

REPORT TO: SHAREHOLDER SUB COMMITTEE
DATE: 11 DECEMBER 2018
TITLE: CUSTOMER SERVICE
LEAD OFFICER: ANDREW MURRAY, HEAD OF HOUSING
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RECOMMENDED that:

A The Sub Committee notes the report and summary of complaints to the month of August 2018 as set out in paragraphs 2 - 6 as follows:

- i) HTS (Property & Environment) Ltd achieved a ratio of 0.88 percent against a total of transactions to August 2018 of 17,863.

BACKGROUND

1. This report provides a summary and analysis of complaints against HTS (Property & Environment) Ltd for the month of August 2018. This includes the following services:

- a) Environment
 - i) Mobile Cleaning
 - ii) Parks & Landscape
 - iii) Street Cleaning
 - iv) Transport
- b) Housing
 - i) Capital & Third Party Works
 - ii) Responsive Repairs & Voids
 - iii) Technical Services

ISSUES/PROPOSALS

2. The overall number of complaints raised to August 2018 was 157. The number of complaints raised during August 2018 was 18 of which, seven of these complaints were upheld.

3. Ongoing scrutiny of processes has led to a marked improvement in both the number of complaints, and particularly improving enquiries regarding the delays in works to be completed.
4. The main areas of development remain ensuring effective communication is maintained and timely responses provided to enquiries so that issues are resolved. A targeted audit of complaints is carried out fortnightly to identify areas of improvement on the quality of responses to residents at stage one. A detailed analysis of complaints is reported regularly at the formal Joint Performance Review Meetings (JPRM).
5. In addition, HTS (Property & Environment) Ltd have been contacting customers who have raised a complaint and depending upon the nature of the complaint to establish whether they were actually complaints or enquiries. For August 2018, 11 telephone calls were made, which led to five complaints being withdrawn.
6. Detailed analysis of complaints is reported regularly at the formal JPRM with any relevant trends noted and responded Members' enquiries and reports for August 2018 identified 32 enquiries. Member enquiries are reviewed daily and all were completed within the allocated response time. However two enquiries were not closed on the system. No identified significant trends have been identified within the report. A summary of members' enquiries in August is outlined in Appendix A.

IMPLICATIONS

Place (Includes Sustainability)

None specific.

Author: Jane Greer, Head of Community Wellbeing on behalf of Graeme Bloomer, Head of Place

Finance (Includes ICT)

None specific.

Author: Simon Freeman, Head of Finance

Housing

As outlined in the report.

Author: Andrew Murray, Head of Housing

Community Wellbeing (Includes Equalities and Social Inclusion)

None specific.

Author: Jane Greer, Head of Community Wellbeing

Governance (Includes HR)

None specific.

Author: Colleen O'Boyle, Interim Head of Governance

Appendices

Appendix A – Member Enquiries for August 2018

Background Papers

JPRM Complaints August 2018

Glossary of terms/abbreviations used

JPRM – Joint Performance Review Meetings