

Housing Division Annual Complaints & Compliments Feedback Report. 2008/2009

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1 Introduction

This is the Annual Report on the Housing Division's customer feedback procedure and contains information on complaints and compliments received during 2008/09. The report has been compiled from feedback received directly from customers, or from councillors and members of staff who have been notified of customer feedback.

We really encourage feedback from our customers as it helps us to judge how well we are performing. By listening to what **you** tell us about our services we are able to make sure that we focus our attention on improving the areas that matter most. We aim to deal with all our customers enquiries promptly and professionally and in nearly all cases we do.

The purpose of any complaint process is to deliver improvements to the service and as such complaints from customers should be welcomed as an opportunity to deliver continued improvements in the long term. The purpose of this report is to present facts regarding the complaints received and lessons learned from those complaints.

Compliments and comments have also been recognised as important areas of feedback, not only to acknowledge when things have gone well but also to encourage customers to engage with the Housing Division.

Occasionally though, we don't get things right and it is critical that we apologise if we are at fault , and learn from what has happened and make sure that we improve services as a result.

In this report we will share what we have learnt from the feedback received, and how we have improved and changed the services we offer as a result of what we have been told.

Chris Lambert
Head of Housing

2 Summary

This report is a review of complaints and compliments recorded against the Housing Division of North West Leicestershire District Council in 2008-09. 174 complaints and 98 compliments were recorded during this period.

The most common areas of complaints received relate to delays in work and sub standard work. The number of complaints referred to Housing by the Local Government Ombudsman (LGO) was 7, which is the same amount received in 2007-08.

From details available of complainants, 56% of all complainants were females and overall the 35 – 44 age range were the most dissatisfied.

We have taken steps to ensure that we learn from the complaints received and have put in place, measures to prevent similar complaints. In line with continuous improvement principles we will constantly review our current complaints procedure to further improve our performance in ensuring that we maintain a high standard of customer service.

3 Background

The Housing Division recognises complaints as a simple and cost efficient way of receiving feedback on the quality of the services that it provides. This report is intended to provide information on the feedback provided and takes into account formal complaints and queries raised by councillors.

The Housing Division is committed to providing fair and accessible services and offers a variety of communication channels for customers to provide their feedback.

The information from complaints will be used to continuously improve services provided by the Housing Division and its partners.

4 Why we produced this report

We want to learn from our mistakes so that we can improve our services and ensure that these mistakes do not occur.

We want to encourage people who have cause to complain to make comments and suggestions to help us make these improvements.

We want to show you how we're managing your feedback and what we've done to try and put things right.

We want to publicise and explain our performance to let everyone know how we are performing in managing customer feedback.

5 Complaints

5.1 How customers sent us their complaints

Customers provided their feedback using the following communication methods.

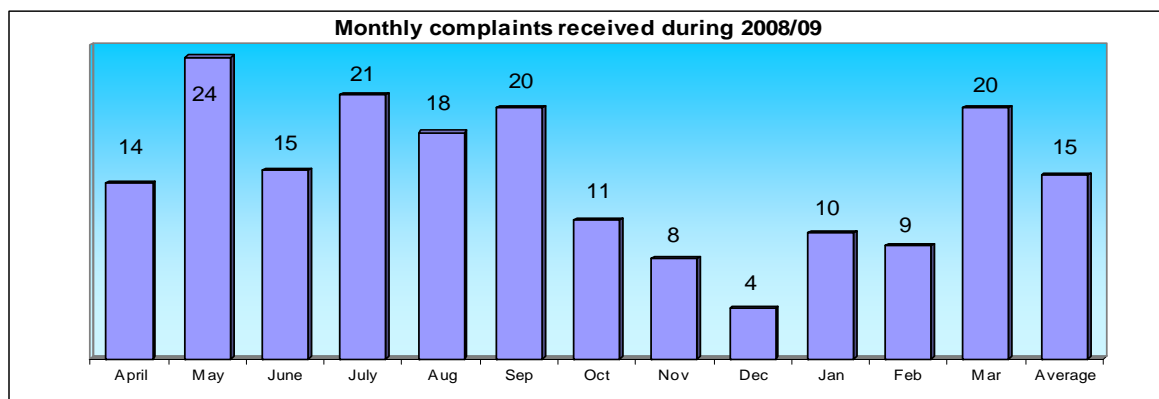
Communication method	Number of complaints received	% of complaints received
Chief Executive's Office	3	1.6%
Email	8	4.6%
Formal complaint recorded by Housing reception	49	28.1%
Have your say leaflet	51	29.2%
Letter sent into Housing	32	18.2%
Local Government Ombudsman	7	4.2%
NWLDC Website	3	1.6%
Telephone	21	12.5%
Total	174	100%

In order to increase the range of options for customers to report their feedback, the Housing Division introduced a new communication method whereby customers can formally log their complaint with our Housing reception team. This new channel accounted for 28% of the total feedback.

The have your say leaflet is North West Leicestershire District Council's leaflet for customers to provide their feedback, be it negative or positive vein. This was the most popular method used by customers to submit their feedback.

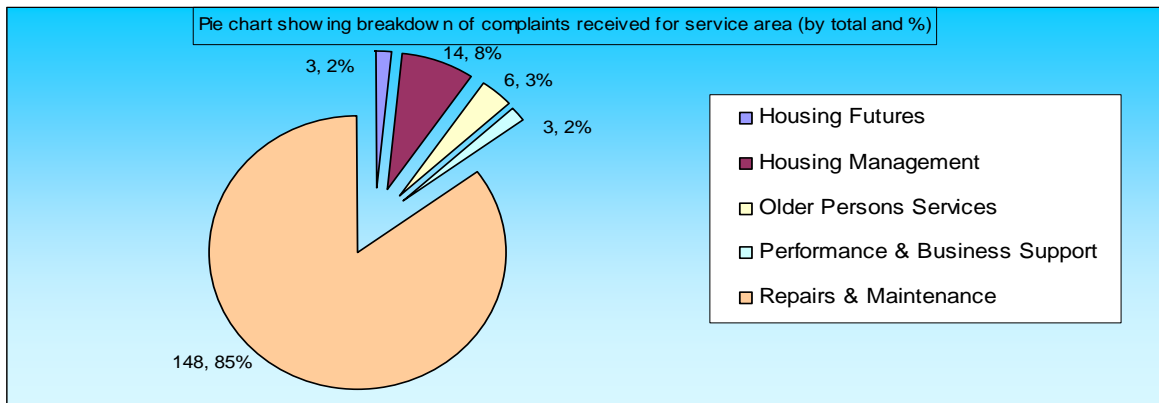
5.2 Total number of complaints received per month

During 2008/09, the Housing Division received 174 complaints, the below bar chart shows the volumes received per month.

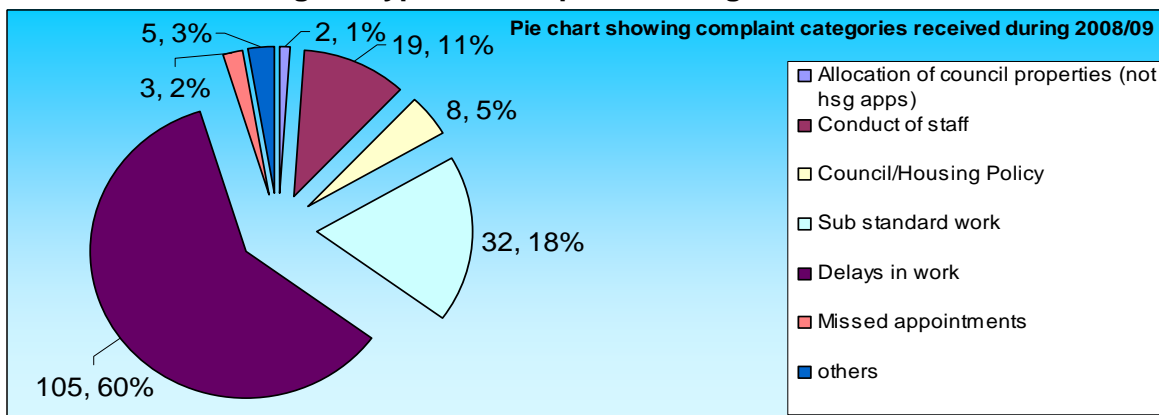


5.3 Complaints by service areas

The complaints received during 2008/09 were for the following areas:

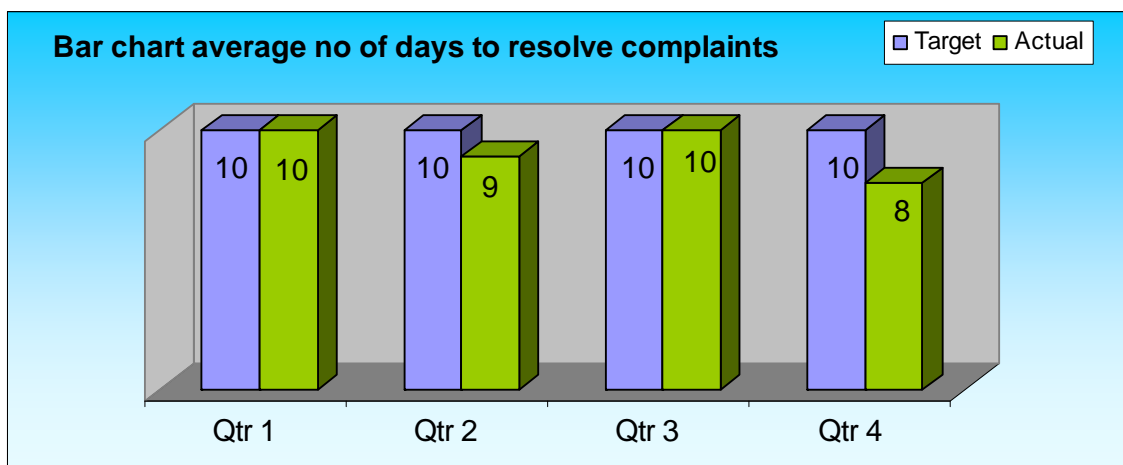


5.4 Bar chart showing the types of complaints categories received.



5.5 Performance on responding to complaints

Each quarter we set ourself a target of 10 working days to respond to complaints. The below chart shows our quarterly performance during 2008/09 on the average no of working days taken to respond to complaints.



Average number of days performance is not a cumulative figure and is based on performance for the quarter only. Average number of days to respond to complaints for the year was 9.28 days. Performance for quarter 4 is based on complaints resolved to the end of 31/03/2009

5.6 Range of days to resolve complaints in 2008/09

Range of days	Total	%
0 – 5 days	61	36%
6 – 10 days	72	43%
11 – 15 days	17	10%
16 – 20 days	5	3%
21 + days	13	8%

5.7 Areas from where complaints are received

From customer information received, the complaints received were from the following areas:

Area	Number of complaints received	% of complaints received
Albert Village	1	0.57%
Appleby Magna	4	2.30%
Ashby De La Zouch	23	13.06%
Bedfordshire	1	0.57%
Belton	1	0.57%
Blackfordby	2	1.15%
Burton-on-Trent	1	0.57%
Castle Donington	11	6.32%
Chesterfield	1	0.57%
Coalville	39	22.41%
Coleorton	2	1.15%
Diseworth	1	0.57%
Donisthorpe	4	2.30%
Ellistown	4	2.30%
Heather	3	1.72%
Hemington	3	1.72%
Hugglescote	4	2.30%
Ibstock	16	9.19%
Kegworth	1	0.57%
Leicester	1	0.57%
Long Whatton	1	0.57%
Loughborough	1	0.57%
Measham	13	7.47%
Moira	7	4.02%
Newbold Verdon	1	0.57%
No fixed add	1	0.57%
Oakthorpe	4	2.30%

Area	Number of complaints received	% of complaints received
Osgathorpe	1	0.57%
Reading	1	0.57%
Shepshed	1	0.57%
Sweepstone	1	0.57%
Thringstone	6	3.44%
Whitwick	9	5.17%
Worthington	4	2.30%
Total	174	100

The above shows which areas the most complaints were received from allowing us to plan accordingly to determine why and reduce the volumes within these areas.

6 Compliments

We receive compliments too!

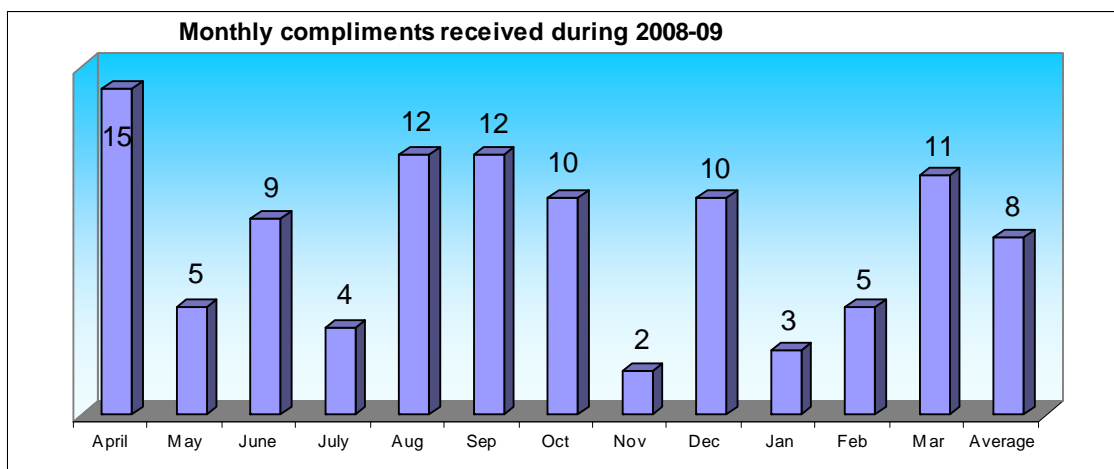
Because this report is about complaints it tends to concentrate on times when things go wrong but we do also get many positive comments about our staff and the services we provide. Knowing where things are working well and are appreciated is as important as knowing where things are not working, so we keep a record of the compliments we receive as well as the complaints.

6.1 How customers sent in their compliments

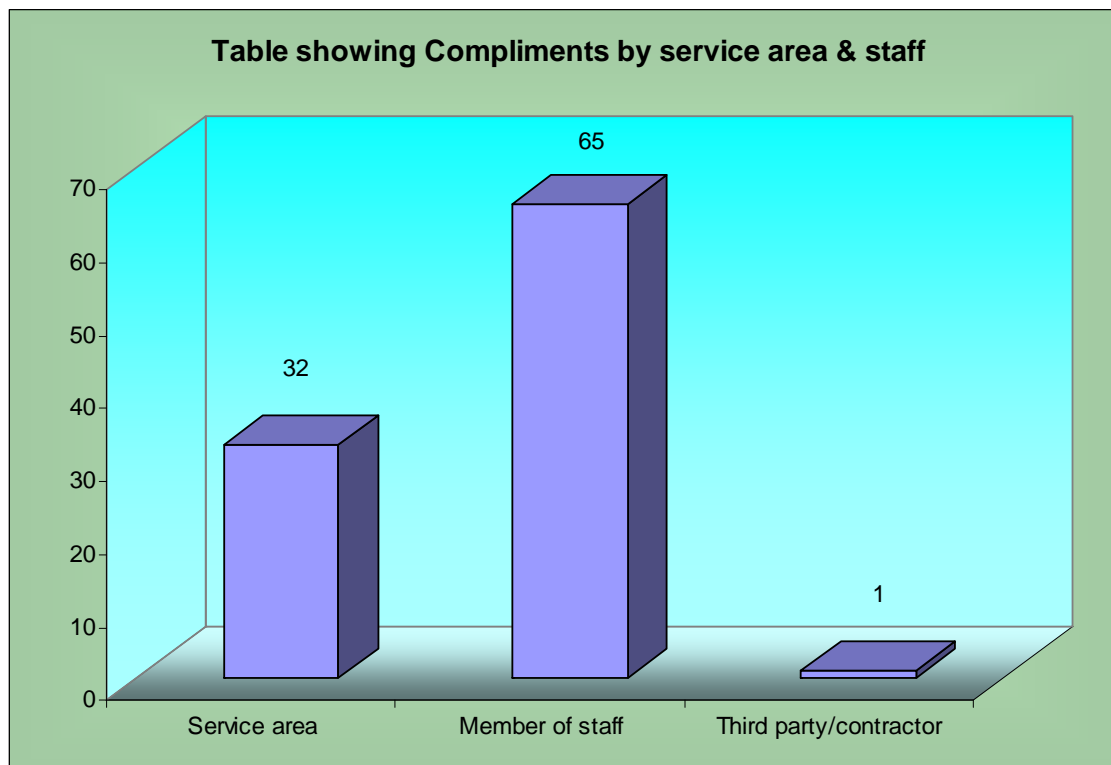
Communication method	Number of complaints received	% of complaints received
Sent in a card	14	14.28%
Sent in a email	16	16.32%
Have your say leaflet	2	2.04%
In person	8	8.17%
By letter	17	17.34%
Via staff member	8	8.17%
Surveys	25	25.50%
Telephone	8	8.17%
Total	98	100%

6.2 Breakdown of compliments received per month

During 2008/09, we received 98 compliments, the split per month is shown below.



6.3 Bar chart showing compliments by service area & staff



6.4 Table showing areas from where compliments are received.

Area	Number of complaints received	% of complaints received
Appleby Magna	2	2.04%
Ashby-De-La-Zouch	8	8.16%
Blackfordby	1	1.02%
Castle Donington	5	5.11%
Coalville	9	9.18%
Coleorton	1	1.02%
Council (Leisure & Culture)	1	1.02%
Ellistown	2	2.04%
Heather	1	1.02%
Hugglescote	5	5.11%
Ibstock	3	3.06%
Kegworth	6	6.12%
Leicester	5	5.11%
Loughborough	2	2.04%
Measham	6	6.12%
Moira	5	5.11%
Newton Burgoland	2	2.04%
Not known	17	17.34%
Oakthorpe	1	1.02%

Area	Number of complaints received	% of complaints received
Ravenstone	2	2.04%
Swadlincote	1	1.02%
Swannington	3	3.06%
Thringstone	2	2.04%
Whitwick	7	7.14%
Worthington	1	1.02%
Total	98	100

7 Customer Profile of Complainants

99 (56%) of the 174 complainants were female.

From details available, the breakdown of the age ranges of the complainants are as shown in the table below.

Age range	Total within age range	% within age range
16 – 24	12	7%
25 – 34	16	9%
35 – 44	30	17%
45 – 54	17	10%
55 – 64	24	14%
65 – 74	20	11.2%
75 +	11	6.8%
Not known	44	25%
Total	174	100%

From details available, the breakdown of the ethnicity of the complainants are as shown.

13 were White Irish
68 were white British

8. Satisfaction levels of customer feedback

Satisfaction levels on customer feedback was introduced during 2008 – 2009 which will allow housing to determine how good they are in managing customer feedback.

Following a review of the first 6 months analysis, some of the questions were reviewed to allow customers more options in how they felt that the Housing Division managed their feedback

The year to date analysis of what customers told us about their experiences of our customer feedback process can be found on the next page.

Question		YTD
1	Were you aware of the Council's Complaints Procedure and the ways in which you can submit your complaint - % that said Yes	64%
2	Did we send you a letter of acknowledgement informing you of the name of officer dealing with your complaint and the date by which we should respond (Q3 & Q4 ONLY)?	83%
3	Were you informed of a contact name of the person investigating your complaint - % that said yes	68%
4	When did you receive a response to your complaint? (Q1 & Q2) 10 working days or less More than 10 working days None received When did you receive a response to your complaint? (Q3 & Q4) 1 – 5 working days 6 – 10 working days 11 – 14 working days None received Not filled in	54% 27.5% 18% 34.25% 24.25% 17.25% 10% 14.25%
5	Were you satisfied with the response/outcome to your complaint - % that said yes	42%
6	Were you advised by the council that you could refer your complaint to the Local Government Ombudsman if you were not entirely happy with our response? - % that said yes	72%
7	% of customers satisfied or very satisfied with the complaints process in the period	43%

9. Conclusion

The Housing Division's customer feedback handling is an integral part of its operations as this helps provide them appropriate and high level quality services to put things right; and to feed back any lessons learnt into the service planning process.

There are further improvements to be made and work is underway to ensure that all learnings captured during 2008/09 is applied in 2009/10 and that further learnings can be demonstrated which will hopefully lead to a decrease in the number of future customer complaints received.

We aim to continuously improve our level of service by finding better and efficient ways of managing your feedback.

We hope you have found this report useful and welcome any comments you may have. Your comments can be emailed to housing@nwleicestershire.gov.uk. Alternatively, you can send us your comments to the following address:

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Council Offices
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Leicestershire
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