



OFFICIAL

Bolsover District Council

Meeting of the Tenant Participation Review and Development Group on 16 July 2024

Agenda Item 6: Customer Service Compliments, Comments and Complaints and Standards
Report for Housing & Repairs Quarter 1 1st April 2024 to 30th June 2024

Classification	This report is Public.
Report By	Lesley Botham Customer Service, Complaints and Standards Manager Telephone: 01246 242230 Email: Lesley.botham@bolsover.gov.uk
Contact Officer(s)	Alice Willoughby Customer Service, Complaints and Standards Officer Telephone: 01246 242355 Email: Alice.willoughby@bolsover.gov.uk

PURPOSE/SUMMARY OF REPORT

- To provide information on the Council's performance in relation to its customer service standards, Compliments, Comments and Complaints on behalf of the Housing and Repairs.
 - To provide information on the effective management of complaints and customer requests which is central to excellent customer service and the Council can use to identify improvements within its Housing & Repairs services.
 - To provide information on the number of compliments, comments and complaints received for Tenant related matters for the period 1st April 2024 to 30th June 2024.
-

OFFICIAL

REPORT DETAILS

1. Background

1.1 The purpose of this report is to make Housing and Repairs departments and Tenants aware of performance in relation to the effective management of complaints and identifying any improvements.

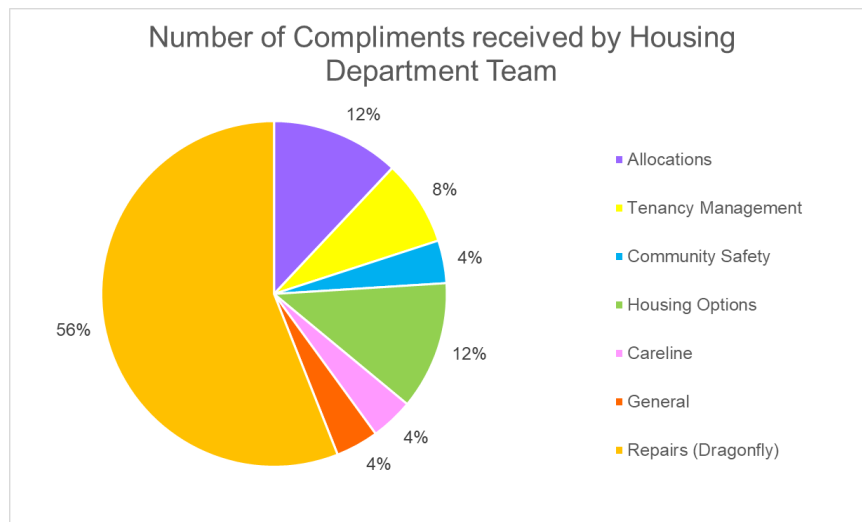
2. Details of Proposal or Information

2.1 Compliments, Comments and Complaints

Some customer contacts/complaints received during Q1 covered more than one service area, therefore when analysing the data by Housing Teams these do not mirror the actual volume of contacts received.

Compliments

In total 22 written compliments were received during 1st April 2024 to 30th June 2024. Compliments were received from customers who appreciated excellent service.



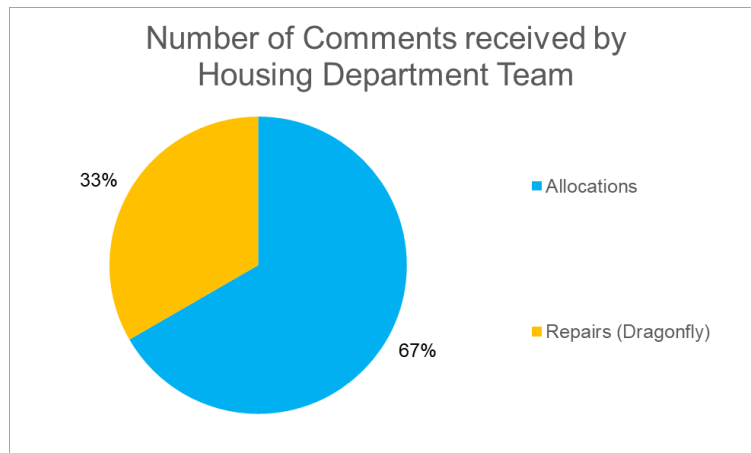
When analysing the compliments received in Q1, Dragonfly (Housing Repairs and Maintenance) received the most compliments with 14, followed by the Housing Allocations Team and Housing Options Team with 3 compliments. The Tenancy Management Team received 2 compliments and the Careline Team, the Community Safety Team and General Housing received 1 compliment.

This is useful to note as whilst repairs and maintenance has featured heavily as a core reason for complaint, this shows that a tenant's personal experience of the service by the team appears to influence their bias in response to the Council. There are clearly positives to be taken from the service delivered, as well as areas for improvement.

Compliments for repairs were focussed on the repairs operatives for doing excellent work and being polite, they also included a thank you to the repairs team for organising repairs to their property. Compliments for Allocations Team were mainly regarding the Teams being informative and guiding residents through the application process. Finally, compliments for the Housing Options Team were to thank the Officers in this department for being understanding and providing help to prevent homelessness.

Comments

There were 2 written comments received for the period 1st April 2024 to 30th June 2024 and 100% were acknowledged and passed to the respective department within the target time of 5 working days, for consideration when reviewing their service.

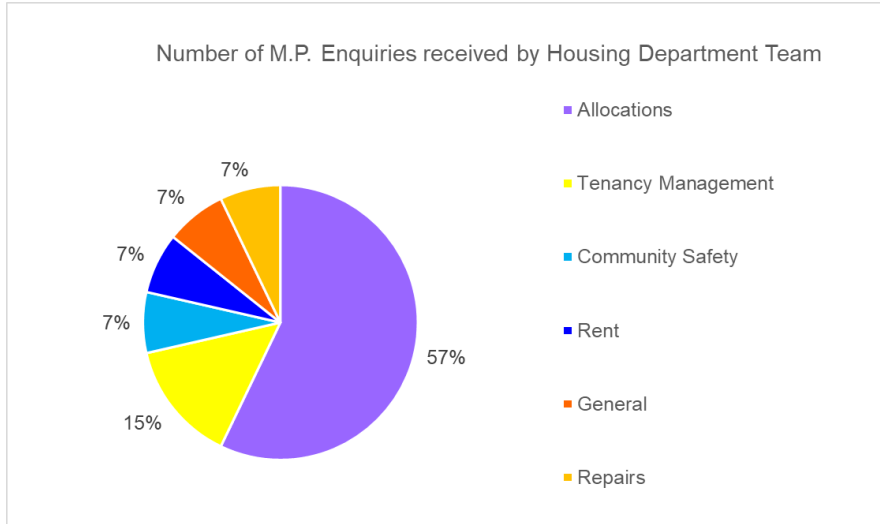


Out of the 2 written comments, one of these was cross cutting between two departments. Therefore, the Community Safety Team received 2 comments and Repairs Team received 1 comment.

The Council received a limited number of comments during Q1 and all were passed back to the teams for further action where required. All comments received during Q1 were made by residents and no comments by tenants were received.

MP Enquiries

In the period 1st April 2024 to 30th June 2024, the Housing Department received 12 M.P. Enquiries, 100% of these M.P. Enquiries were responded to within our customer standard and the Housing Ombudsman Code of 10 working days.



The chart below shows volume of M.P. enquires by team. When analysing the M.P. enquiries received during Q1, the highest number related to the Allocations Team with 8 M.P. Enquiries and the Tenancy Management department received 2. The Community Safety Team, Rent Team, Repairs Team and General Housing all received 1 M.P. Enquiry.

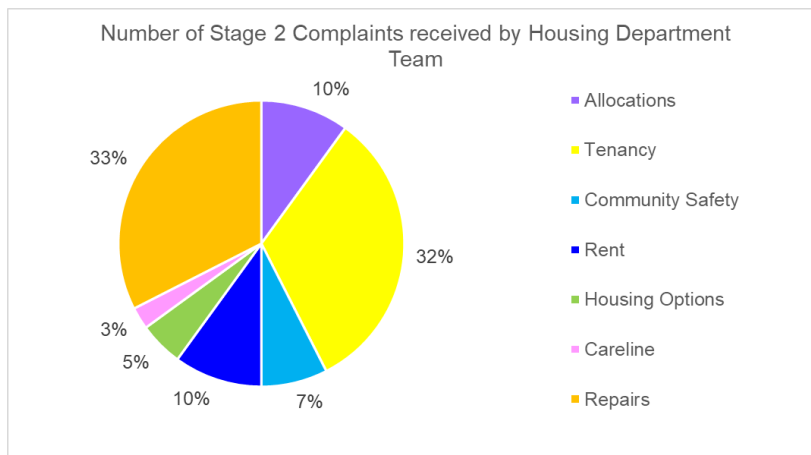
The most common themes for M.P. Enquiries were in relation to Housing Applications including new applications and tenant applications to facilitate a property move.

Complaints

Stage One

In total 32 Stage One Complaints were recorded from the 1st April 2024 to 30th June 2024.

100% Stage One Complaints were responded to within our customer standard and the Housing Ombudsman Code of 10 working days. Up to the point of this data being submitted.



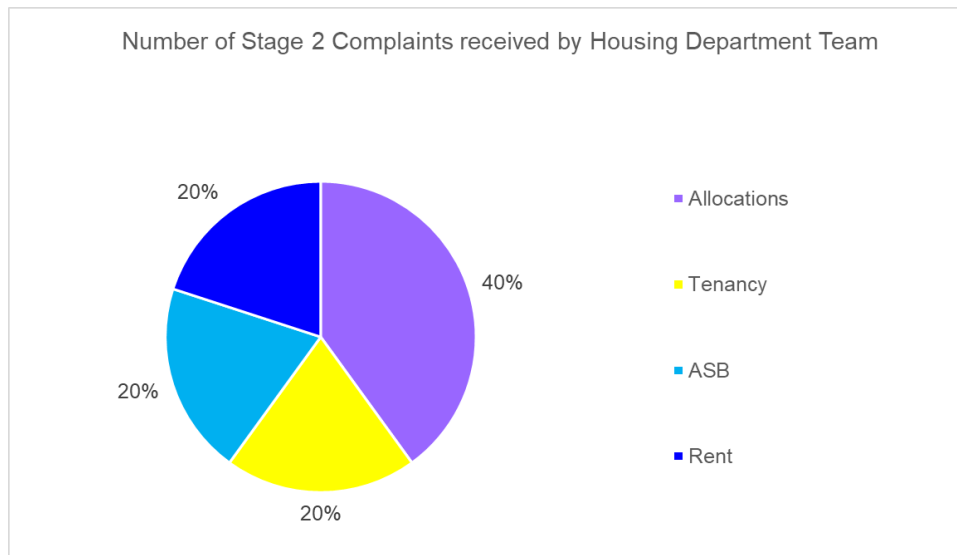
The chart above shows the breakdown of complaints received by team for those at HOS Stage 1. The largest proportion related to Dragonfly (Housing Repairs and Maintenance) and the Tenancy Management with 13 Stage One Complaints, next was the Allocations Team and Rent Team with 4, Community Safety had 3, Housing Options 2 and Careline 1.

When analysing the themes of Stage One complaints, the most common factor was behaviour of staff member, followed by quality of repair or repairs outstanding.

Stage Two

4 Stage Two complaints were recorded, from the 1st April 2024 to 30th June 2024.

100% stage two complaints were responded to within our customer service standard and the Housing Ombudsman Code of 20 working days. Up to the point of this data being submitted.



For the complaints received at Stage Two, the largest proportion related to Housing Allocations, which received 2 Stage Two Complaints. the Tenancy Management Team, Community Safety Team and Rent Team all received 1 Stage Two Complaint.

When identifying themes for Stage Two Complaints it was found that both complaints for Housing Allocations related to Housing Application eligibility. This may be due to the fact that in April 2024 the Council revised its Housing Allocation Policy following a consultation period in order to prioritise housing applicants which changed the eligibility criteria for Council housing.

Ombudsman

The Housing Ombudsman (HO) has reviewed 1 complaint during this period. This complaint is still being investigated by the Housing Ombudsman and all data was given to them on the 19th June 2024.

2.2 Summary for Quarter 1 2024/25

	Apr	May	Jun	Total
Compliments	7	9	6	22
Comments	1	0	1	2
Stage 1 Complaints	9	11	12	32
Stage 2 Complaints	1	1	2	4
MP Enquiries	4	5	3	12

Complaints Feedback

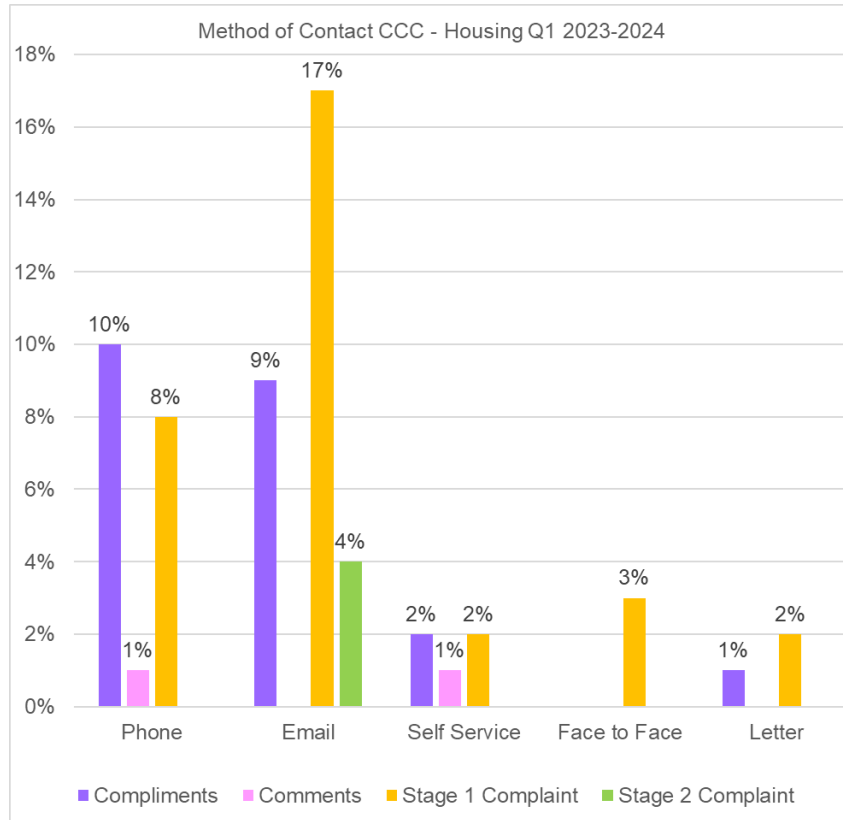
Whilst there were no trends leading to service improvements during this quarter of the financial year. The Council will be reviewing the data at the Department Service Reviews, to explore themes and discuss any improvements which may have not been reported. The Dragonfly Service Review is on the 25th September 2024 and the Housing Service Review is on the 30th September 2024.

Method of Contact

When analysing how tenants contact the Council to pass on a compliment, a comment or make a complaint, most compliments were via telephone and comments were an equal split between telephone and self service. Most Stage 1 Complaints were mostly via email followed by telephone, face to face, then letter or self service and all Stage 2 Complaints were made via email. This is interesting as through previous tenant surveys it has shown that tenants prefer contact via post/letter however the preferred method of contacting the Council in relation to complaints is clearly email.

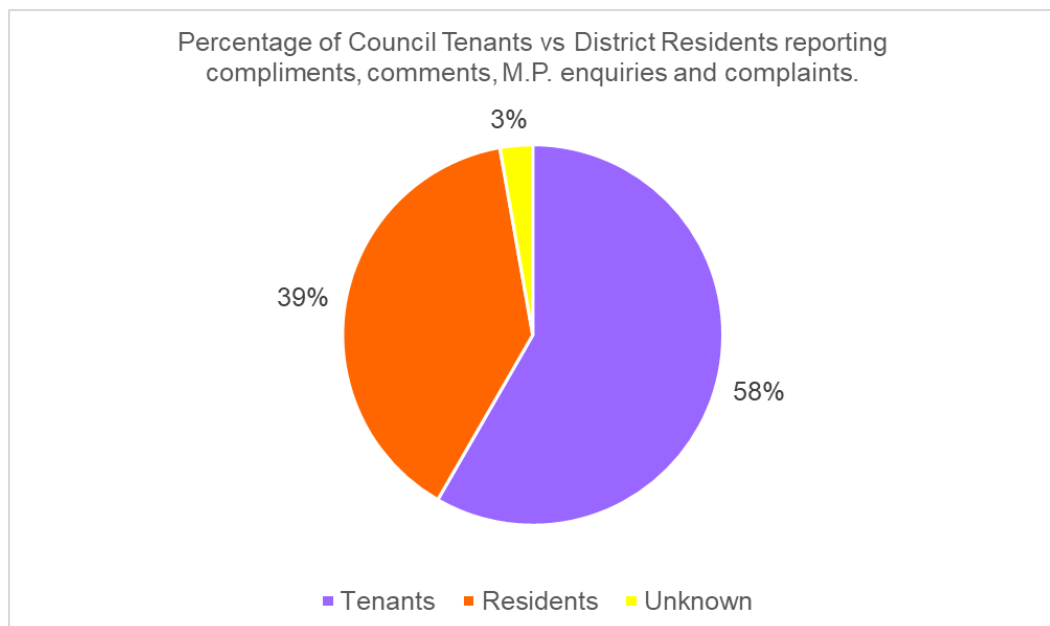
The Council have had a significant move towards increasing digital transactions over the last four years and made several changes to the self-serve functions on the Council website. It is therefore encouraging to see tenants choosing to use this method of contact.

It is worth noting that M.P. Enquiries have not been reported on in the below graph as all M.P. Enquiries are sent via email.



Tenants' vs Residents

When analysing the data on who was making the reports to the Council's for compliments, comments, M.P. enquiries and complaints we found that Tenants make over half of these reports compared to residents.



2.3 Compliments/complaints included:

Compliments	Complaints
Would like to thank the Council for a warm welcome into the Tenant Participation Group, they want to thank all involved for giving them an exciting opportunity to become more involved.	Customer has found themselves homeless and advises that the Council have not helped them secure accommodation as a vulnerable adult.
Wanted to thank the Repairs Operatives who attended their repairs, they were punctual, friendly and very efficient. Thanked them for the excellent service.	Customer has concerns regarding repair works at their property and the communal areas.
Customer thanked the Council's Contractor for the exceptionally good, professional and caring way they installed a wet room and extended the back doorstep. They are grateful for the wet room but also that the staff took the greatest care of them and the property. The repair operatives were a credit to the company.	Customer having to wait a long time for a repair appointment because no-one attended the first scheduled appointment.
Customer would like to thank the Housing Allocations Manager and the repairs team for all the help provided in getting the house ready for sign up quickly.	Customer is not happy with the way the Rent and Recovery Team spoke with them.
Customer would like to thank the Housing Allocations Manager for all the background work done with regards to an application for a bungalow.	Customer has complained about ongoing damp in the property and repairs that aren't being fully looked at and resolved.
Customer would like to thank the Careline Staff who saw their mother whilst they had the fall bracelet, it gave them peace of mind if they were not there.	Customer is not happy with the attitude of the Housing Officer.

<p>The Repairs Operative was very polite and the customer wanted to thank them. They were conscientious and passionate about the work they did.</p>	<p>Customer is not happy that their rent payments have gone up by £40 a month.</p>
---	--

RECOMMENDATION(S)

1. That members of the Group review Q1 performance and compliance with response times.
2. That members makes recommendations for action, where required, should the data indicate the need for further investigation on service delivery by individual teams.

Links to Council Ambition: Customers, Economy, Environment and Housing

Ambition: Housing

Priority:

- Maintaining and improving property and housing management standards and ensuring that standards and living conditions in the district contribute towards better health outcomes for all.

Target HOU04: Work towards compliance with the Social Housing Consumer Standards, ensuring tenants' voice is key when developing new council housing policies, procedures, and improvements.

DOCUMENT INFORMATION

Appendix No	Title