

*St. Leger Homes of Doncaster*

## Summary of Customer Satisfaction Information

Area Board  
September 2008



**St. Leger Homes**  
OF DONCASTER

Published August 2008





# Introduction

This booklet contains a summary of customer feedback information, which is drawn from a variety of sources including:-

- premature and investigative ombudsman enquiries
- customer complaints and compliments
- satisfaction surveys
- reality checking of office reception areas, empty properties and decency improvements

The results from the surveys detailed in this booklet are conducted routinely on a cyclical basis and covers a 12 month rolling period. Periodically, additional surveys will be carried out on an ad-hoc basis. The results from these will be reported where appropriate in section 20 of this document.

Customer satisfaction levels and complaints were previously scrutinised by the Executive Management Team and the Customer Relations Development Group (officer group looking at operational issues), where remedial actions were agreed with service area managers. Following a review of the governance of St. Leger Homes, it was agreed that customer feedback would be presented to the Area Boards for discussion on a bi-monthly basis.

Customer feedback is fed back into the business through Directorate Management Team meetings and is made available to individual staff teams.



## Mini Status Survey Headline Findings

St. Leger Homes are required to carry out a standard tenant satisfaction survey, known as Status, every two years. Previously the mandatory requirement had been every three years and the last status survey was carried out by BMG Research in 2006. In order to track changes over time a mini-status survey was carried out in-house during 2007. The results from these two surveys are compared in the tables below. Customer satisfaction has improved significantly since the creation of St. Leger homes and is now in the top quartile. The next mandatory Status survey will be undertaken during the Autumn of this year.

Table 1 - Headline Findings

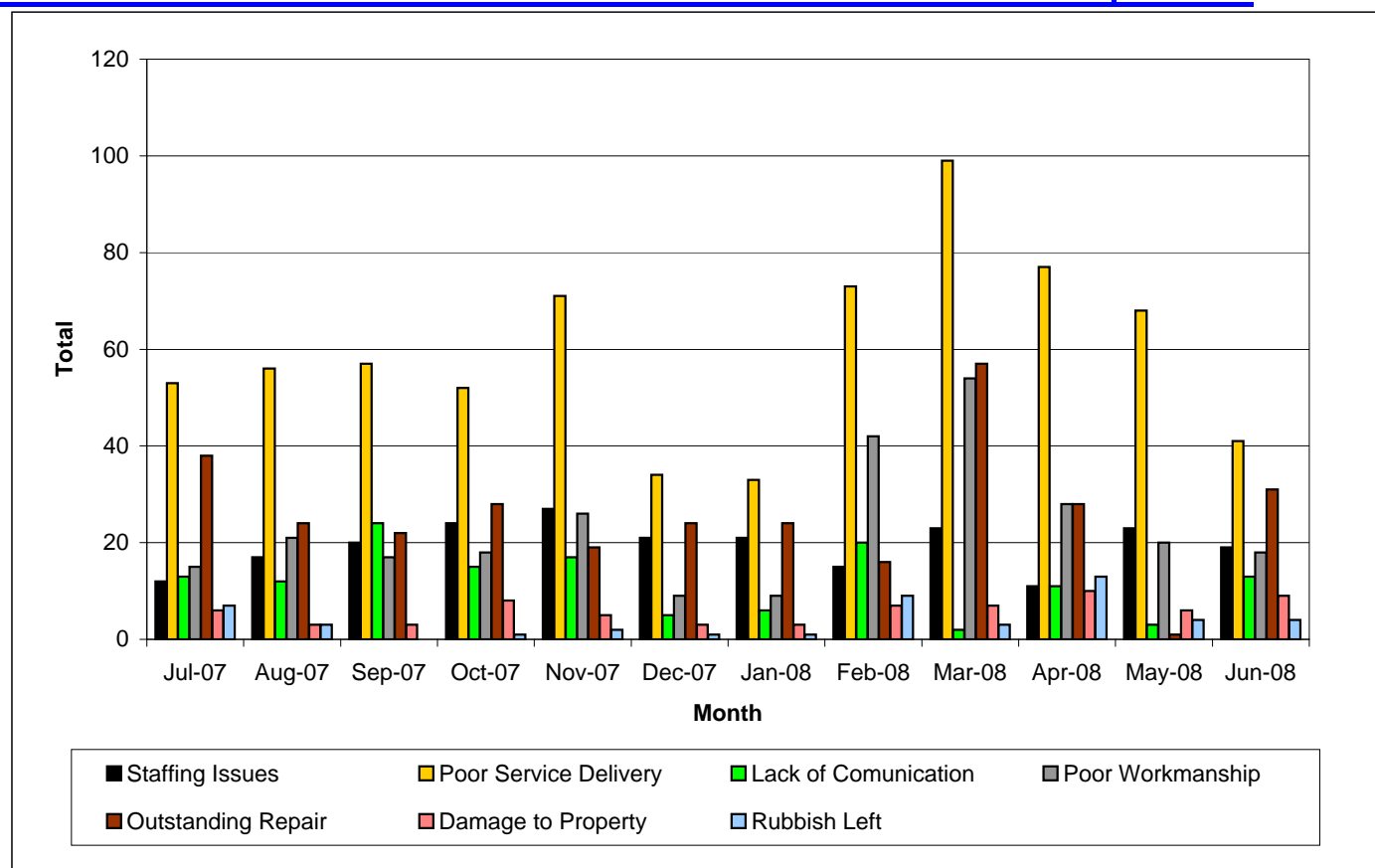
	Percentage		Change
	2007	2006	+ / -
Overall satisfied with landlord	78	73	+ 5
Rent offers good value for money	77	71	+ 6
Satisfied with accommodation	81	76	+ 5
Satisfied with neighbourhood	82	74	+ 8
Satisfied with repairs and maintenance	77	71	+ 6
Good at keeping tenants informed	82	76	+ 6
Satisfied with opportunities to participate	68	61	+ 7

Table 2 - Overall Satisfaction

	Percentage		Change
	2007	2006	+ / -
<b>Age:</b>			
16 - 39	55	55	0
35 - 59	72	63	+ 9
60+	85	81	+ 4
<b>Ethnicity:</b>			
White	78	73	+ 5
BME *	72	62	+ 10
<b>Gender:</b>			
Female	78	70	+ 8
Male	77	74	+ 3
<b>Quadrant:</b>			
North West	79	79	0
North East	77	73	+ 4
South West	79	70	+ 9
South East	77	70	+ 7
<b>Contact with SLHD in last year</b>			
Yes	75	68	+ 7
No	85	80	+ 5

For all figures quoted in Table 1 and 2 below, only valid responses are included i.e. those who did not answer the question and those who responded "don't know" or "no opinion" are excluded from the calculation

Created by: Performance Team  
Created on: 10/04/08



**Commentary**

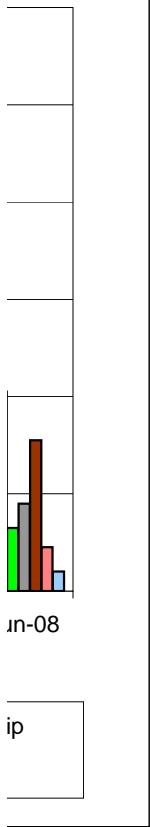
The above graph shows complaints received during the last 12 months broken down into themes. Often individual complaints may be about more than one issue. On these occasions the complaint is included under more than one theme. Each theme contains within it, a number of sub themes. Since the start of this financial year there has been a fluctuation in the number of complaints received, from 178 in April to 125 in May and an increase to 135 in June. However, complaints about poor service delivery remain the highest in number. June's complaints are investigated further, the majority of complaints (27 out of 68 included in the poor service delivery category) were about the garden service. 17 were about timescales for repairs to be carried out, five were for decency, two for repairs and maintenance for the West area and two for Repairs and Maintenance East, five for Planned Maintenance, four about void properties and one was about the repairs contact. Additionally, within this main theme, there were seven complaints about appointments being missed.

The enclosed garden service is delivered by DMBC via a Service Level Agreement. As well as complaints being addressed on an individual basis and raised with DMBC accordingly, overall performance management is undertaken on this SLA in line with the monitoring and reporting arrangements agreed with DMBC. The number of complaints is reported on a quarterly basis through this process and quarterly liaison meetings are held between DMBC and SLHD lead officers to discuss and improve performance and quality of work.

Service areas are required to complete monthly complaints summary sheets indicating how they have handled complaints and identify areas for improvement.

Work is on-going to look again at how complaints relating to decency are captured.

ough



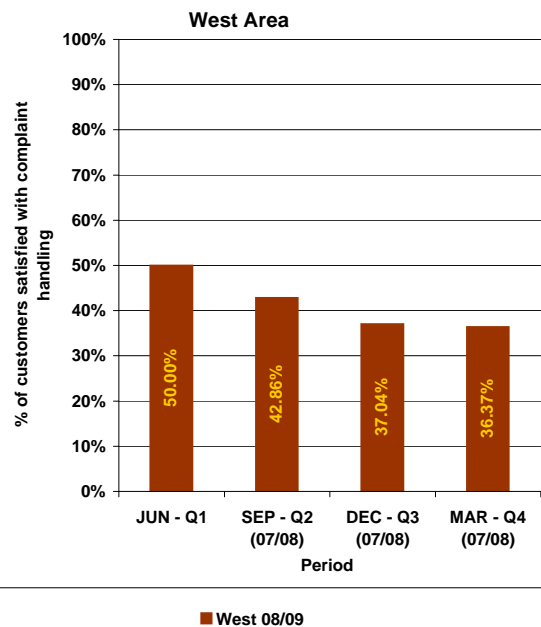
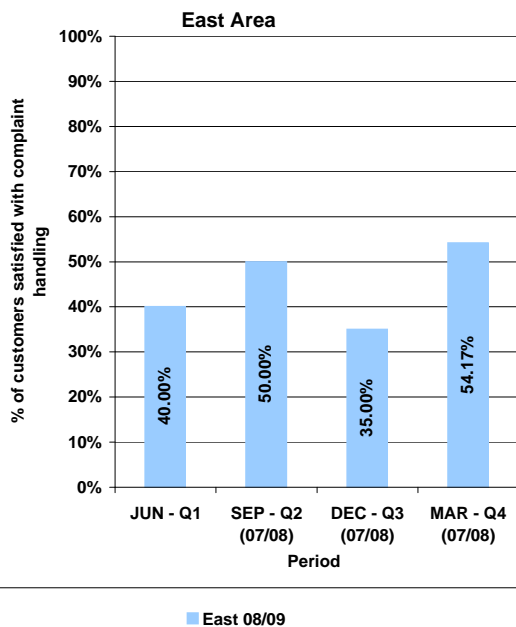
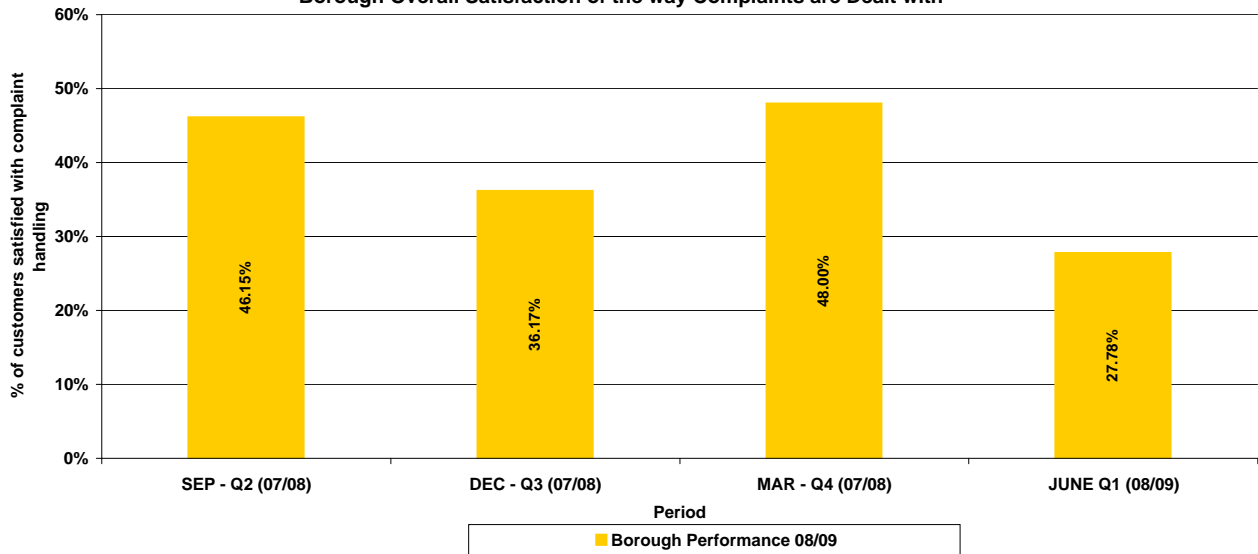
en  
d in more  
ial year  
d an  
er. When  
r service  
out. Three  
nence  
centre.

laints  
agement is  
he number  
held

dealt with

Higher is better

Borough Overall Satisfaction of the way Complaints are Dealt with



Commentary

Sample Size:

Quarter 2 (07/08) respondents is 32 - sample size of 125 (26%)  
 Quarter 3 (07/08) respondents is 52 - sample size of 145 (36%)  
 Quarter 4 (07/08) respondents is 54 - sample size of 186 (29%)  
 Quarter 1 (08/09) respondents is 35 - sample size of 152 (23%)

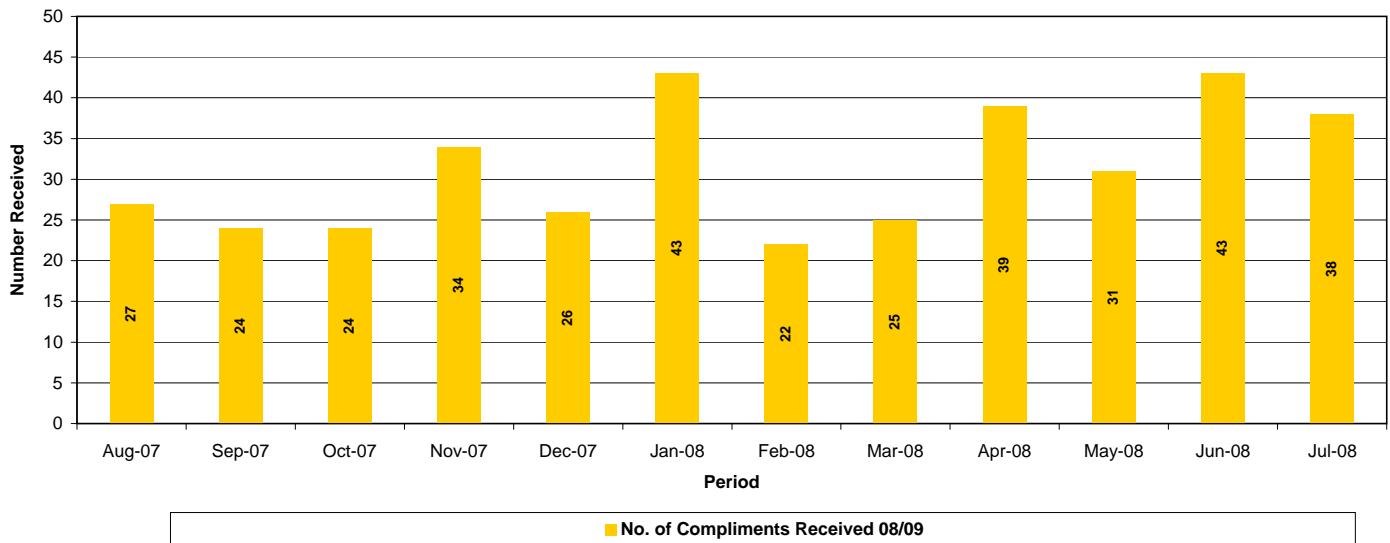
Complaints handling satisfaction is measured through a quarterly postal survey. Quarter 1, 2008/9 satisfaction with the way complaints have been dealt with has reduced to 27.78% from 48% for the final quarter of 2007/8. Customer satisfaction in this area is traditionally low as complaint handling is often linked to whether the customer was satisfied with the outcome of the complaint. Response rates to this survey are generally low and other methods of collecting the data such as telephone and online surveys are being investigated.

During quarter one 2008/9, 44% of complainants were happy with the how they were kept informed of the progress of their complaint. Additionally, just 10% of complainants stated they were informed of the appeals process and 4% said they were told how to appeal to the Local Government Ombudsman. The next report will include a breakdown in satisfaction levels, starting from this financial year, across the five management areas. The complaints process is due to be centralised within the Business Improvement and Performance section during the Autumn of 2008. This will ensure complaints are dealt with in a consistent and transparent way which will address poor areas of customer satisfaction and performance.

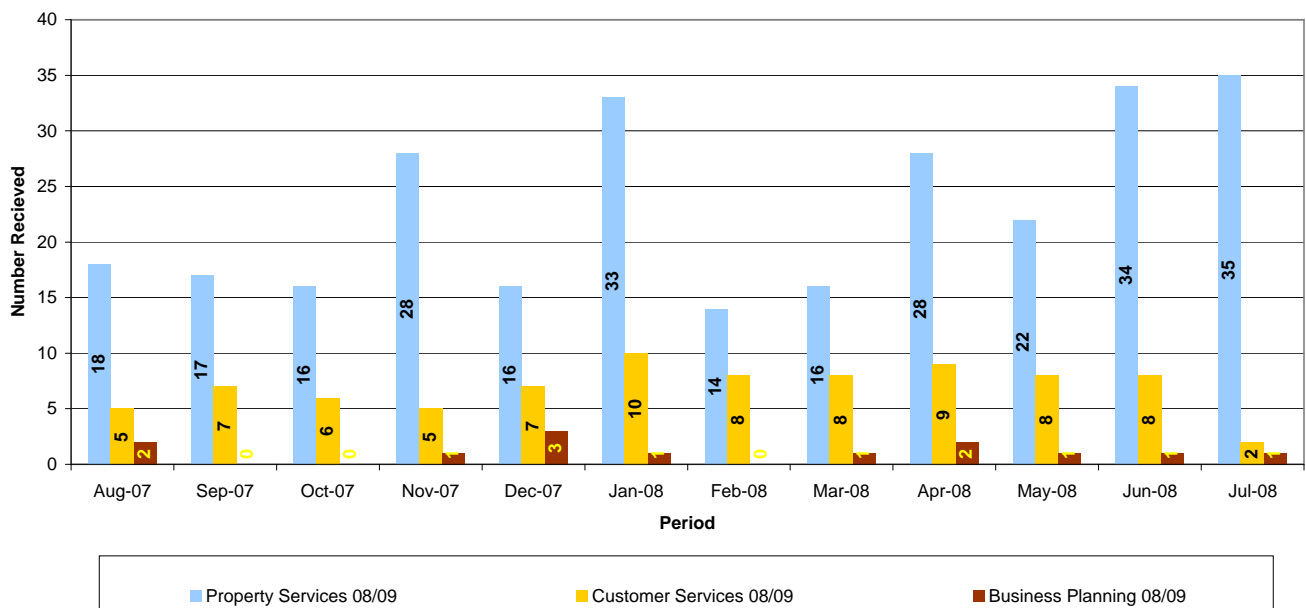
## Number of Compliments Received 2008 - 2009 (Monthly)

Borough

### Overall Number of Compliments Received 08/09



### Compliments by Directorate



### Commentary

For the financial year 2007/8 a total of 318 compliments were received, the majority of which were for the Property Services Directorate. To date, for this financial year, there have been 172 compliments received. In July we received 38 compliments for things like "improvements to properties", "excellent job", "prompt and excellent service" and "helpfulness, care and politeness of staff". All compliments received are recorded and where the compliment concerns the actions of a member of staff, the customer making the compliment is written to and thanked along with the employee. Business Planning are expected to score lower than Customer Services and Property Services due to a low proportion of staff being customer facing.





## Premature Ombudsman Complaints

Premature complaints refer to complaints the Ombudsman has received that have not previously been dealt with through SLHD's complaints procedure. In such instances the Ombudsman does not investigate the matter and SLHD are given the opportunity to address the issues raised. Following the response and the investigation of a premature complaint, the investigator for the Ombudsman's office will write to the complainant after 12 weeks to see if they are satisfied with the outcome. If they are not then the complainant has a right to complain to the Ombudsman again. For the previous 12 months, 12 premature complaints were received. The table below shows the date the complaint was received, the area it was concerning and a brief description of the nature of the complaint.

<b>Date Received</b>	<b>Area</b>	<b>Nature of Complaint</b>
02.07.07	Thorne	Permission to keep caravan on property.
02.10.07	Mexborough	Outstanding roof repair and anti social behaviour.
26.10.07	Rossington	Allocation of points.
29.11.07	Conisbrough	Request for conversion of electric fire to gas fire refused.
6.12.07	Cusworth	Complaint concerning policy on firegrates.
16.1.08	Woodlands	Complaint about bidding system.
21.2.08	Dunscroft	Repairs.
6.3.08	Rossington	Complaint regarding renovation of Council houses including his own.
17.3.08	Rossington	Issues with Bramall decency work.
20.3.08	Armthorpe	Issues with Council instruction to have dropped curb.
04.04.08	Carcroft	Condition of flat and outstanding repairs.
04.06.08	Conisbrough	Bidding process and discrimination against age.



## Investigative Ombudsman Complaints

Investigative complaints refer to complaints the Ombudsman has received, where SLHD has already had the opportunity to resolve, but where the customer is not happy with the outcome. For the previous 12 month period, 11 ombudsman complaints were received.

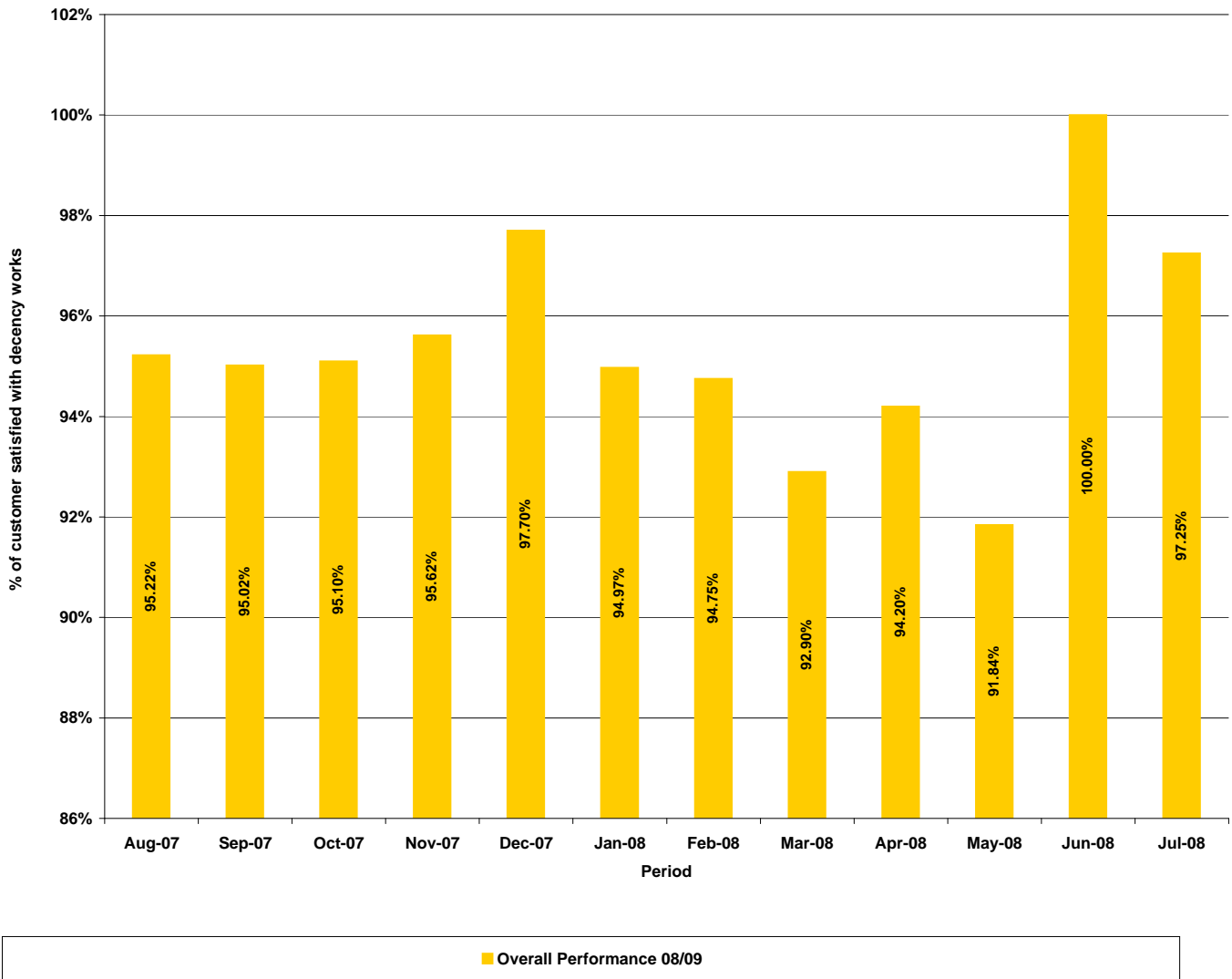
<b>Date Received</b>	<b>Area</b>	<b>Nature of Complaint</b>	<b>Determination</b>
15.08.07	Woodlands	Failed to carry out work to draught proof the windows.	No or insufficient evidence of maladministration
29.11.07	Armthorpe	Failure to tarmac car park at back of Hatfield Lane and Laburnum Drive.	Local settlement
13.12.07	Thorne	Failed to deal with claim for compensation following damage in property.	No or insufficient evidence of maladministration
1.2.08	Bentley	Failed to remedy dampness in home.	No or insufficient evidence of maladministration
1.2.08	Denaby	Failed to respond satisfactorily about a poor fitting back door.	Local settlement
5.2.08	Rossington	Various complaints regarding flat and maintenance of garden.	Local settlement
12.2.08	Stainforth	That the Council failed to notify complainant that the estate where she owned a property was due to be demolished.	Determination has been reached against Public Sector in DMBC and not SLHD.
15.2.08	Barnburgh	That the Council failed to keep the property to a proper standard of repair.	Outside jurisdiction
21.04.08	Rossington	Left the family without central heating and poor facilities for water heating from August to December 2007.	Local settlement
23.04.08	Scawthorpe	Electricity box and fuse box installed in a difficult to reach and potentially dangerous place.	Local settlement
04.06.08	Armthorpe	Let the property without first resolving the issue of access to the drive and hardstanding, subsequently being subjected to years of ASB	No determination received

Of the 11 complaints received, five were closed following a settlement being made by SLHD, one was judged to be outside the Ombudsman's jurisdiction, three were closed due to lack of evidence of maladministration on the part of SLHD, one has not been determined and one has been determined against the Public Housing Sector in DMBC and not against SLHD. Investigating officers are now issued with a pro-forma document to record what lessons have been learnt from ombudsman complaints. This will be reported in future booklets.

Note - A local settlement is where the organisation settles the complaint through negotiation with the ombudsman. In such cases the ombudsman will discontinue the investigation because action has been agreed by the organisation and accepted by the ombudsman as a satisfactory outcome for the complainant. The could be in the form of a remedy, compensation or an apology.



## Overall Decency Satisfaction



## Commentary

The target for satisfaction levels of decent homes for 2008/9 is 95%. The number of returned surveys for the period April to July 2008 are shown below. Satisfaction rates dipped for the first two months of 2008/9 but recovered in June and July. However, the number of returned surveys are reducing due to the lower number of property handovers during the period. This is because the Decent Homes programme now being delivered over 12 months rather than 7 month period. In addition to this the windows and doors programmes are now coming to an end.

**One Hit Contractors**

Bramall	228
Boots	244
Wates	123

**Windows and Door**

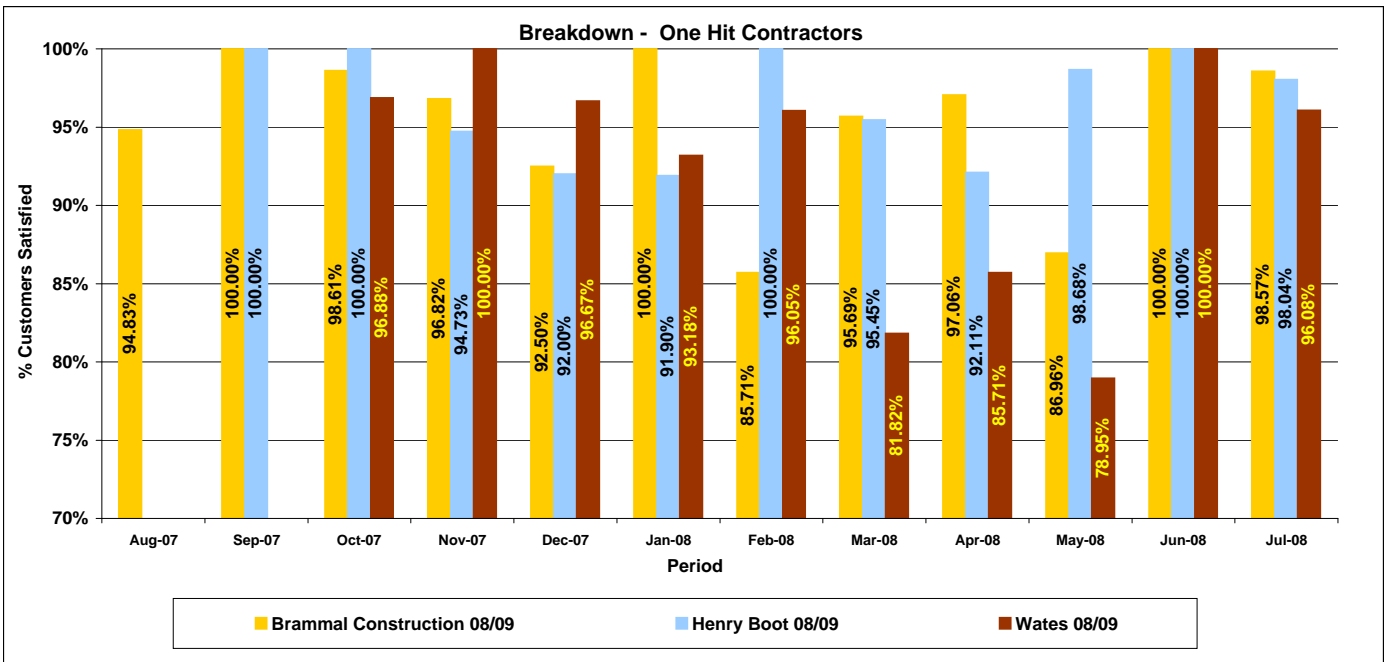
Anglian	69
Kier	83
Nationwide	106
Soverign	59

The way in which decent homes satisfaction surveys are conducted is currently under review. This has been initiated by the comparison of results from complaints, customer surveys and reality checking.



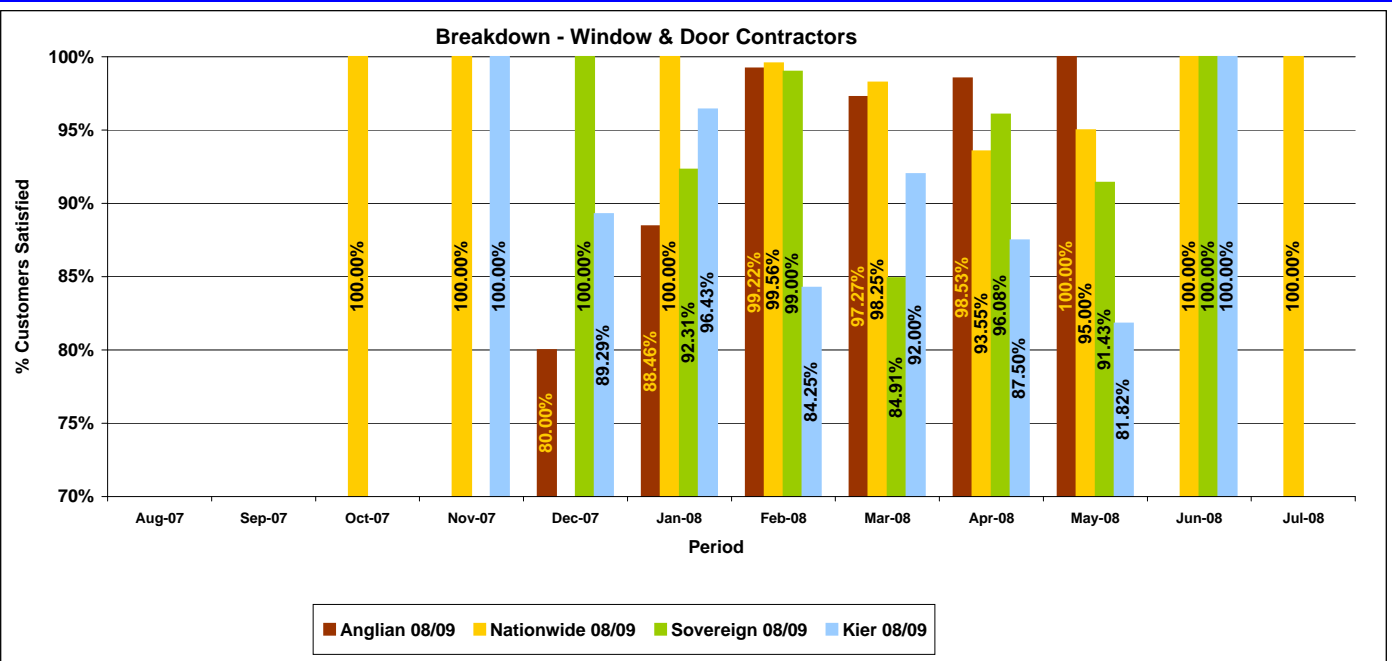
Decency Satisfaction 2007 - 2008 (Monthly)

Borough



Commentary

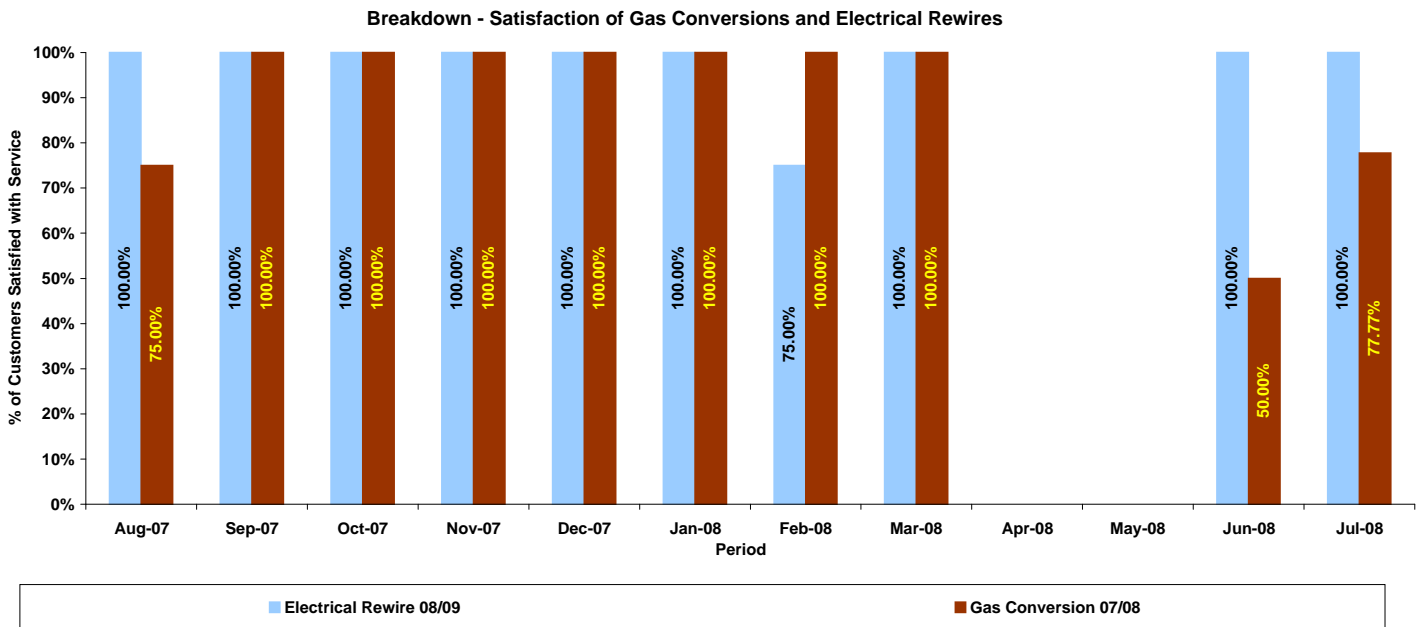
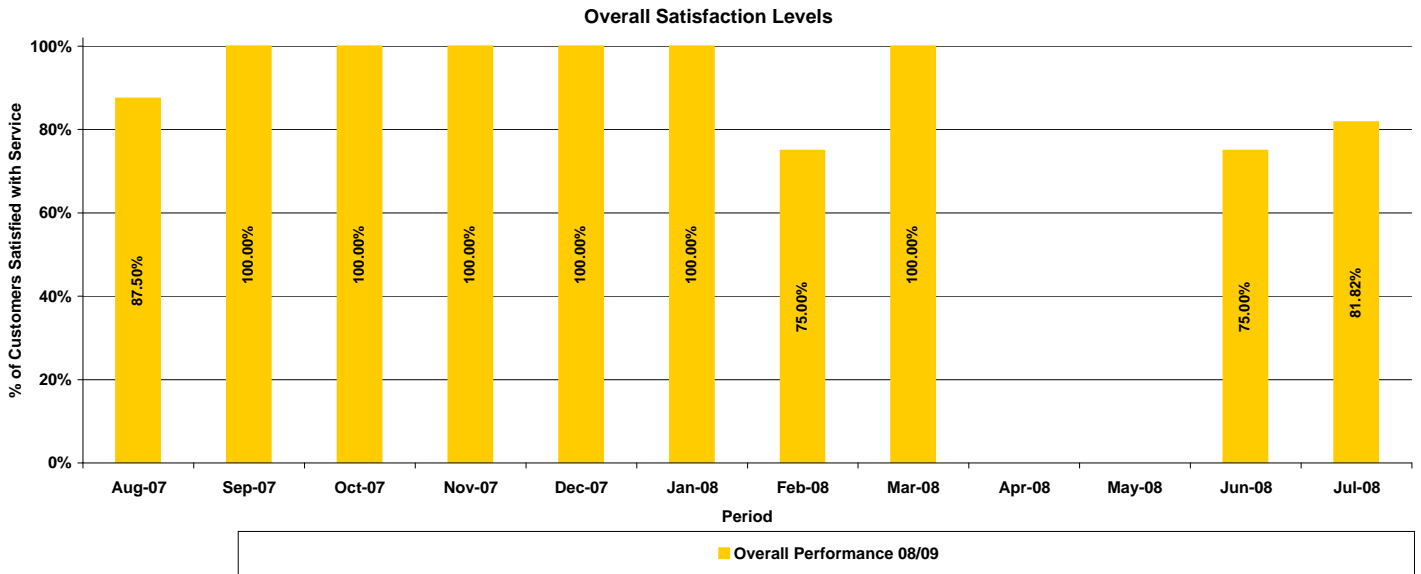
The graph above depicts individual, "one hit" contractor performance. During May 2008 satisfaction dipped for Wates and Brammalls. In May tenants who had had work carried out by Wates cited poor satisfaction of bathroom work at 78%. Over half of Wates customers needed to make a complaint. This was mainly around the quality of work. Approximately a third of Brammall respondents stated that they needed to make a complaint and half of the complaints were about damage to personal belongings. Lower satisfaction levels for Brammalls were about the insulation and kitchen works. However, by June and July all three contractors satisfaction rates had improved.



Commentary

The graph above shows satisfaction levels with contractors appointed to undertake the windows and doors programme for decent homes. Keir's satisfaction levels have been lower than the other contractors during April and May respectively. Tenants stated they were 50% satisfied with communication which was lower than that for other contractors. During June and July there was no surveys returned for Anglian, ten surveys returned for Nationwide, 20 for Kier and ten for Sovereign. All nine of Nationwide respondents were satisfied with the work they had carried out but the one returned survey in July for Sovereign stated they were not satisfied. This customer indicated that they had made a complaint about the quality of work, communication and damage to personal belongings. The reduction in number of returns is a direct result of the windows and doors programme nearing completion and only ad-hoc works being undertaken.



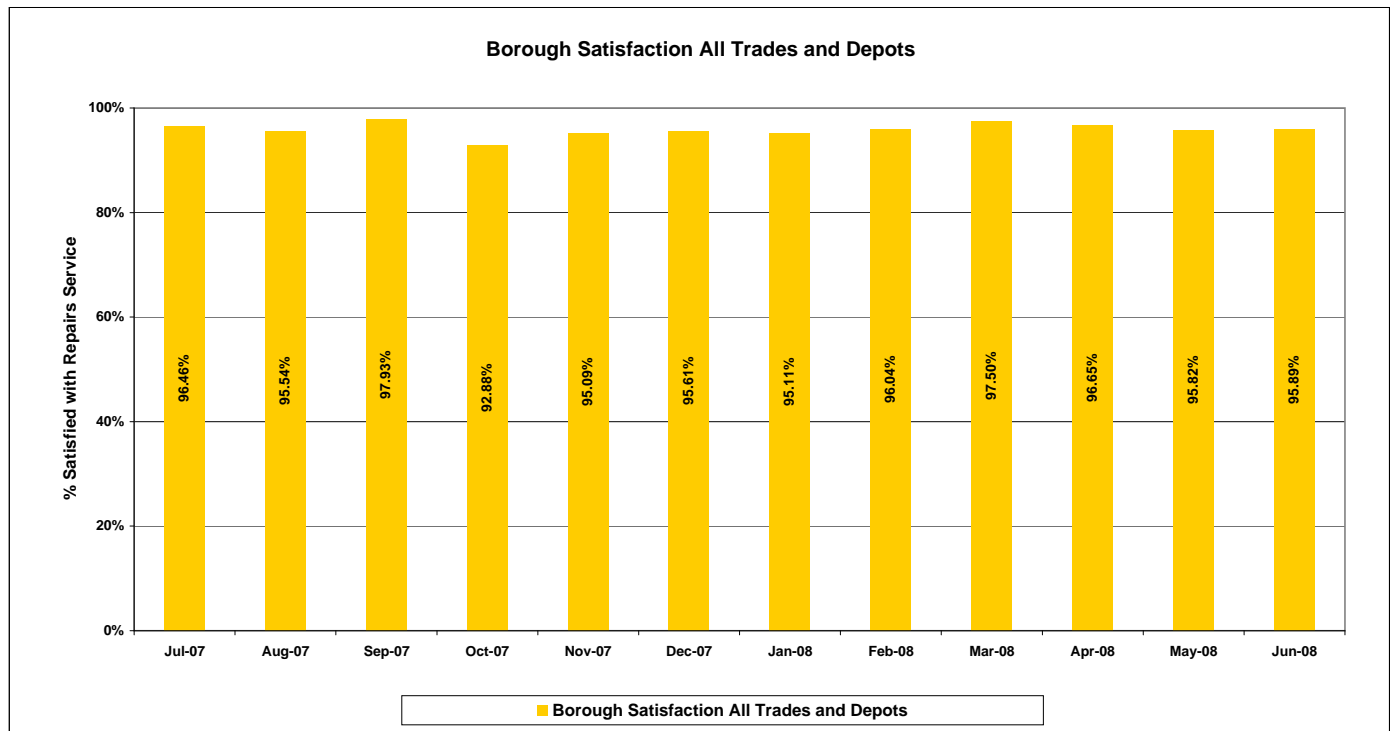


Commentary

Sample Size

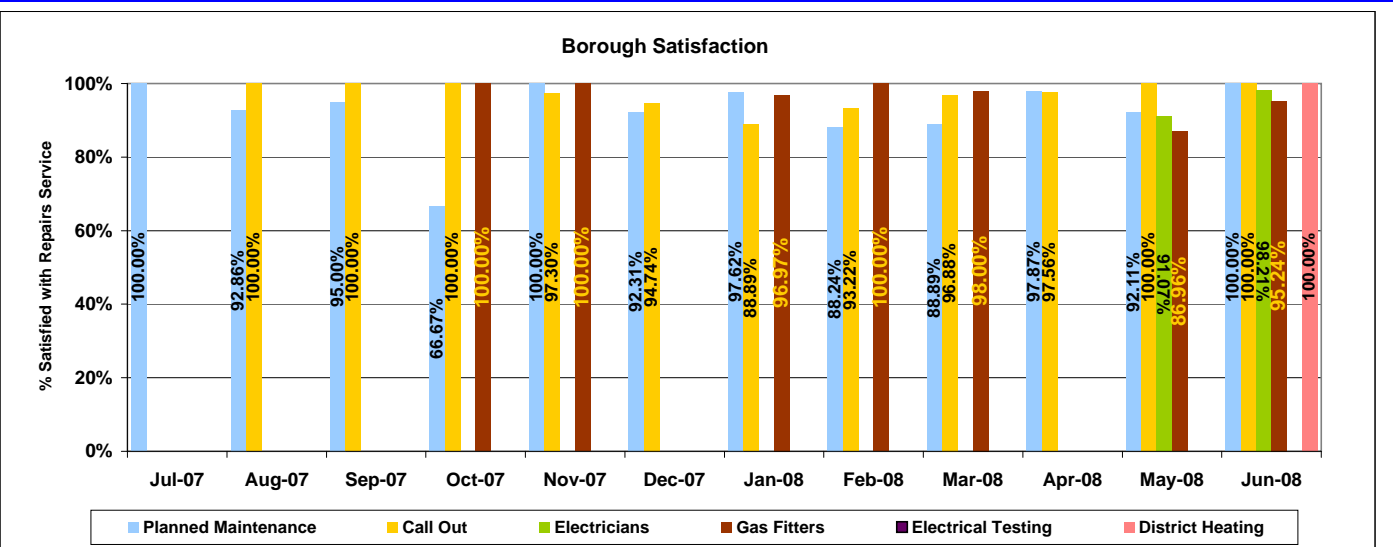
	Gas conversion	Rewire
July-07	1	0
August-07	9	6
September-07	3	2
October-07	12	12
November-07	1	3
December-07	2	1
January-08	2	3
February-08	1	4
March-08	1	5
April-08	0	0
May-08	0	0
June-08	2	4
July-08	9	2

As demonstrated in the accompanying table, the sample sizes for this indicator are low due to the small numbers of gas and electrical rewires carried out. There have been no returned satisfaction surveys for the months of April and May. For June, the four rewires surveys that were returned indicated they were satisfied. Two people returned survey for gas conversions, one person stated they were satisfied whilst the other was not. The dissatisfied tenant indicated they were not happy with the way the heating was installed and had to make a complaint. Furthermore they felt that their complaint was poorly dealt with. The contractor has been recalled to this property to undertake a joint visit with Property Services staff to ensure resolution. In July two tenants indicated they were dissatisfied with their gas conversions. One stated they were not kept informed nor given contact details. The other person was not happy with the way the heating was installed.



**Commentary**

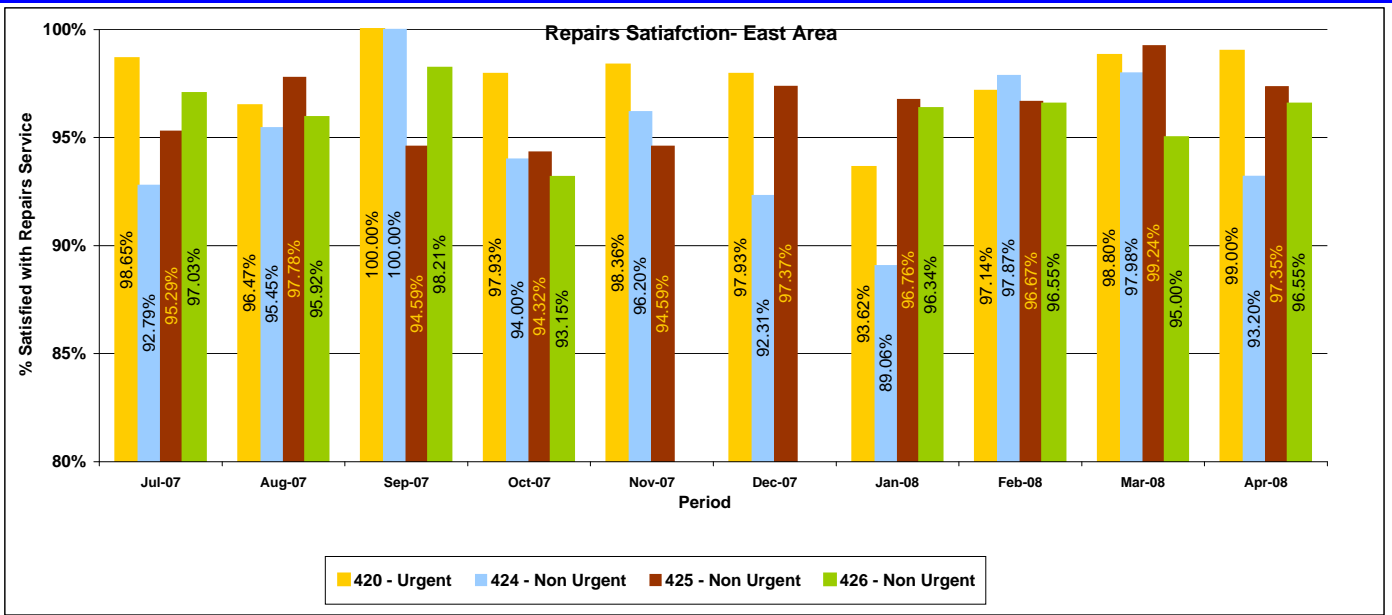
Repairs satisfaction surveys are carried out on a sample of completed repairs. 10% are completed during post inspection of completed repairs and 10% are undertaken by repairs contact staff over the telephone. Surveys are carried out on repair jobs one month in retrospect. Therefore satisfaction rates for July will be available from 1 September 2008. For April, May and June the number of completed surveys was 1066, 973 and 1093 respectively. For June this equates to a total sample size of 25%. The above graph shows overall satisfaction of the repairs service for the previous 12 months. The target of 96% satisfaction levels for 2008/9 has been exceeded in April but dipped slightly in May and June 2008.



**Commentary**

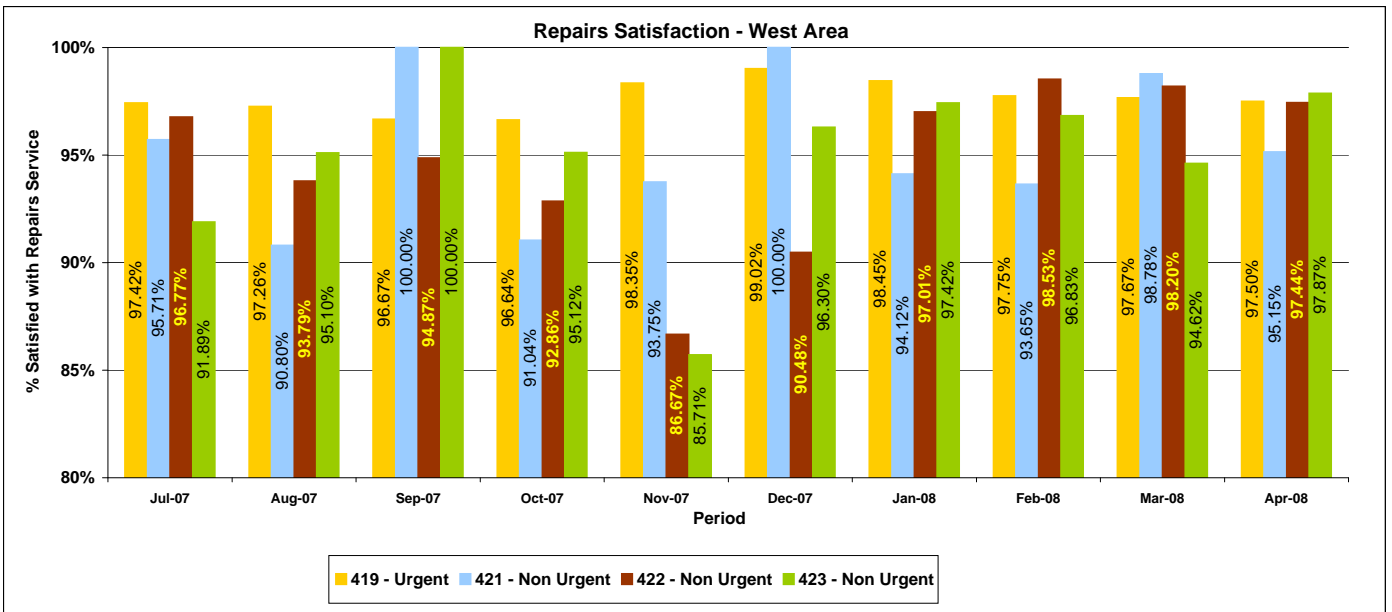
The above graph show satisfaction levels for trade based teams that are not area based. Where there is no data for a particular team no surveys have been completed for that team. Satisfaction for repairs carried by the electrical, gas and planned maintenance sections for the months of April and May have been lower than the 96% target. For the gas section 77% of tenants, in May, stated that the job was completed at the first visit and and tenants stated that only 71% of electrical follow up repairs were completed by appointment. There was a lower percentage of tenants having electrical repairs carried out stating that they were notified that the operative was on their way than the other repair teams shown in the graph above (78%). In June all trades with the exception of the gas fitters exceeded target satisfaction levels. However, the gas fitters were only slightly below target at 95.24%.

## Repair Satisfaction 2008 - 2009 (Monthly)



### Commentary

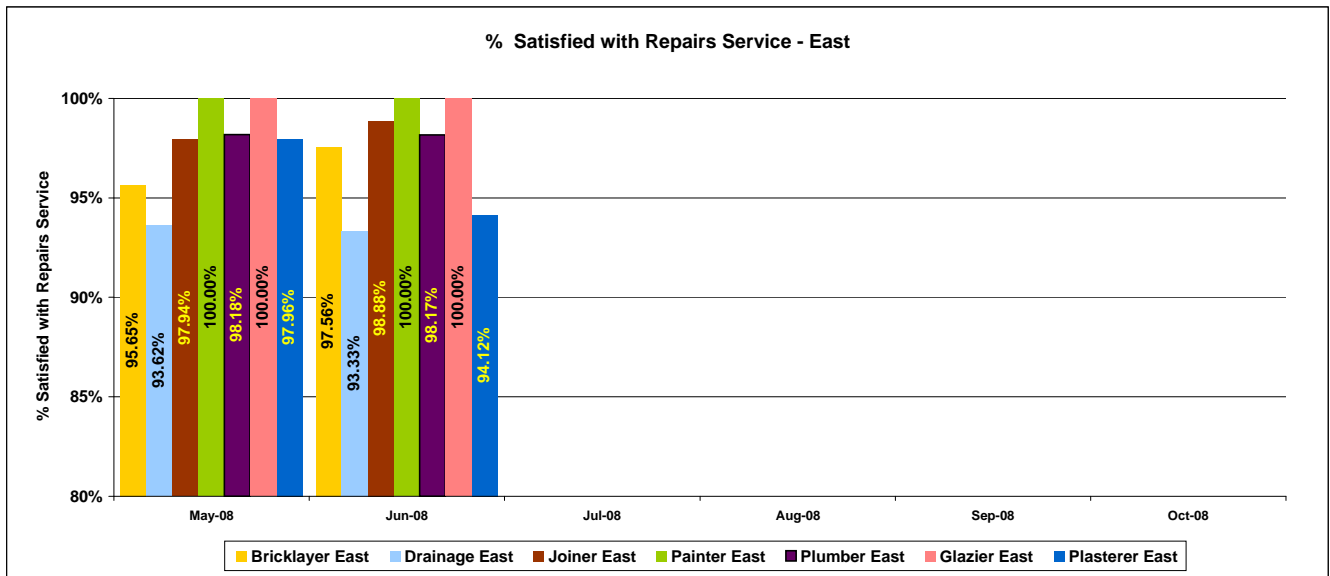
Customer satisfaction monitoring by area team commenced in July 2007 and changed from May 2008, with the introduction of optitime, to trade based teams. Satisfaction levels for trade based repair teams are shown on page 13 of this booklet. Prior to this each repair team covered a geographical part of the borough and was either dedicated to urgent or non-urgent repairs. Customer satisfaction of the four repairs teams that covered the East area are shown in the graph above. Details of which geographical areas are covered by which depot is shown at appendix A. Satisfaction levels for the repair teams shown above all remain above the 96% target with the exception of repairs team 424, which has reduced from 97.98% in March 2008 to 93.20% in April. This equates to eight customers stating they are dissatisfied with the quality of workmanship. This has been addressed with the operatives concerned.



### Commentary

Customer satisfaction monitoring by area team commenced in July 2007 and changed from May 2008, with the introduction of optitime, to trade based teams. Satisfaction levels for trade based repair teams are shown on page 13 of this booklet. Prior to this each repair team covered a geographical part of the borough and was either dedicated to urgent or non-urgent repairs. Customer satisfaction of the four repairs teams that covered the West area are shown in the graph above. Details of which geographical areas are covered by which depot is shown at appendix A. Satisfaction levels for the repair teams shown above all remain above the 96% target with the exception of repairs team 421, which has reduced from 98.78% in March 2008 to 95.15% in April. This equates to four customers stating they are dissatisfied, three with the quality of workmanship and one with the quality of materials. This issue of poor workmanship has been addressed with the operatives concerned.

## Repair Satisfaction 2008 - 2009 (Monthly)

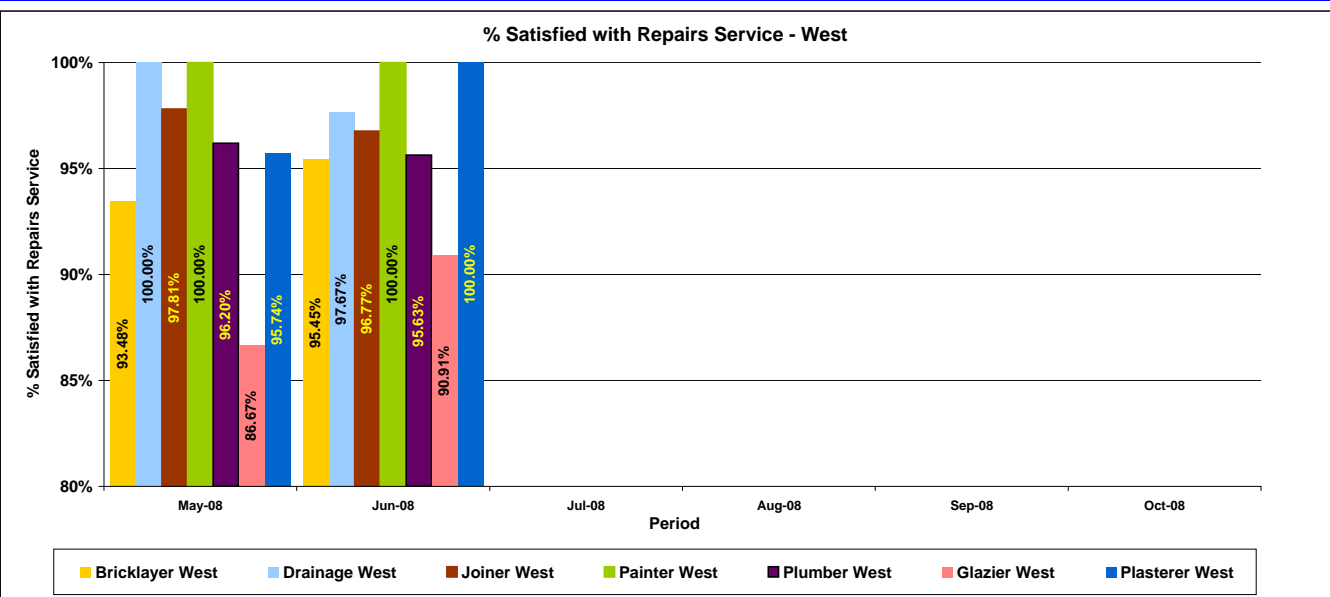


### Commentary

Satisfaction by trade teams covering the East of the borough is shown in the graph above. The target for overall satisfaction is 96%. For May, the Drainage section have scored below target at 93.62% along with Bricklayers at 95.65%

In June, two of the seven trades scored below the 96% target, Drainage at 93.33% and Plasterers at 94.12%.

Of the tenants dissatisfied with the repairs service, as measured against jobs completed in June, 37% cited poor workmanship, 20% cited poor quality materials and 14% cited the attitude of the operative as reasons for their dissatisfaction. Statistical data on the reasons for dissatisfaction is monitored at the point of collection by the Quality Control Team based in the Repairs Contact Centre.

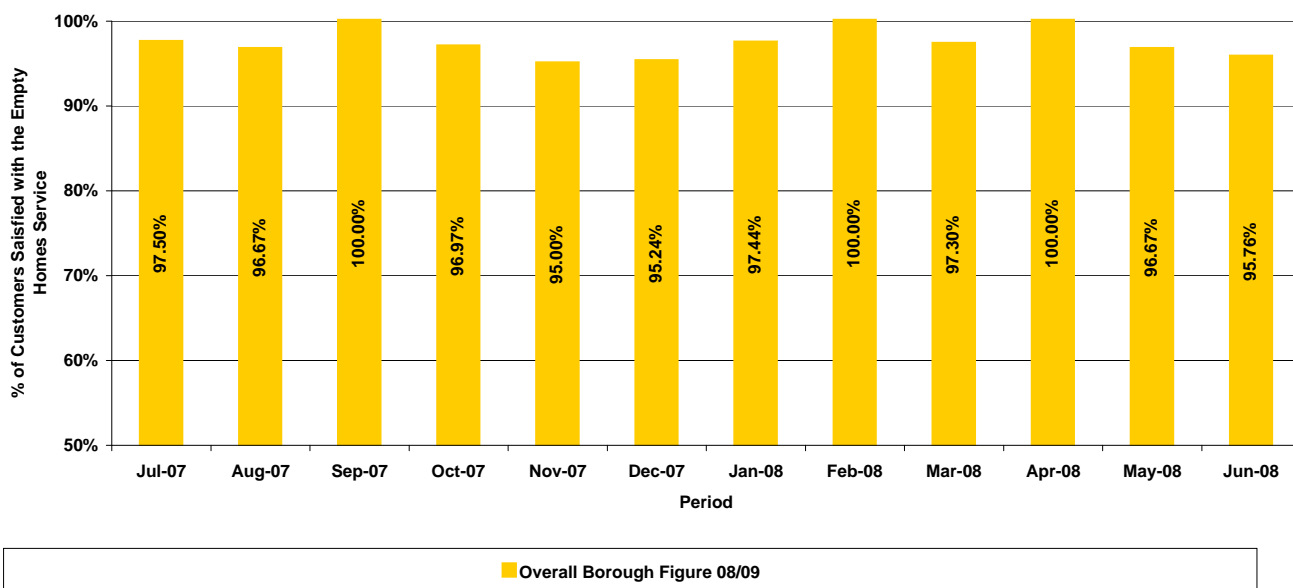


### Commentary

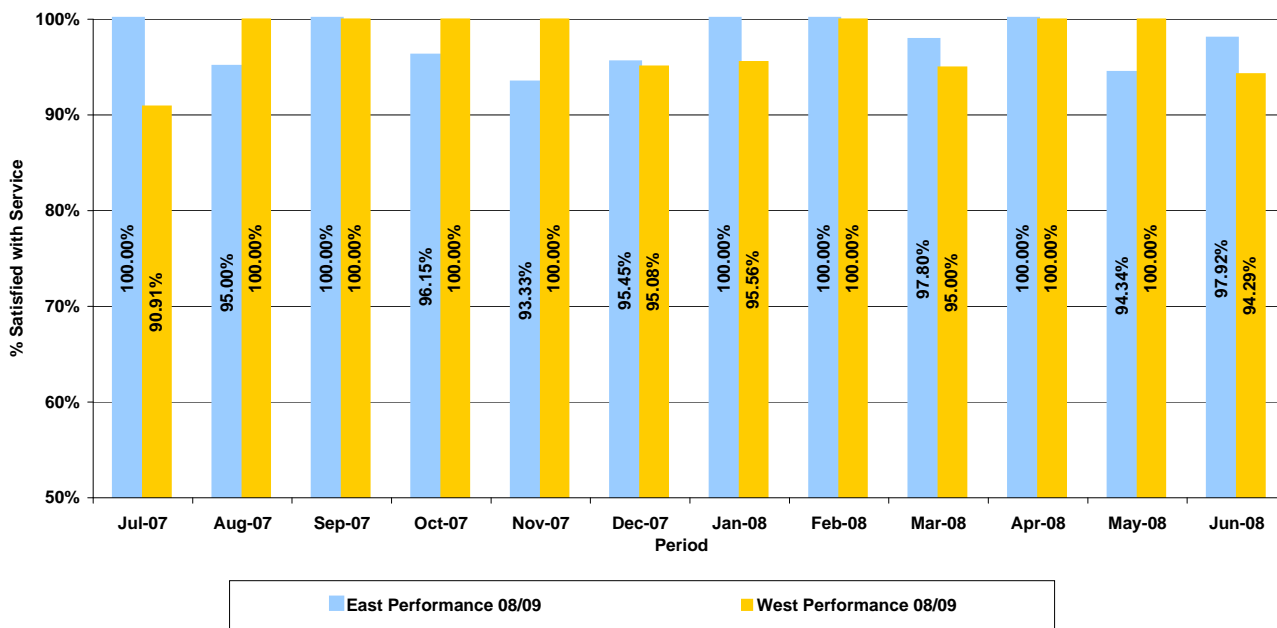
Satisfaction by trade teams covering the West of the borough is shown in the graph above. The target for overall satisfaction is 96%. In May, three of the seven trades scored below target with Bricklayers scoring 93.48%, Plasterers scoring 95.74% and Glaziers scoring 86.97%.

In June, three of the seven trades scored below the 96% target, Bricklayers at 95.45%, Plumbers at 95.63% and Glaziers at 90.91%. Of the tenants dissatisfied with the repairs service, as measured against jobs completed in June, 37% cited poor workmanship, 20% cited poor quality materials and 14% cited the attitude of the operative as reasons for their dissatisfaction. Statistical data on the reasons for dissatisfaction is monitored at the point of collection by the Quality Control Team based in the Repairs Contact Centre. Statistical data on the reasons for dissatisfaction has been fed back to Property Services Managers for action in the respective areas.

Overall Borough Satisfaction Levels



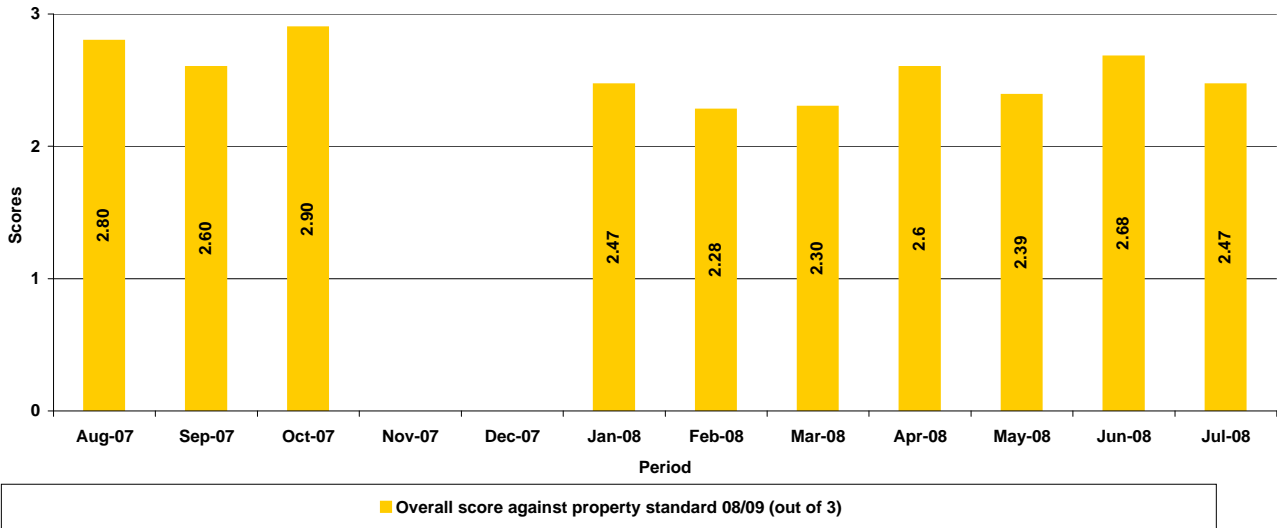
East & West Area - Satisfaction Levels



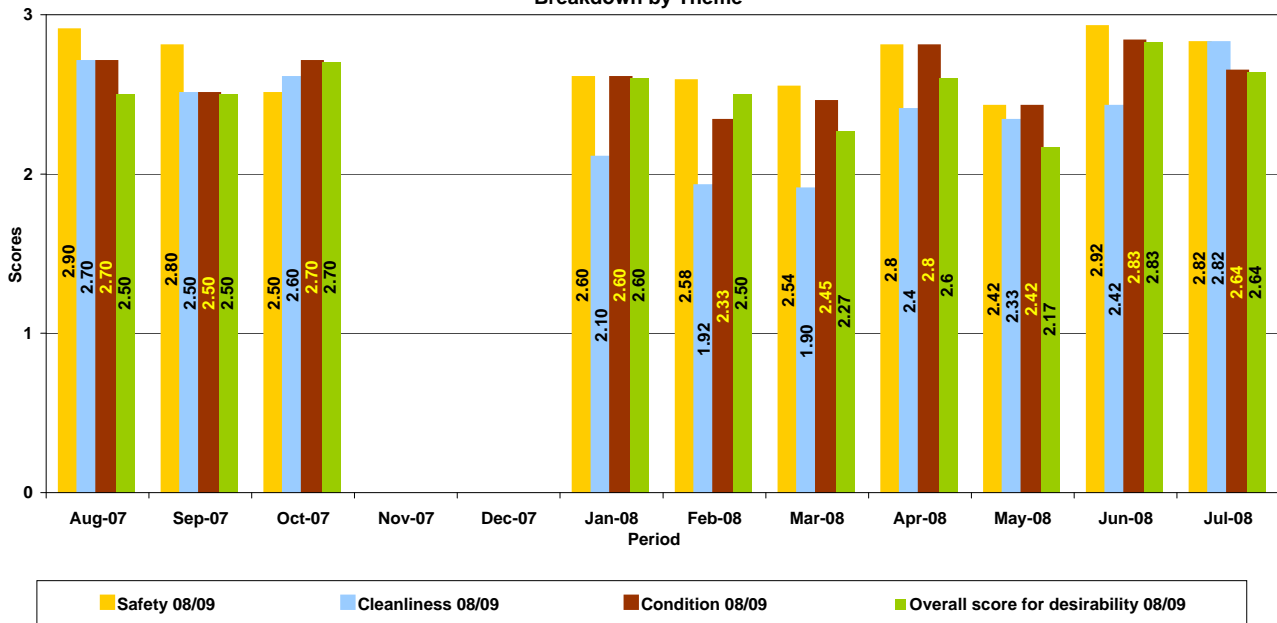
Commentary

This survey is completed following allocation of a property. It measures satisfaction of the whole empty property and allocations process. The survey covers a number of subjects including the allocations process, the sign up process and the completion of any outstanding repairs. Overall satisfaction for the year has been consistently high (above 94%) during 2007/8. There was a 100% satisfaction rate for the start of this financial year with a slight dip to 96.67% in May 2008 and 95.76% in June. The reduction in satisfaction in May can be attributed to three dissatisfied new tenants in the East area whilst fewer tenants were satisfied in the West area during June. All cited that they were not happy with the general condition of the property and there were outstanding repairs when they moved in. Sample sizes for April, May and June are 75.32% of relets carried out during this period. Customer satisfaction surveys for tenancies that commenced in July 2008 are currently being undertaken during August 2008 and performance will be available during September 2008.

Overall Borough Wide Figures



Breakdown by Theme



Commentary

The reality checking scheme was developed in 2006 as a method for critically appraising services and identifying areas for improvement. The programme covers reception areas, empty homes and visits to customers who have received either decent homes or other capital improvement works. During the decent homes/capital improvements visit a customer satisfaction survey is completed which is reported in with the decency satisfaction levels.

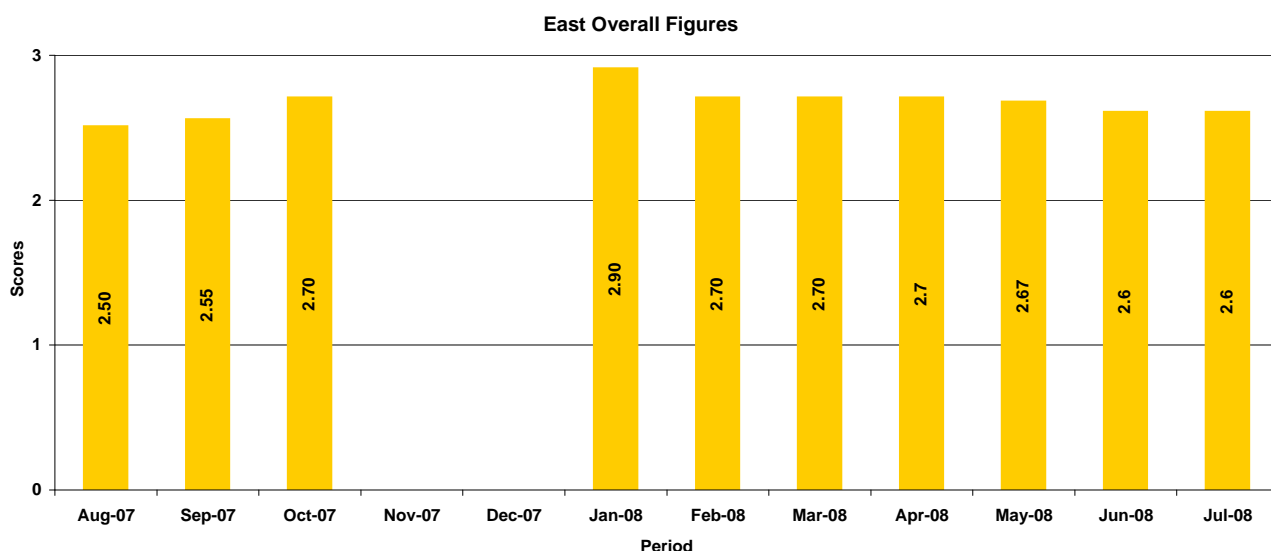
Each round of reality checking is undertaken jointly with a tenant volunteer, taken from the menu of involvement, and a member of the Business Improvement and Performance team over one day per quadrant per month.

For empty homes, the properties are evaluated against the void property standard for cleanliness, safety, condition. A fourth category "desirability" was added during a review of the scoring system during November and December 2007, which is used to cover a more subjective aspect not covered by the property standard, which allows the tenant volunteer to assess the property from their first impressions. For this reason there were no reality checks carried out in this period.

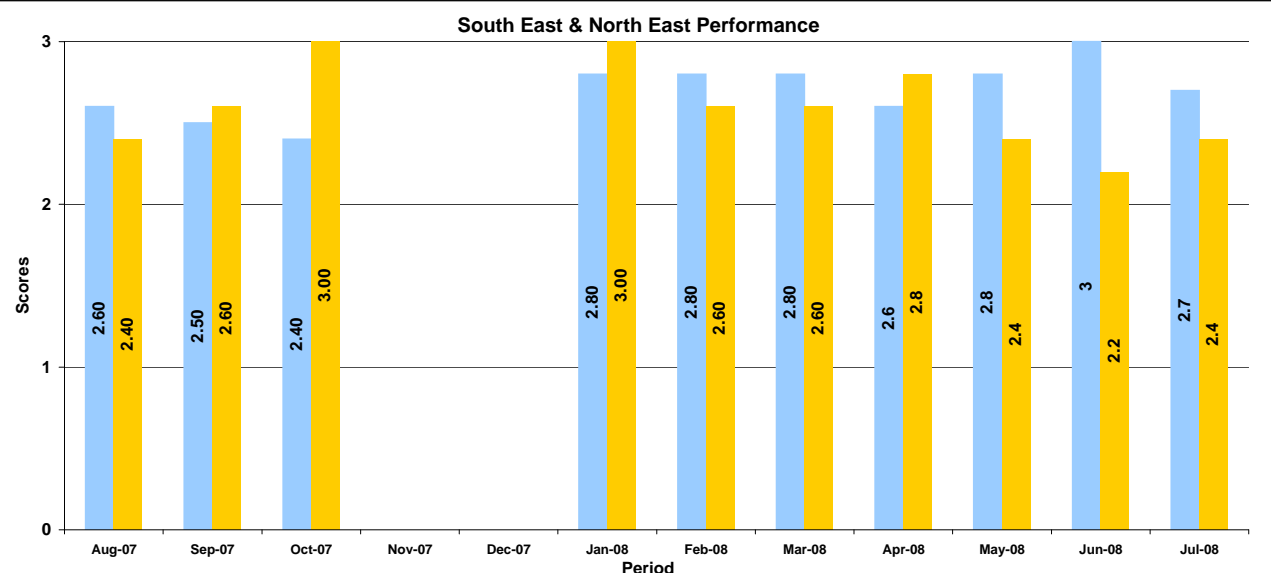
All categories are assessed on a three point scale of poor (1), satisfactory (2) and good (3). A report, including photographic evidence, is produced and distributed the Assistant Director for Empty Homes and Services and Empty Homes Manager.

Overall scores have been fluctuating for the previous 12 months with issues of poor cleanliness apparent from January to June 2008. To address this issue, the Empty Homes Team have procured a new cleaning contractor and introduced further training for team leaders on the standard of cleanliness required in void properties. As a result scores in this area for June and July have improved.





East Overall Performance 08/09



South East - overall score 08/09

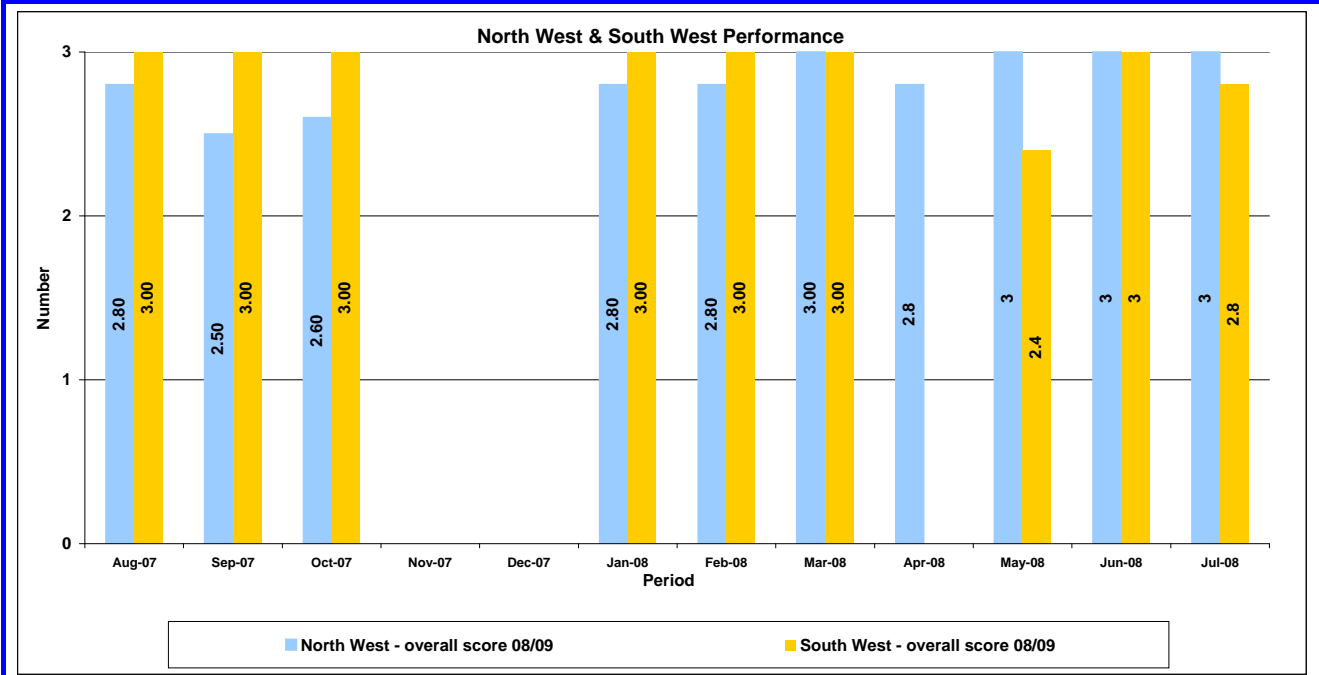
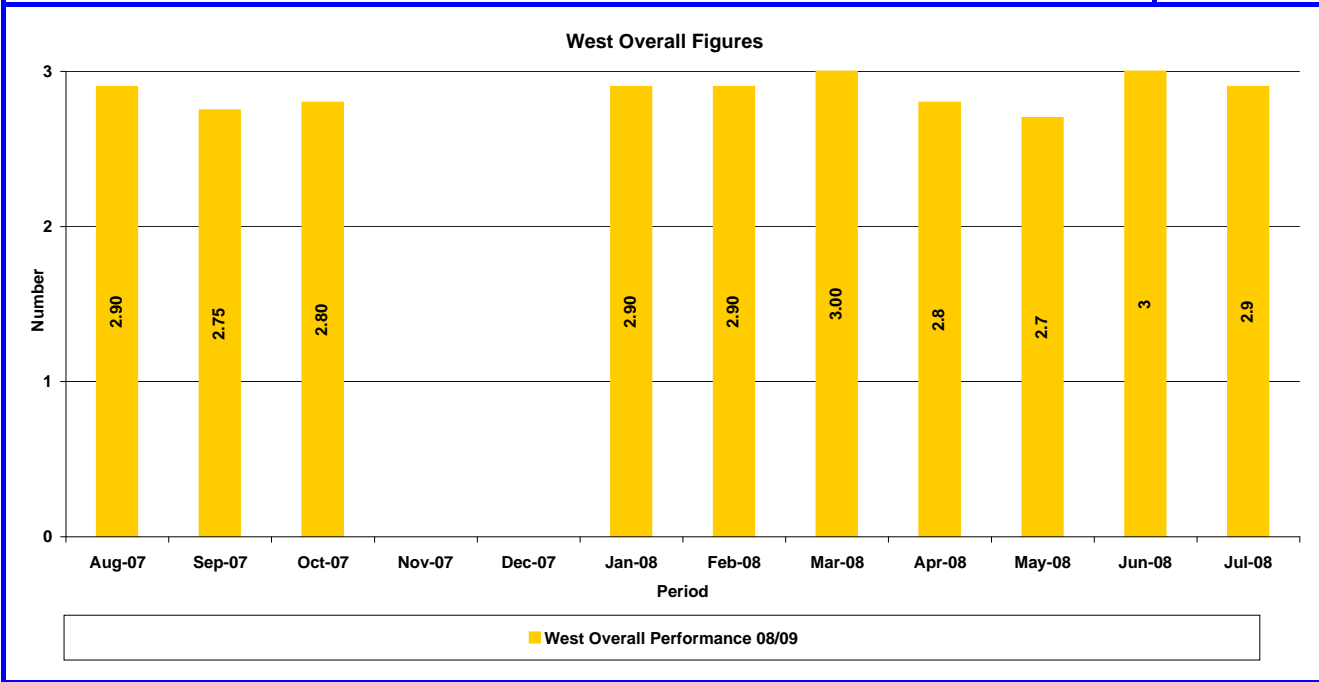
North East - overall score 08/09

**Commentary**

The reality checking scheme was developed in 2006 as a method for critically appraising services and identifying areas for improvement. The programme covers reception areas, empty homes and visits to customers who have received either decent homes or capital improvement works. During the decent homes/capital improvements visit a customer satisfaction survey is completed which is reported in with the decency satisfaction levels.

Each round of reality checking is undertaken jointly with a tenant volunteer and a member of the Business Improvement and Performance team over one day per quadrant per month. Office receptions are assessed against four themes; accessibility, reception counters, interview rooms and information available.

All categories are assessed on a three point scale of poor (1), satisfactory (2) and good (3). Overall performance for the first quarter of 2008/9 has remained consistent. However, scores for May and June in the North East area have been lower than the South East. During May 2008, Stainforth office, in the North East of the borough, was visited as part of the reality checking regime. Scores for the reception area, interview room, counter and information on display all scored 2. The May reality check for Stainforth identified that a number of leaflets were missing. Thorne office also scored lower during checks done in June. With the exception of information available which scored full marks, all other criteria was scored at 2. However, staff are due to relocate from Thorne office to a more suitable location. In July Stainforth office was visited again and scored one (poor) for accessibility. The door did not close properly and as a consequence the disability button did not work. The area teams have been made aware of the results of the reality checks and action has been taken to resolve the deficiencies.



**Commentary**

The reality checking scheme was developed in 2006 as a method for critically appraising services and identifying areas for improvement. The programme covers reception areas, empty homes and visits to customers who have received either decent homes or capital improvement works. During the decent homes/capital improvements visit a customer satisfaction survey is completed which is reported in with the decency satisfaction levels.

Each round of reality checking is undertaken jointly with a tenant volunteer and a member of the Business Improvement and Performance team over one day per quadrant per month. Office receptions are assessed against four themes; accessibility, reception counters, interview rooms and information available.

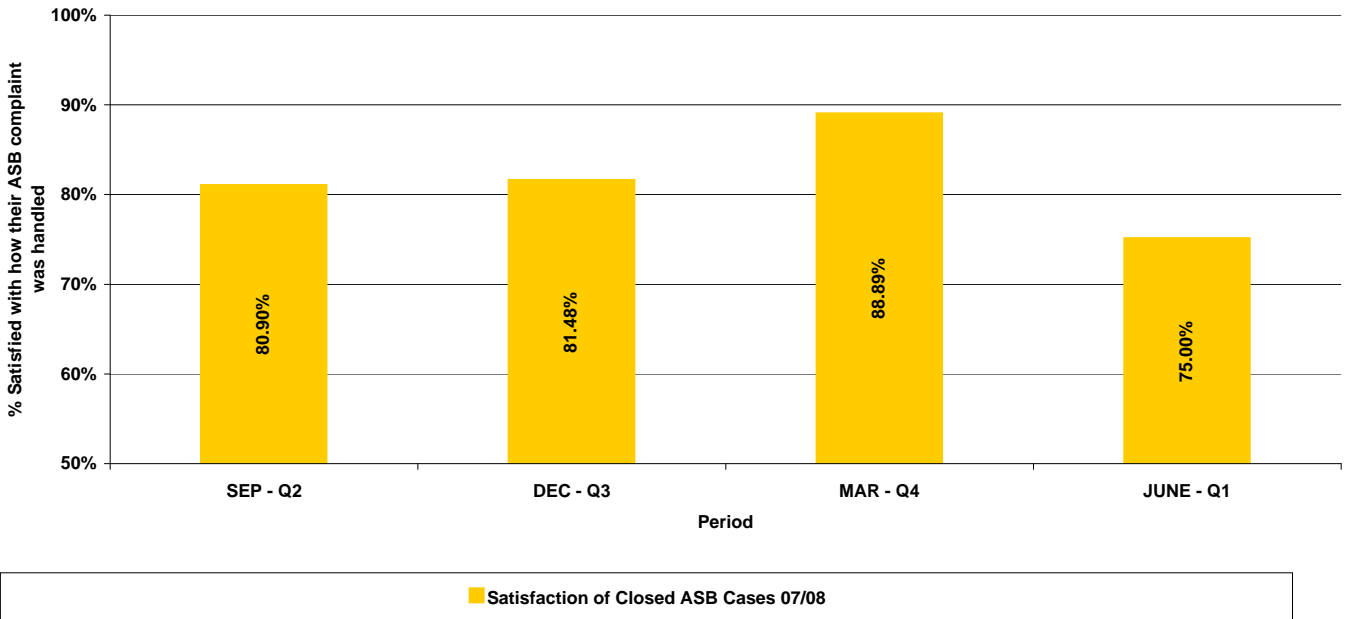
All categories are assessed on a three point scale of poor (1), satisfactory (2) and good (3). No reality checks to receptions were carried out in the South West during April 2008 because the tenant volunteer cancelled due to sickness on two occasions. Performance in the South West in May 2008 has reduced compared with the previous 12 months. Conisbrough reception was visited in May and achieved scores of two for the reception area, interview room and accessibility.

It is acknowledged that Conisbrough office is less than ideal and plans are in place to relocate the reception to a new location, whilst the back office staff will also relocate to Mexborough Business Centre. Both new locations will be fully DDA compliant. In June, Adwick and Mexborough receptions were checked and both offices scored full marks on all criteria. In July Conisbrough office was checked in the South West area and failed to achieve full marks for the reception area. This was due to the windows needing cleaning. However, this was due to be done the following day.

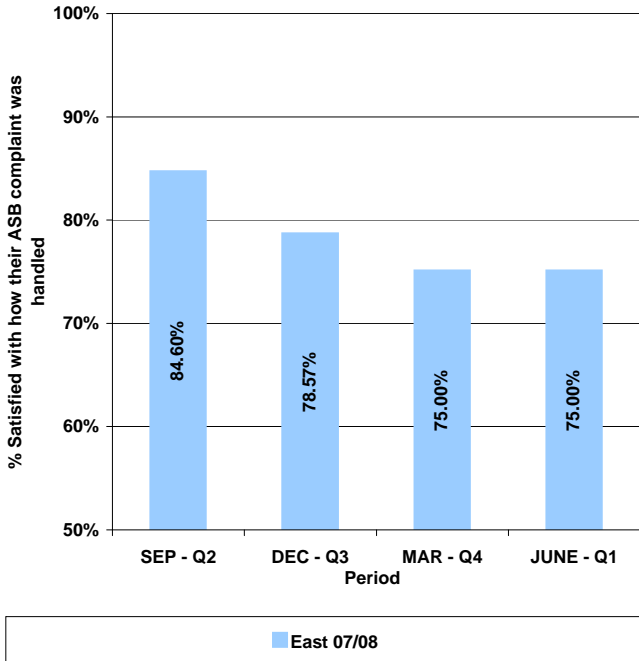
...being cleared. However, this was due to be done the following day.

## Anti-Social Behaviour Handling 2008 - 2009 (Quarterly)

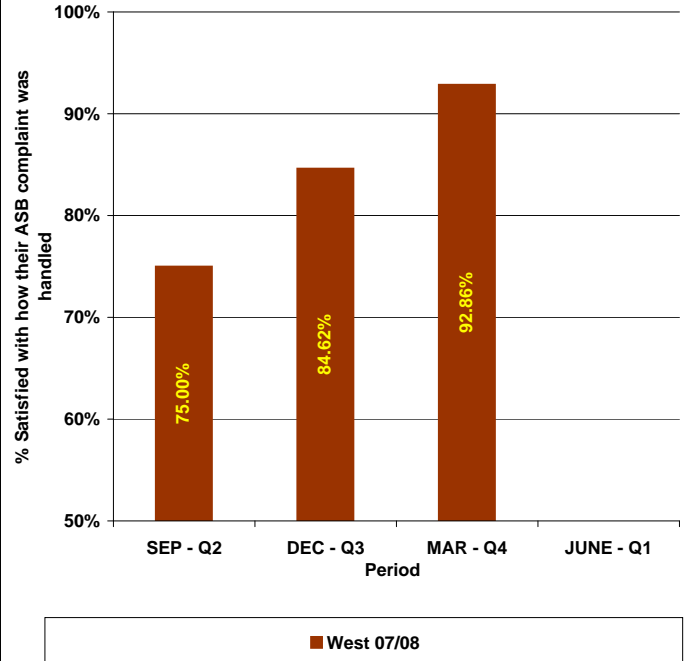
### Overall Borough Satisfaction Levels



### East Area Satisfaction



### West Area Satisfaction



### Commentary

Quarter 2 (07/08) respondents is 21

Quarter 3 (07/08) respondents is 27

Quarter 4 (07/08) respondents is 18

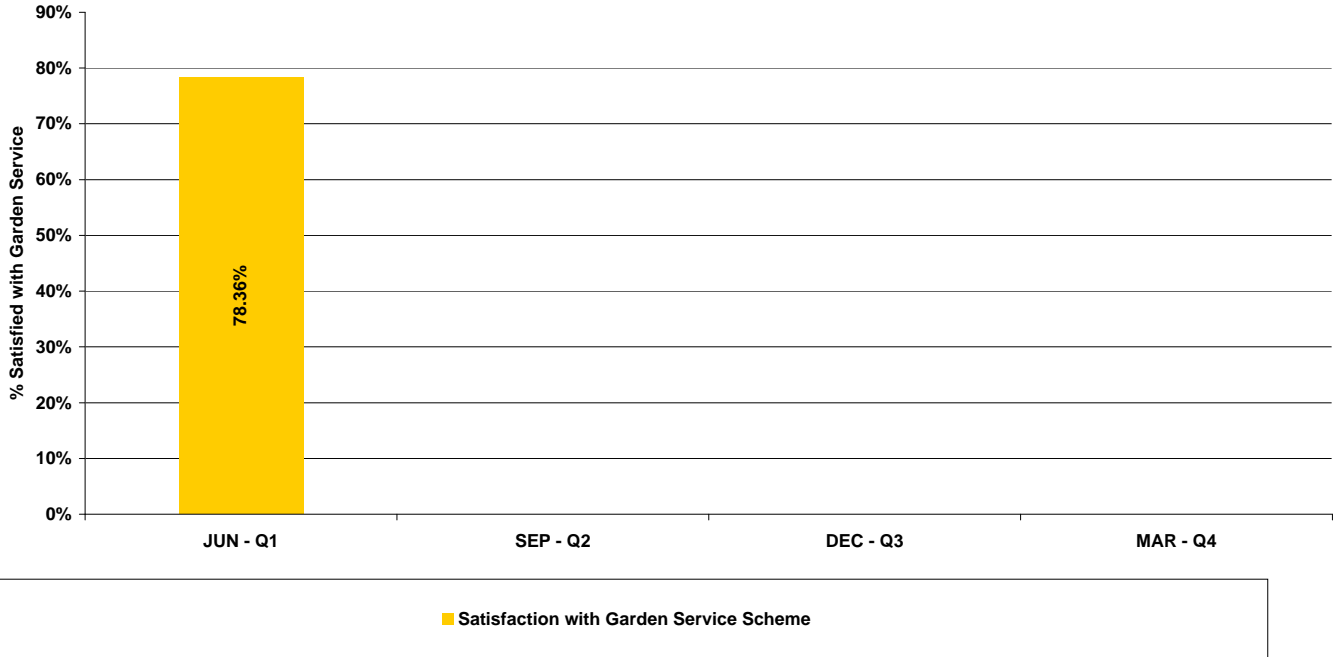
Quarter 1 (08/09) respondents is 4

This survey gives tenants who have complained about ASB an opportunity to tell SLHD how they feel their case was handled by the relevant officer. Surveys are posted out to complainants upon closure of anti social behaviour or estate management complaints. In the first quarter of 2008/9 there was only 4 satisfaction surveys returned all being from the West area. One of these customers complained that they were not happy about the way that the case was handled or the outcome of the case. Contact is made with any tenant expressing dissatisfaction with the way their case was handled to see if there is a need to take further action (e.g re-open the case).



## Gardening Service 2008/9 (Quarterly)

Satisfaction with Garden Service Scheme



### Commentary

The garden scheme is a service provided free to St. Leger Homes tenants who are either of pensionable age or registered disabled and do not have an able bodied person, aged 16 to 60, living with them. The service is provided under a service level agreement by DMBC and customers receiving the service are visited eight times per year for grass cutting and twice per year for hedge trimming. There are currently approximately 3,000 tenants receiving this service. At every other visit a satisfaction survey is posted through the customers door which is free post return.

During quarter 1, 137 satisfaction surveys were returned and 78% of customers indicated they were either very satisfied or satisfied with the garden service. 76% of people stated the area was left clean and tidy with all related rubbish removed. The majority of comments made by customers on the survey forms were about the grass cuttings not being raked up and removed. This is not covered under the service level agreement.

The way in which garden service satisfaction surveys are conducted is currently under review. This has been initiated by the comparison of results from complaints and customer surveys.

## Appendix A

East		West	
Repair Team 424	Clay Lane Hyde Park Intake Town Centre Wheatley	Repair Team 421	Adwick le Street Arksey Askern Bentley Burghwallis Campsall Carcroft Clayton with Frickley Cusworth Highfields Marr Norton Scawsby Scawthorpe Skelbrooke Skellow Sprotborough Toll Bar Woodlands
Repair Team 425	Armthorpe Auckley Austerfield Bawtry Bessacar Blaxton Branton Cantley Cantley 6 Finningley Rossington	Repair Team 422	Adwick upon Dearne Barnburgh Cadeby Conisbrough Denaby Mexborough Old Denaby
Repair Team 426	Barnby Dun Braithwaite Dunscroft Edenthorpe Fishlake Hatfield Kirk Sandall Moorends Moss Stainforth Sykehouse Thorne	Repair Team 423	Balby Braithwell Clifton Edlington Hexthorpe Loversall Micklebring Stainton Tickhill Wadworth Warmsworth

**GRAPH NUMBER**

**DON'T FORGET TO CHANGE FOOTERS ON EACH SPREADSHEET**

**PERCENTAGE OF COMPLAINTS ACKNOWLEDGED IN 5 DAYS**

Monthly

%

Period	BOROUGH	BY DIRECTORATE						
	Performance 07/08	Property Services 07/08	Customer Services 07/08	Business Planning 07/08				
APR	85.92%		84.00%	94.59%	67.00%			
MAY	97.50%		100.00%	91.66%	100.00%			
JUN	96.88%		97.89%	95.23%	100.00%			
JUL	94.12%		100.00%	85.71%	100.00%			
AUG	92.70%		98.94%	70.97%	100.00%			
SEP	96.15%		98.00%	95.00%	100.00%			
OCT	98.49%		100.00%	100.00%	100.00%			
NOV	95.94%		94.69%	100.00%	100.00%			
DEC	98.91%		98.41%	100.00%	100.00%			
JAN	98.66%		98.11%	100.00%	100.00%			
FEB	95.86%		98.42%	88.88%	100.00%			
MAR	98.37%		99.27%	97.29%	87.50%			

**PERCENTAGE OF COMPLAINTS RESPONDED TO IN 20 DAYS**

Monthly

%

Period	BOROUGH	BY DIRECTORATE						
	Performance 07/08	Property Services 07/08	Customer Services 07/08	Business Planning 07/08				
APR	99.30%		99.00%	100.00%	100.00%			
MAY	100.00%		100.00%	100.00%	100.00%			
JUN	100.00%		100.00%	100.00%	100.00%			
JUL	100.00%		100.00%	100.00%	100.00%			
AUG	98.54%		98.89%	100.00%	100.00%			
SEP	99.23%		99.00%	100.00%	100.00%			
OCT	100.00%		100.00%	100.00%	100.00%			
NOV	97.30%		97.35%	100.00%	100.00%			
DEC	98.91%		100.00%	95.83%	100.00%			
JAN	99.33%		99.06%	100.00%	100.00%			
FEB	95.26%		99.22%	83.33%	100.00%			
MAR	97.28%		100.00%	89.74%	87.50%			

**COMPLAINTS THEMES**

3

Period	Staffing Issues	Poor Service Delivery	Lack of Communication	Poor Workmanship	Outstanding Repair	Damage to Property	Rubbish Left	
Jul-07	12	53	13	15	38	6	7	144
Aug-07	17	56	12	21	24	3	3	136
Sep-07	20	57	24	17	22	3	0	143
Oct-07	24	52	15	18	28	8	1	146
Nov-07	27	71	17	26	19	5	2	167
Dec-07	21	34	5	9	24	3	1	97
Jan-08	21	33	6	9	24	3	1	97
Feb-08	15	73	20	42	16	7	9	182
Mar-08	23	99	2	54	57	7	3	245
Apr-08	11	77	11	28	28	10	13	178
May-08	23	68	3	20	1	6	4	125
Jun-08	19	41	13	18	31	9	4	135

**COMPLAINTS HANDLING**

Quarterly

%

4	Period	Borough Performance 08/09	East 08/09	West 08/09		
	JUN - Q1	45.45%	40.00%	50.00%		
	SEP - Q2 (07/08)	46.15%	50.00%	42.86%		
	DEC - Q3 (07/08)	36.17%	35.00%	37.04%		
	MAR - Q4 (07/08)	48.00%	54.17%	36.37%		
	JUNE Q1 (08/09)	27.78%				

## NUMBER OF COMPLIMENTS RECEIVED

Monthly

NO.

5	Period	No. of Compliments Received 08/09	Property Services 08/09	Customer Services 08/09	Business Planning 08/09
	Jul-07	19	12	5	2
	Aug-07	27	18	5	2
	Sep-07	24	17	7	0
	Oct-07	24	16	6	0
	Nov-07	34	28	5	1
	Dec-07	26	16	7	3
	Jan-08	43	33	10	1
	Feb-08	22	14	8	0
	Mar-08	25	16	8	1
	Apr-08	39	28	9	2
	May-08	31	22	8	1
	Jun-08	43	34	8	1
	Jul-08	38	35	2	1

## DECENCY SATISFACTION

Monthly

%

Period	Overall Performance 08/09	Bramhall Construction 08/09	Henry Boot 08/09	Wates 08/09	Anglian 08/09	Nationwide 08/09	Kier 08/09	Sovereign 08/09
Jun-07	94.81%	95.24%						
Jul-07	94.93%	96.97%						
Aug-07	95.22%	94.83%						
Sep-07	95.02%	100.00%	100.00%					
Oct-07	95.10%	98.61%	100.00%	96.88%		100.00%		
Nov-07	95.62%	96.82%	94.73%	100.00%		100.00%	100.00%	
Dec-07	97.70%	92.50%	92.00%	96.67%	80.00%		89.29%	100.00%
Jan-08	94.97%	100.00%	91.90%	93.18%	88.46%	100.00%	96.43%	92.31%
Feb-08	94.75%	85.71%	100.00%	96.05%	99.22%	99.56%	84.25%	99.00%
Mar-08	92.90%	95.69%	95.45%	81.82%	97.27%	98.25%	92.00%	84.91%
Apr-08	94.20%	97.06%	92.11%	85.71%	98.53%	93.55%	87.50%	96.08%
May-08	91.84%	86.96%	98.68%	78.95%	100.00%	95.00%	81.82%	91.43%
Jun-08	100.00%	100.00%	100.00%	100.00%		100.00%	100.00%	100.00%
Jul-08	97.25%	98.57%	98.04%	96.08%		100.00%		0.00%

## CAPITAL PROGRAMME SATISFACTION

Monthly

%

10	Period	Overall Performance 08/09	Gas Conversion 08/09	Electrical Rewire 08/09
	Jun-07	100.00%	100.00%	100.00%
	Jul-07	100.00%	100.00%	
	Aug-07	87.50%	75.00%	100.00%
	Sep-07	100.00%	100.00%	100.00%
	Oct-07	100.00%	100.00%	100.00%
	Nov-07	100.00%	100.00%	100.00%
	Dec-07	100.00%	100.00%	100.00%
	Jan-08	100.00%	100.00%	100.00%
	Feb-08	75.00%	100.00%	75.00%
	Mar-08	100.00%	100.00%	100.00%
	Apr-08			

May-08				
Jun-08	75.00%	50.00%		100.00%
Jul-08	81.82%	77.77%		100.00%

## REPAIRS FIGURES

Monthly

%

11

Period	Borough Satisfaction All Trades and Depots	Gas Fitters	Call Out	Planned Maintenance	Electricians	District Heating	Electrical Testing
Jun-07	91.21%						
Jul-07	96.46%			100.00%			
Aug-07	95.54%		100.00%	92.86%			
Sep-07	97.93%		100.00%	95.00%			
Oct-07	92.88%	100.00%	100.00%	66.67%			
Nov-07	95.09%	100.00%	97.30%	100.00%			
Dec-07	95.61%		94.74%	92.31%			
Jan-08	95.11%	96.97%	88.89%	97.62%			
Feb-08	96.04%	100.00%	93.22%	88.24%			
Mar-08	97.50%	98.00%	96.88%	88.89%			
Apr-08	96.65%		97.56%	97.87%			
May-08	95.82%	86.96%	100.00%	92.11%	91.07%		
Jun-08	95.89%	95.24%	100.00%	100.00%	98.21%	100.00%	

## REPAIRS FIGURES - EAST AREA - 2008 - 2009

Monthly

%

12

Period	420 - Urgent	424 - Non Urgent	425 - Non Urgent	426 - Non Urgent
Jun-07				
Jul-07	98.65%	92.79%	95.29%	97.03%
Aug-07	96.47%	95.45%	97.78%	95.92%
Sep-07	100.00%	100.00%	94.59%	98.21%
Oct-07	97.93%	94.00%	94.32%	93.15%
Nov-07	98.36%	96.20%	94.59%	
Dec-07	97.93%	92.31%	97.37%	
Jan-08	93.62%	89.06%	96.76%	96.34%
Feb-08	97.14%	97.87%	96.67%	96.55%
Mar-08	98.80%	97.98%	99.24%	95.00%
Apr-08	99.00%	93.20%	97.35%	96.55%
May-08				

## REPAIRS FIGURES - WEST AREA - 2008 - 2009

Monthly

%

12

Period	419 - Urgent	421 - Non Urgent	422 - Non Urgent	423 - Non Urgent
Jun-07				
Jul-07	97.42%	95.71%	96.77%	91.89%
Aug-07	97.26%	90.80%	93.79%	95.10%
Sep-07	96.67%	100.00%	94.87%	100.00%
Oct-07	96.64%	91.04%	92.86%	95.12%
Nov-07	98.35%	93.75%	86.67%	85.71%
Dec-07	99.02%	100.00%	90.48%	96.30%
Jan-08	98.45%	94.12%	97.01%	97.42%
Feb-08	97.75%	93.65%	98.53%	96.83%
Mar-08	97.67%	98.78%	98.20%	94.62%
Apr-08	97.50%	95.15%	97.44%	97.87%
May-08				

## REPAIRS FIGURES - TRADES - 2008 - 2009

Monthly

13	Period	Bricklayer East	Bricklayer West	Drainage East	Drainage West	Joiner East	Joiner West	Painter East	Painter West
	May-08	95.65%	93.48%	93.62%	100.00%	97.94%	97.81%	100.00%	100.00%
	Jun-08	97.56%	95.45%	93.33%	97.67%	98.88%	96.77%	100.00%	100.00%
	Jul-08								
	Aug-08								
	Sep-08								
	Oct-08								
	Nov-08								
	Dec-08								
	Jan-09								
	Feb-09								
	Mar-09								

### REPAIRS FIGURES - TRADES - 2008 - 2009

Monthly

13	Period	Glazier East	Glazier West	Electricians	Plasterer East	Plasterer West	Gas Fitters	Planned Maintenance	Call Out
	May-08	100.00%	86.67%	91.07%	97.96%	95.74%	86.96%	92.11%	100.00%
	Jun-08	100.00%	90.91%	98.21%	94.12%	100.00%	95.24%	100.00%	100.00%
	Jul-08								
	Aug-08								
	Sep-08								
	Oct-08								
	Nov-08								
	Dec-08								
	Jan-09								
	Feb-09								
	Mar-09								

### EMPTY HOMES SATISFACTION

Monthly

14	Period	%		EAST			WEST		
		BOROUGH Overall Borough Figure 08/09	East Performance 08/09				West Performance 08/09		
	Jun-07	98.18%	97.37%				100.00%		
	Jul-07	97.50%	100.00%				90.91%		
	Aug-07	96.67%	95.00%				100.00%		
	Sep-07	100.00%	100.00%				100.00%		
	Oct-07	96.97%	96.15%				100.00%		
	Nov-07	95.00%	93.33%				100.00%		
	Dec-07	95.24%	95.45%				95.08%		
	Jan-08	97.44%	100.00%				95.56%		
	Feb-08	100.00%	100.00%				100.00%		
	Mar-08	97.30%	97.80%				95.00%		
	Apr-08	100.00%	100.00%				100.00%		
	May-08	96.67%	94.34%				100.00%		
	Jun-08	95.76%	97.92%				94.29%		

### REALITY CHECKING - VOID PROPERTIES

Monthly

15	Period	NO.				Overall score for desirability 08/09
		Overall score against property standard 08/09 (out of 3)	Safety 08/09	Cleanliness 08/09	Condition 08/09	
	Jun-07					
	Jul-07	2.70	3.00	3.00	2.00	3.00
	Aug-07	2.80	2.90	2.70	2.70	2.50
	Sep-07	2.60	2.80	2.50	2.50	2.50
	Oct-07	2.90	2.50	2.60	2.70	2.70

Nov-07					
Dec-07					
Jan-08	2.47	2.60	2.10	2.60	2.60
Feb-08	2.28	2.58	1.92	2.33	2.50
Mar-08	2.30	2.54	1.90	2.45	2.27
Apr-08	2.6	2.8	2.4	2.8	2.6
May-08	2.39	2.42	2.33	2.42	2.17
Jun-08	2.68	2.92	2.42	2.83	2.83
Jul-08	2.47	2.82	2.82	2.64	2.64

### REALITY CHECKING - OFFICE RECEPTIONS

EAST

Monthly

NO.

16

Period	East Overall Performance 08/09	South East - overall score 08/09	North East - overall score 08/09				
Jun-07							
Jul-07	2.55	2.70	2.40				
Aug-07	2.50	2.60	2.40				
Sep-07	2.55	2.50	2.60				
Oct-07	2.70	2.40	3.00				
Nov-07							
Dec-07							
Jan-08	2.90	2.80	3.00				
Feb-08	2.70	2.80	2.60				
Mar-08	2.70	2.80	2.60				
Apr-08	2.7	2.6	2.8				
May-08	2.67	2.8	2.4				
Jun-08	2.6	3	2.2				
Jul-08	2.6	2.7	2.4				

### REALITY CHECKING - OFFICE RECEPTIONS

WEST

Monthly

NO.

17

Period	West Overall Performance 08/09	North West - overall score 08/09	South West - overall score 08/09				
Jun-07							
Jul-07	2.65	2.30	3.00				
Aug-07	2.90	2.80	3.00				
Sep-07	2.75	2.50	3.00				
Oct-07	2.80	2.60	3.00				
Nov-07							
Dec-07							
Jan-08	2.90	2.80	3.00				
Feb-08	2.90	2.80	3.00				
Mar-08	3.00	3.00	3.00				
Apr-08	2.8	2.8					
May-08	2.7	3	2.4				
Jun-08	3	3	3				
Jul-08	2.9	3	2.8				

### ANTI-SOCIAL BEHAVIOUR HANDLING

Quarterly

%

18

Period	Satisfaction of Closed ASB Cases 07/08	East 07/08	West 07/08		
JUN - Q1	92.00%	88.89%	100.00%		
SEP - Q2	80.90%	84.60%	75.00%		
DEC - Q3	81.48%	78.57%	84.62%		
MAR - Q4	88.89%	75.00%	92.86%		
JUNE - Q1	75.00%	75.00%			

### GARDENING SERVICE

Quarterly

<b>19</b>		Satisfaction with Garden Service
	Period	
	JUN - Q1	78.36%
	SEP - Q2	
	DEC - Q3	
MAR - Q4		

**NUMBER OF INSURANCE CLAIMS RECEIVED**

Monthly NO.

<b>N/A</b>	Period	Overall Number 07/08	Third Party	Personal Injury	All Risk	Property Damage	Motor Vehicle	Employee Liability
	APR	39	24	3	0	0	12	0
	MAY	46	33	4	0	0	9	0
	JUN	72	58	1	1	1	10	1
	JUL	46	28	4	0	1	12	1
	AUG	46	32	3	0	1	9	1
	SEP	34	21	0	1	0	11	1
	OCT	42	27	2	4	1	9	1
	NOV	39	23	3	0	0	13	0
	DEC	28	18	1	1	0	7	1
	JAN	60	41	1	2	0	14	2
	FEB	43	23	1	3	1	15	0
	MAR	35						











39  
46  
72  
46  
46  
  
44  
39  
28  
60  
43  
0