

Tenant Services

# **Complaints Performance Report Quarter 1**

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2021-22

## Executive Summary

This is Tenant Services' complaints performance report for Quarter 1. The report provides information on our performance in responding to complaints covering the period 1 April to 30 June 2021, and will be compared against data from Quarter 1 2020/21 and Quarter 4 2020/21.

Due to the Council operating a 20-day timeframe for complaint responses, please note that at the time of writing this report, there are a number of complaints still open and awaiting a response - 3 at Stage 0 (service requests), 2 at Stage 1, and 1 at Stage 2. Therefore, figures contained within this report will be subject to change once these complaints have been closed.

The number of Stage 1 and Stage 2 complaints this quarter have decreased by 52% compared to Quarter 4 of 2020/21. However, we cannot compare against Quarter 1 of 2020/21 due to the corporate complaints process being closed during this period last year.

The number of complaints being upheld has decreased by 75% compared to those of Quarter 4 2020/21, whilst the number of partially upheld has decreased by 70%. The number of complaints not upheld has also decreased by 25%.

Out of the 5 closed Stage 1 complaints which were upheld or partially upheld, none had any form of learning outcome evidence captured within the case file.

## Complaints received per month (informal)

The number of Stage 0 complaints (also known as service requests) received per month:

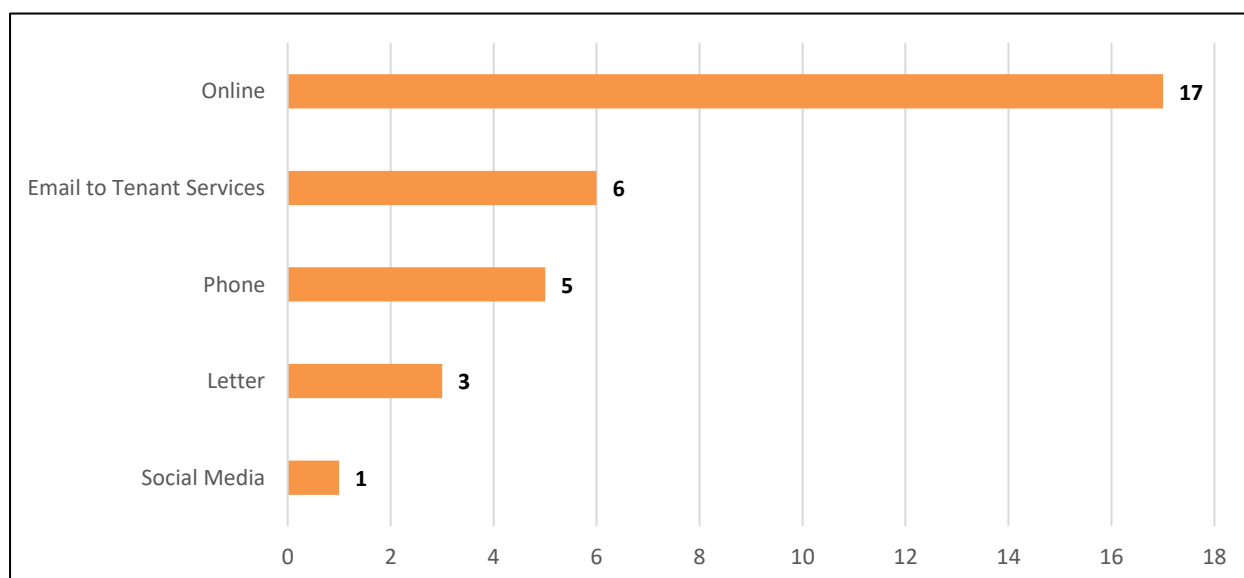
	April	May	June	Total
2021/22	3	8	10	21
2020/21	Not reported on	Not reported on	Not reported on	-

## Complaints received per month (formal)

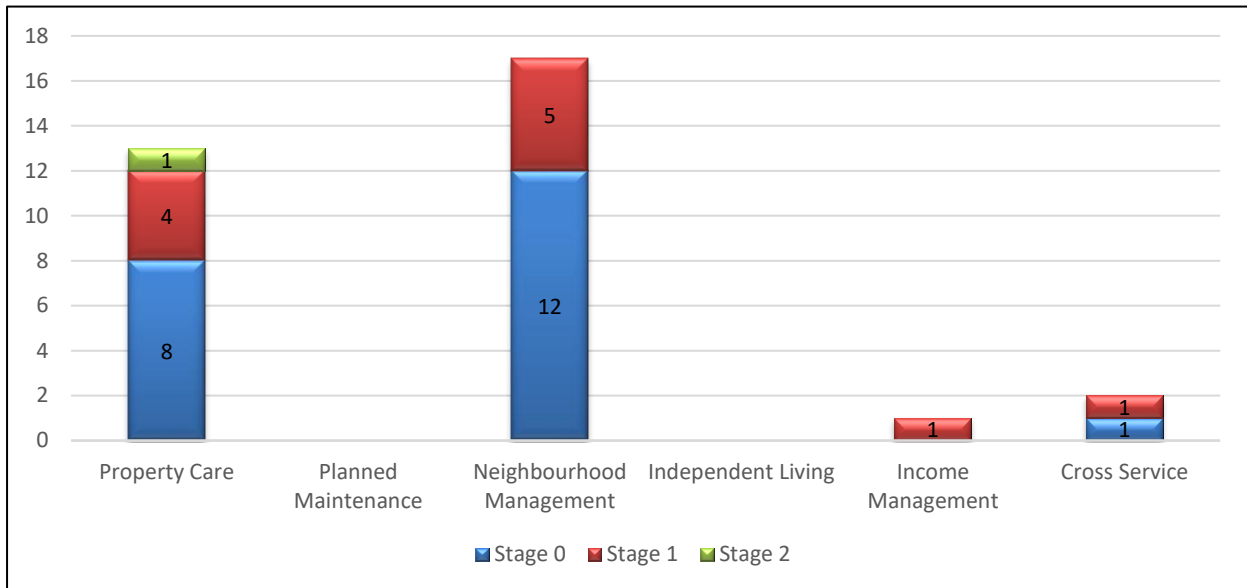
The number of Stage 1 and Stage 2 complaints received per month compared to those received in 2019/20:

	April	May	June	Total
2021/22	2	3	6	11
2020/21	0	0	1	1

## How our community complained



## Complaints by service area



65% of complaints were dealt with as service requests (Stage 0), 31% at Stage 1 and 3% at Stage 2. No complaints were referred to the Ombudsman.

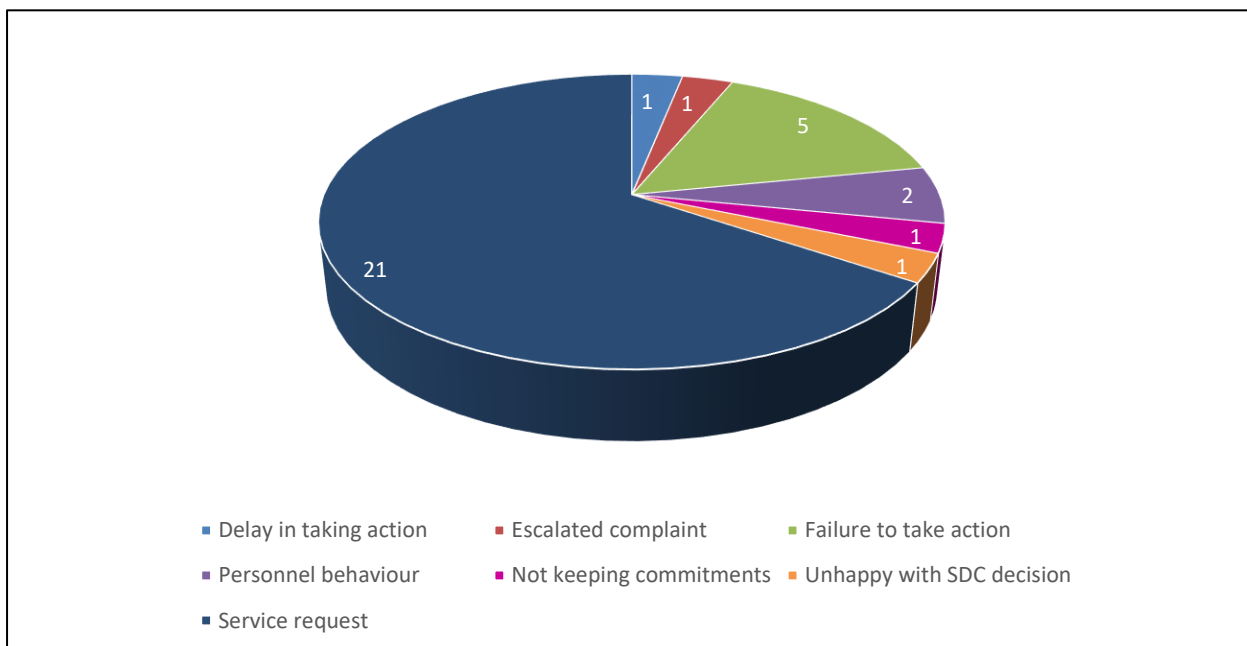
38% of service requests related to Property Care and 57% related to Neighbourhood Management.

Stage 1 complaints relating to Property Care have decreased by 70% compared to the last quarter (Quarter 4 20/21).

Stage 1 complaints relating to Neighbourhood Management have increased; 5 were handled this quarter compared to 3 in Quarter 4 20/21.

One Stage 2 complaint was received this quarter, which related to Property Care.

## Why our community complained



45% of complaints were associated with failure to take action, whilst 18% were associated with personnel behaviour. 65% of complaints were logged as service requests; 38% related to Contract Services and 57% to Housing Services, whilst one was logged as cross-service.

### Parishes where complaints originated from

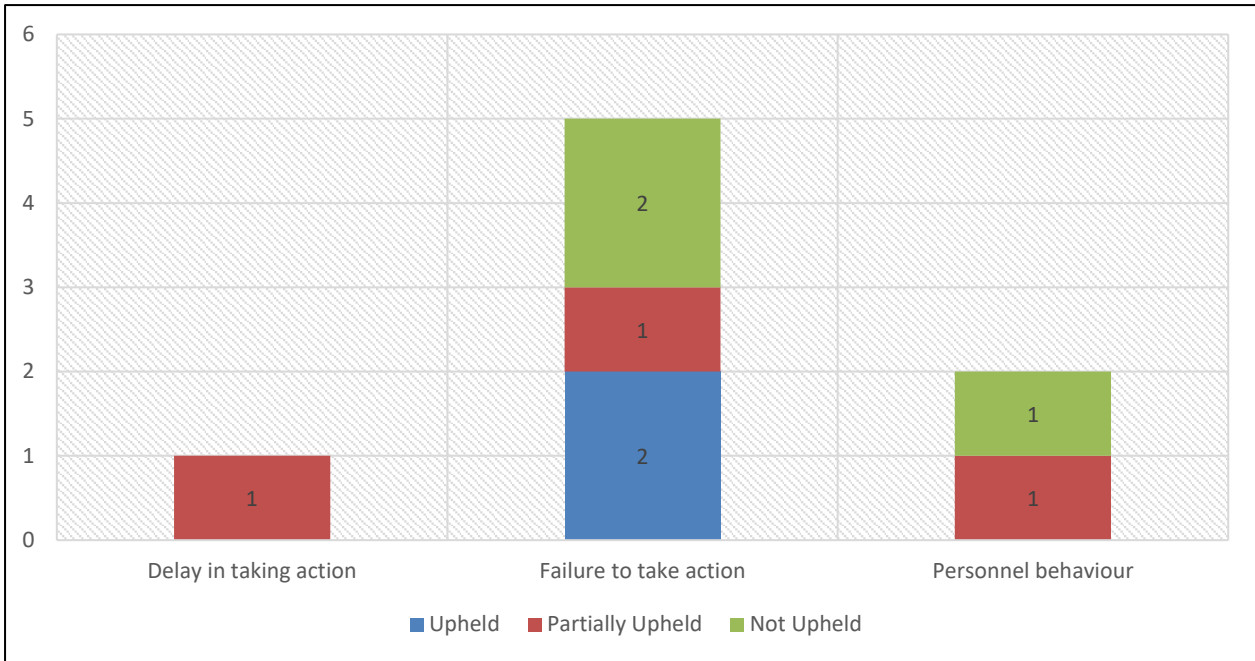


The top 4 parishes where the most complaints were received during Quarter 4 were Dursley (with 7), and Cam, Paganhill and Stroud (all with 3).

Dursley	<p>Property Care received 4 complaints:</p> <ul style="list-style-type: none"> <li>• 3 were service requests</li> <li>• 1 was categorised as failure to take action</li> </ul> <p>Neighbourhood Management received 3 service requests, and one service request was cross-service.</p>
Cam	<p>Property Care (PC) received 2 complaints and Neighbourhood Management (NM) received one complaint. These complaints fell into the following categories:</p> <ul style="list-style-type: none"> <li>• 1 delay in taking action (NM)</li> <li>• 1 failure to take action (PC)</li> <li>• 1 escalated complaint – Stage 2 (PC)</li> </ul>
Paganhill	<p>Neighbourhood Management received 2 complaints:</p> <ul style="list-style-type: none"> <li>• 1 was a service request</li> <li>• 1 was categorised as failure to take action</li> </ul> <p>Property Care received 1 service request.</p>

Stroud	<p>Neighbourhood Management received 3 complaints:</p> <ul style="list-style-type: none"> <li>• 1 was a service request</li> <li>• 1 was categorised as failure to take action</li> <li>• 1 was categorised as personnel behaviour</li> </ul>
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**Complaints upheld, partially upheld and not upheld**



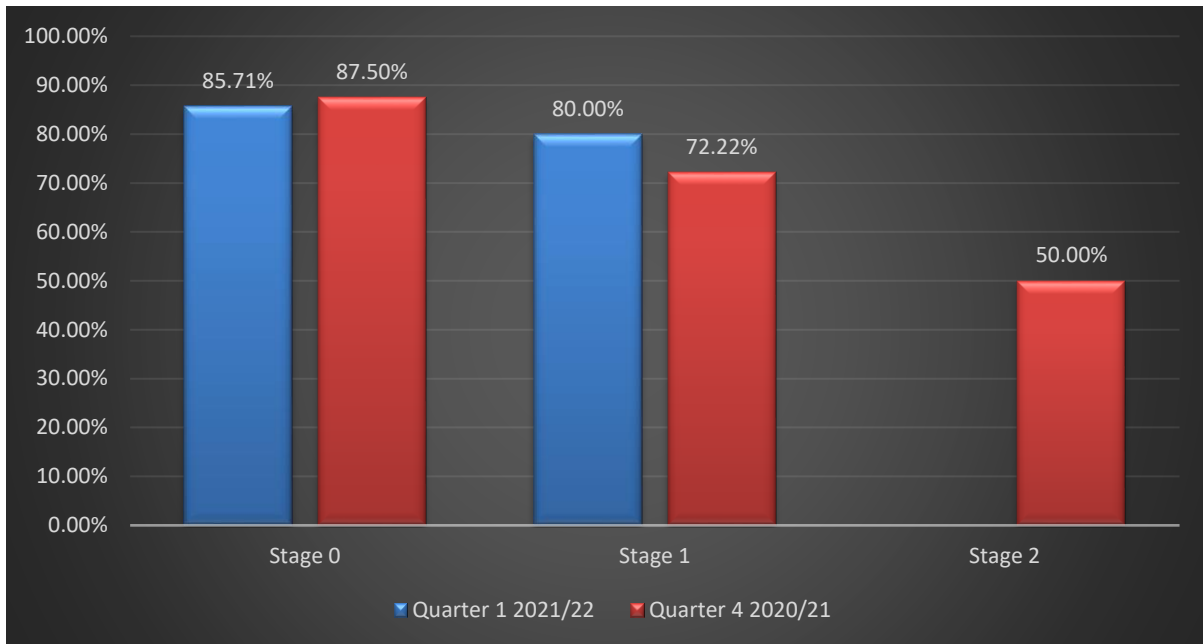
Of the complaints that have been responded to and closed:

- 100% of Stage 1 complaints that were upheld related to Neighbourhood Management.
- 33% of Stage 1 complaints that were partially upheld related to Neighbourhood Management, Income Management and Property Care.
- 67% of Stage 1 complaints that were not upheld related to Neighbourhood Management.

**Extensions**

No extensions to complaint responses were requested during this quarter.

## Target times (%)



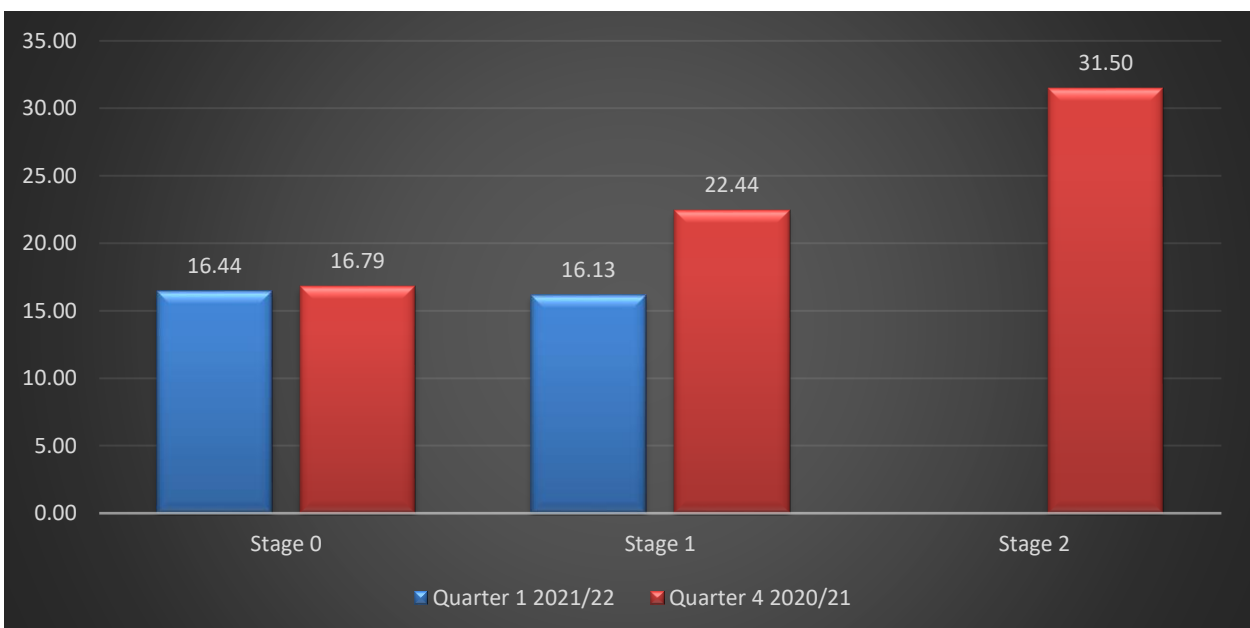
Of the complaints that have been responded to and closed:

Nearly 86% of Stage 0 complaints were responded to within the target time of 20-working days. This is an increase of approximately 2% compared to Quarter 4 20/21.

80% of Stage 1 complaints were responded to within the target time of 20-working days, which is an increase of approximately 8%.

We cannot report on the Stage 2 figure for this quarter, as the complaint is still open.

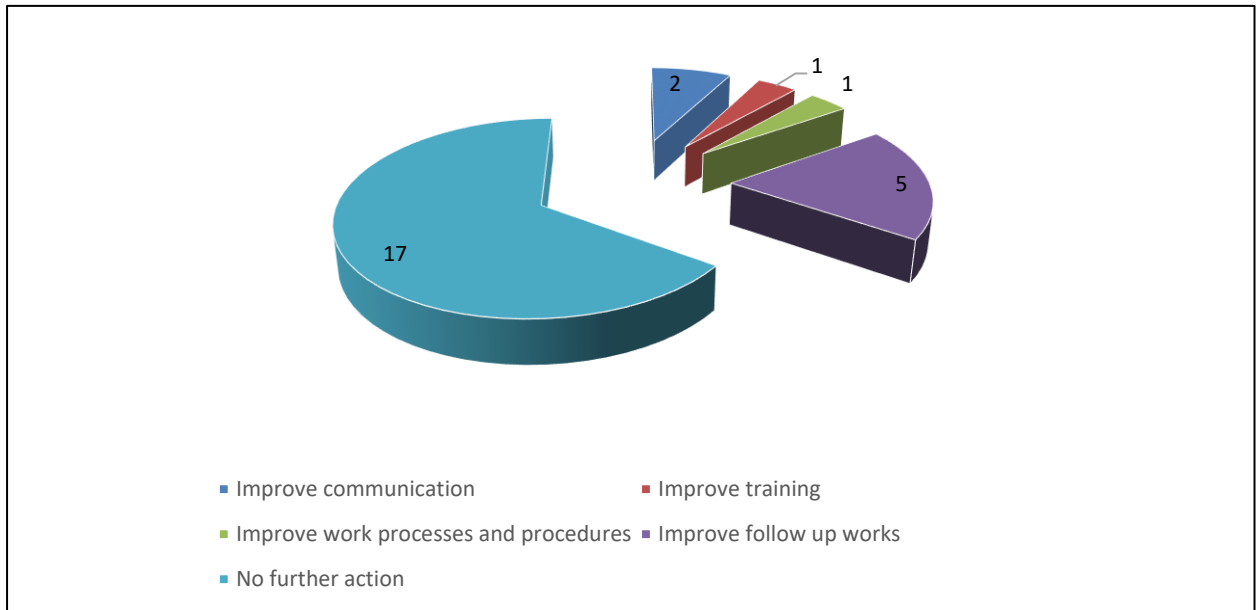
## Turnaround times (days)



The average turnaround time for Stage 1 complaints for Quarter 1 was 16.13 days; a decrease of 6.31 days compared to Quarter 4 20/21.

We cannot report on the Stage 2 figure for this quarter, as the complaint is still open.

## Learning from complaints



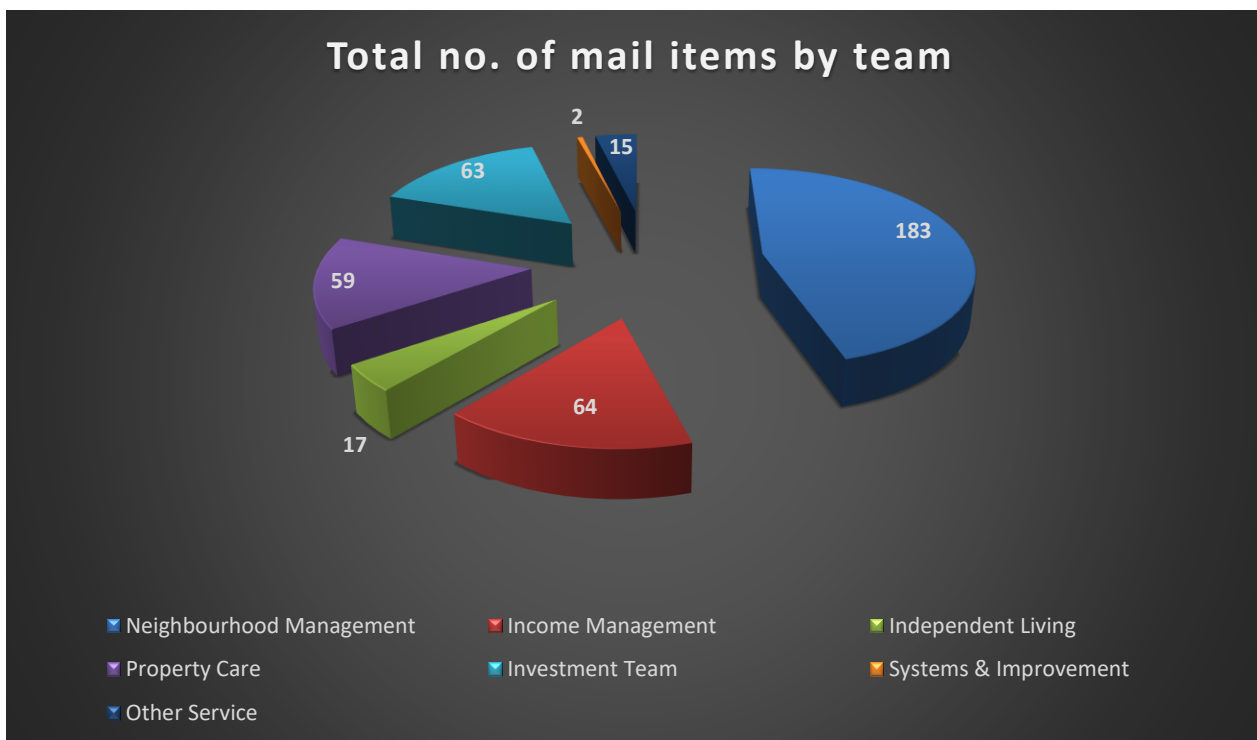
53% of complaints had a learning outcome result of 'no further action'. 65% of these complaints related to Neighbourhood Management, but 90% of these were service requests.

15% of complaints had a learning outcome result of 'improve follow-up works'. 80% of these related to Neighbourhood Management, of which 75% were Stage 1 complaints. Of these, 67% were upheld.

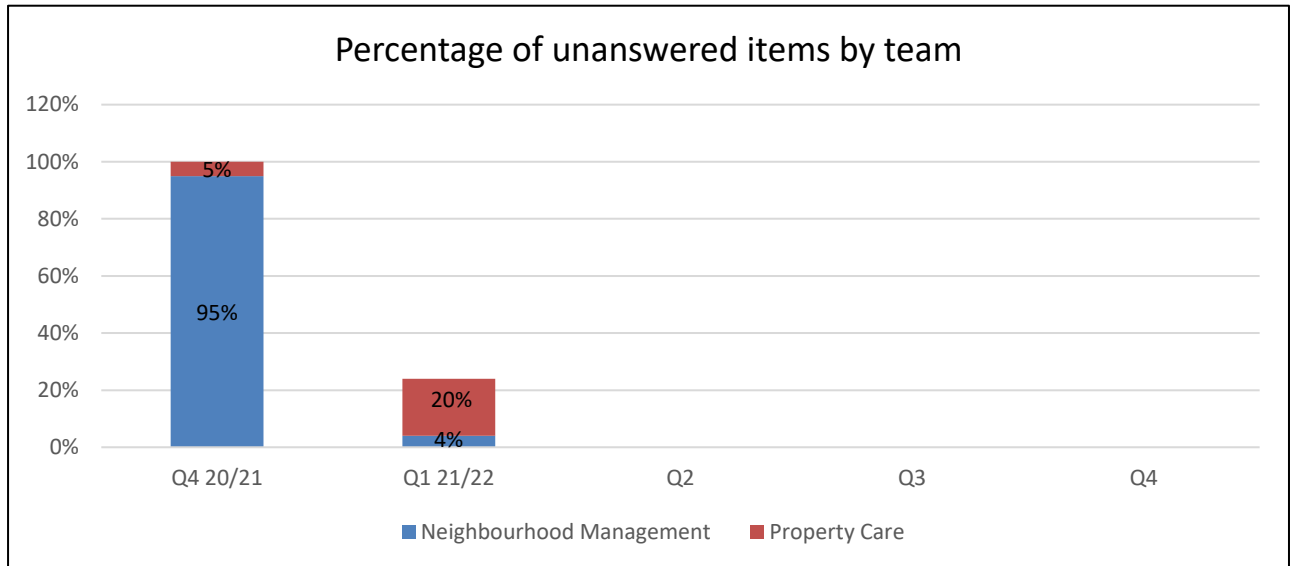
[Click here](#) to look at the detailed learning outcome comments.

## Mail

In total, there were 403 items of mail recorded for Quarter 1. 10% of these items required a form of response.



	Quarter 4 20/21	Quarter 1 21/22	Quarter 2 21/22	Quarter 3 21/22	Quarter 4 21/22
Number of items requiring a response	48	41			
Number of items unanswered	22	2			
Number of items answered in excess of 10 days	0	2			
Percentage of items answered within 10 working days	<b>54.2%</b>	<b>90.2%</b>			



The top 3 parishes where the most correspondence originated from for Quarter 1 were Stroud, Stonehouse and Dursley. 65% of correspondence received from these areas that required a response was for the Neighbourhood Management team.