

## Complaints Monitoring Report Housing and Property Services

### Quarter 2 2021/22 – July to September 2021

Total Complaints Received and Total Complaints Closed					
NUMBER OF COMPLAINTS	Q2 2020/21	Q3 2020/21	Q4 2020/21	Q1 2021/22	Q2 2021/22
Total number of complaints received	33	62	52	46	34
Total number of complaints closed	27	66	53	42	39
The numbers of received and closed complaints may differ because some closed complaints have been received in the previous quarters or some received complaints have not been closed within the reporting quarter.					

Complaints closed at Frontline and Investigative Stages as a percentage of all complaints closed										
NUMBER AND PERCENTAGE CLOSED	Q2 2020/21		Q3 2020/21		Q4 2020/21		Q1 2021/22		Q2 2021/22	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	17	63%	48	72.7%	33	62.3%	31	73.8%	26	66.7%
Number of complaints closed - Investigative	10	37%	15	22.7%	16	30.2%	7	16.7%	11	28.2%
Number of complaints closed - Escalated	0	0%	3	4.5%	4	7.5%	4	9.5%	2	5.1%

Number of Frontline Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
FRONTLINE	Q2 2020/21		Q3 2020/21		Q4 2020/21		Q1 2021/22		Q2 2021/22	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	10	58.8%	28	58.3%	20	60.6%	9	29%	13	50%
Number of Frontline complaints partially upheld	3	17.6%	4	8.3%	2	6.1%	3	9.7%	1	3.8%
Number of Frontline complaints not upheld	4	23.5%	16	33.3%	11	33.3%	14	45.2%	10	38.5%
Number of Frontline complaints closed at "resolution"							5	16.1%	2	7.7%

<b>Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage</b>										
<b>INVESTIGATIVE</b>	Q2 2020/21		Q3 2020/21		Q4 2020/21		Q1 2021/22		Q2 2021/22	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	0	0%	1	6.7%	1	6.3%	0	0%	2	18.2%
Number of Investigative complaints partially upheld	5	50%	7	46.7%	10	62.5%	4	57.1%	5	45.5%
Number of Investigative complaints not upheld	5	50%	7	46.7%	5	31.3%	3	42.9%	4	36.4%
Number of Investigative complaints closed at "resolution"							0	0%	0	0%

<b>Number of Escalated Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage</b>										
<b>ESCALATED</b>	Q2 2020/21		Q3 2020/21		Q4 2020/21		Q1 2021/22		Q2 2021/22	
	number	%	number	%	number	%	number	%	number	%
Number of Escalated complaints upheld	N/A	N/A	1	33.3%	2	50%	2	50%	0	0%
Number of Escalated complaints partially upheld	N/A	N/A	2	66.7%	1	25%	1	25%	0	0%
Number of Escalated complaints not upheld	N/A	N/A	0	0%	1	25%	1	25%	2	100%
Number of Escalated complaints closed at "resolution"							0	0%	0	0%

<b>The average time in working days for a full response to complaints at each stage</b>					
<b>RESPONSE TIME</b>	Q2 2020/21	Q3 2020/21	Q4 2020/21	Q1 2021/22	Q2 2021/22
Average time in working days for a full response - Frontline	3.29	5.25	5.7	4.54	4.46
Average time in working days for a full response - Investigative	22.10	19.87	17.13	20.14	28
Average time in working days for a full response - Escalated	N/A	4.5	22.25	27	29

<b>Number and percentage of complaints at each stage which were closed in full within the set timescales of 5 and 20 working days</b>										
<b>MEETING TARGET TIMESCALES</b>	Q2 2020/21		Q3 2020/21		Q4 2020/21		Q1 2021/22		Q2 2021/22	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	17	100%	31	86.1%	23	95.8%	21	77.8%	19	90.5%
Number of complaints closed within 20 working days - Investigative	6	75%	10	90.9%	17	86.7%	6	100%	8	88.9%
Number of complaints closed within 20 working days - Escalated	N/A	N/A	2	100%	3	100%	2	100%	0	0%

Number and percentage of complaints at each stage where an extension to the 5 or 20 working day timeline has been authorised										
EXTENSIONS	Q2 2020/21		Q3 2020/21		Q4 2020/21		Q1 2021/22		Q2 2021/22	
	number	%	number	%	number	%	number	%	number	%
Number of complaints with an extension – Frontline	N/A	N/A	12	71%	9	90%	4	40%	5	71%
Number of complaints with an extension – Investigative or Escalated Investigative	2	50%	5	83%	2	50%	3	100%	2	40%

UPHELD OR PARTIALLY UPHELD COMPLAINTS						
Complaint ID	Frontline = 1 Investigative = 2	Complaint Type	Investigating Officer	Decision	Outcome	Learning Outcome
101002831335	1	Housing Estate Management	Area Housing Manager East	Upheld	Revision	Team are aware of issue.
101002831527	1	Housing Estate Management	Area Housing Manager West	Resolution	Reinforcement	Vermin contractor contacted and skirting board holes will be filled.
101002833609	1	Repairs/Capital/Planned maintenance	Senior Project Officer	Upheld	Reinforcement	CPT Team aware of poor communication on this. All works now arranged.
101002840975	1	Repairs/Capital/Planned maintenance	Senior Project Officer	Partially Upheld	Reinforcement	Discussed with Contractor lack of communication from them with tenant and treating loose tile as not urgent.
101002848214	1	Repairs/Capital/Planned maintenance	Business Manager	Upheld	Revision	Apologised to complainant. will ensure adequate supervision cover is in place going forward.
101002850093	1	Repairs/Capital/Planned maintenance	Building Services Manager	Upheld	Reinforcement and Revision	1. Staff member is receiving training and conduct to be noted for future training - not upheld - complainant accepted 2. Contractor has been asked to contact complainant to arrange start date for insulation, new letter to be issued to complainant re heating to return asap - upheld
101002850698	1	Repairs/Capital/Planned maintenance	Business Manager	Upheld	Reinforcement and Revision	1. Tenant was contacted and repair was carried out 29/2/2021 2. Engineer to be spoken to regarding their attitude and toolbox talk to be carried out with all engineers with instructions on how to speak with the tenants and giving clear explanations
101002851105	1	Repairs/Capital/Planned maintenance	Building Services Manager	Upheld		Housing Service made aware of contact issues to ensure this is not repeated.

Complaint ID	Frontline = 1 Investigative = 2	Complaint Type	Investigating Officer	Decision	Outcome	Learning Outcome
101002857912	1	Repairs/Capital/ Planned maintenance	Building Services Manager	Upheld	Revision	1. Joiner to fit wet wall panels 2. Plumber to remove and refit shower 3. Check shower tray for leaks, carry out temporary repair if required 4. Shower screen to be replaced
101002859203	1	Repairs/Capital/ Planned maintenance	Housing Strategy & Development Manager	Resolution	Reinforcement	Repair of heating system next week
101002866894	1	Repairs/Capital/ Planned maintenance	Business Manager	Upheld	Reinforcement	Member of staff who closed the case will be spoken to so this does not happen again.
101002867179	1	Complaint Against Staff	Business Manager	Upheld	Reinforcement	Light now fixed and Estate Caretaker informed of lack of contact.
101002876713	1	Repairs/Capital/ Planned maintenance	Business Manager	Upheld	Revision	Fencing to be completed by the end of October
101002882636	1	Repairs/Capital/ Planned maintenance	Business Manager	Upheld	Reinforcement and Reimbursement	To be discussing with senior scheduler and taken forward with TLA's.
101002887162	1	Complaint Against Staff	Building Services Manager	Upheld	Revision	Mike Rollo will discuss the issue of how they speak to tenants to ensure this does not happen in the future.
101002888397	1	Repairs/Capital/ Planned maintenance	Senior Housing Officer (Strategy)	Upheld	Reinforcement and Revision	Contractor will: <ul style="list-style-type: none"> <li>• Undertake remedial to the head ingo to allow operation of the slot ventilator; make good decoration as appropriate including any necessary taping works.</li> <li>• Investigate inclusion of 2L2 insulation to ingo and make good as appropriate.</li> <li>• Review all loft insulation in property topping up as appropriate; treat internal finishes and make good decoration within the Bathroom.</li> <li>• Check fan operation of Kitchen and Bathroom Fan (Springfield believe this was completed as part of end of defects works in September 2020).</li> <li>• Check fan operation at Cooker Hood and outlet (Springfield believe this was completed as part of end of defects works in September 2020).</li> <li>• Repair within the kitchen ceiling.</li> <li>• Rectify the exposed wiring in pendants.</li> <li>• Provide a further heating demonstration.</li> </ul> <p>The Council's DLO will complete any outstanding repairs relating to the heating system itself.</p>

Complaint ID	Frontline = 1 Investigative = 2	Complaint Type	Investigating Officer	Decision	Outcome	Learning Outcome
101002745305	2	Repairs/Capital/ Planned maintenance	Senior Project Officer	Partially Upheld	Reinforcement	Capital Programmes Team aware of issues highlighted.
101002817561	2	Repairs/Capital/ Planned maintenance	Property Manager	Upheld	Redress	Looked at case and agreed current heating system needs to be updated in a more recent replacement programme.
101002820194	2	Housing Estate Management	Area Housing Manager West	Partially Upheld	Redress	CST aware of ongoing issues and investigating.
101002828540	2	Repairs/Capital/ Planned maintenance	Business Manager	Upheld	Reinforcement and Revision	1. Meeting held with complainant 2. Sought assurances that heating system upgraded within 8 weeks 3. Staff member going through disciplinary procedures and will receive formal counselling
101002831214	2	Allocations	Housing Needs Operational Manager	Partially Upheld	Revision	Department aware of issues with providing adaptations to house before tenant moved in for future cases.
101002871582	2	Housing Estate Management	Area Housing Manager West	Partially Upheld	Reinforcement	1) Department has been informed of unacceptable delay. 3) Programme is now being continued to resolve this issue.
101002872766	2	Allocations	Housing Needs Manager	Partially Upheld	Reinforcement	Team made aware of error to ensure this does not happen again.