

**REPORT TO:** SHAREHOLDER SUB COMMITTEE  
**DATE:** 15 JANUARY 2019  
**TITLE:** CUSTOMER SERVICE  
**LEAD OFFICER:** ANDREW MURRAY, HEAD OF HOUSING  
(01279) 446676

**RECOMMENDED that:**

- A** The Sub Committee notes the report and summary of complaints to the month of November 2018 as set out in paragraphs 2 to 7 as follows:
- i) HTS (Property and Environment) Ltd achieved a ratio of 0.86 per cent against a total of transactions to November 2018 of 27,895.

**BACKGROUND**

1. This report provides a summary and analysis of complaints against HTS (Property and Environment) Ltd (HTS) for the month of November 2018. This includes the following services:
  - a) Environment
    - i) Mobile Cleaning
    - ii) Parks & Landscapes
    - iii) Street Cleaning
    - iv) Transport
  - b) Housing and Non-Housing
    - i) Capital and Third Party Work
    - ii) Responsive Repairs and Voids
    - iii) Technical Services

**ISSUES/PROPOSALS**

2. The overall number of complaints raised to November 2018 was 240. The number of complaints raised during November 2018 was 29 of which, 11 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. In addition, HTS 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 For November 2018, four telephone calls were made, which led to four complaints being withdrawn.
5. Detailed analysis of complaints is reported regularly at the formal Joint Performance Review Meetings (JPRM) with any relevant trends noted and responded Members' enquiries and reports for November 2018 identified 10 enquiries.
6. Member enquiries are reviewed daily and all were completed within the allocated response time, except for one, which was delayed due to it being sent after the target date. No identified significant trends have been identified within the report. A summary of members' enquiries in November is outlined in Appendix A.
7. A total of 56 plaudits were received in November 2018, which were received through various mediums such as satisfaction surveys, letters or telephone calls.

## **IMPLICATIONS**

### **Place (includes Sustainability)**

None specific.

Author: **Andrew Bramidge, Project Director – Enterprise and Interim Head of Planning**

### **Finance (Includes ICT)**

As set out in the report.

Author: **Simon Freeman, Head of Finance and Deputy to the Managing Director**

### **Housing**

As outlined in the body of 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: **Simon Hill, Head of Governance**

## **Appendices**

Appendix A - Member Enquiries for November 2018

## **Background Papers**

JPRM Complaints November 2018

## **Glossary of terms/abbreviations used**

HTS – HTS (Property and Environment) Ltd

JPRM – Joint Performance Review Meetings