

Report of		Title:	
Debbie Hardy		Performance & Quality	
Name of Meeting:	Date of Meeting:	Agenda item:	Status:
JPRM	4 January 2018	Complaints	Information

*'Proudly Serving Harlow'*

## 1. Synopsis

This report provides a summary of the complaints against HTS (P&E) Ltd. for the month of November 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

Harlow Council's complaints officer and the customer services team audit for November has been carried out and **NO** variations were identified for the second month running.

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.

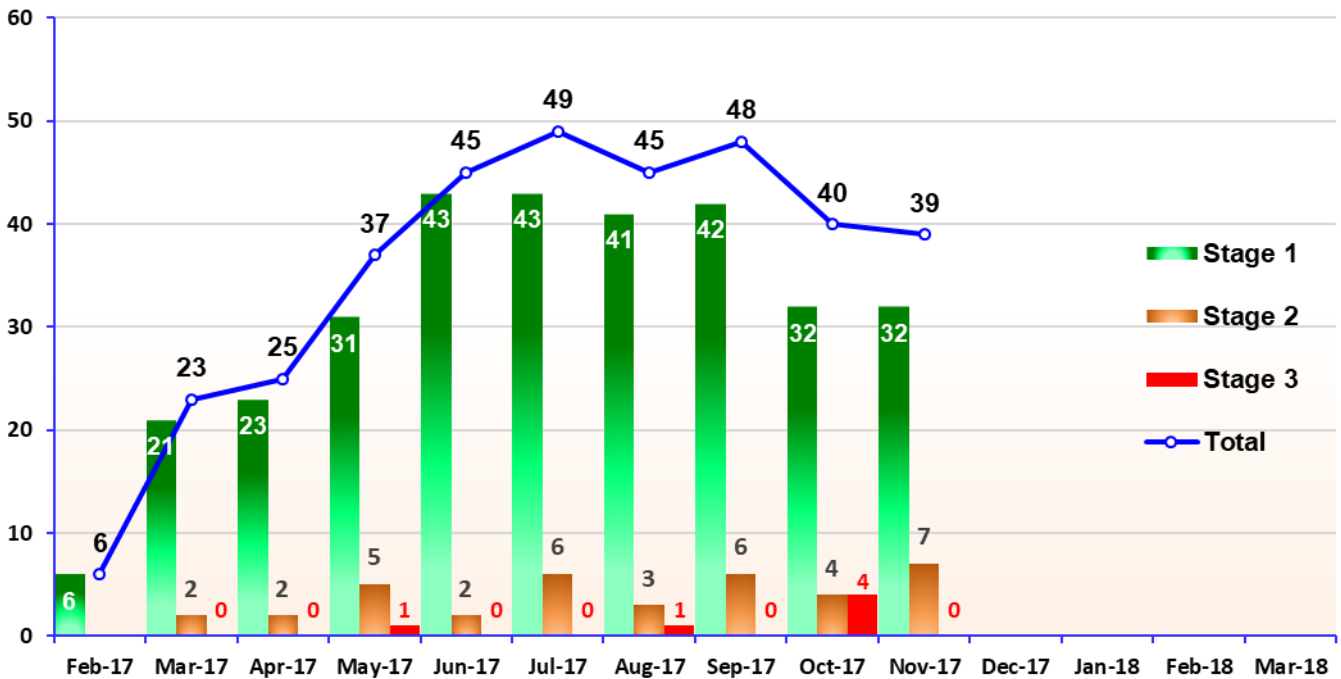
The overall number of complaints completed during November was 39. It should be noted that 20 of the 39 complaints received were not upheld thus leaving a net total of 19 valid complaints in the month. There were 7 escalations for the month, all of which proceeded to stage 2.

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 (>November 17)
	Upheld	Not Upheld	Upheld	Not Upheld	Upheld	Not Upheld			
Environment	2	3	0	1	~	~	6	82	
Housing	14	13	3	3	~	~	33	271	<b>34,899 0.77%</b>
Non-Housing	~	~	~	~	~	~	~		
<b>Total</b>	<b>16 (41%)</b>	<b>16 (41%)</b>	<b>3 (8%)</b>	<b>4 (10%)</b>	<b>0 (0%)</b>	<b>0 (0%)</b>	<b>39</b>	<b>380</b>	

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

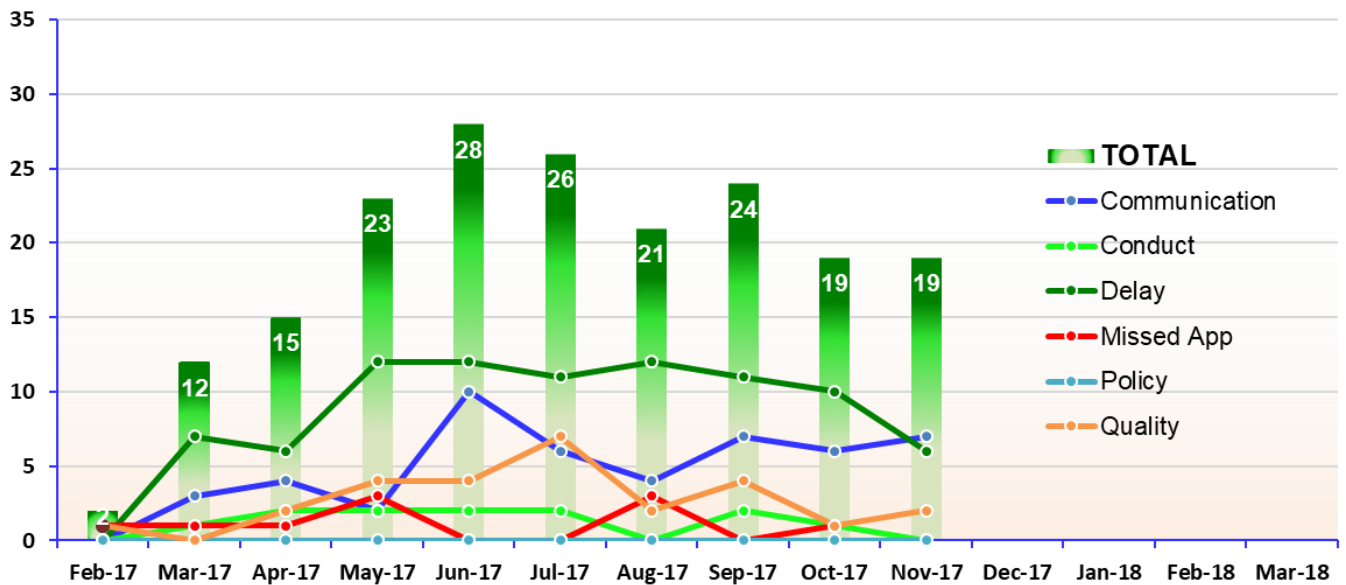
### HTS All Complaints Analysis



### Upheld Complaints

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

### HTS Upheld Complaints Analysis



## Complaints Investigation and Learning

Following in-depth review of all complaints during September, there has been a marked improvement in the number of complaints particularly around delays to works. November saw a steady decline in complaints in that area to 6 from its peak of 13 in August 17.

The two main areas of development remain as “delays timescales” and “communication” as expected in this industry. Despite the concerns these two areas only account for 0.44% of all housing jobs completed excluding environment. Notwithstanding that all findings are shared with the relevant teams to identify any shortfalls in processes and behaviours.

In addition, performance team now carries out complaints review with Business support team fortnightly to identify areas of improvement on quality of responses to the residents at stage 1. This process is in response to the increase in complaints escalation to stage 2 and 3 where stage 1 response did not fully address tenants’ complaints.

Please see below extracts of 13 complaints that were upheld at stage 1; 6 for delays in work and 7 for lack of communication against 3,611 jobs in November.

### Communication

1. Complaint originated as we did not note customers wishes for a pm appointment. Although the work was completed within time scales as a S1, the complaint was upheld due to a lack of communication during the process.
2. Initially requested via enquiry at Contact Harlow, customer was not notified that the grass cutting season had ended, and we did not notify the customer of this. Thus, resulting in a S1 complaint.
3. Wrong trade sent initially, customer wanted pm visits and whilst we booked appointment for between 12.00 and 2.00, our operative arrived at 11.50 so the appointment was missed resulting in the complaint.
4. Initial appointment identified parts required. Follow on appointment made and kept. However, we arrived without the parts to fix the heating as the information had not been noted on our system.
5. Cancellation letter sent to customer to vacate the home as our contractors were carrying out asbestos removal. However, this letter was not received by customer which led to the stage 1 complaint.
6. We have followed the correct procedure & are still within timescales set by HDC but we did change window repair at the last minute without sufficient notice.
7. Due to the poor customer service, you have received in this instance and the time taken for us to respond to and undertake the necessary works

### Delay/time scale not met

1. It was necessary to rearrange appointment for the next day at short notice.
2. Fencing repair delayed due to high volume of works outstanding and yet to be carried out.
3. Fencing repair delayed due to high volume of works outstanding and yet to be carried out.

8. Job delayed beyond target time due to the lack of customer care and communication received.
9. Delay in job would have caused the customer an element of inconvenience
10. Due to the lack of customer care and communication received when job completed late.

### Complaint Escalation Review

Please see below a summary of complaints escalating to stage 2.

#### Stage 2 complaints

1. Customer was unhappy with time taken to locate leak from the above property causing substantial damage. the complaint was **upheld** due to poor customer service and the time taken to carry out the necessary works.
2. Customer felt that the stage 1 response did not answer the complaint, however we had carried out the work the customer need but further works were identified during a meeting the complaint was **not upheld**.
3. Customer unhappy with the time taken to carry out works to the door entry system. The complaint was **upheld**. However, the delay was beyond our control as OpenView were waiting for a part for the access panel.
4. Customer unhappy that he did not receive a response to the stage 1 complaint and that he must wait up to 52 weeks for the works to be carried out. The complaint was **not upheld** as the letter had been sent within the time scales for the complaints policy, and the works will be carried out within agreed time frames.
5. Customer unhappy that we arrived ten minutes early for the agreed appointment as confirmed in the stage 1 complaint and will now have to wait again for the works to be carried out. The complaint was **up held** as we arrived early for the appointment.
6. Customer unhappy with the stage 1 response as they felt we had given her incorrect information with regards to the location of the stopcock within the property. The complaint was **not upheld** as the information given within the stage 1 complaint was correct.
7. Customer unhappy with the time taken to repair the heating and feels that we should maintain the system better. The complaint was **not upheld** as we attended within agreed time scales and policies.

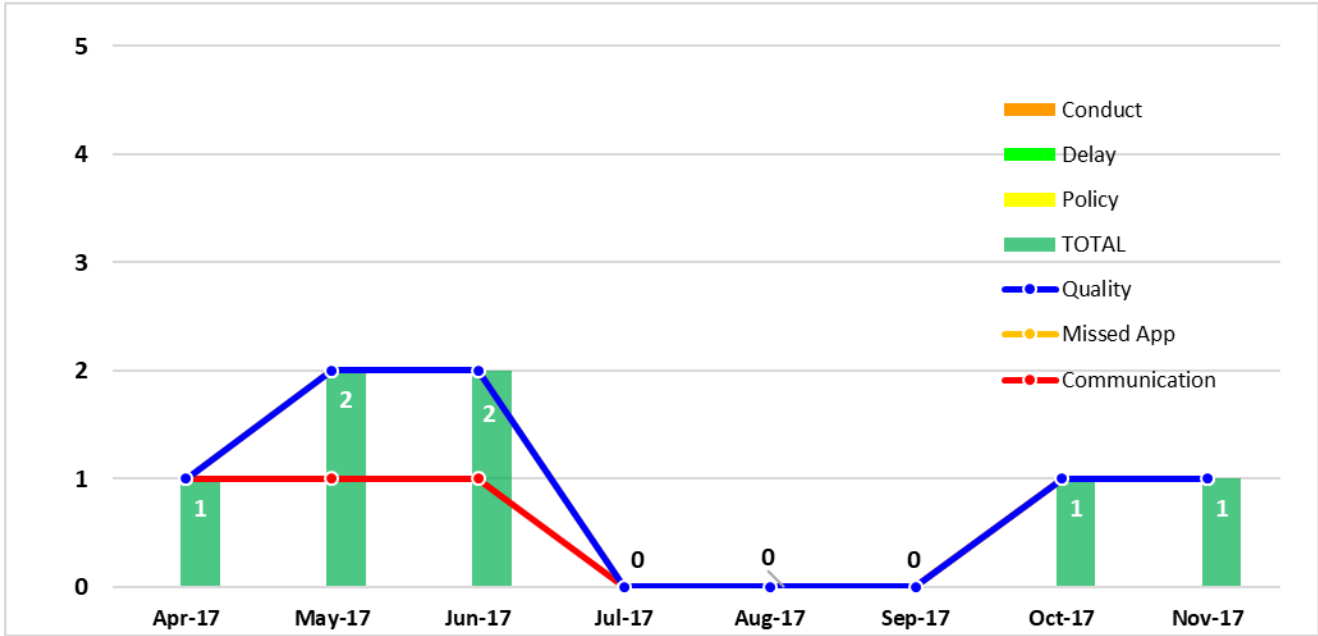
#### Stage 3 complaints

There were no stage 3's for November.

### Gas breakdown complaints review

It should be noted that since April the total number of complaints received against our heating department stands at 24; 17 of these complaints were **not upheld** leaving a total number of valid complaints of 7. This amounts to 0.8 complaint per month which reflects excellent KPI performance.

The chart below shows which areas the complaints were upheld.



### Summary:

Complaints report is shared with team supervisors/managers to highlight areas of concerns particularly around quality, however it remains one of the high performing work streams in HTS.

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	1						5	1				
Conduct								2				
Delay							5	8	2	1		
Missed App							3		1			
Policy										2		
Quality		1						1				
Total	1	1	0	0	0	0	13	12	3	3	0	0

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							1					
Conduct												
Delay								1				
Missed App												
Policy								1				
Quality							1	1		1		
Total	0	0	0	0	0	0	2	3	0	1	0	0

**There were no non-housing complaints during November 2017**

**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.*

### 3 Members' enquiries

The reports for November 2017 identified **Twenty-three** returns for members' enquiries. Member enquiries are now reviewed daily and the Customer Service Team have been tasked with advising members of all completions by e-mail within a 10-working day period if passed to other departments and one working day for general enquires.

All members' enquiries were completed within allocated response timescale.

**Red Text** indicates enquiry exceeding target response time of 10 working days.

**Appendix (a): Members' Enquiries**

Councillor	Date received at HDC	Date received in admin	Target Date	Service	Details	Outcome	Date response to Cllr
Cllr David Carter	27/10/17	27/10/17	10/11/17	Planned Works	116 Barn Mead – This address had a heat / smoke alarm fitted and would like to complain that the fitter went into a cupboard without permission and left the area dusty.	CH60991515 – The manager from the relevant department visited Mrs Lanes and apologised for the inconvenience she has experienced. He has also arranged for a manual to be delivered for the heat / smoke alarm.	Email sent 02/11/17
Cllr Michael Garnett	30/10/17	30/10/17	13/11/17	Parks and Landscapes – Grounds Maintenance	Feryngs Close – Residents have asked if the shrub bed could be cleared and grassed over. This would save clearing it twice a year and cut be cut with other grassed areas.	CH61124965 – Our Parks and Landscapes department agree with the proposal and that it is a good idea. This work has been placed on the programme for next year 2018 / 2019 as the programme for removal is already oversubscribed for this year. We will cut the area down and tidy it up in this year's programme 2017 / 2018.	Email sent 07/11/17
Cllr David Carter	30/10/17	30/10/17	13/11/17	Parks and Landscapes – Grounds Maintenance	Pollards Hatch Shops Bushes – Please can the bushes be trimmed that are in the front of the shops.	CH61159896 / CH61121165 – An inspection has been carried out and the work will be carried out in our winter programme which runs between October 2017 – March 2018.	Email sent 07/11/17
Cllr Jon Clempner	09/11/17	10/11/17	23/11/17	Cleansing and Environment – Dumped Rubbish	Please could the rubbish be removed by Fold Croft bus stop – near 105-Fold Croft.	CH61713530 – All items were removed on 10/11/2017 at 8:30 a.m.	Email sent 13/11/17
Cllr Mike Danvers	09/11/17	09/11/17	23/11/17	Repairs and Maintenance – Electrical	Garage light next to 1 East Park is not working.	CH61725185 – A job ticket was raised on 10/11/17 under job reference 954259. This has been raised under an urgent priority and we aim to complete this by the end of the week (17/11/17).	Email sent 13/11/17
Cllr Nick Churchill	09/11/17	09/11/17	23/11/17	Cleansing & Environment – Dog bins	Dog waste bin near the Broadley Road Paddling Pool has been destroyed by youths and bags of waste have been spread around the location.	CH61715325 – The area was cleared on 07/11/17 and a new bin will be installed week commencing 13/11/17	Email sent 13/11/17



Councillor	Date received at HDC	Date received in admin	Target Date	Service	Details	Outcome	Date response to Cllr
Cllr Maggie Hulcoop	13/11/17	13/11/17	27/11/17	Repairs and Maintenance – Roofing	192 Carters Mead – Resident is enquiring about the time factor on removal of wasps next before work can begin on drainage in same area can begin.	CH61924561 – The blocked guttering at the rear of the property was cleared on 30/10/17.	Email sent 14/11/17
Cllr Tony Edwards	06/11/17	06/11/17	20/11/17	Repairs and Maintenance – Glazing	A pane of glass at the front entrance to the bloc 304 Barn Mead is badly cracked and held together with Sellotape.	CH61513525 – A job ticket has been raised under job reference 954625 on 14/11/17. This has been placed on a standard priority (20 working days).	Email sent 14/11/17
Cllr Simon Carter	09/11/17	09/11/17	23/11/17	Parks and Landscapes – Playground Maintenance	There is a dirty sign at Kiln Lane play area which needs attention.	CH61734028 – The sign has been inspected and the team have attempted to clean the sign although some marks could not be removed. The sign will be replaced should the playground be refurbished at any point in the future.	Email sent 15/11/17
Cllr Mark Ingall	14/11/17	14/11/17	28/11/17	Repairs and Maintenance – Electrical / Sub Contractor	The intercom is not working properly at Nicholls Tower.	CH61976748 – A job ticket was raised on 09/11/17 under job reference 954055. This was passed to our contractors 'OpenView' on 14/11/17 to attend and rectify the fault as soon as possible.	Email sent 15/11/17
Cllr Mark Ingall	13/11/17	13/11/17	27/11/17	Repairs and Maintenance – Electrical / Sub Contractor	The entry system for Nicholls Tower is broken and causing a security risk.	CH61976748 – A job ticket was raised on 09/11/17 under job reference 954055. This was passed to our contractors 'OpenView' on 14/11/17 to attend and rectify the fault as soon as possible.	Email sent 15/11/17
Cllr Jean Clark	14/11/17	14/11/17	28/11/17	Cleansing and Environment – Street Scene	Resident is concerned at the lack of maintenance in the Wooding Grove area. Rubbish has accumulated for months and there was one road sweeper but has not been seen for some time.	CH62010764 – The area was last swept six weeks ago and the crew will be in the area again on 21/11/17 which is slightly later than usual due to leaf fall in other areas. We were unaware of the dumped rubbish and would recommend that residents report dumped rubbish to Harlow Council on 01279 446655.	Email sent 16/11/17

Councillor	Date received at HDC	Date received in admin	Target Date	Service	Details	Outcome	Date response to Cllr
Cllr Nick Churchill	15/11/17	17/11/17	29/11/17	Cleansing and Environment – Dumped Rubbish	On the footpath, next to slope leading to 206 Brockles Mead there is some dumped rubbish.	CH62078576 – All items were removed on 16/11/17.	Email sent 17/11/17
Cllr Eddie Johnson	15/11/17	15/11/17	29/11/17	Repairs and Maintenance – Fencing	There is a vandalised wooden fence in Old Orchard. There is only one entrance / exit into the top part of Old Orchard and the vandals used to go down the lane between the back of Old Orchard properties and Abbotsweld School. Please can the fence be reinstated ASAP as residents are worried about vandalism.	CH62084974 – A job ticket has been raised under Call ID 955803 for an inspection to be carried out. This work has been placed on a planned priority which means it can take up to and including 52 weeks although this is rarely the case.	Email sent 22/11/17
Cllr Karen Clempner	20/11/17	20/11/17	04/12/17	Parks and Landscapes – Grounds Maintenance	When will the hedges in Barn Mead by the Salvation Army will be cut. Is there a date in the winter programme? Also, when will the edge by 180 be cut. The resident of 179 also advises that the moss has not been scraped off the path yet?	CH62372629 – We are unable to provide exact dates as these can change according to weather and other variables. Our winter programme moves from area to area and we are unable to ‘jump about’ as this reduces effectiveness. We expect to be in Barn Mead towards the end of the winter programme late February / March 20178 and all hedges on contact will be cut now. The moss (which is outside our scope of works) is being done as a one off and is programmed for this week, I am sorry for the delay. All hard surfaces have been sprayed as per our contract, but moss is particularly resistant.	Email sent 23/11/17
Cllr Nick Churchill	20/11/17	20/11/17	04/12/17	Parks and Landscapes – Trees	There are cherry trees overhanging the footpath next to 154 Hull Grove. Resident reports that part of the tree is dying and shedding branches. Please remove deadwood.	CH62362665 – The cherry trees will have the deadwood removed and a crown lift of 2.5 metres within 80 working days. New enquiry CH62532752.	Email sent 23/11/17

Councillor	Date received at HDC	Date received in admin	Target Date	Service	Details	Outcome	Date response to Cllr
Cllr Joel Charles	20/11/17	20/11/17	04/12/17	Parks and Landscapes – Trees	Please could the large sycamore tree be attended to near 69 the Oxleys.	CH62365262 – We will arrange to sever the ivy to increase the light penetrating the crown within 80 working days. New enquiry CH62533069.	Email sent 23/11/17
Cllr Mark Ingall	20/11/17	20/11/17	04/12/17	Parks and Landscapes – Grounds Maintenance	Bushes outside 75 & 77 Hookfield are very overgrown, please can they be trimmed back.	CH62359669 – The brambles will be cut by the end of November and the shrub bed will be stooled on the winter programme which runs until March 2018.	Email sent 23/11/17
Cllr Bob Davis	28/11/17	28/11/17	12/12/17	Parks and Landscapes – Grounds Maintenance	Please can the hedges be cut in front of the houses in the region of 209 Ladyshot and behind the houses.	CH2890759 – This work will be carried out in our winter programme which runs until the end of March 2018. I am sorry that I cannot give a precise date for this work to be carried out.	Email sent 29/11/17
Cllr Nick Churchill	20/11/17	20/11/17	04/12/17	Parks and Landscapes – Grounds Maintenance and Tree works	Please can the hedge be cut back at the rea of 10 and 11 Taylifers. Also, can the tree be crowned to allow light into the path.	CH62364592 – We have attempted to cut the hedges previously, although with cars parking in front of the hedge it was making access an issue. However, the hedges were cut on 28/11/17. The tree will have the lowest secondary branches removed within 80 working days.	Email sent 29/11/17
Cllr Simon Carter	17/11/17	17/11/17	01/12/17	Parks and Landscapes – Grounds Maintenance	Please can the hedge be cut on the footpath on Edinburgh Way	CH62211409 – SP has advised that this is the responsibility of the company adjacent. She believes it has been passed to Essex County Council in the past but it is not part of the adopted footpath. It shows clearly on the community maps as the responsibility of whoever is in the unit. Harlow Council can serve an overhanging vegetation notice and SP has passed this via email to WH at HDC.	Email sent 29/11/17

Councillor	Date received at HDC	Date received in admin	Target Date	Service	Details	Outcome	Date response to Cllr
Cllr Nick Churchill	26/11/17	27/11/17	08/12/17	Cleansing & Environment – Dumped Rubbish	Dumped rubbish on grass next to bin compound near to 270 Brockles Mead.	CH62752160 – All items were removed on 27/11/17.	Email sent 29/11/17
Cllr Nick Churchill	20/11/17	20/11/17	04/12/17	Repairs and Maintenance – Fencing	Car park opposite 77 Hull Grove – boundary rail has been demolished. Car park opposite 103 and 164 brick water tap surround damaged beyond repairs and needs removing.	CH62361636 – a job ticket has been raised under job reference 956864 and placed on a planned priority which means it can take up to 52 weeks although this is rarely the case.	Email sent 29/11/17

### 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	1																		1
Response Repairs & Voids	5						5	2		3	1								16
Technical Services																			
																			17

Environment	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	1																		1
																			2