

## 3Cs Performance Summary

Quarter 3, 2008/9; 1st October 2008 to 31st December 2008



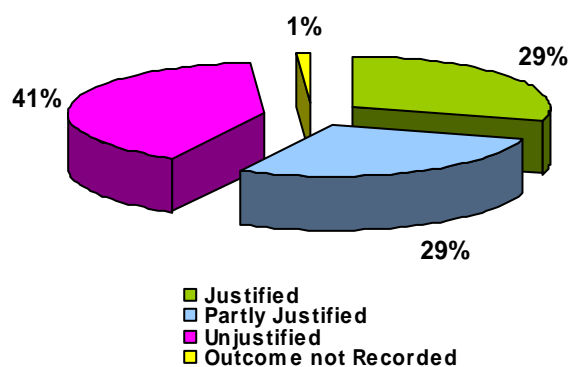
### Complaints Volumes

Total Number of Complaints Received at Stage One	1273
Total Number of Complaints to Stage Two Appeal	83
Total Number of Complaints to Stage Three Appeal	2

### Justified / Unjustified Complaints

#### Stage 1:

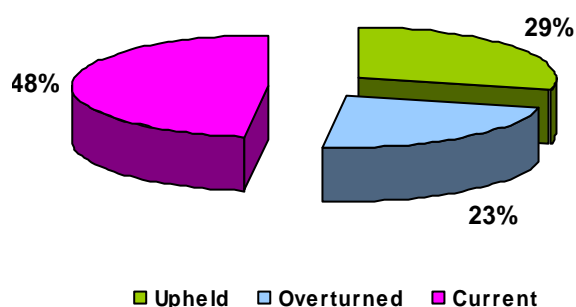
Outcome	Volume	%
Justified	370	29%
Partly Justified	364	29%
Unjustified	525	41%
Still being investigated	14	1%
<b>Total</b>	<b>1273</b>	<b>100%</b>



#### Stage 2:

At stage 2 we don't give the complaint a justification. It monitors if the decision made at stage 1 is upheld or not.

Stage 1 decision upheld	Volume	%
Yes	24	29%
No	19	23%
Current	40	48%
<b>Total</b>	<b>83</b>	<b>100%</b>



#### Stage 3:

There have been two stage 3 complaint appeals received this quarter; both were in December 2008. The first regarding rents where the decision made at stages 1 and 2 was upheld. The second was regarding ongoing bathroom repairs and was deemed by the Appeals Panel as not upheld.

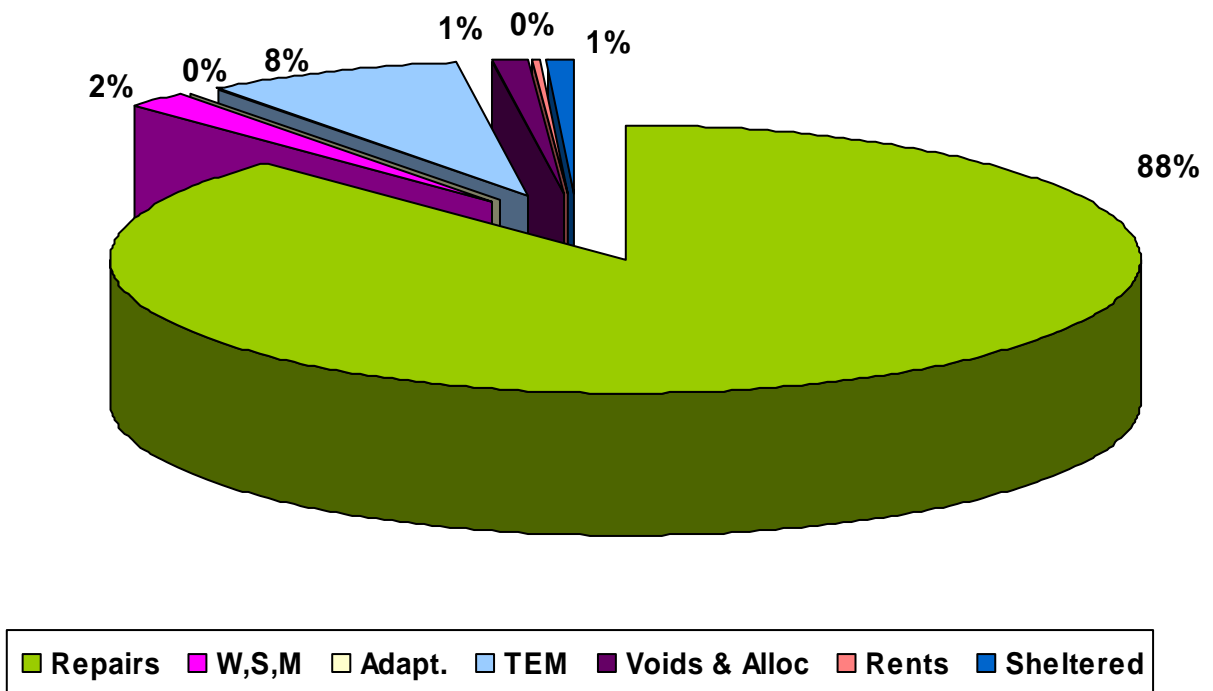
**Ombudsman Enquiries:**

The table below depicts this quarter in comparison to the year end totals for 2007/2008;

<b>Outcome</b>	<b>2007/2008 Number</b>	<b>Quarter 3 2008/2009 Number</b>
Premature Complaint	18	4
Local Settlement	17	0
No/Insufficient evidence of Maladministration	9	1
Ombudsman's Discretion	3	0
Maladministration	1	0
Redirected to NCC	2	0
Outside Jurisdiction	2	1
Request for Information Only	4	1
Still Live	5	3
<b>Total</b>	<b>61</b>	<b>10</b>

## Complaints by Type - Quarter 3

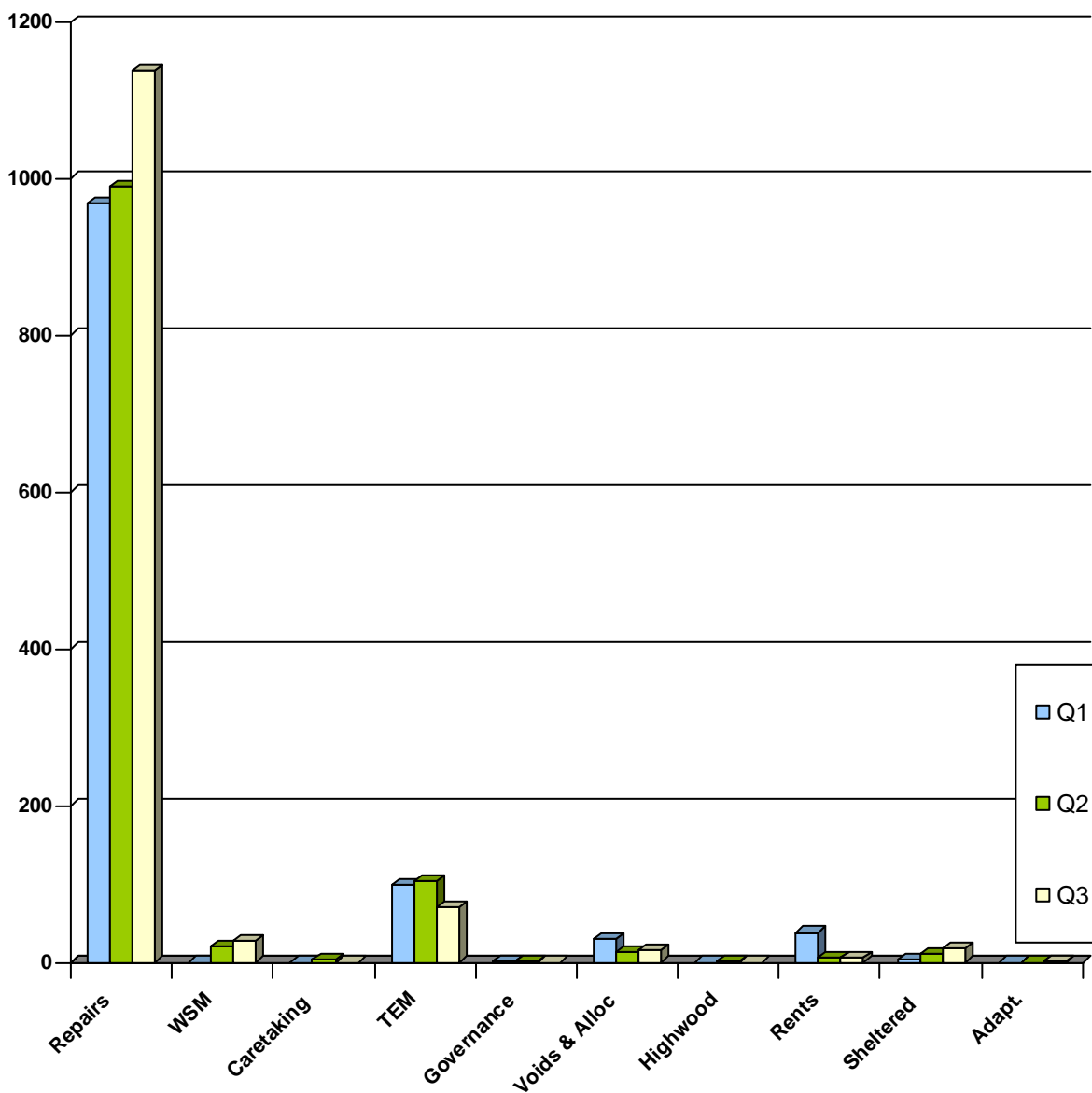
Service	No. of Complaints	% of Complaints
Repairs & Maintenance	1137	89.32%
Warm, Safe, Modern	27	2.12%
Adaptations	1	0.08%
Tenancy & Estate Management	70	5.50%
Voids and Allocations	15	1.18%
Rents	6	0.47%
Sheltered Housing	17	1.33%
<b>Total</b>	<b>1273</b>	<b>100%</b>



## Comparison between Q1, Q2 and Q3, 2008/9

Service	Q4 – 07/08	Q1	Q2	Q3
Repairs & Maintenance	762	968	989	1137
Warm, Safe, Modern	13	0	21	27
Caretaking	0	0	4	0
Tenancy & Estate Management	100	98	103	70
Governance	0	2	1	0
Voids and Allocations	27	29	14	15
Highwood	2	0	1	0
Rents	15	38	5	6
Sheltered Housing	11	4	10	17
Adaptations	0	0	0	1
<b>Total</b>	<b>930</b>	<b>1139</b>	<b>1148</b>	<b>1273</b>

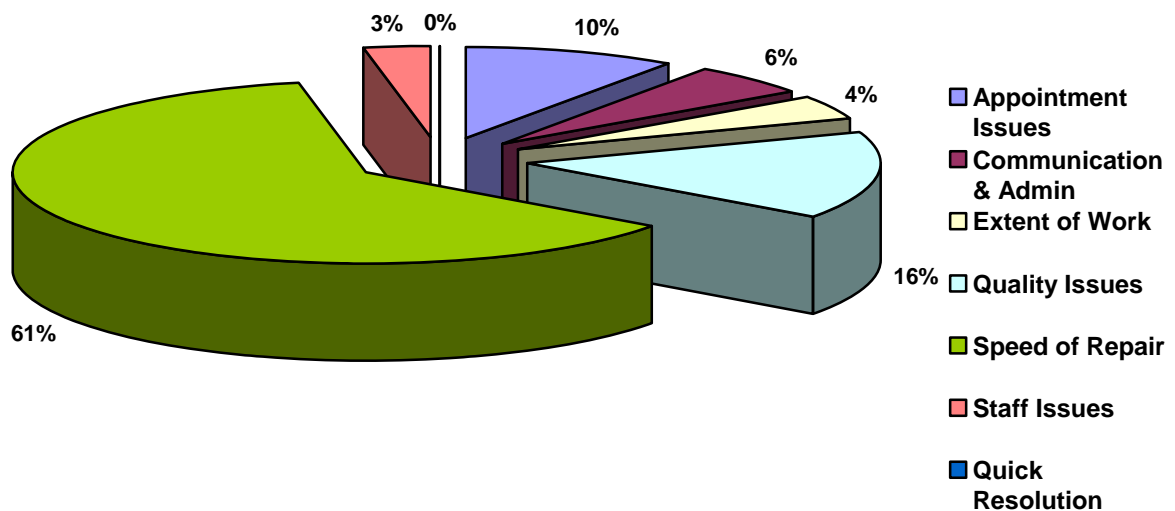
**NB - All complaints were dealt with by the Local Housing Offices until January 2008. The information above (Q4 – 07/08) is based on figures from January 08 till March 08.**



## Repairs Complaints by Type

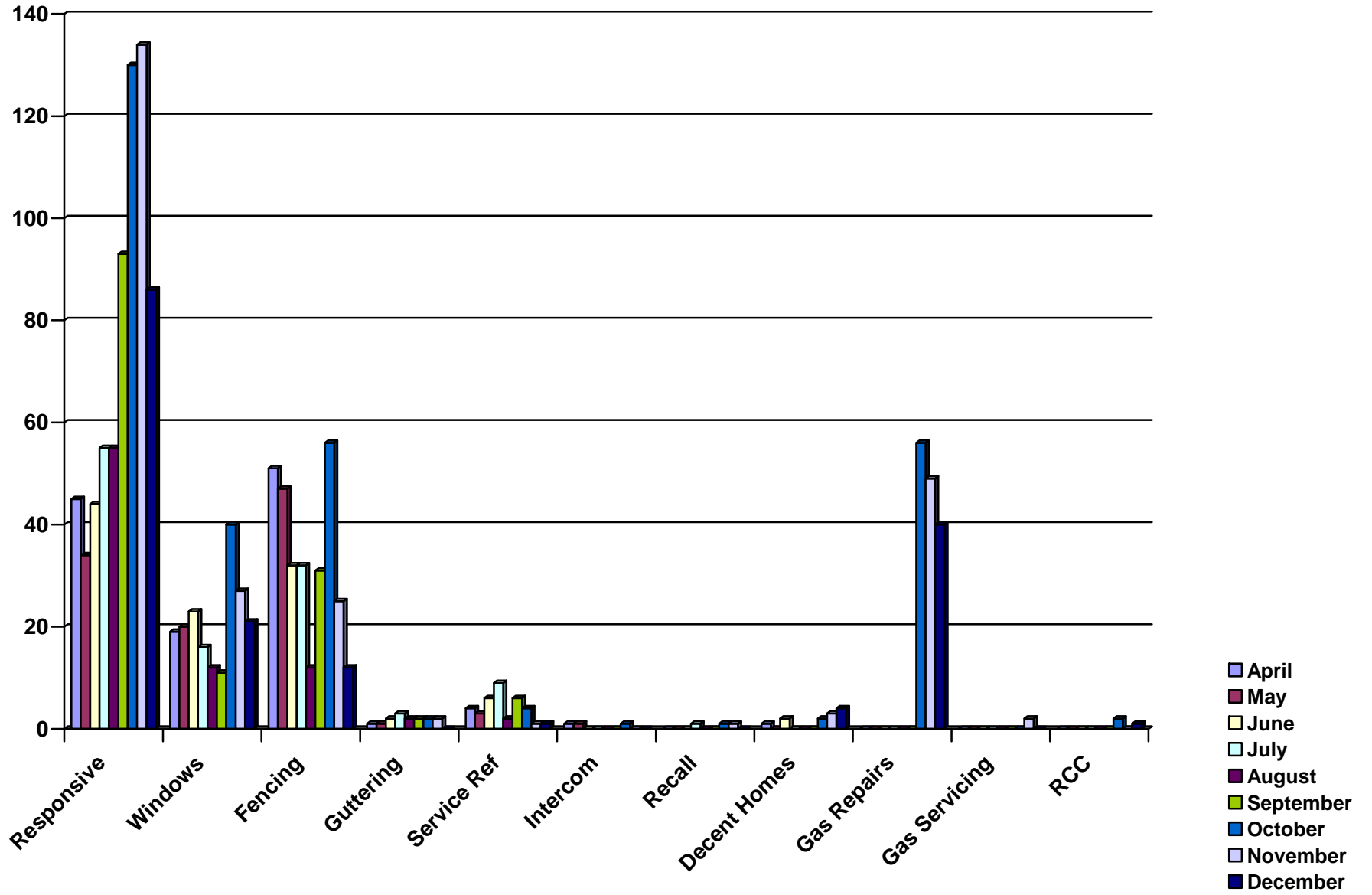
Complaint type	Quarter 1	Quarter 2	Quarter 3	Difference between Q2 & Q 3
Appointment Issues	66	97	110	+ 13.40%
Communication & Admin	99	59	63	+ 6.78%
Extent of Work	50	31	48	+ 54.83%
Quality Issues	141	94	178	+ 89.36%
Speed of Repair	339	343	703	+ 104.96%
Staff Issues	34	28	35	+ 25%
Quick Resolution cases	239	337	0	- 100%
<b>Total</b>	<b>968</b>	<b>989</b>	<b>1137</b>	-

NB – The quick resolution cases are complaints that can be dealt with at first point of call, and can be logged, resolved and responded to quickly. To enable better monitoring of service issues, we decided to specify these for monitoring, therefore these will show as zero from now onwards.



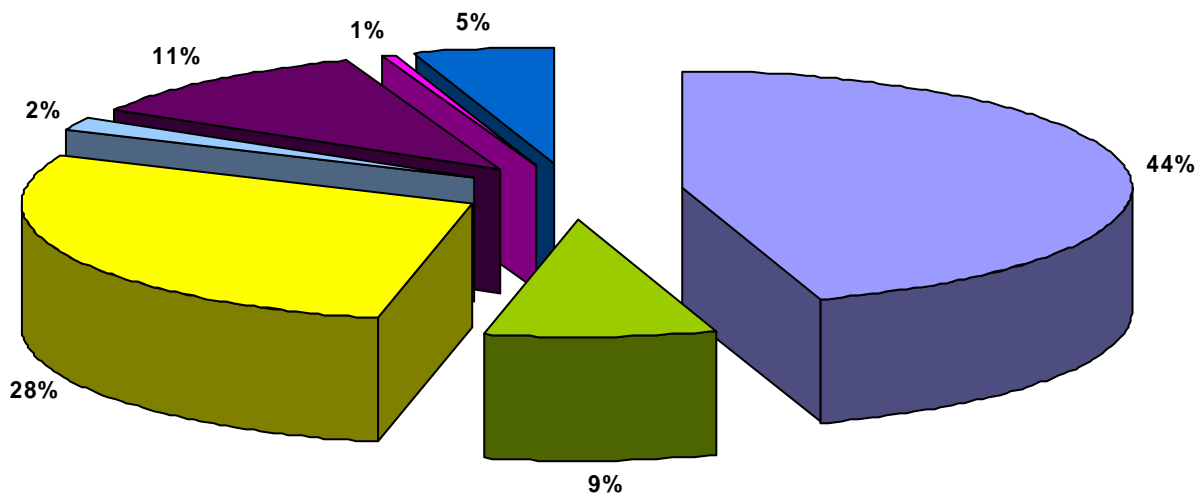
## Speed of Repair Detail

Repair Type	April	May	June	July	August	September	Oct	Nov	Dec
Various Responsive	46	34	45	55	55	94	130	134	86
Windows	19	20	23	16	12	11	40	27	21
Fencing	51	47	32	32	12	31	56	25	12
Guttering	1	1	2	3	2	2	2	2	0
Service Referral	4	3	6	9	2	6	4	1	1
Intercom	1	1	0	0	0	0	1	0	0
Recall	0	0	0	1	0	0	1	1	0
Decent Homes	1	0	2	0	0	0	2	3	4
Gas Repairs & Wets	0	0	0	0	0	0	56	49	40
Gas Servicing	0	0	0	0	0	0	0	2	0
RCC	0	0	0	0	0	0	2	0	1
<b>Total</b>	<b>123</b>	<b>106</b>	<b>110</b>	<b>116</b>	<b>83</b>	<b>144</b>	<b>294</b>	<b>244</b>	<b>165</b>



## Compliments

Service Area	Number	Percentage
Repairs & Maintenance	79	44%
Warm, Safe, Modern	15	9%
Tenancy & Estate Management	50	28%
Sheltered Housing	3	2%
Caretaking	19	11%
Rents	1	1%
Voids & Allocations	9	5%
<b>Total</b>	<b>176</b>	<b>100%</b>



Repairs	WSM	TEM	Sheltered
Caretaking	Rents	Voids & Alloc	



Complaints VMS Scores – Continued

**Internal Benchmarking - Complaints**

