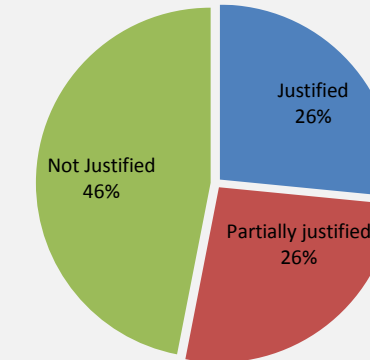


Summary sheet Quarter 2 16/17

Volume	16/17				15/16				Variance			
	July	August	September	Q	July	August	September	Q	July	August	September	Q
Total Complaints received	179	187	141	507	233	215	251	699	-30%	-15%	-78%	-38%
Total Complaints triaged out	37	49	28	114								
Percentage Triaged out from complaints	21%	26%	20%	22%								
Total investigated	142	138	113	393	233	215	251	699	-64%	-56%	-122%	-78%

Justification	16/17								Last year
	July	%	August	%	September	%	Q	%	Q
Justified	37	26%	40	29%	26	23%	103	26%	21%
Partially justified	35	25%	36	26%	32	28%	103	26%	
Not Justified	70	49%	61	44%	51	45%	182	46%	79%

There are still 5 outstanding cases from this period which have not yet had the justification categorised which is why the percentage of justified complaints does not add up to 100%. A complaint is now investigated and categorised independently by the complaints team regarding justification or otherwise. This impartial categorisation and the additional field to report partially justified complaints should now give us a more realistic view of the justification of complaints.

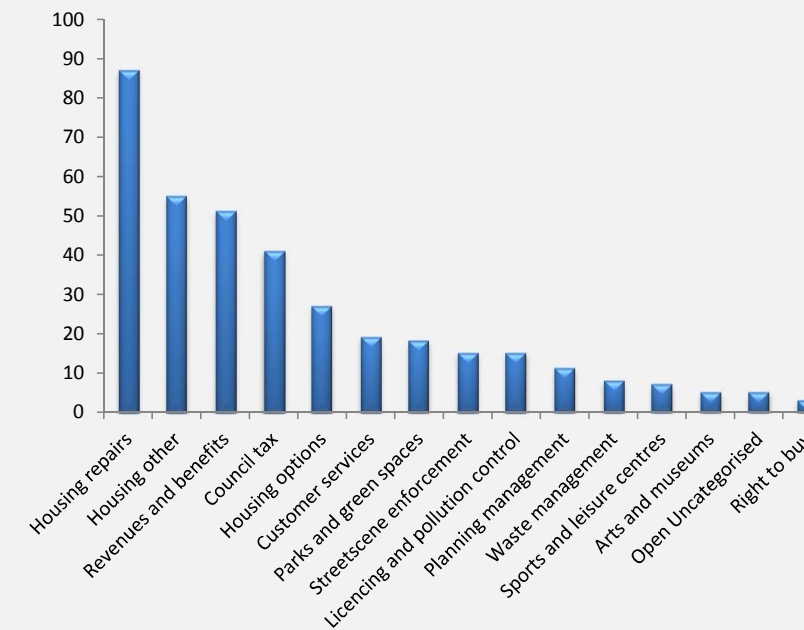


Complaints volume split by department	July	August	September	Q	%
City development and neighbourhoods	100	91	70	261	66%
Corporate resources and support	41	43	39	123	31%
Open Uncategorised	0	1	4	5	1%
Education and childrens services	0	3	0	3	1%
Adult social care and health	1	0	0	1	0%

In the new system, we can now automatically split the complaints by department. Further analysis and breakdown for both the City Development & Neighbourhoods complaints and Corporate Resources & Support complaints are on the next tabs. IT are working on the development for additional data.

Top 15 service areas for complaints	July	August	September	Q	%
Housing repairs	30	31	26	87	22%
Housing other	23	15	17	55	14%
Revenues and benefits	18	19	14	51	13%
Council tax	9	14	18	41	10%
Housing options	13	5	9	27	7%
Customer services	9	6	4	19	5%
Parks and green spaces	5	10	3	18	5%
Streetscene enforcement	3	7	5	15	4%
Licencing and pollution control	3	10	2	15	4%
Planning management	7	4	0	11	3%
Waste management	3	2	3	8	2%
Sports and leisure centres	2	4	1	7	2%
Arts and museums	3	0	2	5	1%
Open Uncategorised	0	1	4	5	1%
Right to buy	0	3	0	3	1%

The top three service areas account for almost 50% of all complaints received during the quarter

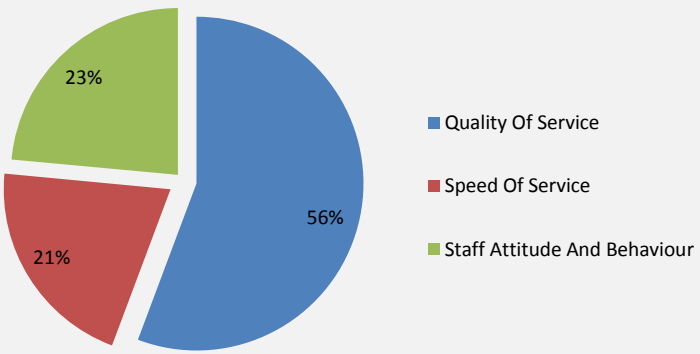


Service improvement suggestions	July	August	September	Q	%
Total service improvements identified from all investigated complaints	18	29	21	68	17%
Number of improvements identified from non justified complaints	1	0	0	1	0%
Number of improvements identified from partly justified complaints	3	14	10	27	7%
Number of improvements identified from wholly justified complaints	14	15	11	40	10%

We have introduced a measure to assess from complaints received, investigated and closed, whether there is a service improvement available. These figures illustrate the complaints which highlighted a potential service improvement. The Quarter % figure shows the percentage of the total complaints where a service improvement was found and suggested.

Category of complaint	16/17					15/16				
	July	August	September	Q	%	July	August	September	Q	%
Appointments	8	18	12	38	10%					
Policy Procedure And Legislation	39	35	36	110	28%	54	53	64	171	24%
Premises	3	3	2	8	2%	8	9	7	24	3%
Quality Of Service	61	67	52	180	46%	98	85	105	288	41%
Speed Of Service	24	26	17	67	17%	38	32	33	103	15%
Staff Attitude And Behaviour	29	22	25	76	19%	35	36	42	113	16%

A constituents complaint will typically include several elements/areas of complaint. In the previous CRM a complaint could only have one category, which did not allow several elements to be captured. This system allows us to select as many categories as is relevant to the complaint. For this reason, the number of categories affected will be larger than the total number of complaints received.



Complaint category breakdown						
Appointment issues	July	August	September	Q	# Justified	% Justified or partially justified
Officer Did Not Attend/was absent	6	11	9	26	16	62%
Other	1	5	3	9	1	11%
Changed appointment no notice or short notice	2	4	0	6	5	83%
Not in cards posted customer in (Housing Only)	1	0	0	1	0	0%
Total	10	20	12	42	22	52%
Policy, procedure & legislation	July	August	September	Q	# Justified	% Justified or partially justified
Disagreement with Policy/Procedure/Legislation	21	18	22	61	1	2%
Other	16	15	10	41	11	27%
Responsibility Dispute	2	4	4	10	2	20%
Breach of Policy/Procedure/Legislation	1	0	1	2	1	50%
Inconsistent Application of correct Policy/Procedure/Legislation	1	0	0	1	0	0%
Failed to use correct Policy/Procedure/Legislation	0	2	0	2	0	0%
Total	41	39	37	117	15	13%
Premises	July	August	September	Q	# Justified	% Justified or partially justified
Lack of Accessibility to Premises (Disabled)	0	0	2	2	1	50%
Standard of Cleanliness/Hygiene	2	0	0	2	1	50%
Other	1	3	0	4	0	0%
Total	3	3	2	8	2	25%
Quality of service	July	August	September	Q	# Justified	% Justified or partially justified
Problem not rectified (Problem still exists)	33	39	24	96	29	30%
Lack of response to customer	19	20	15	54	14	26%
Service output not to the standard required (not done correctly)	8	10	8	26	7	27%
Other	11	5	6	22	5	23%
Payment issues	2	5	4	11	1	9%
Inaccurate processing of information	2	4	3	9	4	44%
Poor quality resources available	3	5	1	9	1	11%
Inappropriate resources used	1	2	0	3	1	33%
Total	79	90	61	230	62	27%
Speed of service	July	August	September	Q	# Justified	% Justified or partially justified
Length of time to complete work	13	16	11	40	15	38%
Lack of response to customer	9	11	5	25	11	44%
Other	3	0	2	5	1	20%
Process from end to end too long	1	3	1	5	1	20%
Phone waiting times	2	3	0	5	3	60%
Appointment waiting times	1	1	0	2	1	50%
Failed to meet SLA timescale	0	1	0	1	0	0%
Cancellations caused delays	1	0	0	1	1	100%
Total	30	35	19	84	33	39%
Staff attitude and behaviour	July	August	September	Q	# Justified	% Justified or partially justified
Rude and or aggressive	3	5	8	16	6	38%
Phone or verbal manner	13	8	7	28	8	29%

Other	9	8	7	24	3	13%
Lack of technical knowledge	5	4	4	13	8	62%
Letter tone and content	2	0	2	4	0	0%
Staff unable to answer questions	2	1	0	3	2	67%
Inappropriate language used for audience	0	1	0	1	0	0%
Total	34	27	28	89	27	30%

This table tell us more specifically what issues the complainants had within each category. Again, since a single complaint is rarely about one issue, this will not add to the category total. The "% Justified" includes both partially and wholely justified complaints relative to the total.

Housing complaints following a repair	23	26%
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This shows that 26% of complaints we received about hosuing reparis were complaints following a repair