased from 9.1 days (Q3) to 8.4 (Q4).

Complaint Performance

The below table outlines complaint management performance for the last 4 quarters. This includes complaints for all the asset teams.

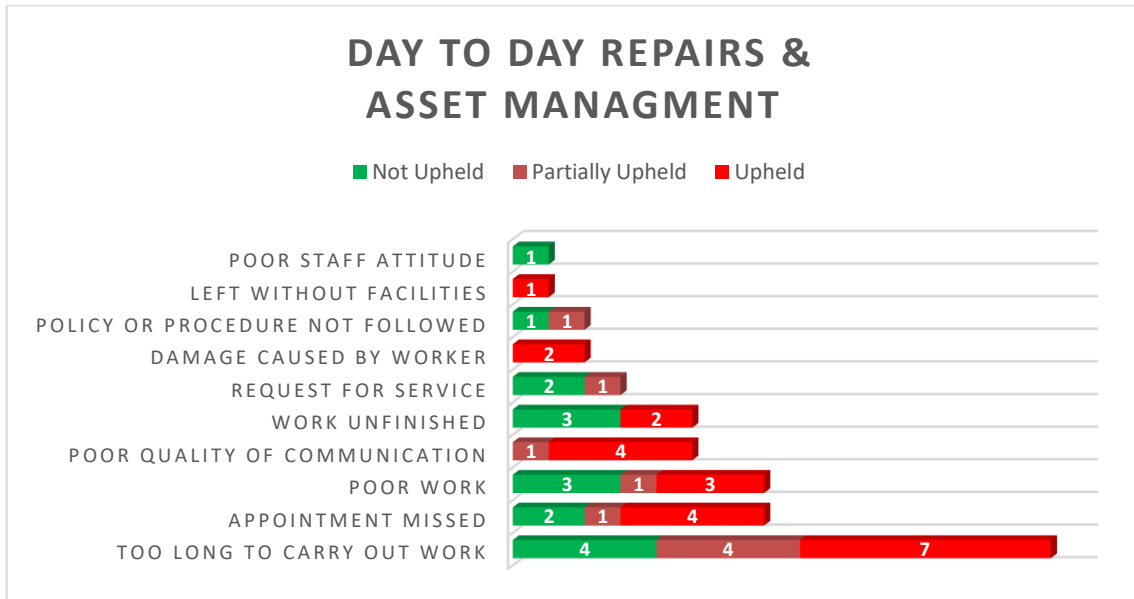
	Qtr 1 19/20	Trend	Qtr 2 19/20	Trend	Qtr 3 19/20	Trend	Qtr 4 19/20
Number of Stage 1 complaints closed	65	↑	99	↓	97	↓	91
% of complaints resolved at Stage 1	89%	↓	85%	↔	85%	↑	89%
% of Stage 1 complaints responded to within target time	100%	↓	99%	↑	100%	↔	100%
Average number of working days to resolve a Stage 1 complaint	6.4	↑	6.9	↑	7.4	↔	7.4
% of Stage 1 complaints upheld or partially upheld	68%	↓	66%	↓	57%	↑	71%
Stage 2							
Number of Stage 2 complaints closed	8	↑	16	↓	15	↓	9
% of Stage 2 complaints responded to within target time	100%	↓	50%	↑	100%	↔	100%
Average number of working days to resolve a Stage 2 complaint	8.6	↑	12.7	↓	9.1	↓	8.4
% of Stage 2 complaints upheld or partially upheld	50%	↓	44%	↑	53%	↑	56%

The survey numbers are too low to divide by service area, so these results are for all OVH closed complaints, regardless of the service area they relate to.

	Qtr 1 19/20	Trend	Qtr 2 19/20	Trend	Qtr 3 19/20	Trend	Qtr 4 19/20
% of customers satisfied with complaint handling	71%	↓	59%	↓	56%	↑	64%
% of customers satisfied with complaint outcome	68%	↓	55%	↑	58%	↔	58%

Day to Day Repairs & Asset Management

	Quarter 1 2019/20		Quarter 2 2019/20		Quarter 3 2019/20		Quarter 4 2019/20	
Received	38	↑	68	↓	52	↓	48	
% Upheld	68%	↓	66%	↓	56%	↑	65%	



Fault Category Review

Day to day complaints have seen a decrease in the number of complaints but an increase in the upheld percentage.

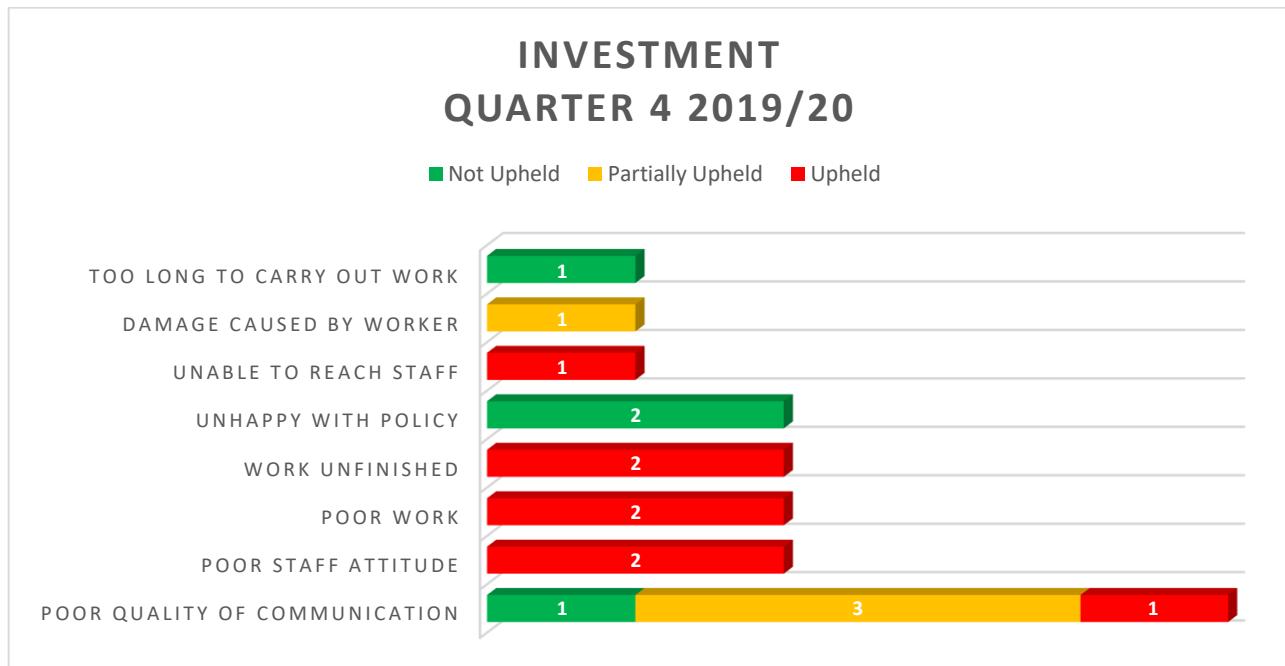
The categories with the most upheld complaints are too long to carry out work, appointment missed and poor work.

The lessons learnt from these categories are:

- for work to be completed as soon as possible within Service Level Agreement and if it can't there needs to be open and transparent communication with the customer
- more complex jobs need to be managed more efficiently so that the job raised includes all work needed to be completed
- appointments are not rearranged or cancelled last minute and so the correct trade are on site at the correct time reducing any unnecessary delays.

Investment

	Quarter 1 2019/20		Quarter 2 2019/20		Quarter 3 2019/20		Quarter 4 2019/20	
Received	13	↑	19	↓	18	↓	16	
% Upheld	62%	↓	47%	↑	72%	↑	75%	



Fault Category Review

Investment have seen a slight decrease in the number of complaints but a slight increase in the upheld percentage.

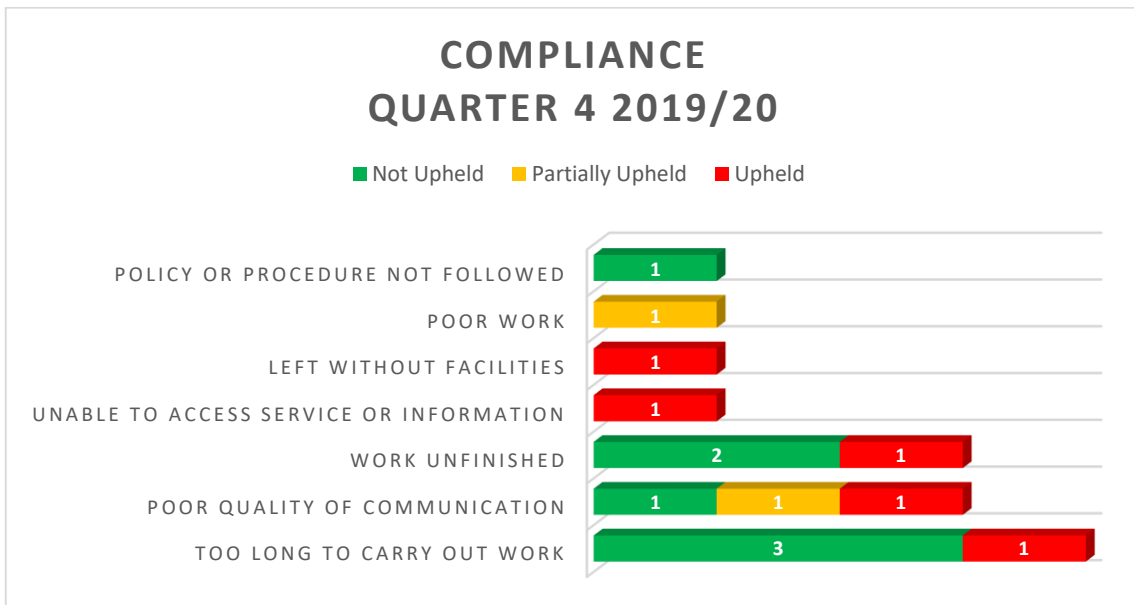
The categories with the most upheld complaints are quality of communication, poor staff attitude, poor work and work unfinished.

The lessons learnt are:

- complaints that involved the conduct of staff (staff attitude, poor workmanship and leaving materials on site) need to be discussed during contractor meetings so that they do not continue to occur
- investment also need to be more sensitive to customers when communicating with them particularly around us completing intrusive work.

Compliance

	Quarter 1 2019/20		Quarter 2 2019/20		Quarter 3 2019/20		Quarter 4 2019/20	
Received	19	↓	16	↑	17	↓	14	
% Upheld	58%	↓	50%	↓	35%	↑	50%	



Fault Category Review

Compliance have seen a decrease in the number of complaints but an increase in the upheld percentage.

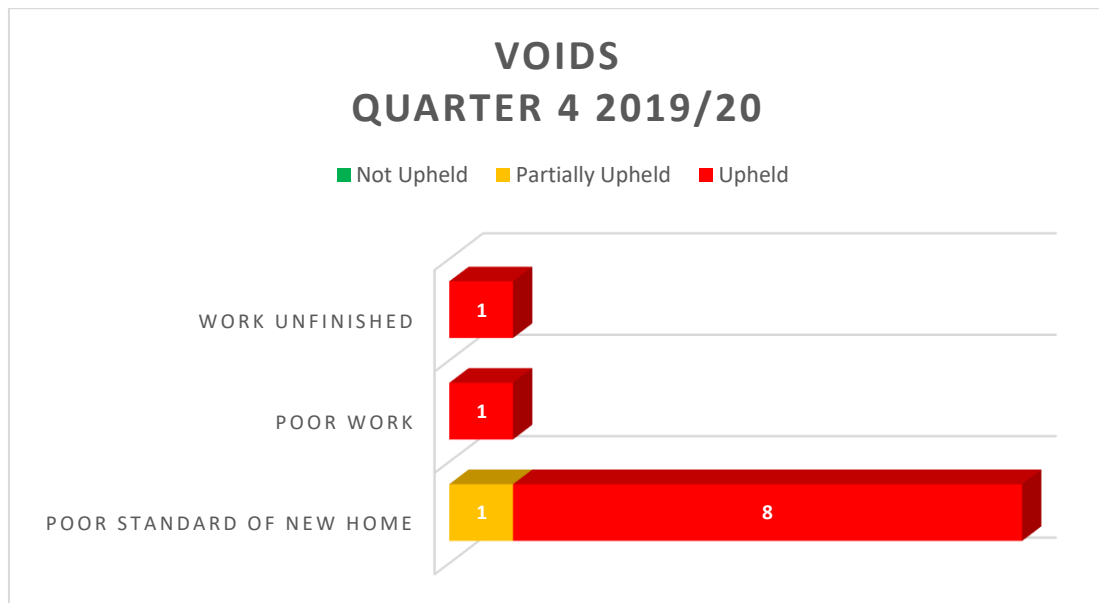
The category with the most upheld complaints is poor quality of communication. Too long to carry out work, work unfinished, unable to access service and left without facilities all have one upheld complaint.

The lesson learnt are:

- customers need to be kept informed if there are changes or cancellations to appointments and for all operatives to make sure they are courteous and friendly when in customers' homes.
- the Compliance Team need to work closely with the call centre to make customers aware they may receive a 'heavily worded' gas letter if they change their appointment for a genuine reason and/or the team need look to see if there is any way to stop the letters being sent as two of the complaints are in relation to the gas letters.

Voids

	Quarter 1 2019/20		Quarter 2 2019/20		Quarter 3 2019/20		Quarter 4 2019/20	
Received	3	↑	6	↓	4	↓	11	
% Upheld	100%	↔	100%	↓	75%	↓	100%	



Fault Category Review

Voids have seen both an increase in the number of complaints and the upheld percentage.

All of the complaints are in relation to the property not being up to standard for a new tenant.

The lessons learnt are:

- the Neighbourhood Services and the Asset Team need to work closer together to manage the customers' expectations or fulfill the promise to the customer in relation to work on tenancy appointments as a number of the complaints are in relation to the amount or length of time to complete the needed work.

End to End Reviews

We have completed end to end reviews of complaints where the complainant was either dissatisfied or the complaint was escalated, to see if there is anything we could have been done differently or better.

	Total	Potentially Avoidable
Escalations	8	2
Dissatisfied	13	6

Trends Identified:

- Letters not answering all issues raised during the complaint.
- Agreed remedial work, arranged as a resolution, not completed and not diarised for someone to check on it.
- Incorrect information provided by Assets to Neighbourhoods.
- Neighbourhoods not making contact before letter sent to make sure the customer is happy with the proposed outcome.

Compliments

The table below shows the number of compliments recorded, by team.

	Quarter 1 2019/20		Quarter 2 2019/20		Quarter 3 2019/20		Quarter 4 2019/20
SPS	16	↑	39	↓	22	↑	78
Asset Management	-	↑	3	↓	2	↔	2
Investment	-	↑	4	↓	1	↑	3
Compliance	-	↔	-	↔	-	↔	-