

Appendix One

Table One – Complaints by team

Directorate / Team	2019-20	2020-21	Increase / decrease
Assistant Chief Executive			
Allocations	4	9	5
Assurance	0	5	5
Business Excellence	1	0	n/a
Customer Access	4	4	0
Customer Engagement & Inclusion	0	3	3
Employment & Support	0	1	1
Housing Options	3	5	2
Independent Living Services	11	13	2
Temporary Accommodation	0	1	1
Resources			
Customer Finance	17	7	-10
Operations			
Anti-social Behaviour Team	18	38	20
Assets & Development	22	16	-6
Caretaking	10	16	6
Customer Safety Team	7	23	16
Greenspace	3	3	0
Investment	29	19	-10
Maintenance and Commercial Services	190	147	-43
Three Sixty	0	7	7
Housing Management	61	34	-18
Property Management		9	
Three Sixty Living	3	4	1
Business Transformation and Major Projects			
Carecall & Concierge	33	19	-14
Total	416	383	-33

Table Two – Councillor and MP enquiries by team

Directorate / Team	2019-20	2020-21	Increase / decrease
Assistant Chief Executive			
Allocations	70	116	46
Assurance	0	3	3
Customer Engagement & Inclusion	1	4	3
Housing Options	31	38	7
Independent Living Services	18	21	3
Temporary Accommodation	1	3	2
Operations			
Anti-social Behaviour Team	67	108	41
Assets & Development	16	11	-5
Caretaking	1	3	2
Customer Safety Team	4	7	3
Greenspace	1	1	0
Housing Management	113	98	-6
Property Management		9	
Investment	13	4	-9
Maintenance and Commercial Services	76	69	-7
Three Sixty	1	2	1
Three Sixty Living	4	2	-2
Resources			
Customer Finance	5	4	-1
Business Transformation and Major Projects			
Carecall & Concierge	1	0	-1
Grand Total	423	503	+80

Table Three – Complaint survey satisfaction

	2019-20		2020-21	
Number of complaints closed	416		383	
Surveys attempted (of those closed)	243	58%	221	58%
Surveys completed (of those attempted) ¹	80	33%	64	29%
Satisfied that it was easy to make a complaint	62	85%	61	95%
Satisfied that the response was clear and easy to understand ²	61	94%	57	89%
Satisfied with how staff handled complaint	52	89%	53	83%
Satisfied with outcome of complaint	40	59%	42	66%
Would use complaints service again	76	99%	62	97%

¹ Return rates on individual questions can vary

² The quality of written complaints responses are reviewed after the complaint has been closed to ensure all points were addressed, a degree of empathy was shown and a resolution was sought, where possible. If a response does not meet the required standard, it is raised with the relevant colleagues to prevent reoccurrence in the future