

REPORT TO: SHAREHOLDER SUB-COMMITTEE
DATE: 25 JULY 2018
TITLE: COMPLAINTS ANALYSIS
LEAD OFFICER: ANDREW MURRAY, HEAD OF HOUSING
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RECOMMENDED that the Sub-Committee:

- A** Notes the report and summary of complaints to the month of March 2018 and May 2018, as set out in paragraphs 2 to 4 as follows:
- i) HTS (Property & Environment) Ltd (HTS) achieved a ratio of 0.95 percent against total transactions to March 2018 of 48,568 and 0.97 percent against total transactions to May 2018 of 6,986.

BACKGROUND

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

ISSUES/PROPOSALS

2. The overall number of complaints raised to March 2018 was 465 and May 2018 of 68. The number of complaints raised during May 2018 was 31, of which, 12 of these complaints were upheld.

3. Ongoing scrutiny of processes has led to a marked improvement in the number of complaints and particularly delays in works. The main areas of development remain ensuring effective communication and responses when enquiries are made and 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 outlined in Appendices A and B.
4. Members enquiries and reports for March and May 2018 identified 14 enquiries. Member enquiries are reviewed daily and all were completed within the allocated response time. A detailed breakdown of enquiries and responses is outlined in Appendices A and B.

IMPLICATIONS

Place (Includes Sustainability)

As contained within the report.

Author: 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)

Monitoring and responding to complaint trends can improve performance, customer satisfaction and inform training needs for staff.

Author: Colleen O'Boyle, Interim Head of Governance

Appendices

Appendix A – JPRM Complaints March 2018

Appendix B – JPRM Complaints May 2018

Background Papers

None.

Glossary of terms/abbreviations used

None.