

NOTTINGHAM CITY HOMES

PERFORMANCE & REGULATORY
COMMITTEE
13 MAY 2008

REPORT OF DIRECTOR OF HOUSING OPERATIONS

3CS (COMPLIMENTS, COMMENTS & COMPLAINTS) - ANNUAL PERFORMANCE SUMMARY 2007-08

1 SUMMARY

- 1.1 In April 2007 a new policy and procedure for managing customer feedback through compliments, comments and complaints was introduced. At the February 2008 meeting Performance & Regulatory Committee asked that an annual summary of performance and outcomes for 2007-08 be provided to this meeting for information.

2 RECOMMENDATIONS

- 2.1 It is recommended that Performance & Regulatory Committee note and comment upon the contents of this report

3 REPORT

- 3.1 The annual performance summary for 2007-08 in respect of the 3Cs policy is attached as Appendix One to this report. Some key points to note include:

- The new policy has generated a huge uplift in customer feedback during the year which the Local Government Ombudsman has identified as 'a good indication of the rebuilding of trust between Nottingham City Homes and its client base'
- Both the Local Government Ombudsman and Housing Quality Network have indicated that the new approach compares favourably with national best practice
- The new policy reduced the target time to respond to customer complaints from 14 working days in 2006-07 to 10 working days
- In February and March 2008 99% and 98% of responses were being made within target
- The target time for responses has been reduced to 5 working days for 2008-09
- New systems have been introduced during 2007-08 to ensure that we are able to more systematically learn from customer feedback. These are being improved upon in 2008-09 including the introduction of a VMS survey of all complainants to test their experience of the service
- The average number of days taken to respond to an Ombudsman enquiry has reduced from 44 days in 2006 -07 to 25 days. This is within the Ombudsman's prescribed target of less than 28 days.

4 OTHER OPTIONS

4.1 There are no other options specific to the contents of this report.

5 FINANCIAL AND RISK IMPLICATIONS

5.1 There are no direct implications associated with the contents of this report other than where specifically mentioned.

6 IMPLICATIONS FOR NOTTINGHAM CITY HOMES OBJECTIVES

6.1 The successful application of our 3Cs policy and procedures is a fundamental element of responding to customer feedback and subsequently contributing to the achievement of our objectives.

7 VALUE FOR MONEY AND EFFICIENCY ISSUES

7.1 The successful application of our 3Cs policy and procedures by listening to customer feedback and improving the effectiveness and efficiency of our service delivery will significantly contribute to achieving value for money and greater efficiencies.

8 EQUALITY AND DIVERSITY IMPLICATIONS

8.1 There are no direct implications associated with the contents of this report other than where specifically mentioned.

9 BACKGROUND MATERIAL AND PUBLISHED DOCUMENTS REFERRED TO IN COMPILING THIS REPORT

9.1 None

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