



Plus Dane Housing

COMPLAINT *HANDLING*

Annual Summary 2019 | 20

Contents

1. Performance summary
2. Complaints by theme
3. Complaints by service area
4. Compensation
5. Learning from complaints
6. Customer satisfaction
7. Housing Ombudsman
8. Compliments
9. MP Enquiries
10. Conclusions
11. References

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1. Performance Summary

1.1 Total no of complaints closed in the period	2017-18		2018-19		2019-20	
No of complaints closed	636		613		603	
No of complaints closed per 1000 properties	55		53		51	
Average no of complaints closed per month	53.0		51.0		50.2	
1.2 No and % of complaints closed at each stage	No	%	No	%	No	%
No of complaints closed at stage 0 – Quick Resolution	309	48.6	501	81.7	490	81.2
No of complaints closed at stage 1 – Complaint Investigation	317	49.8	99	16.2	103	17.1
No of complaints closed at stage 2 – Review	9	1.4	13	2.1	10	1.7
No of complaints closed at stage 3 – Appeal (removed from process 2017)	1	0.2	n/a	n/a	n/a	n/a
1.3 No and % of closed complaints responded to in timescale (KPI035) Target 90%						
Total no and % of complaints responded to in timescale	294	46.2	513	83.7	599	99.3
No of closed stage 0 complaints responded to in target (5 days)	170	57.8	423	69.0	490	81.1
No of closed stage 1 complaints responded to in target (10 days)	123	41.8	80	13.1	102	16.9
No of closed stage 2 complaints responded to in target (20 days)	1	0.2	10	1.6	8	1.3
No of closed stage 3 complaints responded to in target (20 days)	0	0.0	n/a	n/a	n/a	n/a
1.4 No and % of complaints upheld and not upheld at each stage (KPI018) Target <67%						
No and % of complaints upheld/partially upheld	408	64.2	417	68.0	364	60.4
No and % of complaints not upheld	228	35.8	196	32.0	239	39.6
Stage 0 – Quick Resolution						
No and % of complaints upheld/partially upheld	208	67.3	341	55.6	299	49.6
No and % of complaints not upheld	101	32.7	160	26.1	191	31.7
Stage 1 – Investigation						
No and % of complaints upheld/partially upheld	192	60.6	65	10.6	60	10.0
No and % of complaints not upheld	125	40.5	34	5.5	43	7.1
Stage 2 - Review						
No and % of complaints upheld/partially upheld	7	77.8	11	1.8	5	0.8
No and % of complaints not upheld	2	22.2	2	0.3	5	0.8
Stage 3 - Appeal (removed from complaint process 2017)						
No and % of complaints upheld/partially upheld	1	100	n/a	n/a	n/a	n/a
No and % of complaints not upheld	0	0	n/a	n/a	n/a	n/a

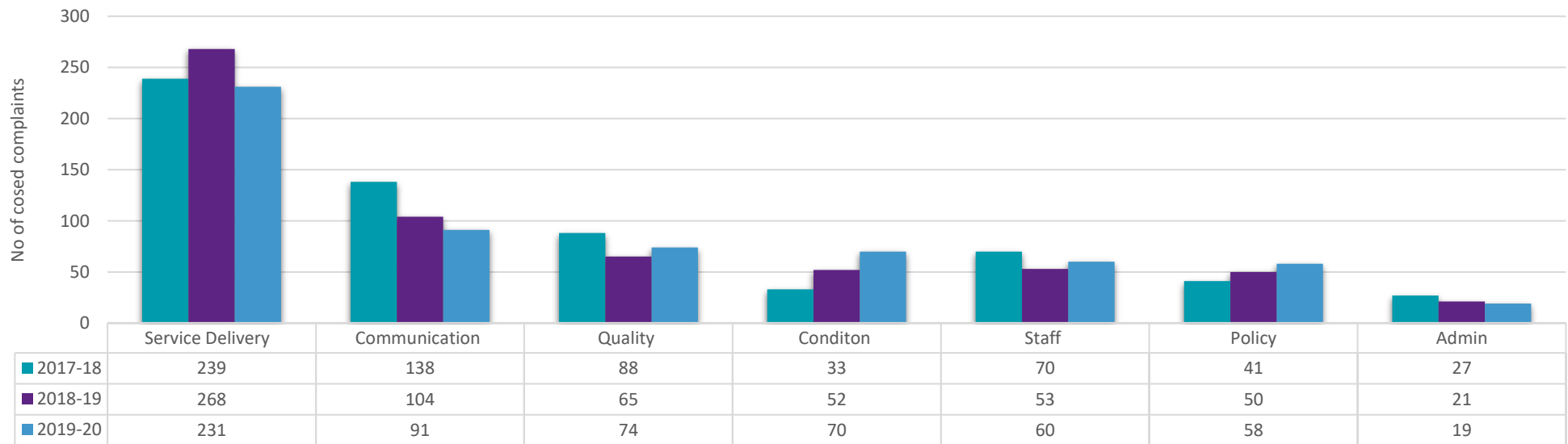
1.5 Total average days handling time						
Stage 0 (5 working days)	17	n/a	5.2	n/a	4.3	n/a
Stage 1 (10 working days)	36	n/a	9.2	n/a	6.1	n/a
Stage 2 (20 working days)	103	n/a	18.5	n/a	41.2	n/a
Stage 3	291	n/a	n/a	n/a	n/a	n/a
1.6 No and % of complaint handling satisfaction survey results						
	2017-18		2018-19		2019-20	
Total no of responses to complaint survey	31		111		109	
Q1. % satisfied with how easy it was to report the complaint	17	55	72	64.9	89	81.7
Q3. % who agreed member of staff was pleasant and polite	19	61	89	80.2	97	89.8
Q4. % satisfied with the final outcome (KPI036) target 80%	19	61	45	40.5	71	67.6
Q5. % satisfied with complaint handling	11	35	50	45.0	81	76.4
Q7. % willing to make a complaint in the future	18	58	85	76.6	98	93.3
1.7 No of MP enquiries responded to in target (10 working days)						
No of MP enquires received	83		68		86	
No and % of MP enquiries responded to in target	73	87.9	62	91.2	81	94.2
1.8 No of compliments received						
No of compliments received	268		266		245	
1.9 Observations 2019-20						
1.1	The number of complaints received and closed during the same reporting period over the past three years remains consistent. On average, we receive and close around 50 complaints per month, as such, the number of complaints received per 1000 properties also remains consistent. During 2019-20 we received and closed 1.6% fewer complaints than in the previous year (603 compared to 613). We also received and closed 5.2% fewer complaints than we did in 2017-18 (636 to 603).					
1.2	Following the introduction of the new complaint policy in Nov-17, we have consistently handled and resolved more complaints at the initial stage of our complaints process (informal stage 0) 81.3% in 2019-20. This demonstrates that reducing the number of stages in our complaint policy has improved the complaint handling process and timescales for both customers and colleagues. Customers receive quicker responses and resolutions to their concerns and colleagues have more time to focus on service delivery. Overall the analysis indicates that since the introduction of the new policy fewer complaints escalate through the formal investigation and review stages 1 and stage 2.					
1.3	During 2019-20, Customer Relations Team (CRT) focused on improving complaint-handling timescales, from Sep-19 to Mar-20 we put in measures in place to improve the monitoring of complaints, such as asking complaint handlers to take direct ownership of issues, we issued weekly complaint data bulletins to colleagues who had been assigned a complaint which improved the focus within the teams and we successfully responded to 100% of complaints received in the period Sep-19 to Mar-20 within the target timescale.					

1.4	Our aim is to reduce the number of complaints we uphold and therefore decrease the number of complaints we do not uphold. When we uphold a complaint, it means something has gone wrong and following an investigation, a service failure is evident. One of our main objectives is to learn from these complaints and in most instances when we identify that something has gone wrong we will make changes to how we deliver services in the future to prevent the same problems from happening again.
1.5	The 2019-20 results show that we handle the majority of complaints at stage 0 and stage 1 in fewer days than their target timescales. This indicates that customers do not have to wait long to receive a response to their concerns and most issues are resolved efficiently and effectively. This is a marked improvement on the previous year and a substantial improvement from 2017-18 following the introduction of our new three step process. Stage 2 is showing a substantial increase from 18.5 days handling time in 2017/18 to 41.2 days in 2019/20. The reason for this is due to a long-standing complex issue involving possible legal action from a group of complainants which isn't covered by the complaint policy. The complaint remained open to monitor progress of the case.
1.6	Once a complaint has been resolved to a customer's satisfaction CRT attempt to carry out an end of process complaint survey. CRT attempt to contact complainants by phone; we ask a number of questions including how the customer felt about making a complaint and the outcome. The results are reported monthly (KPI036 target 80%) and we use feedback from the questionnaires to make improvements to the complaints process. We share the feedback with managers and officers, annually, quarterly and monthly and in real time also. In 2019/2020, we achieved short of our 80% target for the percentage of customers satisfied with the outcome of their complaint (71/109). On a positive note, performance has consistently improved over the past 3 years and we have reported an improvement of over 20% customer satisfaction on the previous year.
1.7	Our aim is to respond to all MP/Cllr enquiries within 10 working days of receiving an enquiry. Performance has consistently improved over the past 3 years. We closed 81 out of 86 MP enquiries during 2019-20 (over 90%); the majority of cases closed out of target was related to the availability of the appropriate member of staff and the complexity of the customers concerns.
1.8	Fewer compliments were logged in 2019-20 (decrease of 8%) compared to the previous year; a similar reduction can be seen in the total number of complaints received and responded to during the same period (1.6%). The slight decrease in the number of complaints and compliments received may be due to the impact of the COVID-19 pandemic in Feb/Mar-20. During this period, we operated within the government's lockdown restrictions and stopped delivering non-essential services during this time.

2. Closed complaints grouped by theme

2.1 Category	2017-18		2018-19		2019-20	
	No	%	No	%	No	%
Service Delivery	239	37.6%	268	43.7%	231	38.3%
Communication	138	21.7%	104	17.0%	91	15.1%
Quality of Repair	88	13.8%	65	10.6%	74	12.3%
Property Condition	33	5.2%	52	8.5%	70	11.6%
Staff Attitude / behaviour	70	11.0%	53	8.6%	60	10.0%
Policy and Process	41	6.4%	50	8.2%	58	9.6%
Administrative / system error	27	4.2%	21	3.4%	19	3.2%
Total	636		613		603	

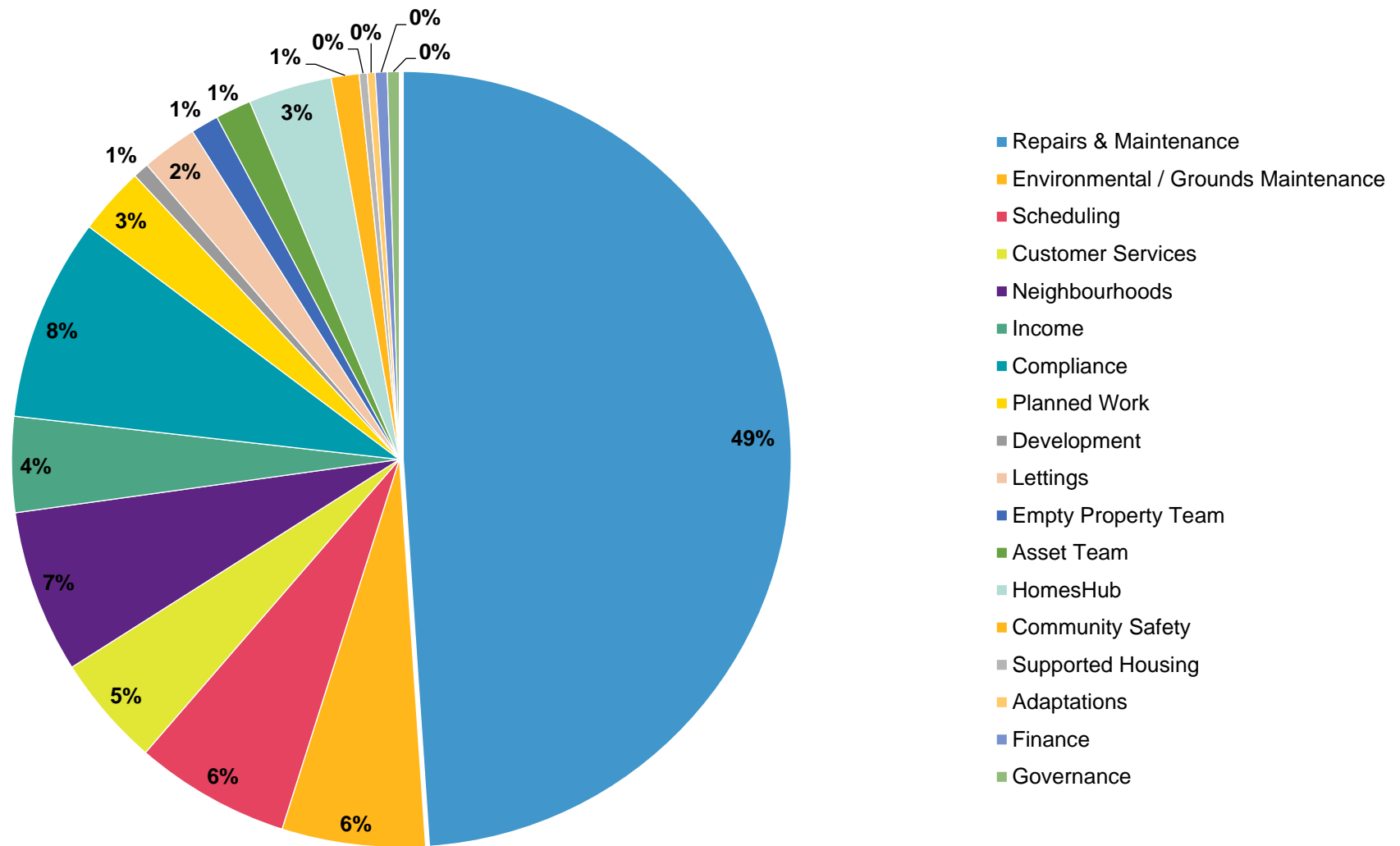
**2.2 CLOSED COMPLAINTS BY THEME
(3 YEAR COMPARISON)**



3. Closed Complaints grouped by service area

3.1 Complaints by Service Area	2017-18		2018-19		2019-20		% Change from previous year
	No	%	No	%	No	%	
Repairs	362	56.9	287	46.8	295	48.9	2.1
Compliance	17	2.7	31	5.1	51	8.5	3.4
Neighbourhoods	48	7.5	39	6.4	41	6.8	0.4
Scheduling	11	1.7	48	7.8	39	6.5	-1.3
Grounds Maintenance	26	4.1	60	9.8	36	6	-3.8
Customer Services	66	10.4	44	7.2	28	4.6	-2.6
Income	24	3.8	32	5.2	24	4	-1.2
Homeshub	7	1.1	7	1.1	21	3.5	2.4
Planned Work	34	5.3	24	3.9	17	2.8	-1.1
Lettings	5	0.8	10	1.6	14	2.3	0.7
Asset Team	-	-	-	-	9	1.5	1.5
Community Safety	7	1.1	5	0.8	7	1.2	0.4
Empty Property Team	10	1.6	9	1.5	7	1.2	-0.3
Development	12	1.9	11	1.8	4	0.7	-1.1
Finance	2	0.3	1	0.2	3	0.5	0.3
Governance	1	0.2	-	-	3	0.5	0.5
Adaptations	-	-	2	0.3	2	0.3	0
Supported Housing	4	0.6	3	0.5	2	0.3	-0.2
Total	636		613		603		

3.2 CLOSED COMPLAINTS BY SERVICE 2019-20



3.2 Observations – Themes

The key themes of all complaints received and closed during 2019-20 continue to relate to service delivery 38.3%, communication 15.1% and quality 12.3%. This trend has remained consistent over the past 3 years.

Complaints about, staff behaviour and admin also remain consistent with previous year's data and each account for a lower percentage of complaints. Complaints about policy have increased slightly when compared to last year's figures.

Complaints about property condition have more than doubled since 2017-18 (from 5.2% to 11.6%) but still only account for just over a tenth of the complaints received.

3.3 Observations – Service Area

Repairs continues to be the service that receives the greatest number of complaints, 51,301 jobs were carried out during 2019-20 which means 0.6% of repairs resulted in a complaint, this same percentage was reported in 2018-19 also.

4. Compensation

4.1 Compensation Summary 2019-20

Service	2017-18 Budget £15k		2018-19 Budget £25k		2019-20 Budget 25K	
	£	%	£	%	£	%
Adaptations	n/a	n/a	-	0.0	2350	17.9
Assets	n/a	n/a	-	0.0	929	7.1
Compliance	n/a	n/a	2806	12.6	20	0.2
Customer	n/a	n/a	-	0.0	-	0.0
Development	n/a	n/a	4200	18.8	3595	27.4
Electrical	n/a	n/a	-	0.0	125	1.0
Empty property team	n/a	n/a	250	1.1	343	2.6
Grounds Maintenance	n/a	n/a	75	0.3	-	0.0
Finance	n/a	n/a	4	0.0	87	0.7
Gas	n/a	n/a	1689	7.6	2045	15.6
Homeshub	n/a	n/a	564	2.5	130	1.0
Income	n/a	n/a	679	3.0	-	0.0
Insurance excess	n/a	n/a	-	0.0	500	3.8
Lettings	n/a	n/a	-	0.0	50	0.4
Neighbourhoods	n/a	n/a	2405	10.8	535	4.1
Planned	n/a	n/a	820	3.7	225	1.7
Schedulers	n/a	n/a	2860	12.8	-	0.0
Repairs	n/a	n/a	5952	26.7	2263	15.9
System	n/a	n/a	-	0.0	100	0.8
Total	15,045		22,304		13298	

4.2 Observations – Compensation

Top 3 2019-20 Repairs (Inc. gas & electrical) 31.5%, Development 27.4%, Adaptations 17.9%. Repairs and Development were also listed in the top 3 during 2018-19, the service area paying the most compensation through the year is the repairs service, this is expected due to the high volume of interactions the service area has with our customers. With regards to compensation paid against issues relating to development, £1500 was paid to two customers on the same development 1) Fault with bath led to a leak 2) A number of property defects.

5. Some examples of the learning from feedback and complaints during 2019-20

Theme	You said	We Did
Communication	Our specialist aerial and TV contractor didn't contact the customer who reported a communal repair directly to check if the issue had been resolved and had to make a return visit to the property.	Communal repairs are currently logged against the building and not the property; we have reminded our contact centre staff to ensure the details of the customer reporting the issue are logged in the system appropriately; this will enable engineers to contact customer who have reported an issue directly.
	A complaint about the investment programme timescales highlighted the need to have more information about the programme available on our website.	The webpage will be created by the Investment Team during our website redevelopment due in 2020-21.
	A customer was unhappy with the lack of updates provided during programmed works which had been delayed due to resource.	The planned maintenance team will agree the frequency of updates prior to commencing works.
	A customer told us they were unhappy with an officer's tone of voice during an arrears discussion.	Our communications team have rolled out a 'Tone of Voice' standard across the organisation will support colleagues to make sure that the communications they are responsible for are consistent with our tone of voice and easily understandable.
	One of our specialist contractors failed to let a customer know that they had cancelled their appointment.	We have reminded our contractor to ensure contact is made with customers if an appointment has to be unavoidably cancelled.
	An engineer missed an appointment as his PDA (Personal Digital Assistant) device was in a mobile signal black spot.	Our scheduling team have reminded engineers to call for their appointments when working in areas with known data signal issues.
	A customer told us they were unhappy with a text message they had received from a contractor who was arranging access for an annual electrical safety check.	We asked the contractor to change the wording of the text message
	An appointment to replace a window had been changed following a change in supplier and the customer wasn't kept informed.	Our scheduling team will improve communications with suppliers to manage delays.

GDPR	A staff member gave out a customer's mobile number to a 3 rd party contractor without obtaining the customers consent.	All staff undertake GDPR mandatory training annually and regular reminders are given to staff in bulletins and via their monthly 121's.
Health and Safety	A customer reported that a contractor left a drain exposed following a visit to repair	The issue was reported to the contractor who returned to put back the drain cover immediately
Policy	A customer asked for their own taps and ceramic sink to be included in the design and specification for their new kitchen replacement.	The customer was unhappy with this policy decision we have agreed to consider this as an option when the policy comes up for renewal.
Process	Emergency repairs to a stair lift were delayed over the weekend as the contractor couldn't fix the issue until a purchase order was created by an office-based member of staff.	Compliance has reviewed the emergency repair value threshold and created a call off purchase order. This means our stair lift contractor can proceed with repairs costing under £500 during an emergency call out without having to wait for authorisation.
	A customer experienced unnecessary delays waiting for repairs to be completed in their kitchen.	Orders are now sent to team leaders to specify items and sizes needed, this change to the process will reduce delays and improve the wait time for customers.
	Arrears accrued due to the timing of universal credit payments being received, this led to unnecessary correspondence being issued.	This issue highlighted a requirement to review the arrears collection process for customers receiving universal credit. This timing delay has now been factored into the arrears collection process.
	Our specialist roofing contractor didn't offer fixed a fixed appointment facility.	Following discussions with the contractor they are now able to offer our customers fixed appointments
	Follow on repairs ordered through engineers PDA's were not being picked up effectively which caused delays.	The scheduling team have made the appropriate adjustments to the process.
	A customer was unhappy that we initially declined the replacement of an integrated oven when it stopped working as it was assessed as nonstandard property item.	We checked the tenancy agreement and the oven had not been recorded as a gift and we replaced the oven.
	Follow on plaster works had not been logged efficiently following a roof leak repair.	To save customers having to chase repairs, officers have been asked to log repairs and corrective works appropriately at the first point of contact.
	A customer was not asked alternative data protection questions after declining to give their national insurance number when prompted.	Contact centre staff reminded to take reasonable steps

Systems	A number of customers contacted us to chase to roof repair appointments. After speaking to the contractor they confirmed their service level agreements were calculated as calendar days and not working days.	The Contractor Managers have raised this discrepancy with the contractor and this issue has been resolved and we have seen a noticeable decrease in the number of complaints being we receive in relation to this service.
	A system issue prevented a notification being noted against a customer's account in error. Despite requesting for the notification to be removed it remained on the account.	A review of the system functionality enabled the notification to be removed from the customer's account.
Service Delivery	A customer was unhappy that a ground worker left their machinery running unnecessarily causing a disturbance to residents.	Team leaders have reminded staff to be more considerate when working in our neighbourhoods.
	An appointment to measure up windows could not take place. The engineer who attended did not have the appropriate equipment.	The Customer Access Team and Schedulers have been asked to ensure repair descriptions are recorded accurately against jobs i.e. work required at height, measure up to ensure operatives attend with the right equipment to carry out the repair at the first visit.
	A heating repair could not be carried out during the first visit due to the availability of frequently used parts.	The Gas Maintenance team have collated a list of frequently used parts to maintain an accessible stock for operatives to access quickly and easily.
Training	A duplicate repair had been added to the system in error.	We have sent a reminder to the Customer Access Team to ask colleagues to check the full repair history when logging a repair to prevent duplicate repairs being raised.
	Our out of hours call centre passed on incorrect information to a customer regarding a same day appointment, which in turn delayed a repair being appointed, as the customer had to chase up the repair.	The correct information was communicated to the out of hours team to save similar issues from reoccurring I the future.
	A customer was unhappy with an engineer's attitude whilst repairing their boiler.	The engineer was interviewed by their team leader about their performance and they were reminded of the Plus Dane values and behaviours

6. Customer Satisfaction

6.1 Customer satisfaction summary

The Customer Relations Team requests formal feedback from customers on their satisfaction with the complaint handling process, we encourage feedback on the ease of use of the complaints procedure, how pleasant or polite the member of staff was who dealt the concerns and we ask our customers if they would be willing to make a complaint in the future. We also ask about satisfaction with the outcome of the complaint, which is also key performance indicator (KPI036)

1. When you first got in touch with Plus Dane, how easy or difficult did you find it to report your complaint?
2. If you did not find it easy to report your complaint, please tell us why?
3. Once you logged your complaint, would you agree the member of Plus Dane staff who dealt with your complaint was pleasant and polite?
4. **Overall, how satisfied or dissatisfied were you with the outcome of your complaint? KPI036**
5. Overall, how satisfied or dissatisfied are you with the way your complaint was handled?
6. Is there anything else you would like to tell me about your experience of making a complaint to Plus Dane?
7. How willing would you be to make a complaint to Plus Dane in the future?

In 2019-20, 109 customers responded to our telephone survey. From the 109 responses, 82% of respondents agreed that it was easy to make a complaint. The majority of customers that we surveyed felt that the member of staff handling their complaint was pleasant and polite, over three quarters of the customers surveyed were satisfied with complaint handling overall and nearly all customers surveyed would be willing to use the complaint process again in the future.

Well over half of the respondents (68%) felt that the response they received addressed their complaint and were satisfied with the outcome. The results show an overall increase in satisfaction of 20.3% when compared to 2018-19, see table below. This increase in satisfaction rates can be seen across all responses.

6.2 Satisfaction performance summary (KPI036)

Year	KPI036 Satisfaction with outcome			
	Satisfied (%)	Neither (%)	Dissatisfied (%)	Yr. on Yr. Improvement (%)
Mar-17	20	-	80	n/a
Mar-18	32.3	6.5	61.3	+18.7
Mar-19	40.5	15.3	44.1	+17.2
Mar-20	67.6	8.6	23.8	+20.3%

6.3 Examples of positive and negative feedback we have received about the complaint process



7. Housing Ombudsman (HOS)

7.1 HOS case summary

Year	No of cases referred	No of case retracted	Early Resolution	Determinations	Outcome	
					No Maladministration	Maladministration (Orders & Recommendations)
2017-18	3	0	0	3	2	1
2018-19	3	0	1	2	1	1
2019-20	4	1	2	1	1	0

7.2 HOS cases resolved early resolution and determination

HOS Ref	Summary	Outcome	Issues Preventing Plus Dane Resolution	Learning
201811274 HOS Determination	Issues with neighbour and differences over parking	The HOS determined that we had offered the customer the appropriate level of support within our remit as landlord	We were unable to meet the customer's expectations and required outcome as the issue was out of our remit.	The outcome helped us to understand how much support we had offered the customer and the outcome gave us the confidence that we had exhausted all options available to us.
201907450 HOS Early Resolution	Issues with the handling of upgrade works to change a studio flat to a one-bedroom property and how we handled a recruitment process	We accepted the early resolution outcome the customer was seeking. We paid compensation and agreed to provide weekly email updates; the HOS was unable to comment on the recruitment process as it was out of their jurisdiction.	We went over and above expectations in relation to the refurbishment, the customer had been decanted to a safe property whilst the works were being carried out but we were unable to satisfy the customer in the long term.	The outcome has enabled us to reflect on the frequency of providing updates to customers whilst they are decanted to another property. This should be agreed with the customer from the outset.

201808135 HOS Early Resolution	Issues with the length of time the property was without heating after the boiler was condemned. The tenant moved out due to this	To clear the arrears on the account the customer was willing to forfeit their deposit if we ceased to chase the full rent arrears outstanding. We agreed to this.	The HOS approached us 6 months after the complaint had been responded to a stage 2.	The customer was unhappy with our response at stage 2 of the complaint process but we were unaware that this was the case until the customer approached the HOS.
201816876 Retracted	Issues with non-residents parking on Plus Dane land in residents permitted parking spaces.	We implemented parking enforcement measures which addressed the problem, which took longer than we expected.	The HOS approached us whilst we were still looking into finding an agreeable and cost-effective solution to the issue.	Keep customers informed of progress.

7.1 Observations – HOS Cases

For the past 3 years running, less than 1% of the total complaints we have received and responded to each year that have progressed through all of the stages of our internal complaint process, have been referred to the Housing Ombudsman.

Of the 4 cases referred to the Housing Ombudsman in 2019-20 (0.63% of complaints closed), only 1 of which progressed through to a determination. Having carefully considered the case about our response to reports of intimidation from a neighbour and a parking dispute, the Ombudsman determined that there was no maladministration in respect of the handling of the complaint (see above table ref 201811274).

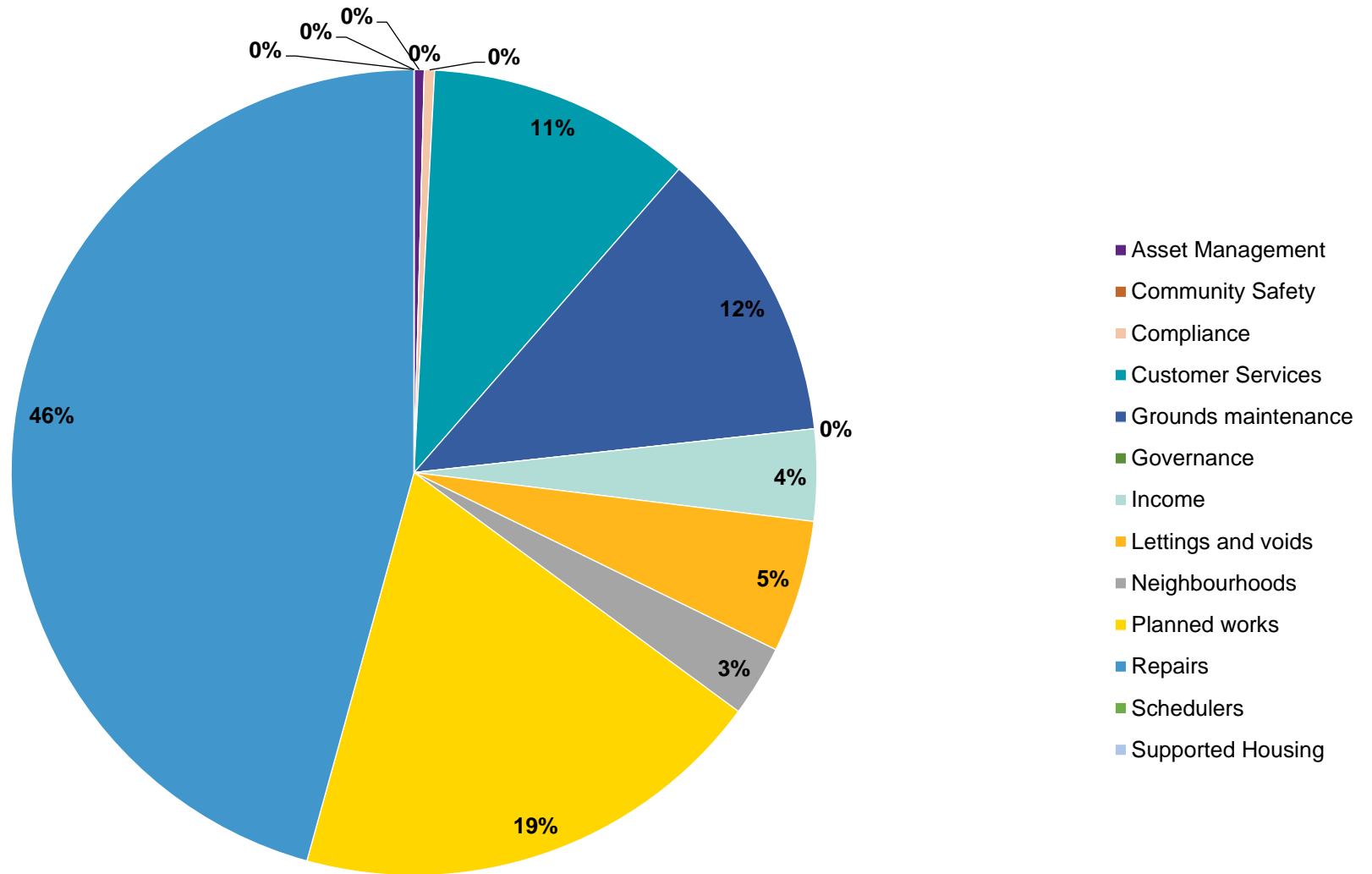
Of the 4 cases referred, we resolved 2 of which during the Housing Ombudsman's early resolution stage, and 1 of which was retracted by the complainant who had sought an alternative resolution to their concerns.

A further case had been referred to the Housing Ombudsman in 2019-20 and we are still awaiting the outcome of which, the details will be included in 2020-21 annual complaint report.

8. Compliments

8.1 Compliments received by service	2017-18	2018-19	2019-20
Asset Management	-		1
Community Safety	1	1	-
Compliance	1	1	1
Customer Services	31	25	26
Grounds maintenance	18	27	29
Governance	1		-
Income and financial independence	11	7	9
Lettings and voids	4	7	13
Neighbourhoods	11	5	7
Planned works including aids and adaptations	79	73	47
Repairs	100	112	112
Schedulers	1	2	-
Supported Housing	10	6	-
Total	268	266	245

8.2 COMPLIMENTS RECEIVED BY SERVICE 2019-20



8.3 A selection of the compliments we received during 2019-20

“The engineer was very polite and helpful and the repairs staff always provide excellent service”

“I snapped my key in my front door lock. The lady I spoke to was very nice, and said someone would be out within 4 hrs”

A customer who had been decanted passed on her thanks to the neighbourhood team, as they had arranged to paint the hall stairs and landing in her new property

“Please pass on my thanks to the guys who came out to my plumbing repair for their tact and understanding”

“They have done an excellent job removing rubbish, cutting back bushes and shrubs and generally clearing the alley”

“I would like to thank Plus Dane for an outstanding performance and all round work commitment from all

“Just wanted to let Plus Dane know how pleased I am with their work. They worked so hard, redoing my ceiling and tiles in the bathroom, please pass on my thanks to Mark and John who did the job, they even cleaned up after themselves”

“The gardeners came out to cut everyone's hedges and I must say what a good job they did of mine”

“Thank you to all involved for sorting out the repair. Thanks to the lady on the phone and the workman, the system is very efficient”

“The work he did was to an extremely high standard. He was very neat and tidy and cleaned up after himself where ever he worked. He was also very polite and a pleasure to have in my home”.

9. MP Enquiries

9.1 MP enquiries grouped by service

Service	2017-18		2018-19		2019-20	
	No	%	No	%	No	%
Aids & Adaptations	1	1.2%	3	4.4%	1	1.2%
Assets	-	-	1	1.5%	4	4.7%
Compliance	-	-	1	1.5%	1	1.2%
Customer Services	1	1.2%	-	-	-	-
Development	2	2.4%	1	1.5%	-	-
Grounds Maintenance	7	8.4%	4	5.9%	3	3.5%
Homeshub	4	4.8%	5	7.4%	8	9.3%
Income	3	3.6%	5	7.4%	4	4.7%
Lettings	21	25.3%	13	19.1%	17	19.8%
Neighbourhoods	22	26.5%	20	29.4%	26	30.2%
Planned	1	1.2%	1	1.5%	-	-
Repairs	21	25.3%	11	16.2%	19	22.1%
Supported Housing	-	-	3	4.4%	3	3.5%
Total	83		68		86	

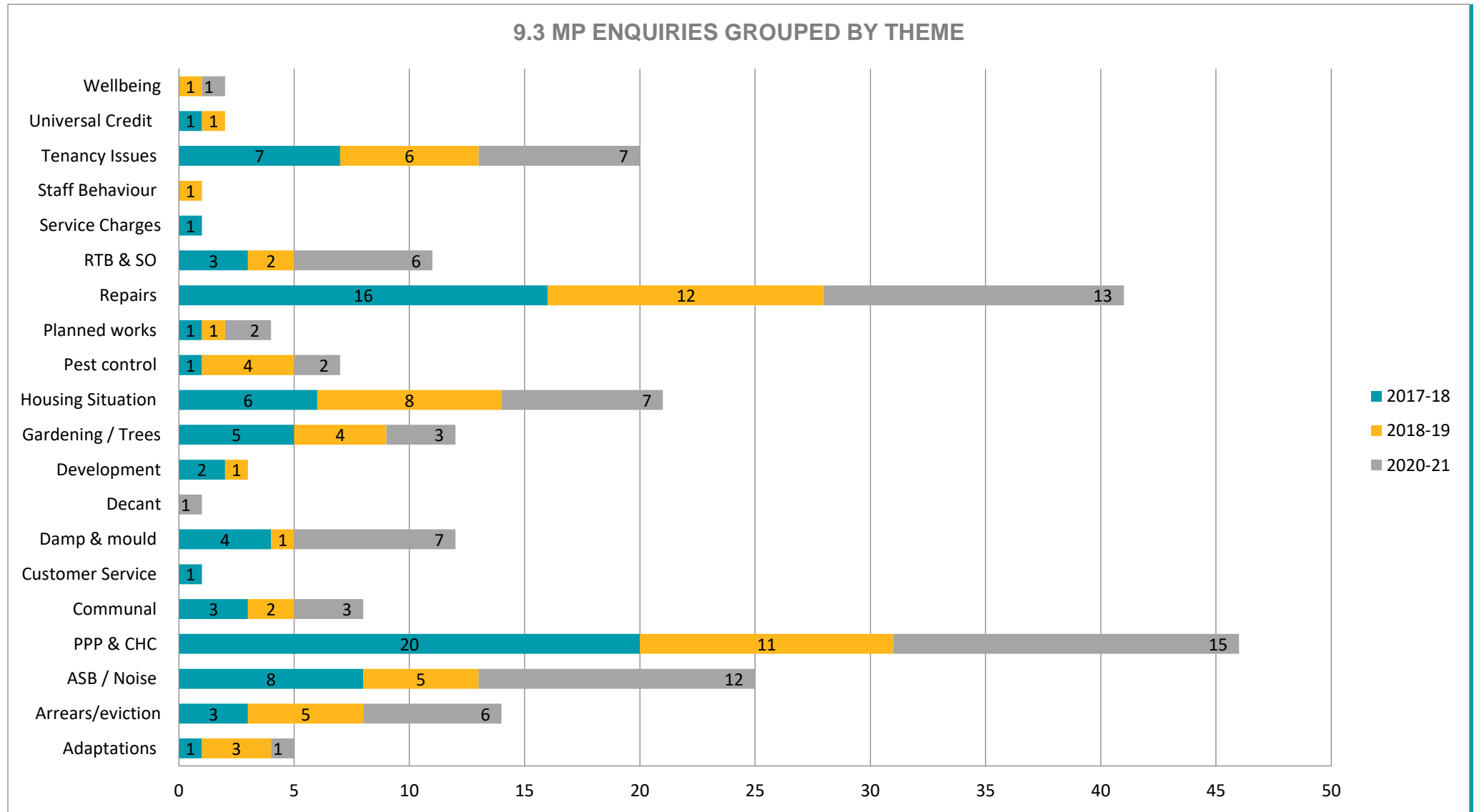
9.2 Observations – MP Enquiries

Enquiries from customers about their individual housing situation continues to be a key reason why customers contact their local MP for assistance (see chart 9.3 below) PPP Property Pool Plus and CHC Cheshire Homes Choice. On most occasions, we will assess the customer's circumstances and we will offer applicants and customers the appropriate advice, guidance and support.

Enquiries about property condition and repairs continues to remain in the top 3 enquiry themes, this is consistent with the no of complaints received about this high-volume service also.

We responded to 94.19% (81/86) of the enquiries received within our 10-working day target timescale during 2019-20.

9.3 MP enquires grouped by theme



10. Conclusions

10.1 Strengths

- Customer Relations Team manage a robust system for recording and monitoring complaints
 - Daily / weekly emails are issued by CRT to complaint handlers
- Response times for addressing customers concerns continues to be a key focus of the Customer Relations Team, we continue to perform above target in this area.
- Less than 1% of complaints that progress through the stages of our internal complaint process are referred to the Housing Ombudsman.

10.2 Areas for Improvement

- CX complaint handling refresher training
- Taking ownership
- Reporting via Qlikview
- Satisfaction
 - take up rates
 - Review survey methods
 - Improve customers opinion of the complaint process (introduce improved quality checks and feedback)
 - Feedback issued to complaint handlers in real-time

11. References

11.1 Stock	11.2 No of Repairs Completed
2017-18 = 11,608	2017-18 = 49,066
2018-19 = 11,610	2018-19 = 46,073
2019-20 = 11,939	2019-20 = 51,301