



CITYWEST HOMES

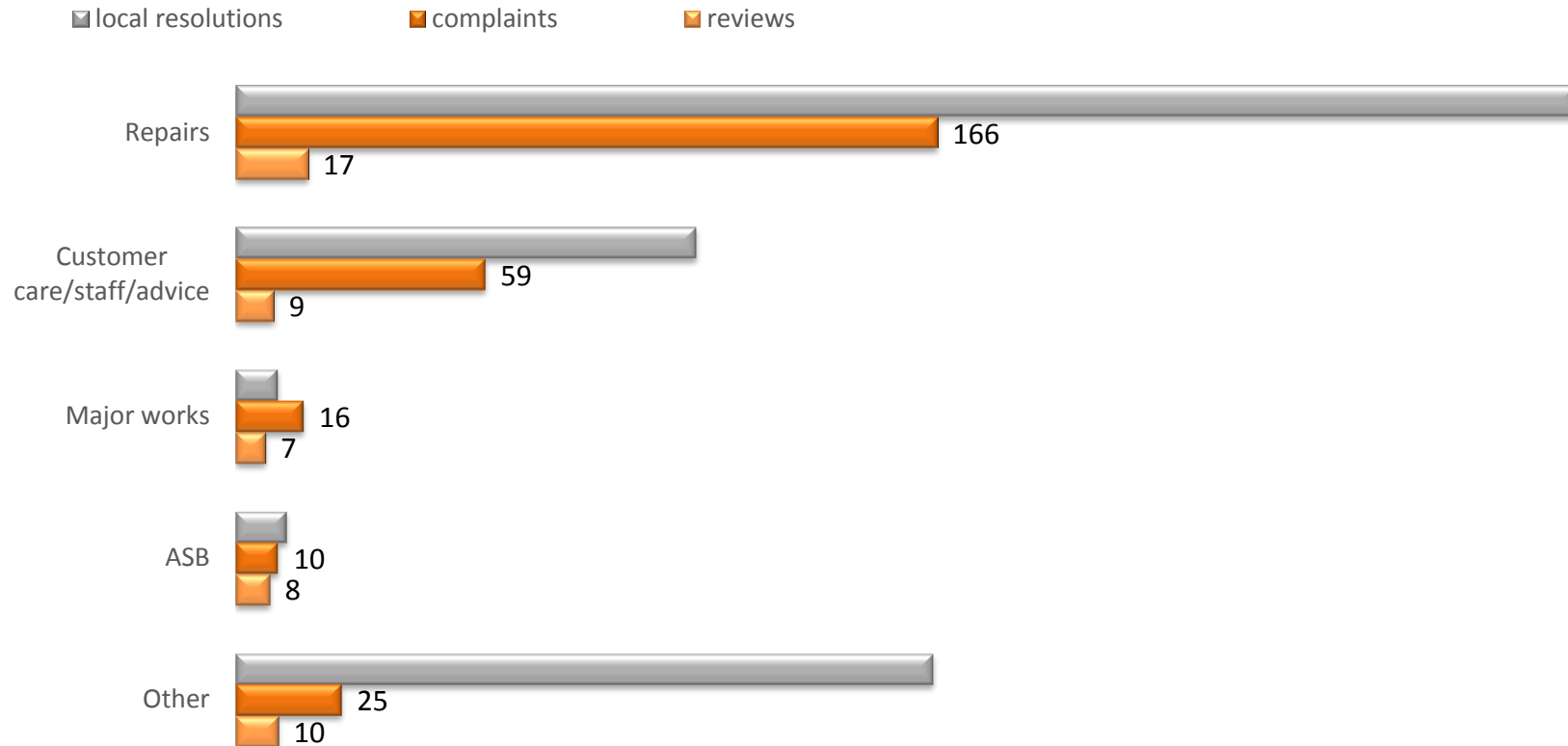
CityWest Homes Complaints 2015/16

Background

Complaints	2015/16	2014/15	2013/14
Local resolution	418	451	332
Stage 1	276	210	306
Stage 2	51	41	45
Escalation	29%	20%	15%
Housing Ombudsman	10 *There was a backlog from 2014/15	4	6

Complaints by category

Complaints 2015-16



Reasons complaints escalate to stage 2

Reason	Number of stage 2 complaints
Issue not resolved	24
Compensation review	16
Unhappy with decision	11
Total	51

Recent changes

- All new team members in the service improvement team.
- New and separate identity from the corporate communications team.
- New complaints policy and procedure from 1 April.
- Complaints training offered to all customer facing staff – 125 members of staff attended.
- On-going training with teams around logging and resolving complaints.

April and May 2016

	Local resolution		Complaints		Reviews		Ombudsman	
	April	May	April	May	April	May	April	May
Repairs	52	49	15	12	0	1	1	0
Customer care	10	5	4	7	1	1	0	0
Major works	2	4	1	2	0	1	0	0
ASB	0	2	0	0	0	0	0	0
Other	0	2	0	0	0	0	0	0
Total	64	62	20	21	1	3	1	0

Repairs complaints breakdown

Tenure	Total number	Tenants	Leaseholders	Leaseholders / sub-let property
April	15	7	8	3
May	12	6	6	1
Total	27	13	14	4

Category	Repairs – water penetration	Repairs – Delays	Heating and hot water	Lift repairs	Customer care	Total
April	7	7	1	0	0	15
May	1	7	2	1	1	12
Total	8	14	3	1	1	27

Repairs complaints by area	April	May	Total
Grosvenor	3	0	3
Pimlico	3	1	4
Lillington	2	2	4
Churchill	2	3	5
St John's Wood	1	1	2
Marylebone	0	1	1
S&C Total	11	8	19
Mozart	1	0	1
Queens Park	1	0	1
North Streets	2	1	3
Little Venice	0	2	2
West Streets	0	1	1
N&W Total	4	4	8
Total	15	12	27

Satisfaction with complaints

Month	Number of complaints responded to	Surveys received	Number satisfied with handling	Percentage satisfied with handling	Number satisfied with outcome	Percentage satisfied with outcome
Nov-15	12	6	3	50	2	33
Dec-15	20	5	4	80	3	60
Jan-16	22	12	8	67	5	42
Feb-16	16	5	3	60	3	60
March - 16	20	4	2	50	2	50
2015/16	90	32	20	63	15	47
April - 16	20	12	9	75	8	67
May - 16	21	13	10	70	9	60
YTD	41	25	19	76	17	68

Satisfaction - Reviews

Month	Number of complaints received	Surveys received	Number satisfied with handling	Percentage satisfied with handling	Number satisfied with outcome	Percentage satisfied with outcome
2015/16	No data					
April	1	1	1	100	1	100
May	3	1	1	100	1	100

Unreasonable behaviour

Number of residents in formal procedure	1
Number of residents with an in-formal local arrangement	3
Total number of residents displaying unreasonable behaviour	24

Learning from complaints

- Recommendations – we are now tracking all recommendations included in complaints and ensuring they are completed to stop complaints from escalating.
- Asbestos – Some staff were unclear about how to deal with enquiries about in-flat asbestos in leaseholders properties. We are arranging training for staff and there is now a new CityWest Homes leaflet for residents.
- Water penetration – Access letter now hand delivered by repairs team if there is an issue with access, and then referred to the housing management team to help. Repairs are setting up a spread sheet to monitor complex issues.
- Personal documents for parking – We only need to view the documents and not take copies.