



Complaint Performance Housing & Support Services: Quarter 1 20/21

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Introduction

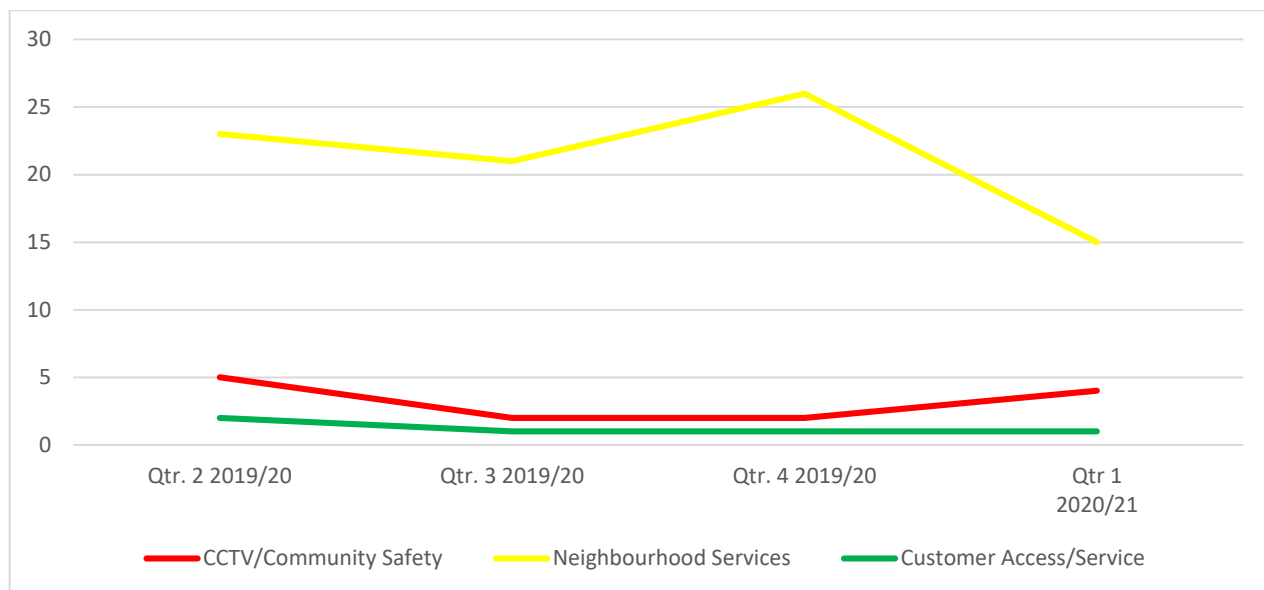
While we try to make sure that we do everything right first time, sometimes we get things wrong and customers may want to make a complaint. Although we try to ensure that our customers don't feel that they need to make a complaint we welcome them as they give us an opportunity to improve our services. 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 April 2020 – 30th June 2020 specifically for One Vision Housing's Housing & Support Services Teams.

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



Trends Identified:

- Decrease in Neighbourhood complaints.
- Both Customer Service Centre and CCTV have maintained low complaint numbers.
- Escalations from stage 1 to stage 2 have decreased from quarter 4 (5) to quarter 1 (2).
- All stage 2 complaints were responded to within target time and handling time has increased from 8 days (Q4) to 8.5 days (Q1).

Complaint Performance

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

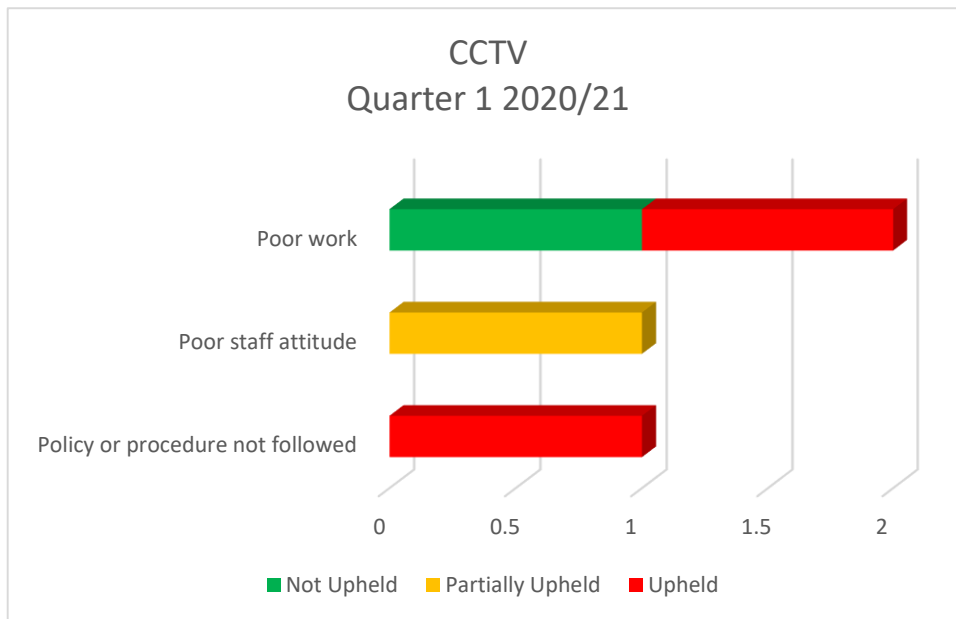
	Qtr 2 19/20	Trend	Qtr 3 19/20	Trend	Qtr 4 19/20	Trend	Qtr 1 20/21
Number of Stage 1 complaints closed	26	↓	23	↑	29	↓	22
% of complaints resolved at Stage 1	81%	↑	96%	↓	79%	↑	91%
% of Stage 1 complaints responded to within target time	99%	↑	100%	↔	100%	↔	100%
Average number of working days to resolve a Stage 1 complaint	6.9	↔	6.9	↑	7.0	↑	7.9
% of Stage 1 complaints upheld or partially upheld	65%	↓	46%	↑	75%	↓	50%
Number of Stage 2 complaints closed	5	↓	1	↑	5	↓	2
% of Stage 2 complaints responded to within target time	50%	↑	100%	↔	100%	↔	100%
Average number of working days to resolve a Stage 2 complaint	12.7	↓	10.0	↓	8.0	↑	8.5
% of Stage 2 complaints upheld or partially upheld	20%	↓	0%	↑	60%	↓	0%

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 2 19/20	Trend	Qtr 3 19/20	Trend	Qtr 4 19/20	Trend	Qtr 1 20/21
% of customers satisfied with complaint handling	59%	↓	56%	↑	64%	↓	60%
% of customers satisfied with complaint outcome	55%	↑	58%	↔	58%	↔	58%

Community Safety/CCTV

	Quarter 2 2019/20		Quarter 3 2019/20		Quarter 4 2019/20		Quarter 1 2020/21
Received	5	↓	5	↓	2	↑	4
% Upheld	20%	↑	20%	↑	100%	↓	75%



Fault Category Review

CCTV received 4 formal complaints in quarter one, three of which were upheld or partially upheld.

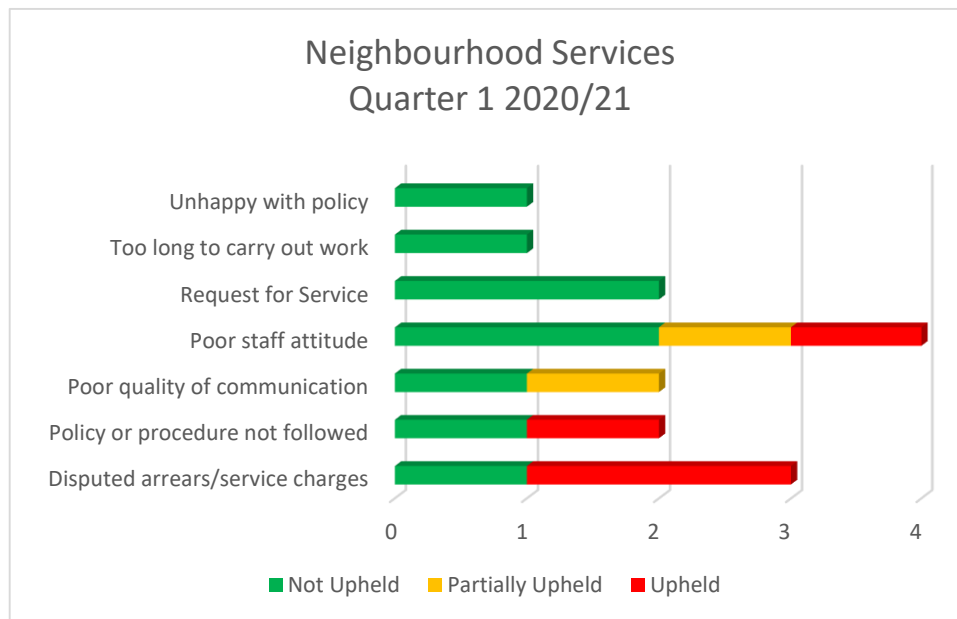
The complaints were tagged as poor staff attitude, policy or procedure not followed and poor work.

The lessons learnt are:

- the CCTV advisors to check with the SPS Supervisor on call whether to send an operative if they are unsure.
- continual customer care refresher training to be completed with all CCTV advisors.

Neighbourhood Services

	Quarter 2 2019/20		Quarter 3 2019/20		Quarter 4 2019/20		Quarter 1 2020/21
Received	23	↓	21	↑	26	↓	15
% Upheld	57%	↓	43%	↑	58%	↓	40%



Fault Category Review

Neighbourhoods have seen a decrease in both complaints and the upheld percentage.

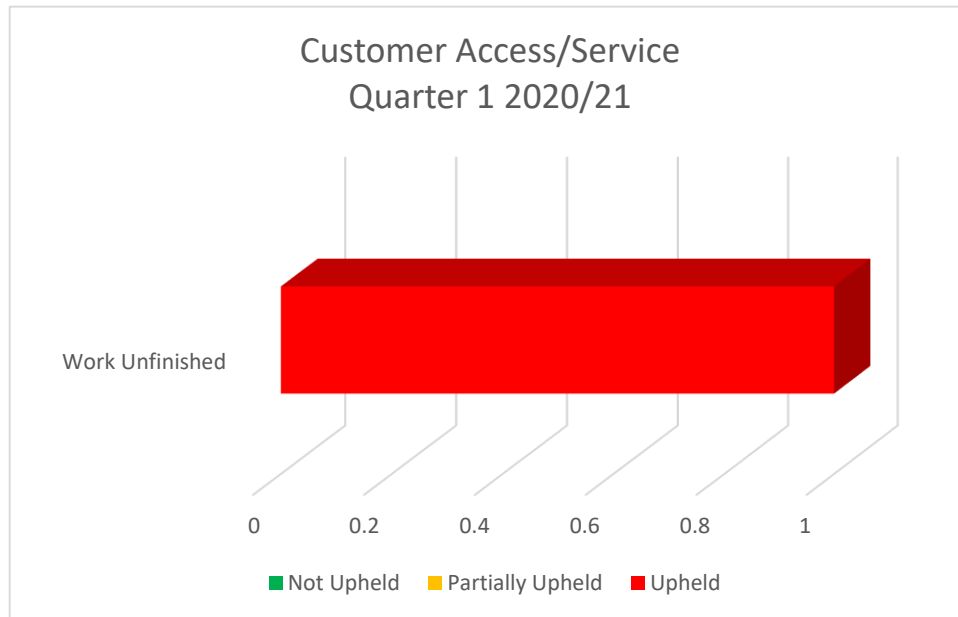
The categories with the most upheld complaints is disputed arrears/service charge, policy or procedure not followed and poor staff attitude.

The lessons learnt are:

- ensure rent increase letters clearly explains how the rent free week(s) work for tenants and their direct debits.
- all colleagues to keep calm on the phone to customers. If customers are becoming irate on the phone explain that the call will be terminated if they continue and terminate if they do continue.
- Neighbourhood Officers need to make sure they are following the correct procedure; for example, complete letter drops and pest problems.

Customer Access/Service

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



Fault Category Review

Customer Access have seen one formal complaint regarding work unfinished which was upheld.

The lesson learnt was for advisors to double check the 'requiring validation' folder.

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	3	1
Dissatisfied	1	1

Trends Identified:

- Letters not answering all issues raised during the complaint.
- 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.
- Letters not including sympathy – even if the complaint is not upheld the letters can include an expression of regret.

Compliments

The below table shows the number of compliments recorded by the Performance and Customer Insight Team throughout Quarter 1 2020/21 for each Housing Advice and Support Services.

	Quarter 2 2019/20		Quarter 3 2019/20		Quarter 4 2019/20		Quarter 1 2020/21
Neighbourhood Services	9	↔	9	↑	12	↓	6
Independent Living	4	↓	3	↑	6	↓	2
Customer Access/Service	27	↓	16	↑	19	↓	17
Aids & Adaptations	1	↑	2	↓	-	↔	-
Community Safety/CCTV	-	↑	2	↓	1	↔	1