



Complaint Performance Housing & Support Services: Quarter 4 19/20

Report Compiled by **Katie Chandley**
Customer Complaints Coordinator

Contents

- 1. Introduction**
- 2. Executive Performance**
- 3. Volume of Complaints**
 - a. Community Safety/CCTV**
 - b. Neighbourhood Services**
 - c. Customer Access/Service**
- 4. End to End Reviews**
- 5. Compliments**

Introduction

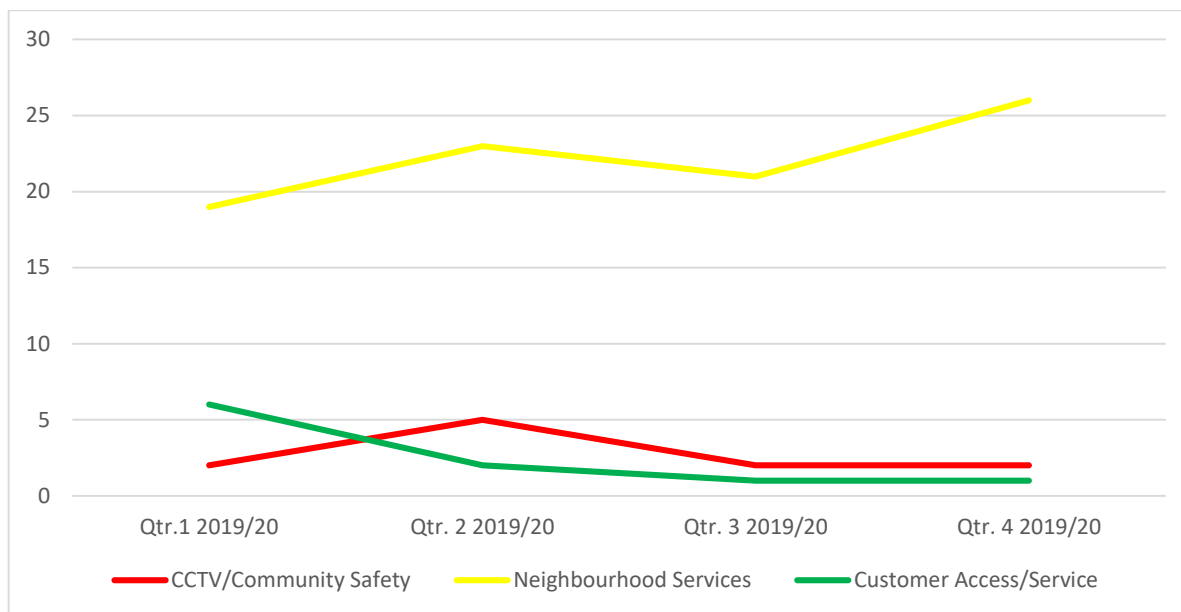
While we try to make sure that we do everything right first time, sometimes we get things wrong and customers may want to make a complaint. Although we try to ensure that our customers don't feel that they need to make a complaint we welcome them as they give us an opportunity to improve our services.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

If you require any clarification or further detail please contact Katie Chandley
Kaite.chandley@sovini.co.uk

Executive Summary



Trends Identified:

- Increase in Neighbourhood complaints.
- Both Customer Service Centre and CCTV have maintained low complaint numbers however both upheld percentages have increased.
- Escalations from stage 1 to stage 2 have increased from quarter 3 (2) to quarter 4 (5).
- All stage 2 complaints were responded to within target time and handling time has decreased from 10 days (Q3) to 8 days (Q4).

Complaint Performance

The below table outlines complaint management performance for the last 4 quarters. This includes complaints from all Housing Advice and Support Services.

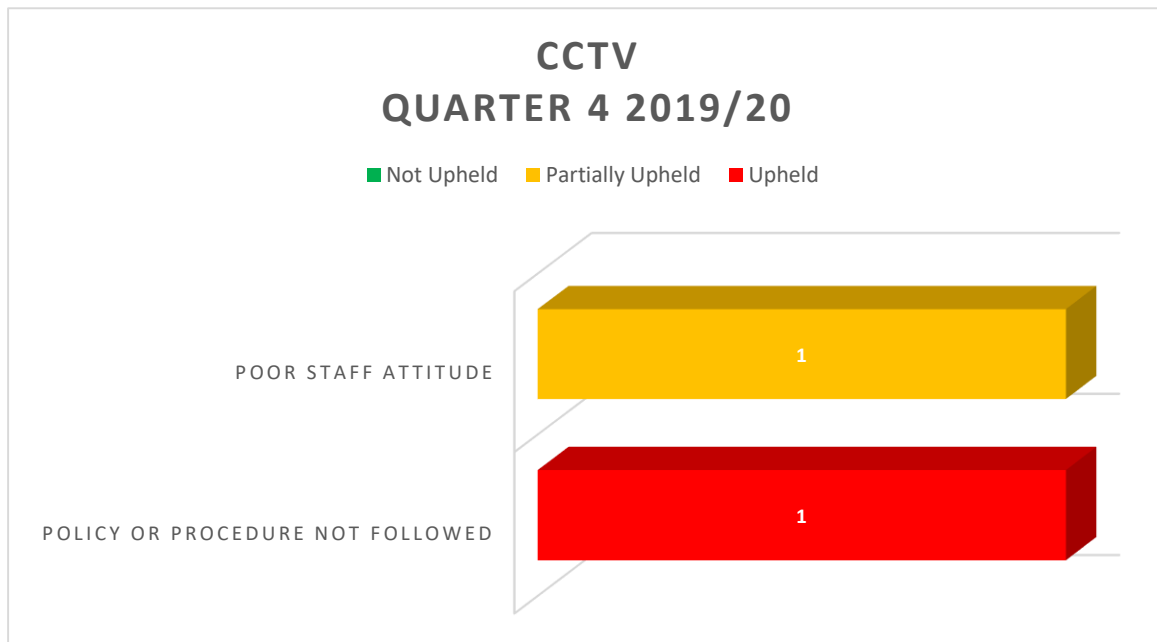
| | Qtr 1 19/20 | Trend | Qtr 2 19/20 | Trend | Qtr 3 19/20 | Trend | Qtr 4 19/20 |
|---|----------------|-------|----------------|-------|----------------|-------|----------------|
| Number of Stage 1 complaints closed | 23 | ↑ | 26 | ↓ | 23 | ↑ | 29 |
| % of complaints resolved at Stage 1 | 89% | ↓ | 81% | ↑ | 96% | ↓ | 79% |
| % 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 | ↔ | 6.9 | ↑ | 7.0 |
| % of Stage 1 complaints upheld or partially upheld | 52% | ↑ | 65% | ↓ | 46% | ↑ | 75% |
| Stage 2 | | | | | | | |
| Number of Stage 2 complaints closed | 3 | ↑ | 5 | ↓ | 1 | ↑ | 5 |
| % 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 | ↓ | 10.0 | ↓ | 8.0 |
| % of Stage 2 complaints upheld or partially upheld | 66% | ↓ | 20% | ↓ | 0% | ↑ | 60% |

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% |

Community Safety/CCTV

| | Quarter 1 2019/20 | | Quarter 2 2019/20 | | Quarter 3 2019/20 | | Quarter 4 2019/20 | |
|----------|----------------------|---|----------------------|---|----------------------|---|----------------------|--|
| Received | 2 | ↑ | 5 | ↓ | 2 | ↔ | 2 | |
| % Upheld | 0% | ↑ | 20% | ↑ | 100% | ↔ | 100% | |



Fault Category Review

CCTV received 2 upheld formal complaints in quarter 4 which is the same received in the previous quarter.

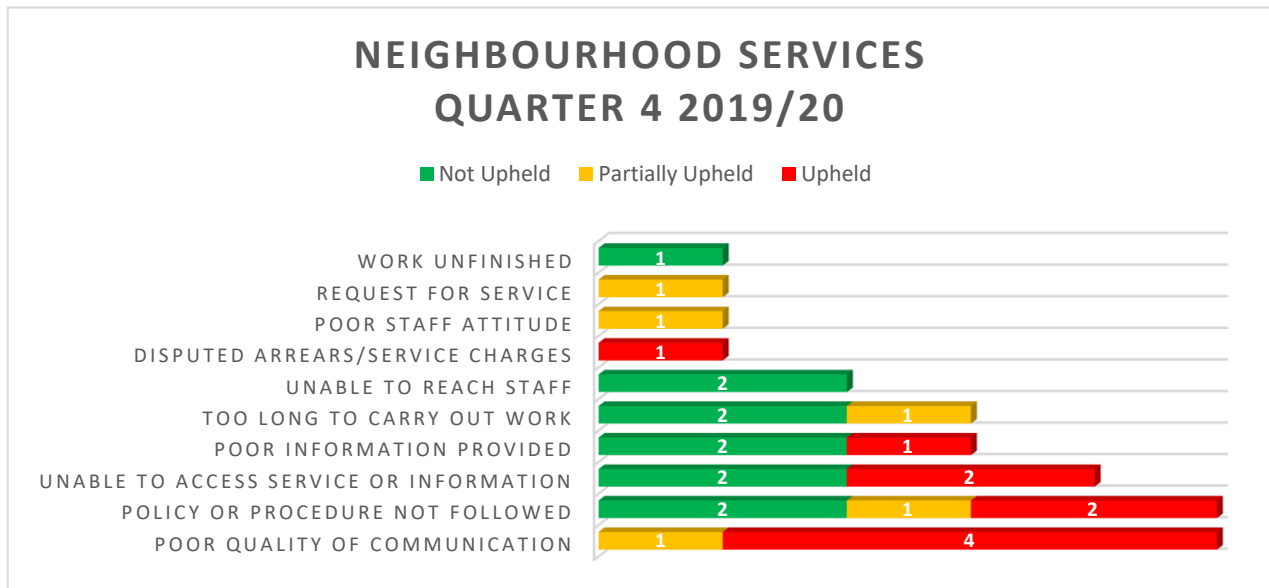
The complaints were tagged as poor staff attitude and policy or procedure not followed.

The lessons learnt are:

- the CCTV advisors to fully record on all systems when they have allocated out of hours jobs to the operatives and to be apologetic if a customer rings to chase when an operative is attending an emergency.
- if a customer reports a leak from the flat above the CCTV advisor should always send an operative even if they cannot reach the occupier of the flat above because if the leak is causing a lot of damage to the flat below the water can be turned off for the whole block.

Neighbourhood Services

| | Quarter 1 2019/20 | | Quarter 2 2019/20 | | Quarter 3 2019/20 | | Quarter 4 2019/20 | |
|----------|----------------------|---|----------------------|---|----------------------|---|----------------------|--|
| Received | 19 | ↑ | 23 | ↓ | 21 | ↑ | 26 | |
| % Upheld | 42% | ↑ | 57% | ↓ | 43% | ↑ | 58% | |



Fault Category Review

Neighbourhoods have seen an increase in both complaints and the upheld percentage.

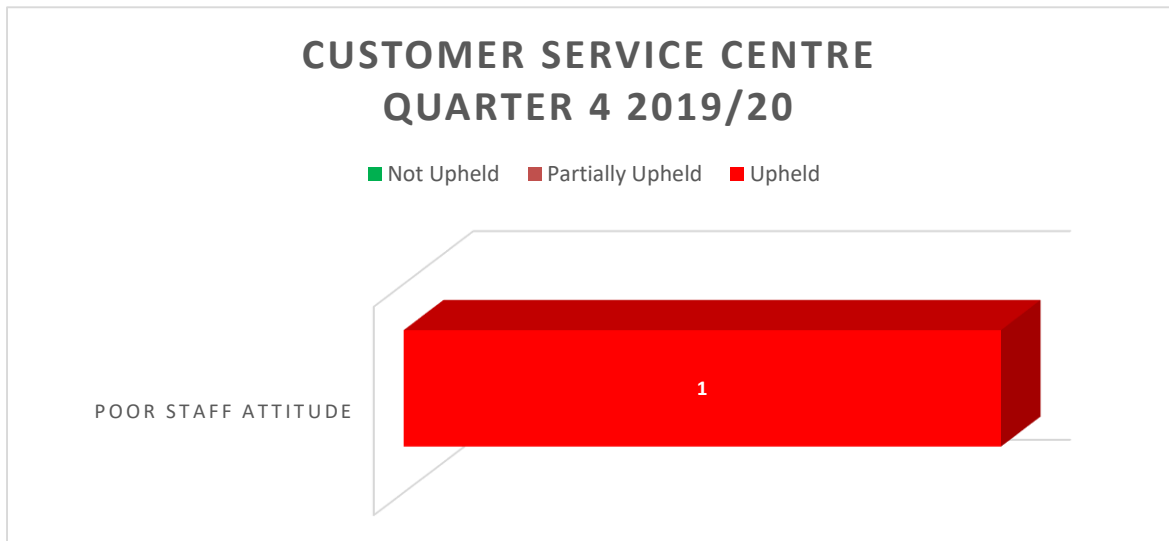
The categories with the most upheld complaints is poor quality of communication, policy or procedure not followed and unable to access service or information.

The lessons learnt are:

- for wording of garage rent arrear letters tone to be considered more carefully before sending; three of the upheld complaints in poor quality of communication where in relation to these letters.
- all colleagues need to make sure they use the preferred method of contact for all customers when sending out information.
- Neighbourhood Officers need to make sure they are following the correct procedure; for example, complete letter drops, pest problems and inappropriate parking.

Customer Access/Service

| | Quarter 1 2019/20 | | Quarter 2 2019/20 | | Quarter 3 2019/20 | | Quarter 4 2019/20 | |
|----------|----------------------|---|----------------------|---|----------------------|---|----------------------|--|
| Received | 6 | ↓ | 2 | ↓ | 1 | ↔ | 1 | |
| % Upheld | 83% | ↑ | 100% | ↓ | 0% | ↑ | 100% | |



Fault Category Review

Customer Access have seen one formal complaint regarding staff attitude which was upheld.

The lesson learnt was for advisors to have empathy especially when discussing PPP as a customer wanting to move can be very emotive. The advisor received empathy training and listened to their call and the call where the complaint was made so they could understand how their call made the customer feel.

End to End Reviews

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

| | Total | Potentially Avoidable |
|--------------|-------|-----------------------|
| Escalations | 4 | 1 |
| Dissatisfied | 1 | 1 |

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.
- Neighbourhoods not following up with agreed action at a later date.

Compliments

The below table shows the number of compliments recorded by the Performance and Customer Insight Team throughout Quarter 4 2019/20 for each Housing Advice and Support Services.

| | Quarter 1 2019/20 | | Quarter 2 2019/20 | | Quarter 3 2019/20 | | Quarter 4 2019/20 |
|-------------------------|----------------------|---|----------------------|---|----------------------|---|----------------------|
| Neighbourhood Services | 4 | ↑ | 9 | ↔ | 9 | ↑ | 12 |
| Independent Living | 1 | ↑ | 4 | ↓ | 3 | ↑ | 6 |
| Customer Access/Service | 7 | ↑ | 27 | ↓ | 16 | ↑ | 19 |
| Aids & Adaptations | - | ↑ | 1 | ↑ | 2 | ↓ | - |
| Community Safety/CCTV | - | ↔ | - | ↑ | 2 | ↓ | 1 |