



Report to: Audit & Governance Committee Meeting – 19 Feb 2025

Director or Business Manager Lead: Deborah Johnson, Director - Customer Services & Organisational Development

Lead Officer: Carl Burns, Transformation & Service Improvement Manager; and Tracey Allen, Research & Development Officer

Report Summary	
Report Title	Customer Feedback – Half Year 1 - 2024/2025
Purpose of Report	The customer feedback report is an opportunity for the Committee to see what complaints are being submitted across the organisation. It gives an opportunity to understand how the customer is receiving the services we deliver and is a form of performance management to inform how well we are doing and where we can improve.
Recommendations	That the Audit & Governance Committee meeting note the Customer Feedback Half 1 report and recommend PPIC conduct a performance review for any areas of concern.

1.0 Background

- 1.1 The Council values resident feedback on services received and has a robust customer feedback policy to capture, investigate, respond and learn from the insights it gives. This policy involves a two-stage complaint process, with the opportunity for complainants to escalate to the relevant Ombudsman if unsatisfied after Stage 2.
- 1.2 Feedback, both positive and negative, is crucial for identifying areas needing improvement and preventing larger issues. Significant work has been done in the past year on complaints policy, procedure and staff training. Key developments include comprehensive training for complaint handlers, a complaints toolkit, complaint response templates and adjustments to accommodate new Housing Ombudsman response times.

2.0 Half Year Report 24/25

- 2.1 Attached as **Appendix A** is the report for the first half year 2024/2025. This report is a comprehensive look at complaints. It demonstrates that as an organisation we take complaints seriously, that we look to learn from them and that we share that learning.
- 2.2 There has been a 66% increase in stage 1 complaints and a corresponding increase in stage 2 complaints, total number of complaints are shown in the table below.

Total number of complaints received (half year 24/25)

Stage 1 Complaints	Stage 2 Complaints	Suggestions	Compliments (Praise)
326	35	23	67

- 2.3 This is a significant increase in the number of complaints we have received. It is likely that there are a number of factors contributing to this rise in complaints. We have proactively promoted ways in which residents can make complaints to raise awareness. There are some known issues in delivering the repairs service, which are being addressed. It is important to see complaints in context of almost 3,500,000 waste collections there were 75 complaints. There are 5,400 council homes and 116 complaints in relation to these.

Complaints responded to on time/late

Period	Met Deadline	Missed Deadline	Total completed	% on Target
April- September 2023	182	3	195	93%
April - September 2024	208	91	317	66%

- 2.4 With the significant rise in complaint numbers it has been harder for officers to respond to them in time. A temporary resource is being pursued to assist the Housing Assets and Repairs Team in dealing promptly with complaints they receive.

3.0 Distribution

- 3.1 This report is shared with SLT and then Business Managers before being presented to the Committees below. This enables Directors and Business Managers to consider if there are any themes and actions they need to undertake to improve the services they provide.

- Member Champion for Complaints
- Policy & performance Improvement Committee - 10 February 2025
- Audit & Governance Committee - 19 February 2025
- Housing Assurance Board - 20 February 2025

4.0 Proposal/Options Considered

- 4.1 That the Policy & Performance Improvement Committee review the Customer Feedback Half 1 report.

5.0 Implications

In writing this report and in putting forward recommendations, officers have considered the following implications: Data Protection; Digital & Cyber Security; Equality & Diversity; Financial; Human Resources; Human Rights; Legal; Safeguarding &

Sustainability and where appropriate they have made reference to these implications and added suitable expert comment where appropriate.

5.1 Financial Implications

There are no financial implications as a result of this report

5.2 Legal Implications

There are no Legal implications as a result of this report

5.3 Human Resources Implications

There are no HR implications as a result of this report

Background Papers and Published Documents

Except for previously published documents, which will be available elsewhere, the documents listed here will be available for inspection in accordance with Section 100D of the Local Government Act 1972.

None