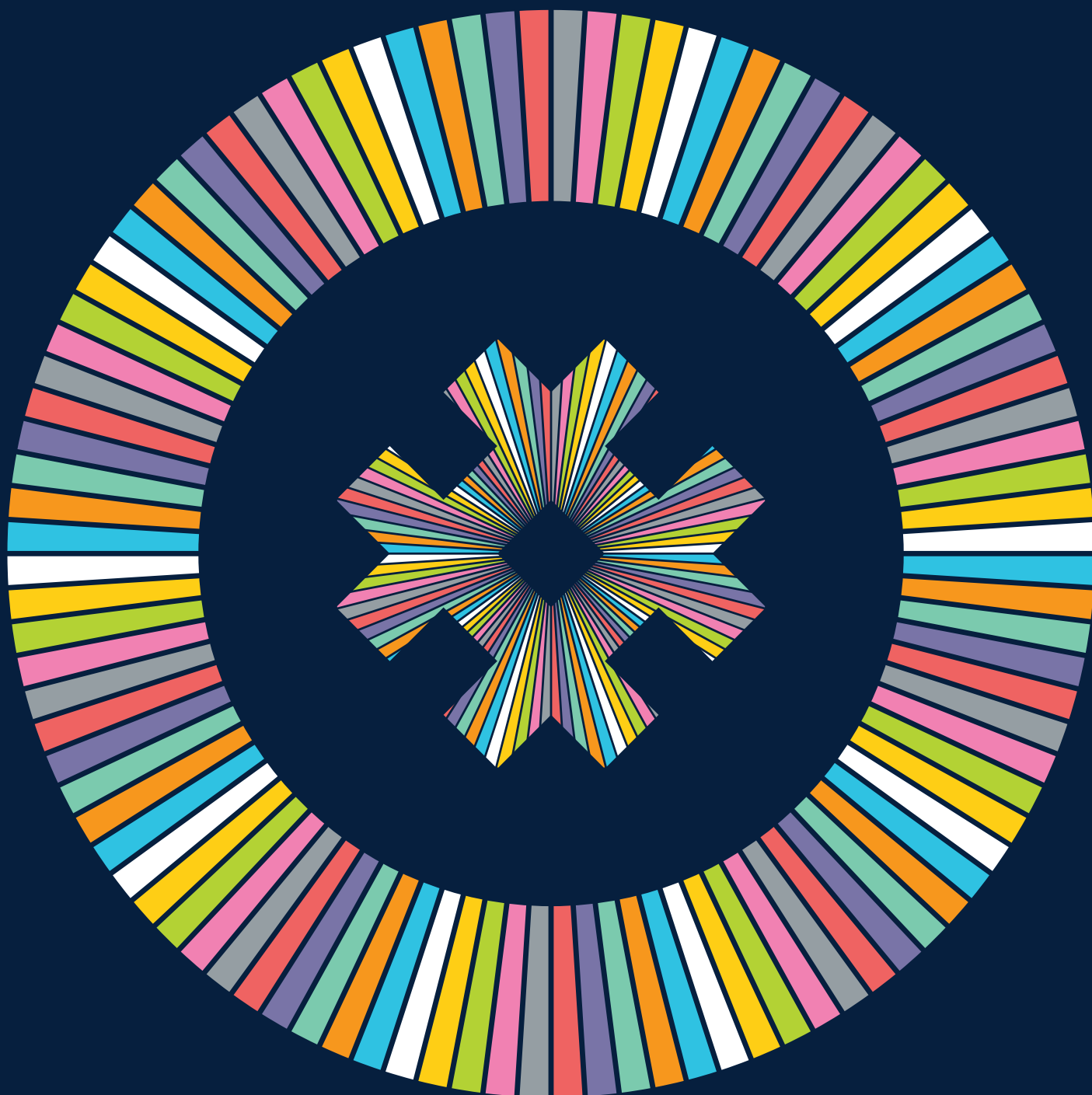


YORKSHIRE HOUSING COMPLAINTS & COMPLIMENTS



**Performance Report
2014-2015**

COMPLAINTS & COMPLIMENTS

✦ ✦ ✦ Performance Report 2014-2015 ✦ ✦ ✦

Compliments Received



105

Total compliments received during 2014-15



104

Total compliments received during 2013-14



160

Total compliments received during 2012-13






Compliments Received	2014-15	2013-14	2012-13
Property Services	46	38	89
Housing Services	34	32	57
Care & Support	8	15	0
Swarcliffe PFI	13	15	12
Yorkshire Housing All Other	4	4	1
Development & Regeneration (inc Space, my4walls)	0	0	1
Totals	105	104	160

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Compliments Drivers



	High quality repair work and operatives	44%
	Positive Customer Service Advisors	17%
	Great service neighbourhoods	16%
	Great service Swarcliffe	12%
	FoodWorks	8%

“I’ve lived in other association properties. Compared to others, my experience of Yorkshire Housing was by far the best. The friendliness of all the staff members and rapid response to problems along with very reasonable rents for excellent quality well”

“Ms Harrison called customer services to report a dying tree - dropping branches & worried it may not be safe. She rang back amazed we had attended and made safe in 2hrs”

“I just wanted to let you know how pleased we have been with the quality of food you have recently supplied for meetings and events that we have held.”

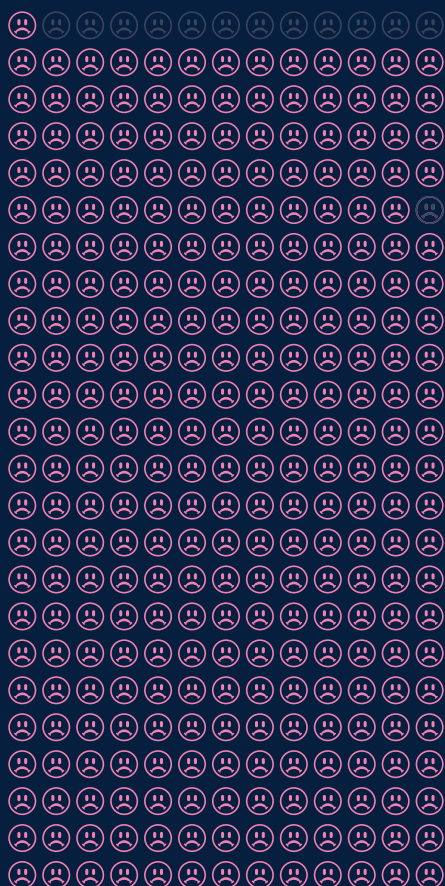
“Yorkshire Housing are absolutely wonderful. They attend on time when jobs are booked in. The man who came to fix the boiler “Peter” was great “

We have had really positive feedback from our staff and also from residents who attended recent events.”

COMPLAINTS & COMPLIMENTS

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Complaints Received



300

Total complaints received during 2014-15



213

Total complaints received during 2013-14



245

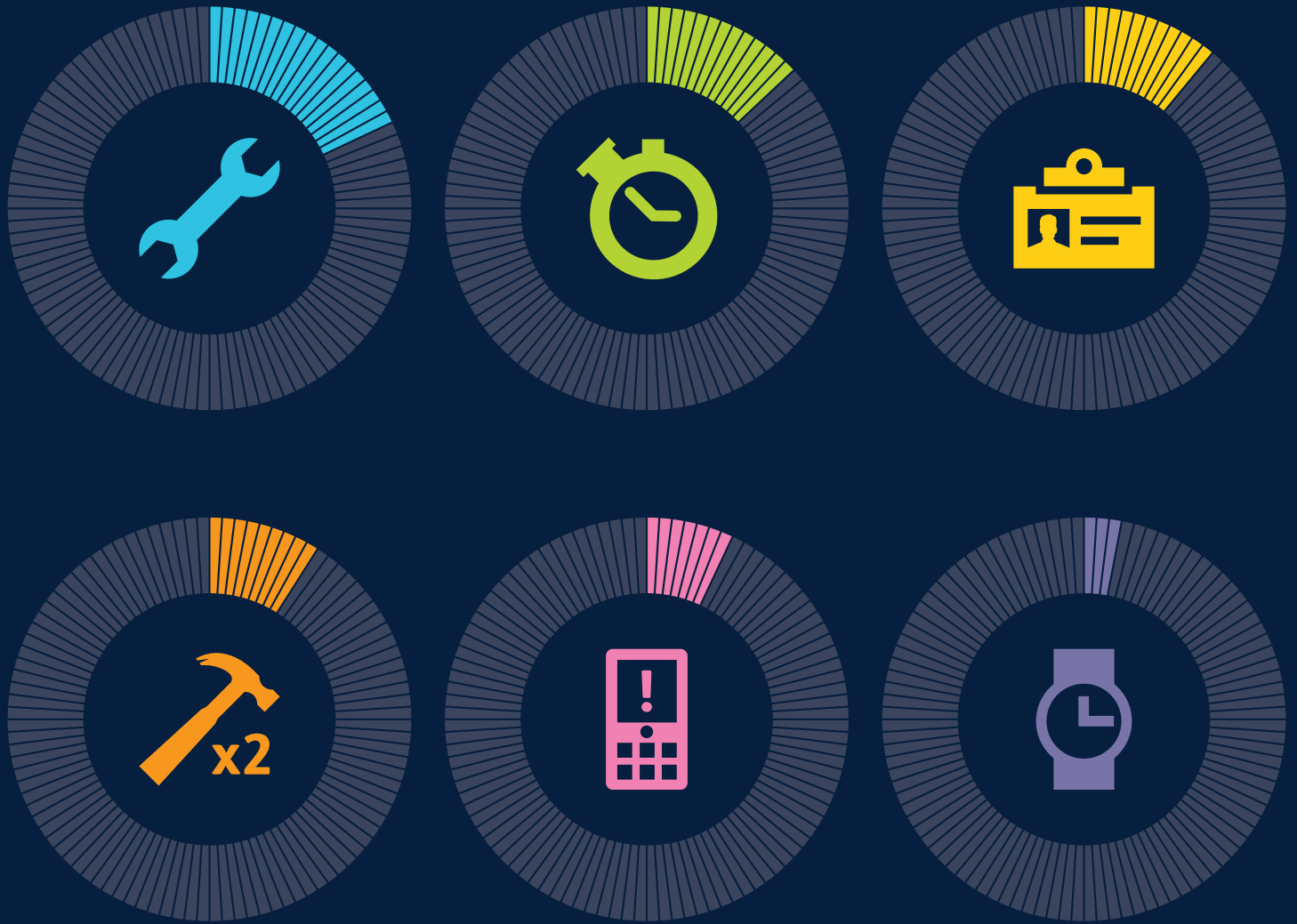
Total complaints received during 2012-13







Complaints Received	2014-15	2013-14	2012-13
Property Services	160	98	139
Housing Services	107	79	76
Development & Regeneration (inc Space, my4walls)	15	18	8
Swarcliffe PFI	7	12	11
Yorkshire Housing All Other	7	6	10
Care & Support	4	0	1
Totals	300	213	245

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Top Reasons For Complaints

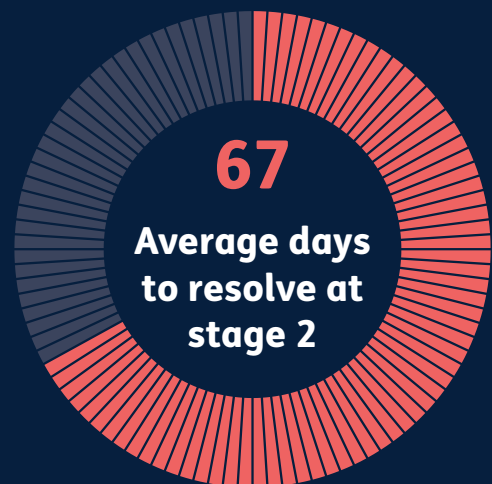
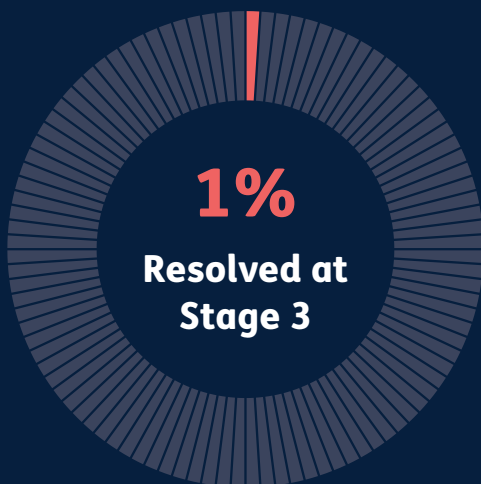
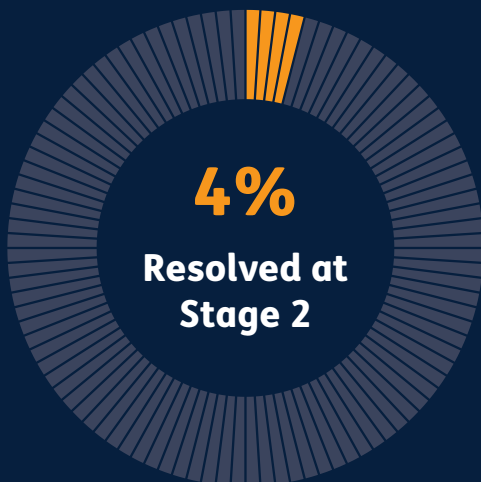
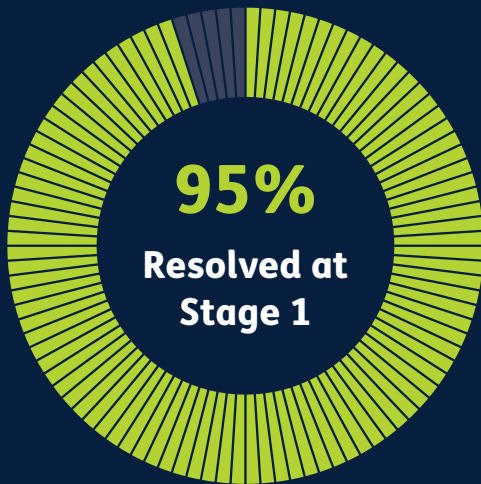


	Poor quality repair work	18%
	Time taken to complete repairs	13%
	Staff attitude and/ or behaviour	11%
	Repairs not fixed/ not fixed first time	9%
	Lack of communication/ not being kept updated	7%
	Missed/ late appointments (repairs)	3%

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Resolved Complaints - Yorkshire Housing Performance

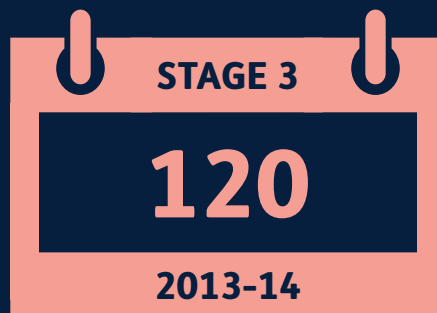
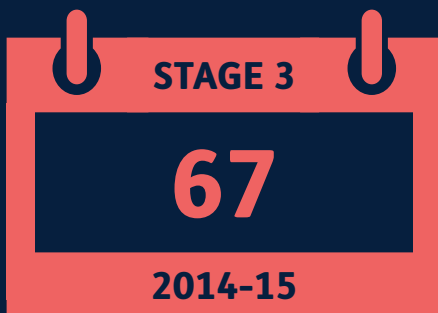
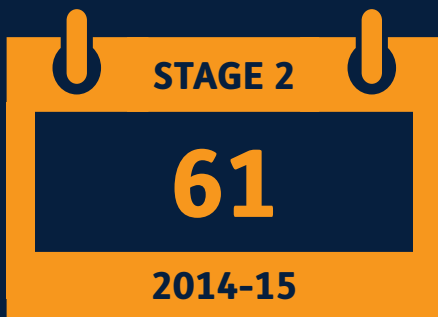
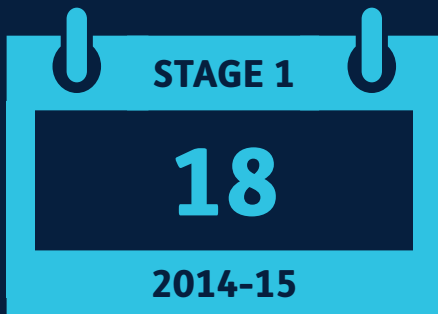


Number of cases where the customer felt their complaints remained unresolved and therefore chose to refer the matter to the Housing Ombudsman - was 1.

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Resolved Complaints - Average Days To Resolve At Each Stage



Stages	2014-15	2013-14	2012-13
Stage 1	18	85	93
Stage 2	61	84	106
Stage 3	67	120	195

In October 2014 a full review of all complaint cases took place and the business was set a 90 day challenge to review any open case and resolve it. This has made a considerable improvement to days to resolve.

From January 2015 all complaint cases are monitored to check resolution times, these have improved vastly and continue to improve to achieve 10 working day target.

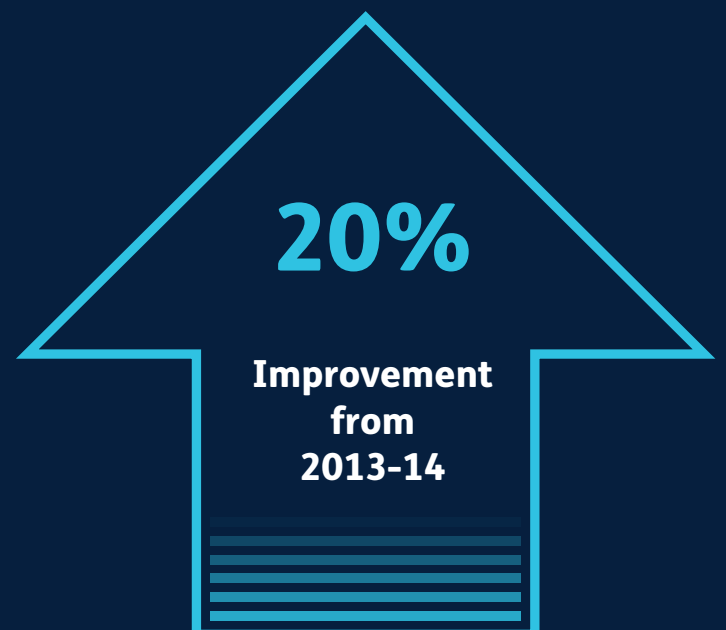
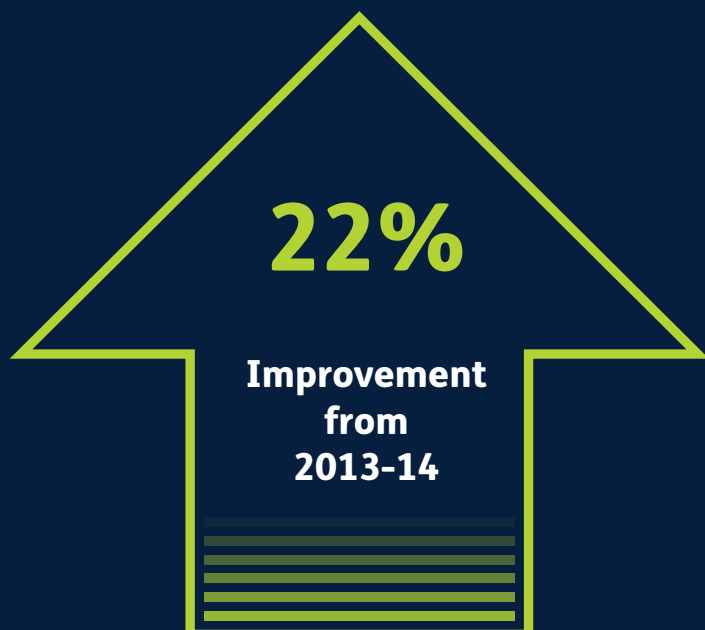
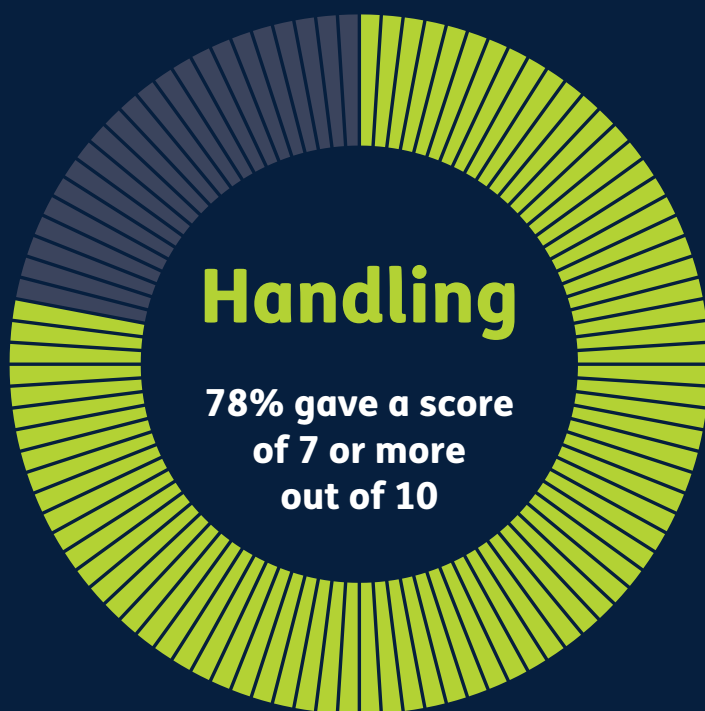
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Customer Satisfaction With Complaints

Once a complaint has been closed we try to make contact with the customer to ask them for their experience of the service received. We ask two questions; one relating to the way we have handled the complaint and the second relating to whether we resolved the problem for the customer. We ask for a score out of 10 for each measure and also ask what we could have done to improve the service.

For the surveys we completed regarding cases handled during 2014/15 the satisfaction rates were:



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Compensation Linked To Complaints



The Yorkshire Housing compensation scheme provides for payment to be made as part of the complaints resolution process. It is therefore important for YH to be aware of and monitor the compensation payments we are making linked to complaints.

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Review Of The Complaints Service



Yorkshire Housing Complaint and Compliments policy was updated in January 2015.

The new policy makes a number of improvements from the former 3 stage model.

The policy is now a 2 stage process and ensures ownership for complaints including logging of first time resolution complaints.

We now have 10 days to resolve stage 1 and 20 days to resolve stage 2.

A new monitoring and performance framework is in place.

The new policy includes protocols of handling unreasonable, intensive and vexatious complaints, clearly outlining what constitutes this type of complaint and the action we will take.

All complaints received to Yorkshire Housing, no matter which medium they are received or to who are handled fairly with the two stage process.

A new complaint scrutiny panel has been created with Customer Service Committee members. The panel will meet twice a year to review performance, case handling and customer satisfaction with complaints.