



OFFICIAL

Bolsover District Council

Meeting of the Housing Liaison Board on 22nd October 2024

Agenda Item 6: Customer Service Compliments, Comments and Complaints and Standards

Report for Housing & Repairs Quarter 2 1st July 2024 to 30th September 2024

Classification	This report is Public.
Report By	Customer Service, Standards and Complaints Manager
Contact Officer(s)	Customer Standards and Complaints Officer

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 July 2024 to 30th September 2024.

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.

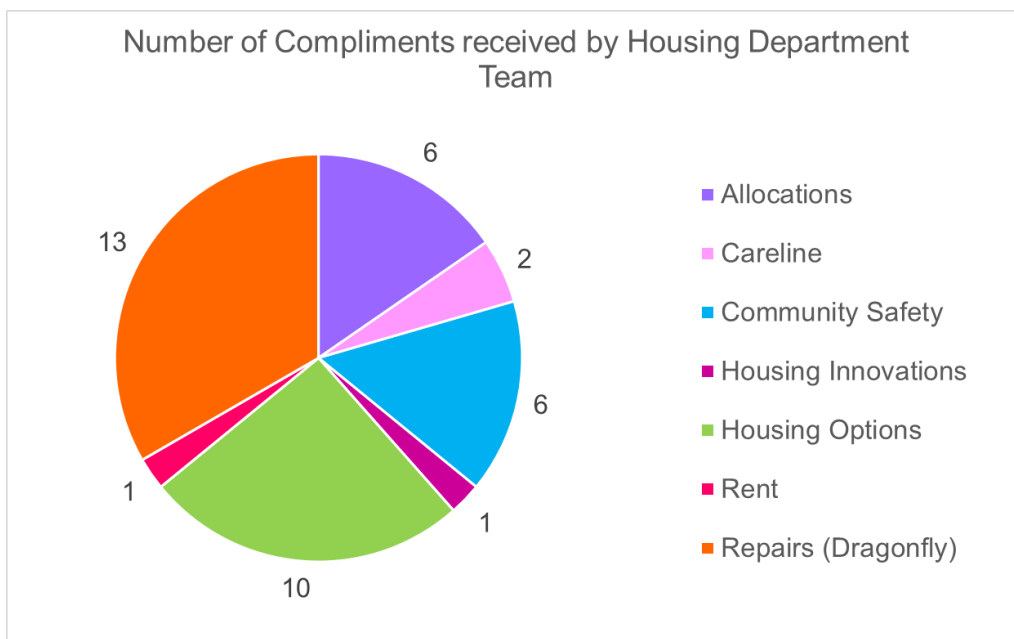
2. Details of Proposal or Information

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 35 compliments were received during 1st July 2024 to 30th September 2024. Compliments were received from customers who appreciated excellent service. The pie chart below shows the breakdown across the teams.



When analysing the compliments received in Q1, Dragonfly (Housing Repairs and Maintenance) received the most compliments with 13, followed by the Housing Options Team with 10. The Housing Allocations and Community Safety and Enforcement Team both received 6 compliments each. The Careline Team received 2 compliments and the Rent Team and Housing Innovation Team received 1 compliment each.

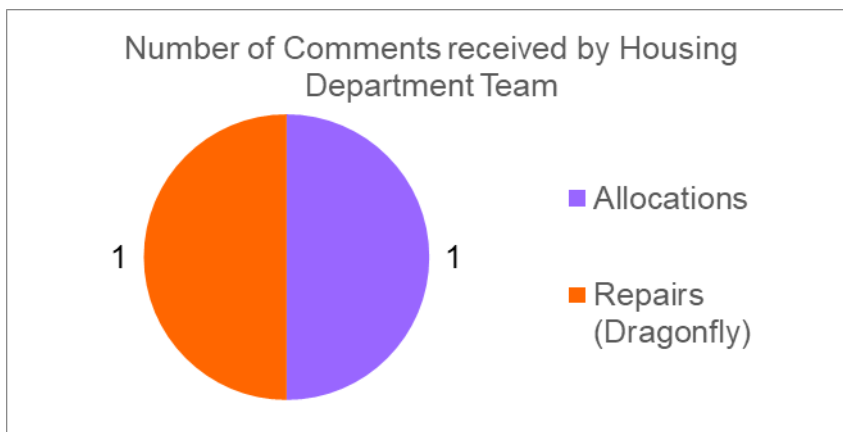
As also shown in the Q1 data, it is useful to note whilst repairs and maintenance has featured heavily as a core reason for complaint, this shows that a tenant's personal experience of the service by the team appears to influence their bias in response to the Council. There are clearly positives to be taken from the service delivered, as well as areas for improvement.

Compliments for repairs were focussed on the repairs operatives for doing excellent work, being polite and being efficient, they also included a thank you to the repairs team for organising repairs to their property. Compliments for Housing Options Team were mainly regarding Officer's kindness, understanding and support.

Finally, compliments for the Housing Allocations Team were to thank the Officers in this department for being kind and for their assistance in being allocated a Council property and compliments for Community Safety and Enforcements were for Officers efficient and excellent work.

Comments

There were 2 written comments received for the period 1st July 2024 to 30th September 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.



One comment was for the Housing Repairs and Maintenance Team and one comment for the Housing Allocations Team.

The Council received a limited number of comments during Q2 and all were passed back to the teams for further action where required. Unfortunately, no more themes or analysis could be drawn from this data.

MP Enquiries

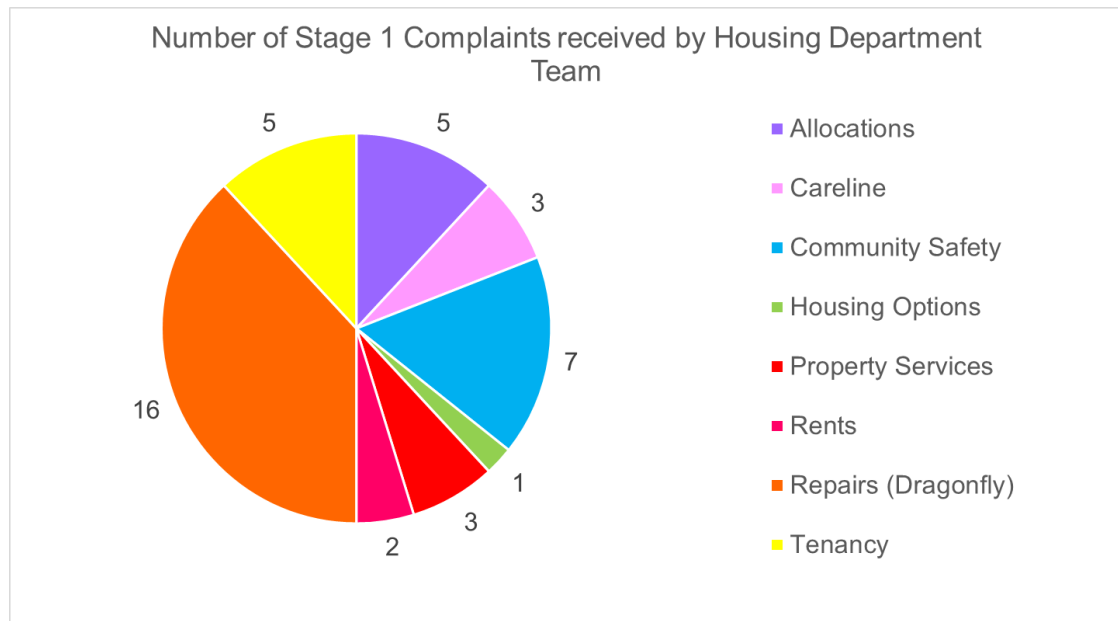
In the period 1st July 2024 to 30th September 2024, the Housing Department received 0 M.P. Enquiries.

In May 2024, following the General Election a new M.P. took over Bolsover District. The Council have not yet received any constituent enquiries or complaints.

Complaints – Stage One

In total 35 Stage One Complaints were recorded from the 1st July 2024 to 30th September 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.



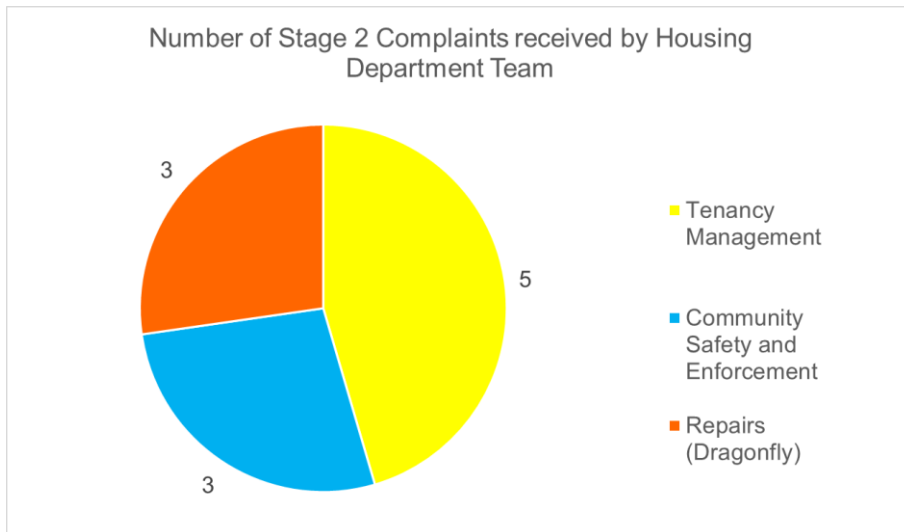
The chart above shows the breakdown of complaints received by team for those at HOS Stage 1. The largest proportion related to Dragonfly (Housing Repairs and Maintenance) with 16 Stage One Complaints, followed by Community Safety and Enforcement with 7. Next was the Allocations Team and Tenancy Management Team with 5 each, Careline and Property Services had 3 each, Rents Team 2 and Housing Options 1.

When analysing the themes of Stage One complaints, there was a range of reasons complaints were made about Dragonfly Repairs. The most common factor was lack of action taken following a repair being reported and the scheduled appointment not being attended by a Repairs Operative which received 3 complaints each. Complaints made about Community Safety and Enforcement were mostly regarding customers not agreeing with actions or the investigation undertaken by the Team regarding antisocial behaviour from neighbours.

Complaints – Stage Two

6 Stage Two complaints were recorded, from the 1st July 2024 to 30th September 2024. Nearly all of these complaints were crosscutting over more than one Housing Team.

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 Tenancy Management, which received 5 Stage Two Complaints. The Community Safety and Enforcement Team and Housing Repairs and Maintenance both received 3 Stage Two Complaints each.

When identifying themes for Stage Two Complaints it was found that most complaints for Tenancy Management were in relation to disagreement with actions taken or lack of action by the Tenancy team. It is also worth noting that all Community Safety and Enforcement Team complaints were crosscutting with Tenancy Management complaints.

Ombudsman

The Housing Ombudsman (HO) has not reviewed any complaints during this period.

The Local Government Ombudsman (LGO) has reviewed 2 complaints during the period 1st July 2024 – 30th September 2024, one related to Housing Allocations and the other was Housing Repairs and Maintenance. The Council provided the LGO with information and evidence into both of these complaints. The LGO concluded they will not investigate either complaint as there was 'insufficient evidence of fault causing injustice'.

Summary for Quarter 2 2024/25

	July	August	September	Total
Compliments	9	11	15	35
Comments	2	0	0	2
Stage 1 Complaints	11	8	16	35
Stage 2 Complaints	5	0	1	6
MP Enquiries	0	0	0	0

Complaints Feedback

During quarter 2, a few service improvements were implemented as a consequence of complaints.

1. The Dragonfly Repairs Team have implemented a fully automated system for the fire alarm and CO2 detector dates to ensure none can go out of date.
2. The Dragonfly Repairs Team is to implement a measure to inform the Council if a Contractor cannot meet their contracted hours deadline.
3. The Central Control Operative will clarify any similar circumstances with their line Manager prior to giving a response.
4. The Careline Team have informed Support Workers to contact 111 to seek further advice to reassure service users the correct course of action is being taken.
5. The Dragonfly Repairs Team will ensure their Contractors use base sheets for glass.

The Council will continue reviewing the data at the Department Service Reviews, to explore themes and discuss any improvements which may have not been reported. The latest Dragonfly Service Review was on the 25th September 2024 and the Housing Service Review was on the 30th September 2024.

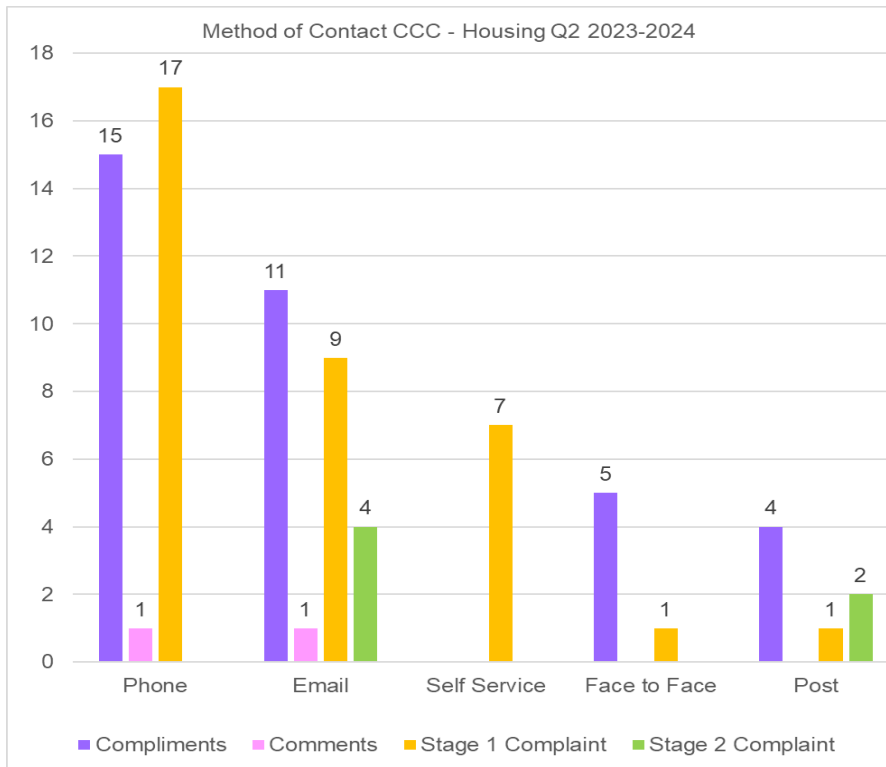
Method of Contact

For the purposes of analysis, anything written that has come via post has been classed as 'post', this may include letters, thank you cards and feedback on posted surveys or forms.

When analysing how customers contact the Council to pass on a compliment, a comment or make a complaint, most compliments were via telephone (15), followed by email (11) and comments were an equal split between telephone and email. Most Stage 1 Complaints were mostly via telephone (17) followed by email (9) face to face (7). Stage 2 Complaints were mainly made via email (4) followed by post (2). This is interesting as

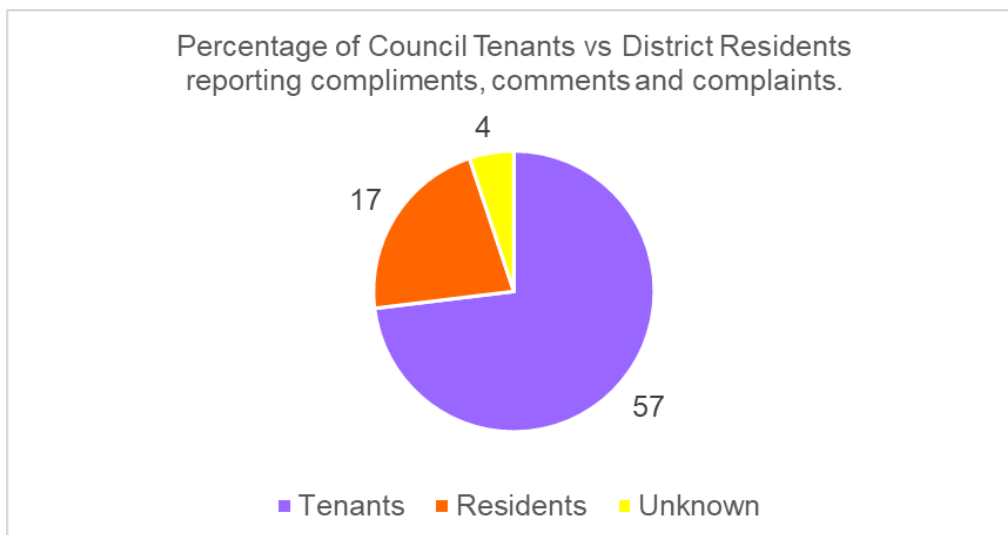
through previous tenant surveys it has shown that tenants prefer contact via post/letter however the preferred method of contacting the Council in relation to complaints is clearly email.

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, although for this quarter the Council did not receive any correspondence anyway.



Tenants' vs Residents

When analysing the data on who was making the reports to the Council for compliments, comments, M.P. enquiries and complaints we found that Tenants (57) made most of these reports compared to residents (17).



Comparison to Quarter 1

In comparison with quarter 1, the Housing Department have seen an increase in compliments for quarter 2 from 22 to 35. Dragonfly Repairs Team have received the most compliments over any team for both quarters and both for the same reasons which was officer politeness and excellent work. There has been an increase in compliments (+5) seen for Community Safety and Enforcement.

In both quarters the Housing Department only received 2 comments which were for Dragonfly Repairs Team and Housing Allocations for each quarter. It is noted that customers may not use comments as frequently as they utilise the Customer Services Department to make an enquiry or may liaise with teams direct with suggestions.

There are no M.P. Enquiries for quarter 2, as explained above this is due to no correspondence since prior to the General Election. The Council is happy to respond appropriately to any M.P. Enquiries when these are sent.

There has been a small increase in Stage 1 complaints from quarter 1 to quarter 2. In quarter 1 the Housing Department received 32 complaints compared to 35 in quarter 2. Dragonfly Repairs Team received the most Stage 1 complaints (16) similarly to quarter 1 (13). However, themes identified from Stage 1 complaints were different. Most stage 1 complaints for quarter 2 regarding Dragonfly Repairs Team were with regards to lack of action by the repairs team and non-attendance at scheduled appointments. There was a large decrease in Tenancy Management complaints from quarter 1 (13) to quarter 2 (5). An increase in Community Safety complaints from quarter 1 (3) to quarter 2 (7). However, other teams remained similar in the amounts of complaints only fluctuating up or down slightly.

There has also been a small increase in Stage 2 complaints from quarter 1 (4) to quarter 2 (6), this can be expected with a small increase in Stage 1 complaints. Tenancy Management had a large increase with 5 Stage 2 complaints at quarter 2 as opposed to 1 in quarter 1. In quarter 1, we believed that Housing Allocations had received the most Stage 2 complaints due to the new Housing Allocation Policy which was implemented in April 2024, as the Housing Allocations Team have received 0 Stage 2 complaints, as such it could be argued this theory was correct.

Similarly to quarter 1, in quarter 2 tenants are reporting more than residents. It could be stated that the Housing team are providing detailed information to tenants on how to make a compliment, comment and complaint. This has increased from a 58% tenant majority to a 73% tenant majority in quarter 2.

Finally, as shown above the Housing Department have been able to draw more improvements for complaints within quarter 1. The Council will continue to analyse these areas to draw future improvements and conclusions.

Compliments/complaints included:

Compliments	Complaints
<p>Customer stated the Community Enforcement Rangers are superhero's and have changed their life forever giving them faith and trust in others using safe and secure items. They also tidied up their garden for them and left them with tears of joy through their positivity, they deserve a medal and have made a massive positive impact in their life.</p>	<p>Customer has complained regarding administrative issues which led to his Housing Application being rejected.</p>
<p>Customer wanted to thank the Housing Options Officer for helping them through worry and anxiety and for them going above and beyond. They think the Officer is exceptional at their job and the customer will always be thankful for what they'd done. The Officer was also friendly, kind and understanding at all times.</p>	<p>Customer is unhappy with the Housing Options team contacting via phone rather than email which put her in a dangerous situation</p>
<p>Customer thanked the Repairs Operative who was very polite, efficient and pleasant.</p>	<p>The customer is not happy with the actions taken or information given by the Repairs Inspector.</p>
<p>Customer would like to thank the Council Officers that they dealt with during their Housing Application. The Housing Options Team, Housing Needs Assistant and Customer Advisors were kind and thoughtful which helped them during a tough time.</p>	<p>Customer is not happy that they have not received any communication regarding the electrical testing.</p>
<p>Customer wanted to thank Dragonfly Repairs and Inspector for a brilliant job they had done and they were professional and friendly</p>	<p>Customer has complained concerning the installation that was fitted by Property Services which were never connected.</p>

Compliments	Complaints
<p>Customer thanked the Temporary Accommodation Officer and Housing Options Officer for their support and hard work. The customer advised they have been patient, understand and have gone above and beyond for them</p>	<p>Customer has complained regarding a Council employee entering the customers property without knocking</p>
<p>Customer complimented the two Repairs Operatives that have recently carried out work at their property. The customer described the operative who fixed their toilet as a brilliant worker who was clean and tidy and did a very good job. The operative who fitted a shower cubicle was clean, tidy and their work was excellent. The customer has stated they are two of the best workers for the Council.</p>	<p>Customer is still experiencing a noise nuisance following their initial complaint to the Council where further action was taken. Following this no further updates have been received or progress made.</p>