

Report of		Title:	
Debbie Hardy		Performance & Quality	
Name of Meeting:	Date of Meeting:	Agenda item:	Status:
JPRM	28 September 2017	Complaints	Information

'Proudly Serving Harlow'

1. Synopsis

This report provides a summary of the complaints against HTS (P&E) Ltd. for the month of August 2017. This includes the following services:

- Environment
 - Mobile Cleaning
 - Parks & Landscapes
 - Street Cleaning
 - Transport
- Housing
 - Capital & Third Party Works
 - Responsive Repairs & Voids
 - Technical Services

2. Findings

2.1 Complaint Auditing

The following analysis has been applied to complaints that have been closed within the current reporting period to mirror the mechanism used by the client.

The overall number of complaints completed during August was 45. It should be noted that 24 of the 45 complaints received were not upheld thus leaving a net total of 21 valid complaints in the month. There were 6 escalations for the month, of which 3 proceeded to stage 2 and 1 to stage 3.

In addition, HTS also completed 2 complaints on behalf of Kier Harlow, a summary is attached at the end of this report.

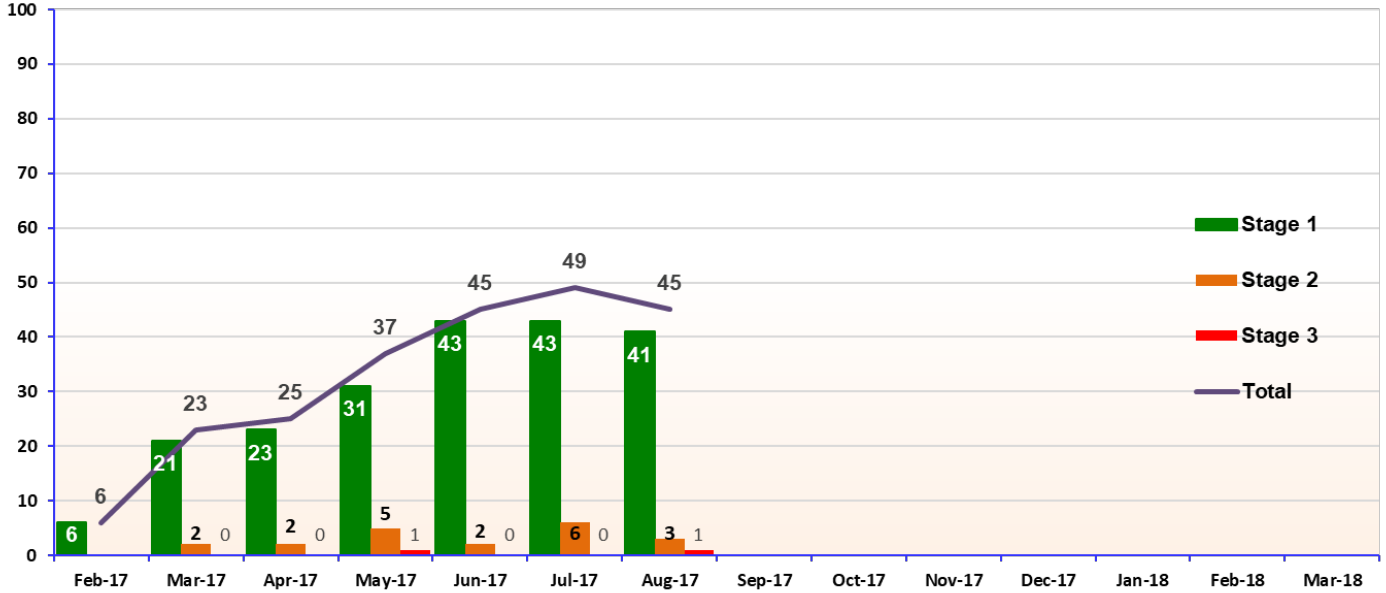
HTS Performance Team has carried out an analysis of increase in complaints over the last quarter. The main areas of concerns identified are communication and delays in completing jobs. Consequently, recommendations have been made to operations team to reduce the number of complaints in these areas. Overall, HTS has been able to contain complaints to 1.01% of all jobs completed.

Please see below a summary of all complaints as well as total jobs completed since February 2017 for HTS (P&E) Ltd.

Area	Stage 1		Stage 2		Stage 3		Total	YTD (Feb 2017)	YTD, Jobs Completed (>August 17)
	Upheld	Not Upheld	Upheld	Not Upheld	Upheld	Not Upheld			
Environment	4	7	~	~	~	~	11	50	
Housing	15	15	2	1	~	1	34	149	
Non-Housing	~	~	~	~	~	~	~		
Total	19 (42%)	22 (49%)	2 (5%)	1 (2%)	~	1 (2%)	45	199	19,682 1.01%

The below chart summarises the volume of all **Upheld** and **Not Upheld** complaints closed over the last month.

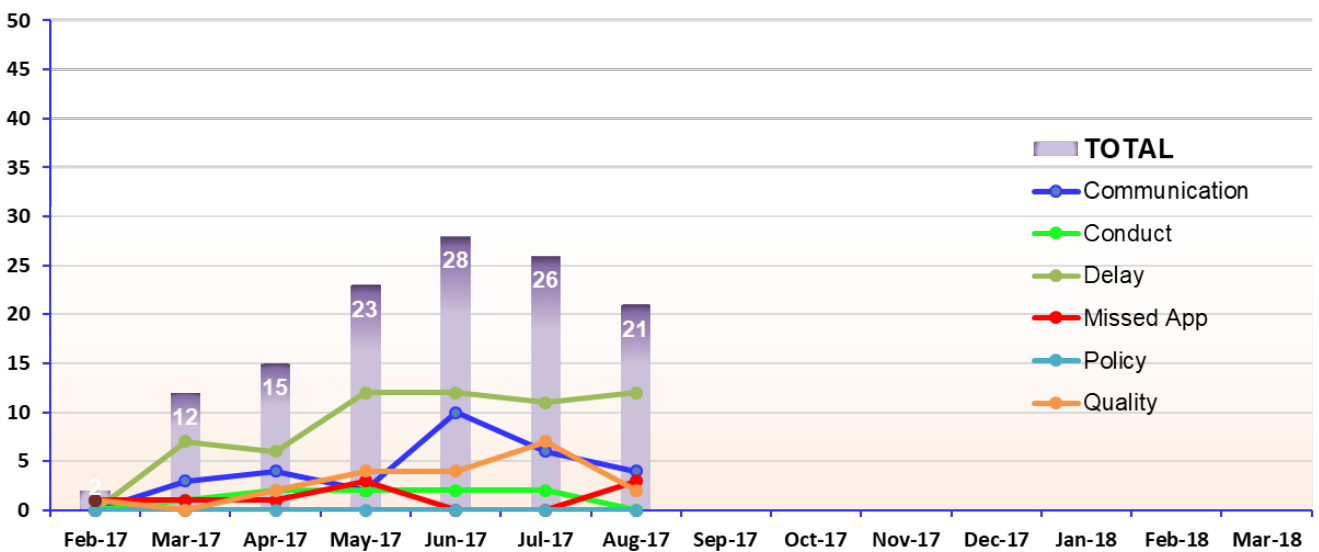
HTS All Complaints Analysis



Upheld Complaints

The chart below shows all **Upheld** complaints over the last month.

HTS Upheld Complaints Analysis



Glossary:

Quality of work

Level of service provided and work completed.

Missed Appointment

HTS (P&E) Ltd. missing pre-booked appointments.

Delay

Time taken for repair requests to be carried out/customer's perception of when work should be carried out but generally within priority.

Communication

Advising customers if appointments are going to be delayed or follow on works are required.

Conduct

Customers' perception of all staff at HTS (P&E) Ltd.

Policy

Joint policy arrangements between HTS (P&E) Ltd. and Harlow Council that customers feel both should provide.

Please see below an overview of ALL complaint areas

Complaint Areas	Capital & Third Party						Response Repairs & Voids					
	1		2		3		1		2		3	
	Upheld	Not-Upheld	Upheld	Not-Upheld	Upheld	Not-Upheld	Upheld	Not-Upheld	Upheld	Not-Upheld	Upheld	Not-Upheld
Communication							2	1	2			
Conduct												
Delay							10	7				
Missed App							3	1				
Policy								5		1		1
Quality								1				
Total	0	0	0	0	0	0	15	15	2	1	0	1

Complaint Areas	Technical Services						Environmental					
	1		2		3		1		2		3	
	Upheld	Not-Upheld	Upheld	Not-Upheld	Upheld	Not-Upheld	Upheld	Not-Upheld	Upheld	Not-Upheld	Upheld	Not-Upheld
Communication								2				
Conduct												
Delay							2	1				
Missed App												
Policy								2				
Quality							2	2				
Total	0	0	0	0	0	0	4	7	0	0	0	0

There were no non-housing complaints during August 2017

Appendix (a): Analysis of reasons for Upheld complaints.

Appendix (b): Analysis of reasons for Upheld complaints

Housing	Communication			Conduct			Delay/Time Scale Not Met			Missed Appointment			Policy			Quality of Work			Total
	1	2	3	1	2	3	1	2	3	1	2	3	1	2	3	1	2	3	
Capital & Third Party																			0
Response Repairs & Voids	2	2					10			3									17
Technical Services																			0
																			17

Housing	Communication			Conduct			Delay/Time Scale Not Met			Missed Appointment			Policy			Quality of Work			Total
	1	2	3	1	2	3	1	2	3	1	2	3	1	2	3	1	2	3	
Mobile Cleaning																	1		1
Parks & Landscapes							2									1			3
																			4