

**REPORT TO:** SHAREHOLDER SUB-COMMITTEE  
**DATE:** 16 JANUARY 2018  
**TITLE:** COMPLAINTS ANALYSIS  
**LEAD OFFICER:** ANDREW MURRAY, HEAD OF HOUSING (01279)  
446676

**RECOMMENDED that:**

**A** Shareholder Sub Committee notes the report and summary of complaints to the month of November 2017 as set out in paragraphs 2 – 4 as follows:

- (i) HTS (Property & Environment) Ltd (HTS) achieved a ratio of 0.77 percent against a total of transactions to November 2017 of 34,899.

**BACKGROUND**

1. This report provides a summary and analysis of complaints against HTS (Property & Environment) Ltd for the month of November 2017. This includes the following services:
  - a) Environment
    - (i) Mobile Cleaning
    - (ii) Parks and Landscapes
    - (iii) Street Cleaning
    - (iv) Transport
  - b) Housing
    - (i) Capital and Third Party Works
    - (ii) Responsive Repairs and Voids
    - (iii) Technical Services

**COMPLAINTS ANALYSIS**

2. The overall number of complaints raised to November 2017 is 357. The number of complaints raised during November 2017 was nine, of which, 20 of these complaints were not upheld. There were seven escalations for the month all of which proceeded to stage two and there were no stage three complaints raised.
3. There has been a marked improvement in the number of complaints particularly around delays to works. The two main areas of development remain as “delays/timescales and communication”. 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 outlined in Appendix A.

4. Member enquiries and reports for November 2017 identified 23 enquiries. Member enquiries are now reviewed daily and all were completed within the allocated response time. A detailed breakdown of enquiries and responses is outlined in Appendix A.

## **IMPLICATIONS**

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

As contained within the report

Author: **Graeme Bloomer, Head of Place**

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

As outlined in the body of the report

Author: **Simon Freeman, Head of Finance**

### **Housing**

As outlined in the body of the report.

Author: **Andrew Murray, Head of Housing**

### **Community Wellbeing (includes Equalities and Social Inclusion)**

As contained within the report

Author: **Jane Greer, Head of Community Wellbeing**

### **Governance (includes HR)**

None specific

Author: **Brian Keane, Head of Governance**

## **Appendices**

Appendix A – JPRM Complaints November 2017

### **Background Papers**

None.