



Report to: Policy & Performance Improvement Committee – 30 June 2025

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

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Report Summary	
Report Title	Customer Feedback – Half Year 2 - 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 Policy & Performance Improvement Committee note the Customer Feedback Half 2 report.

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. The Customer Feedback report (Appendix 1) provides an overview of all types of customer feedback received between October – March 24/25. This half we received 20 suggestions and 75 compliments or praise for our services. In terms of complaints received, 305 complaints were logged at stage 1 with 42 being escalated to stage 2

Stage 1 Complaints	Stage 2 Complaints	Suggestions	Compliments (Praise)
305	42	20	75

2.2. Whilst the overall volume of complaints received is high when compared to the same half of 23/24, it should be noted that there has been a decrease in the total number of complaints when compared to half 1 24/25. This is also the first time we have seen a decline in the number of complaints received since the upward trend began in half 1 of 23/24. This is a positive sign and suggests the early impact of recent improvements is beginning to take effect.

2.3. 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 56 complaints. There are 5,400 council homes and 231 complaints in relation to these.

2.4. The complaints responded to on time has declined and this can be attributed to a higher volume of complaints being received, resource challenges, and previously there were some difficulties with the complaint's software, which have now been resolved. The post of Complaints Coordinator has since been appointed within the Housing, Health & Wellbeing Directorate and will be responsible for managing complaints received at stage 1. In addition to this, a new process to improve response times Council wide, is being introduced and will be led by the Director of Customer Services and Organisational Development.

Period	Met Deadline	Missed Deadline	Total completed	% on Target
October - March 2023/24	194	22	216	90%
October - March 2024/25	139	157	296	47%

3. 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
- Audit & Governance Committee
- Housing Assurance Board

4. Proposal/Options Considered

- 4.1. That the Policy & Performance Improvement Committee review the Customer Feedback Half 2 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