

St. Leger Homes of Doncaster

Summary of Customer Satisfaction Information

May 2009



St. Leger Homes
OF DONCASTER



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Premature Ombudsman Complaints

Date Received	Area	Nature of Complaint	Upheld	Changes made to Service Provision/Policy
04.04.08	Carcroft	Condition of newly allocated flat and outstanding repairs.	Not Upheld	Although there are no specific lessons to be learnt about the Property Standard for void properties. This complaint was made to various departments as well as the ombudsman. It has been reinforced that all records have to be filed on the 'Anite' system, which is a central archiving IT system and it is best practice to follow up all complaints in writing, especially if a verbal response is given.
04.06.08	Conisbrough	CBL bidding process and discrimination against age.	Partially Upheld. Apology was given to the customer due to the advertisement being incorrect.	The property was initially incorrectly advertised. A process has been put in place where the details are thoroughly checked prior to advert being activated.
04.08.09	Balby Bridge Estate	The handling of stripping asbestos during refurbishment of fascias causing ill health.	Not Upheld	Changes to the procedures for handling and working with asbestos have already been revised. Health & Safety protocols have been implemented and training has been delivered to operatives.
07.08.09	Rossington	Lack of electrical sockets in kitchen following decent homes work and one of the double sockets is damaged.	Upheld. Additional sockets have been installed by Bramall. The damaged socket had been repaired by SLHD Repairs and Maintenance team at a cost of £46.75.	The procedures and specification to be reviewed to meet the electrical requirements as specified under the Doncaster decent homes standard, which allows for the required number of sockets for kitchen appliances.
24.09.08	Armthorpe	Lack of radiator in hallway, which is present in similar properties and draughts from a badly fitted front door.	Upheld. £542.91 costs for installation of new radiator and adjustment to front door.	No changes to be made, as this property was omitted from the Decency programme as property complied with decent homes standard. This property was voided and the new tenant requested the radiator to be installed as similar properties had one in situ in their hallways.
23.09.08	Warmsworth	Length of time taken to complete decency works, door and window missing from works over 13 months ago.	Upheld. Installation of door and side window was completed on 29 October 2008.	100% inspections are now undertaken on all completed works.
21.11.08	Armthorpe	Quality of work and damage caused by Bramall during decency work.	Partially Upheld. £148.50 compensation offered to tenant by Bramall to cover the costs to damaged items of personal property.	There has been a restructure within the Decency team and more posts have been created to ensure there is better communication with the tenants and the contractors to ensure there is an improved working relationship and these types of issues are dealt with/or prevented early in the refurbishment process.
16.12.08	Dunscroft	Outstanding renewal of rear external door and length of time taken to complete the work.	Upheld. Installation of door at a cost of £450 and was completed on 15 January 2009	Appointment to be raised with the tenant on initial inspection, to ensure that the appointment date is given to the contractors and procurement to encourage better communications and working together within set timescales. Post inspection to be raised following the job for quality assurance.
28.01.09	Mexborough	Length of time taking to be allocated a property due to availability and Banding Criteria.	Not Upheld. No or insufficient evidence of maladministration	No lessons are to be learned as the complainant was given advice regarding the assessment of application forms and priority banding. Advice was also given on eligibility for age restricted properties.
11.02.09	Campsall	Quality of work and time taken to rectify the problems with the solid fuel back boiler heating system.	Not Upheld - reimbursement of £18.48 towards the cost of running the electric heaters.	No changes are needed to the Service Provision or Policy. However it could be beneficial to provide more information to the tenant regarding the length of time they would have to wait for replacement heating and what it would entail.

Key

Customer Services

Property Services

Business Planning

Investigative Ombudsman Complaints

Date Received	Area	Nature of Complaint	Determination	Lessons Learned
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 anti social behaviour.	Local Settlement - compensation of £500. Installation of dropped kerb, fencing and gates	Officers must be absolutely clear on boundary positions following investigations. Case files must be fully up to date and include all communications including verbal ones. Managers need to be made aware of any cases which are not reaching any kind of conclusion.
21.04.08	Rossington	Left the family without central heating and poor facilities for water heating from August to December 2007.	Local settlement by the Decency team. Agreed compensation of £400 paid.	Continue to build on the relationships with the utility companies so SLHD receive the correct information, to ensure that the tenants are not without central heating and poor water heating facilities and to ensure that contact with the tenants is maintained on a regular basis.
23.04.08	Scawthorpe	Electricity meter and fuse box installed in a difficult to reach and potentially dangerous place.	Local settlement by the Decency team. Relocation of the electricity meter and fuse box was carried out.	Held a specification meeting with all SLHD's Decent Homes Project Managers to discuss issues regarding location of consumer units. This will now form part of their role when signing off the property to ensure that it is installed in an accessible place.
04.08.08	Hexthorpe	The Council treated the complainant unfairly when investigating his dispute with a former neighbour. Also says that the Council failed to take action against the neighbour for engaging in antisocial behaviour against the complainant and as a result had to leave his home.	No or insufficient evidence of maladministration	There were a few gaps in the recording of some information, which has highlighted the need for a more concise and chronological way of recording information. Also to acquire the signature of the interviewee on the interview sheet as a true record of their statement.
26.11.08	Wadworth	The delay in fitting a new door, which is described as a fire door, should have been fitted as part of Decent Homes Work in April 2008, and has still not been fitted.	Upheld. Compensation of £50 paid to complainant as recommended by the Ombudsman.	St. Leger have made a management change to control the window and door contract. Work is now closely monitored which should avoid a similar incident happening.
26.01.09	Cantley	Failed to offer an acceptable layout for the proposed new kitchen under the Decent Homes standard work and has refused to consider any building works to improve the layout.	Not Upheld - No or insufficient evidence of maladministration	SLHD to look into its communication strategy, so it explicitly states that the programme being delivered is about property refurbishment and not remodelling.
05.02.09	Cantley	Delay in taking action against a neighbour following the issuing of a Notice Seeking Possession in August 2008 and has failed to keep the complainant informed despite promises to do so.	Local Settlement - Compensation of £750 and given 3 months to resolve the issues.	To ensure that agreements made are kept and that ASB cases are dealt with in accordance with policy and procedure. Regular random checks on estate management files will be completed together with one to ones to address areas of concern.

Key

Customer Services

Property Services

Business Planning

Graph Guide

TARGET BAR - This bar gives the targets for the indicator.

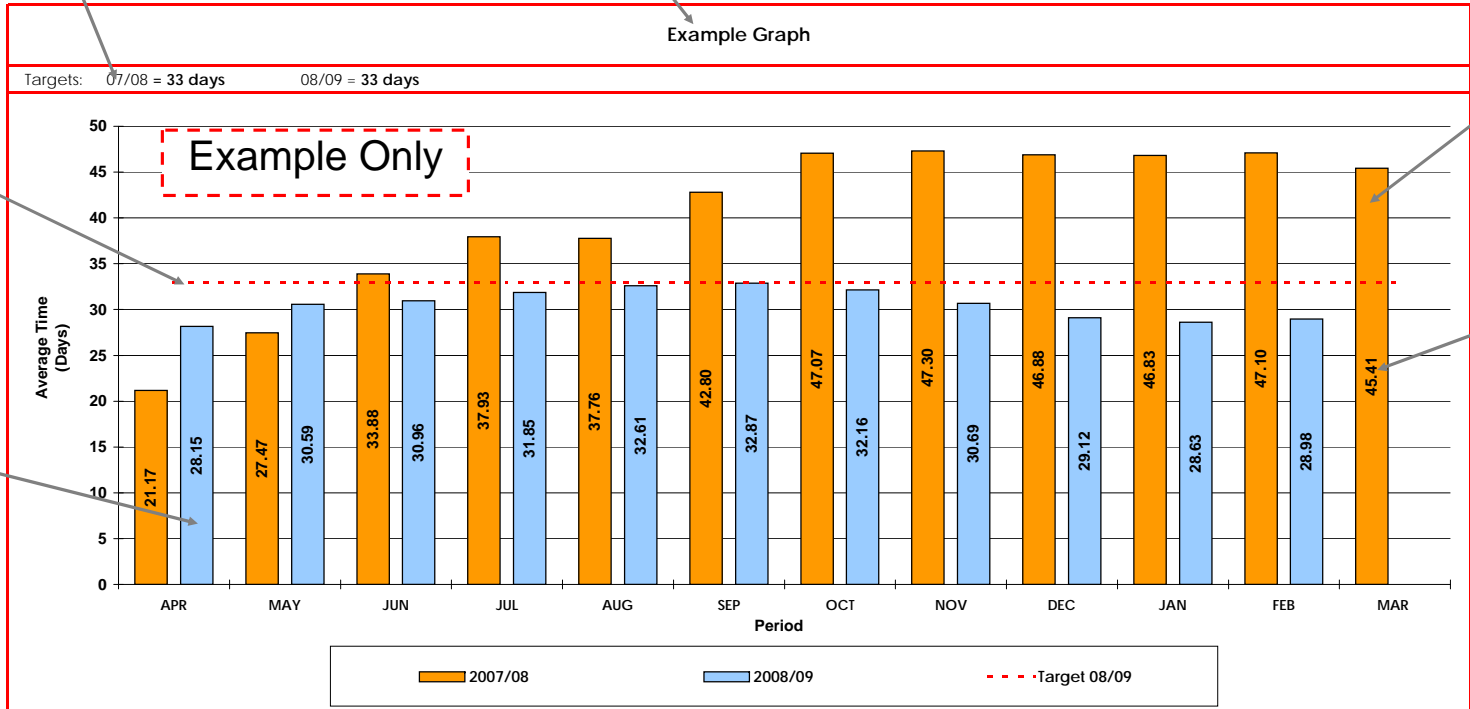
The full Satisfaction Indicator Title plus Frequency type

TARGETS 08/09 - For each period during 2008/09, the target for the indicator has been shown as a red dotted line.

RESULT BAR 08/09 - The customer satisfaction results for each period of 2008/09 is shown on the chart as an amber bar.

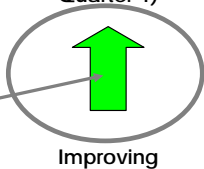
RESULT BAR 09/10 - These results bars will be populated during the next financial year, and will be shown as a blue bar.

DATA LABELS - These identify the exact figure for the indicator per month.



TREND ARROW - This arrow compares the performance of the indicator against the figure reported for the previous Quarter.

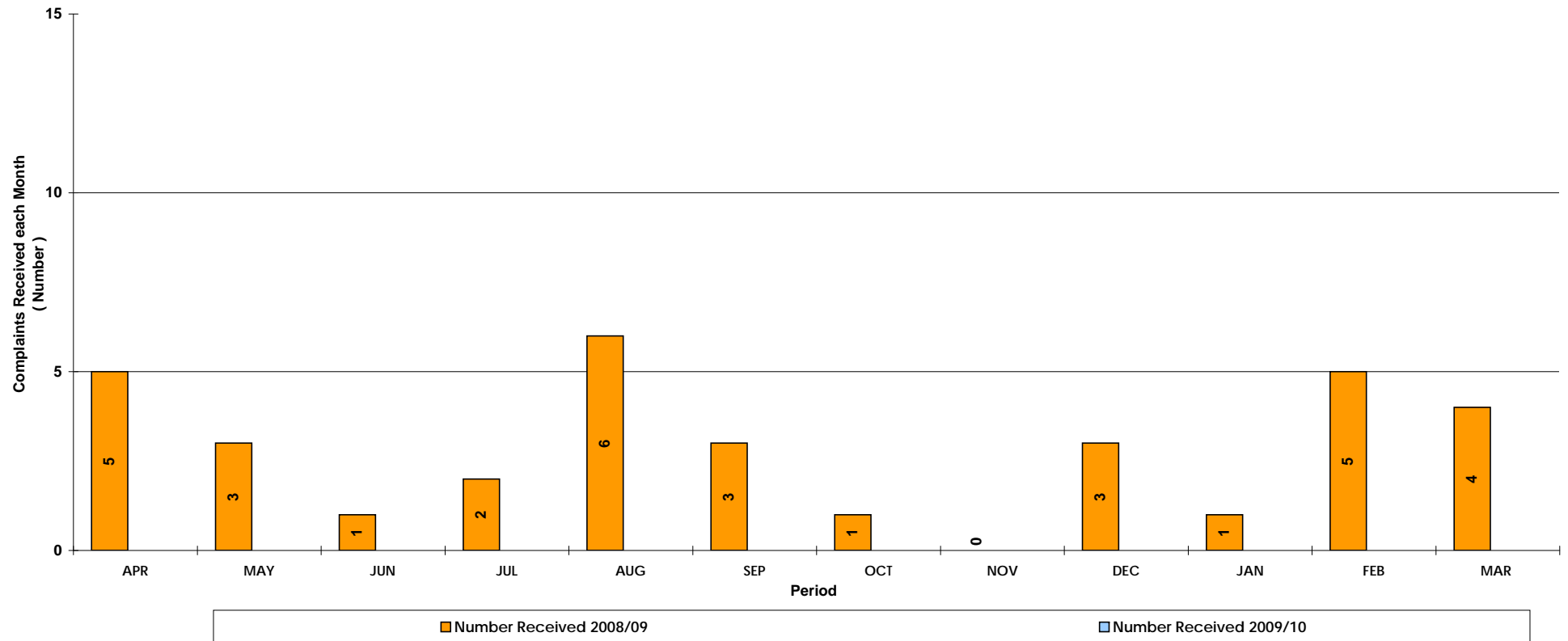
Red - Deteriorating
Amber - Unchanged
Green - Improving



Direction of Travel (from Quarter 4 to Quarter 1)	Comments
↑	Lower is better - Performance is consistently within target.

COMMENTS - This section gives you any relevant comments.

Number of Complaints Received (Business Planning) - Monthly



Direction of Travel
(from Quarter 3 to Quarter 4)

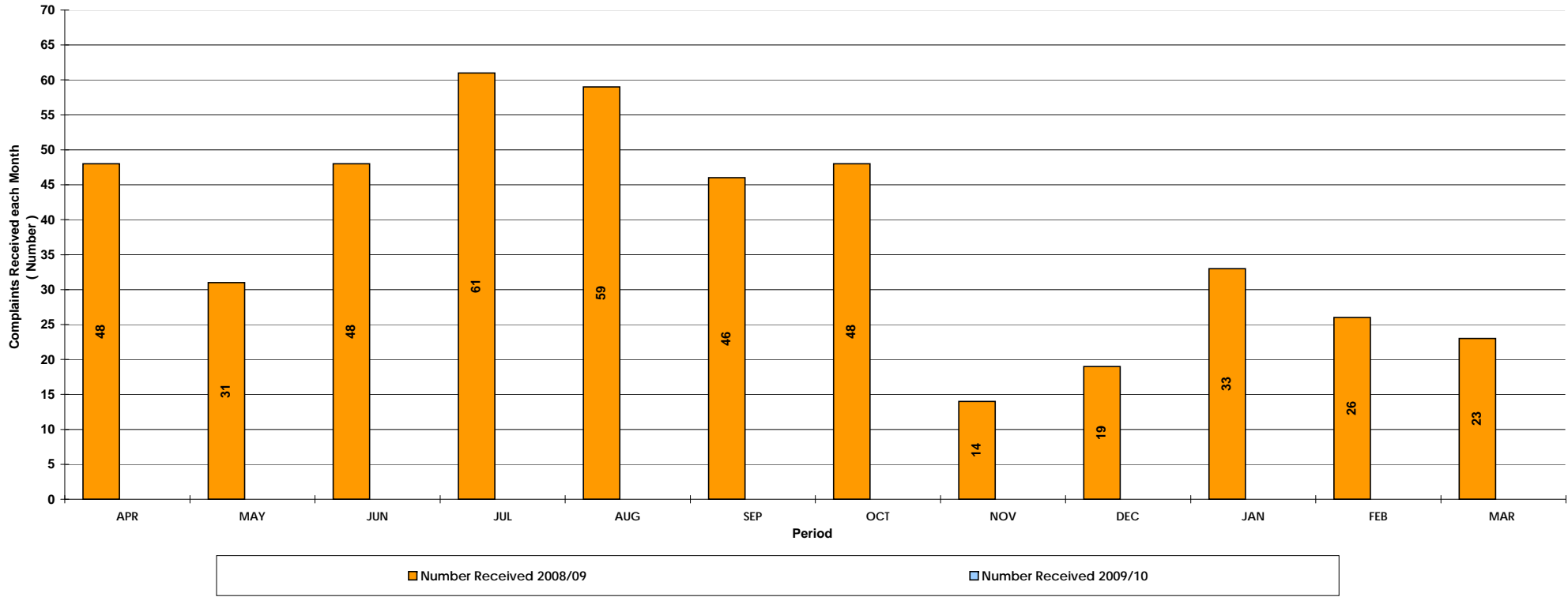



Deteriorating

Comments

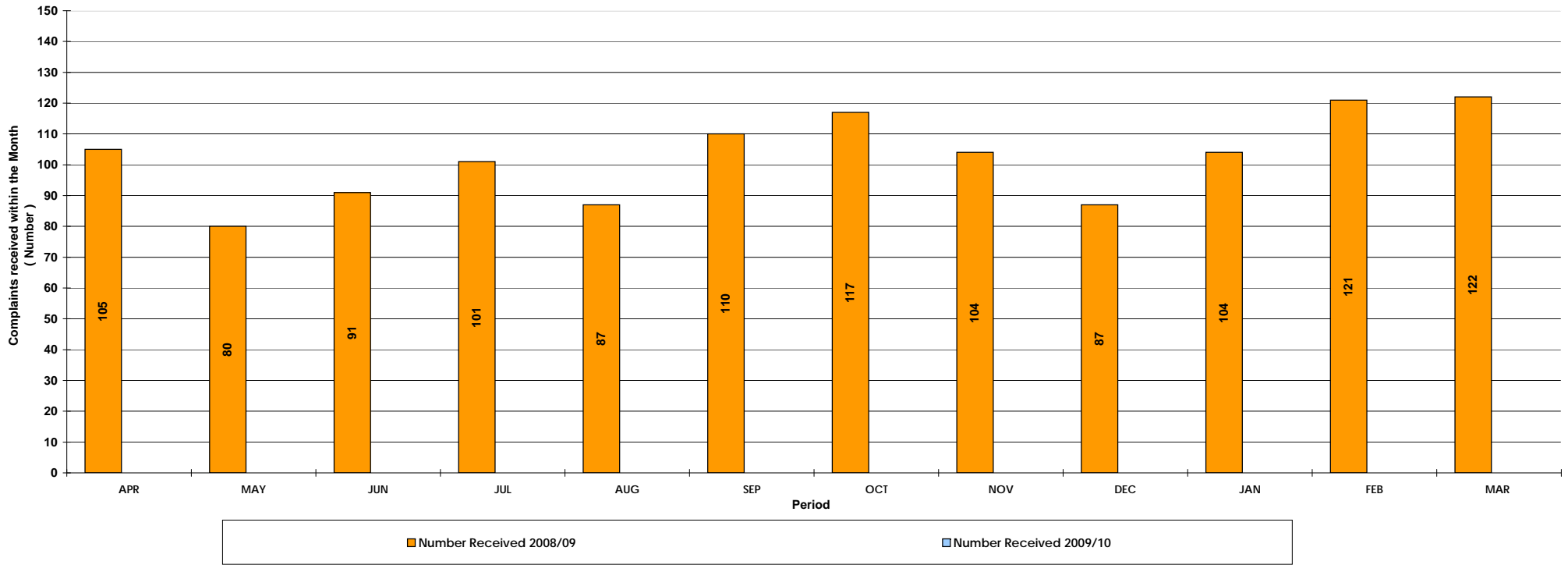
Lower is better
 Quarter 3 complaints - 4
 Quarter 4 complaints - 10
 Although there has been an increase in the number of complaints received for Business Planning, the numbers are still low when compared with Property Services and Customer Services.


Number of Complaints Received (Customer Services)- Monthly



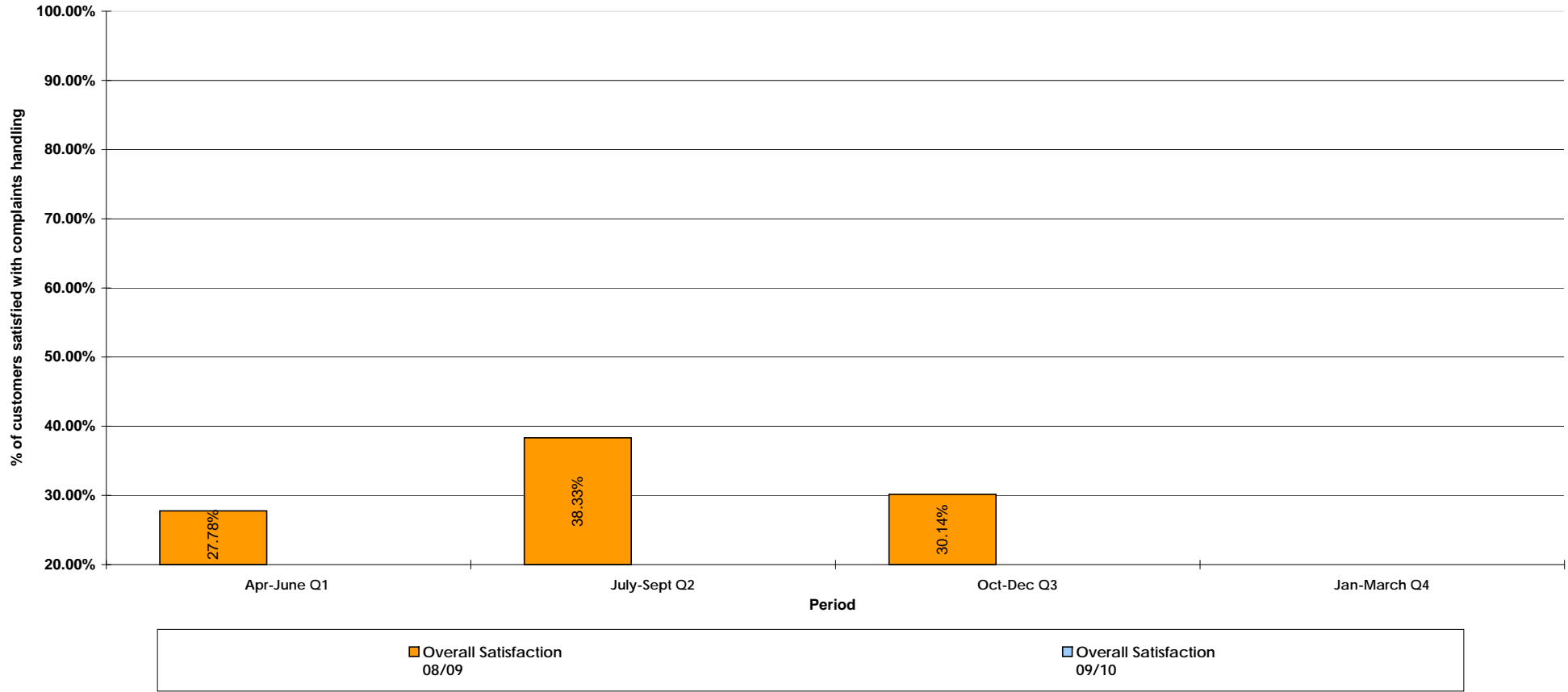
Direction of Travel	Comments
<p>(from Quarter 3 to Quarter 4)</p>  <p>Deteriorating</p>	<p>Lower is better Quarter 3 complaints - 81 Quarter 4 complaints - 82 The performance for quarter 4 shows only 1 complaint more than in quarter 3. Performance is significantly improved upon the first half of the year. We are continuing to analyse complaints to address any recurrent themes.</p>

Number of Complaints Received (Property Services)- Monthly




Direction of Travel	Comments
(from Quarter 3 to Quarter 4)  Deteriorating	Lower is better Quarter 3 complaints - 308 Quarter 4 complaints - 347

Satisfaction with Complaints Handling - Quarterly



Direction of Travel
(from Quarter 2 to Quarter 3)

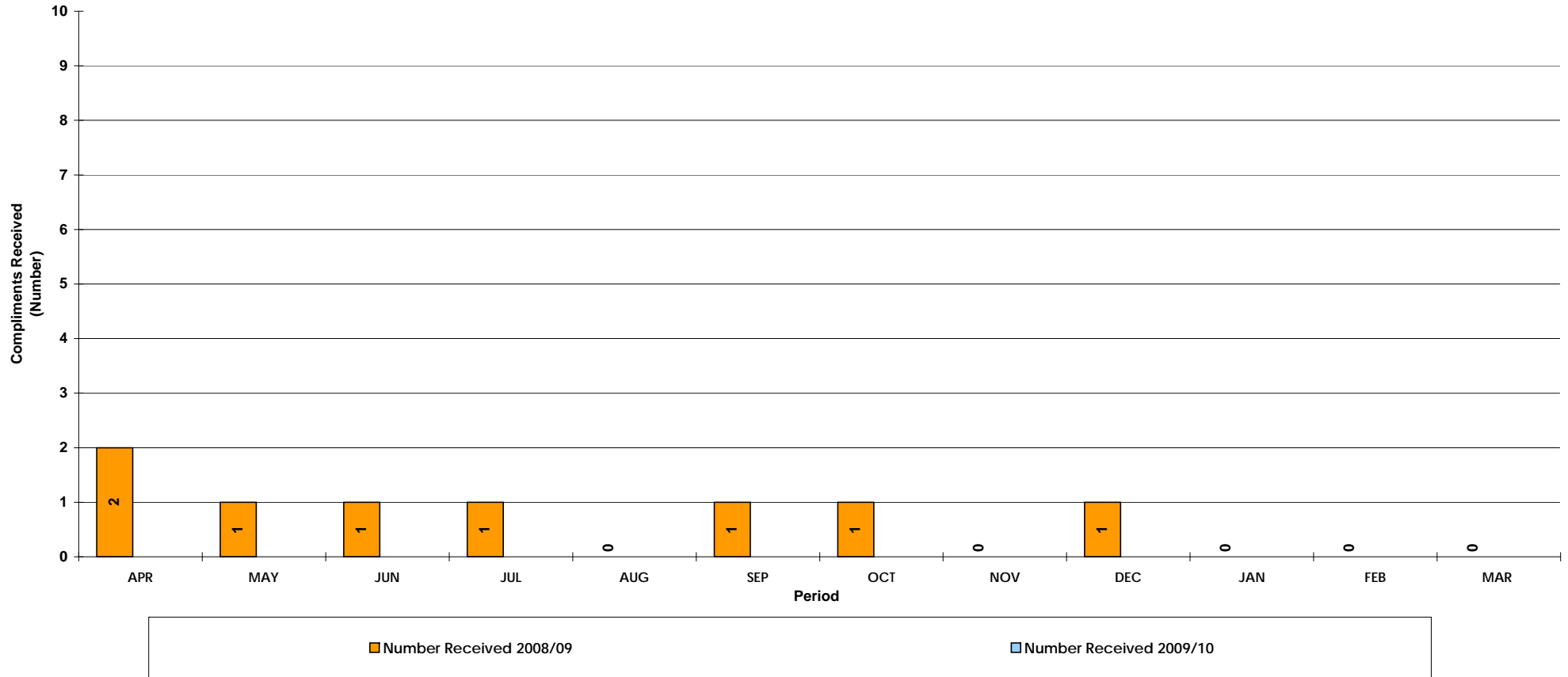


Deteriorating


Comments

Higher is better
 Because of the timescales associated with dealing with complaints plus allowing time for satisfaction surveys to be posted out, along with time for customers to complete and return them, quarter 4 satisfaction levels will not be available until June 2009.
 Sample size for quarters 1, 2, 3 is 20% of all closed complaints.
 The complaints process has now been centralised and the team increased in size. This will allow for robust monitoring that procedures are being followed and quality checking of complaints responses. It is anticipated that customer satisfaction will increase during 2009/10.

Number of Compliments Received (Business Planning) - Monthly



Direction of Travel
(from Quarter 3 to Quarter 4)

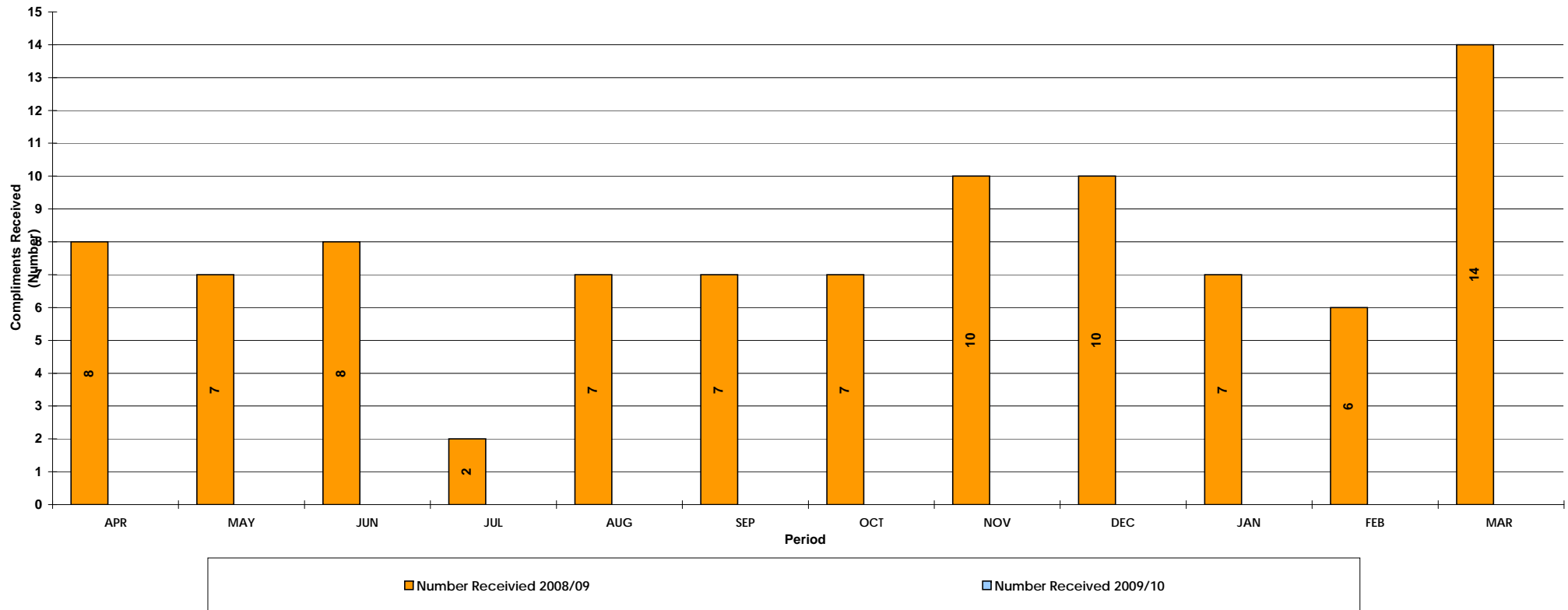


Deteriorating

Comments

Higher is better
 Quarter 3 compliments - 2
 Quarter 4 compliments - 0
 It is expected that Business Planning will receive fewer compliments than Customer Services and Property Services because the services provided not being customer facing.

Number of Compliments Received (Customer Services) - Monthly



Direction of Travel
(from Quarter 3 to Quarter 4)

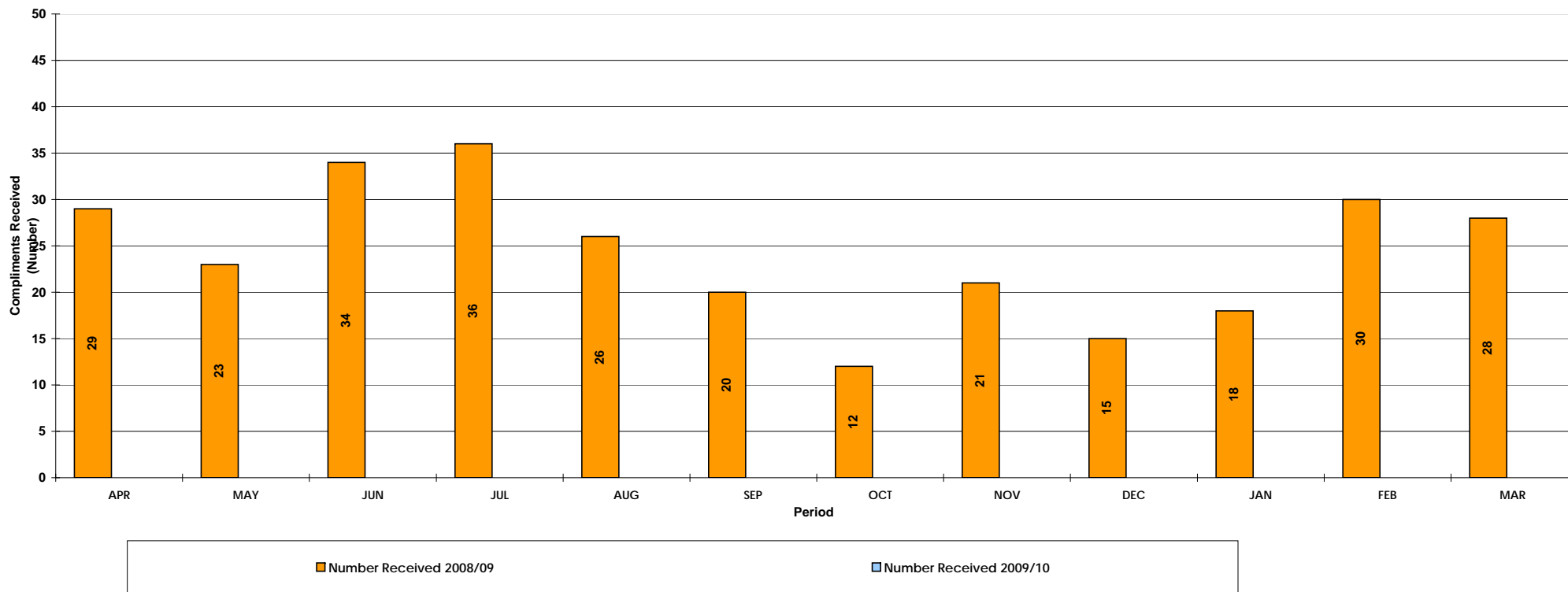


Unchanged


Comments

Higher is better
 Quarter 3 compliments - 27
 Quarter 4 compliments - 27
 The number of compliments received for Customer Services peaked in March 2009 and is improving upon the first two quarters of the year.

Number of Compliments Received (Property Services) - Monthly



Direction of Travel
(from Quarter 3 to Quarter 4)



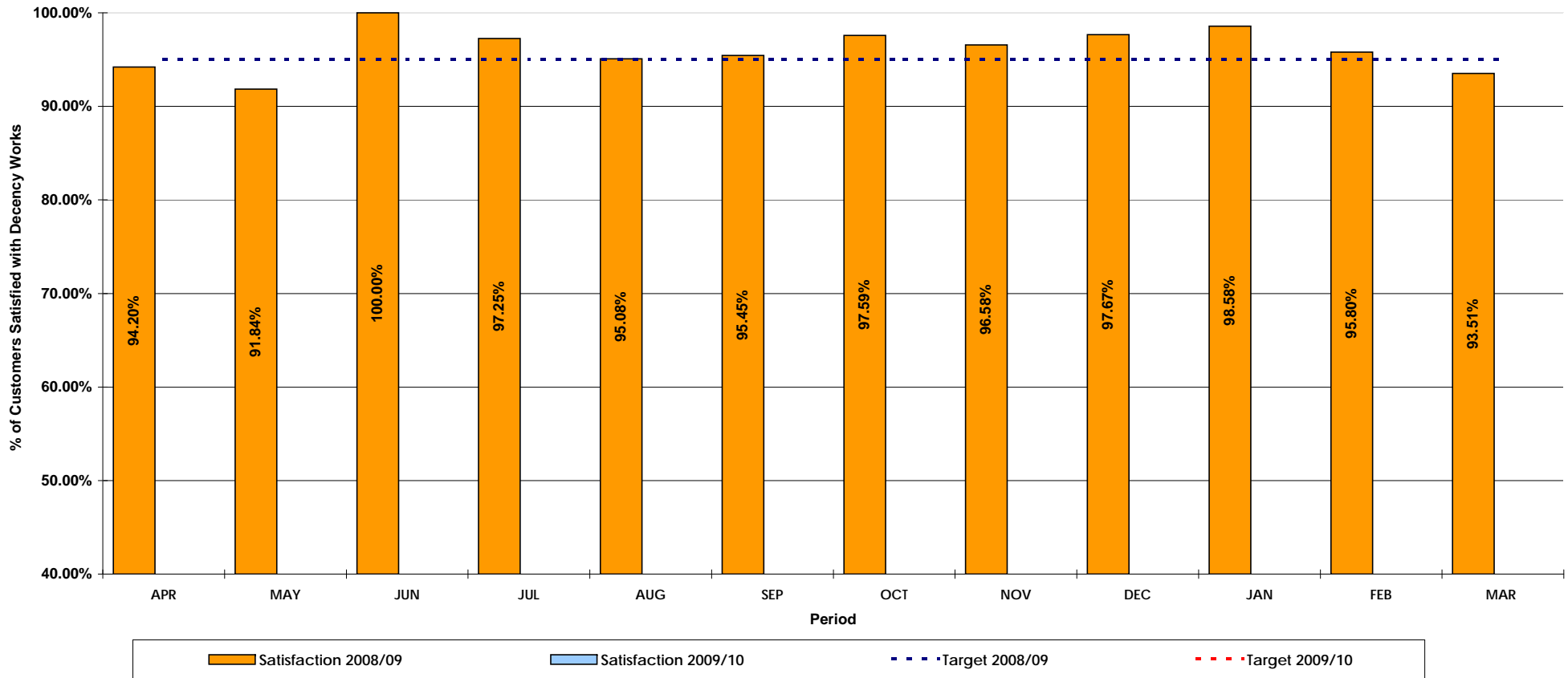
Improving

Comments

Higher is better
 Quarter 3 compliments - 48
 Quarter 4 compliments - 76

Decency Satisfaction - Monthly

Targets: 08/09 = 95% 09/10 = 97%



Direction of Travel
(from Quarter 2 to Quarter 3)

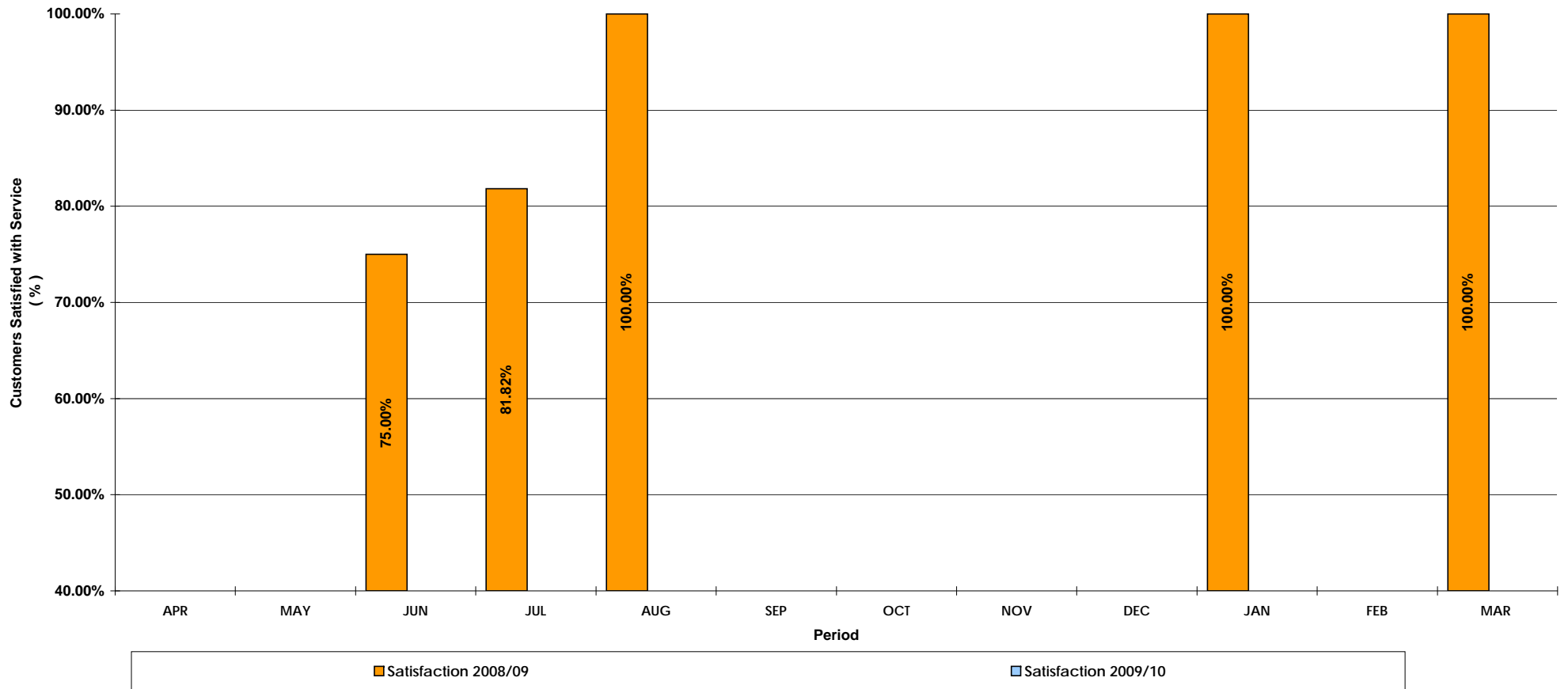


Deteriorating

Comments

Higher is better
Quarter 3 Average - 97.28% **Quarter 4 Average - 95.96%** **Sample size for March 56%**
 Reduction in performance follows the trail of new performance management system and change in how customer satisfaction rate is calculated. Overall decency satisfaction is now calculated through responses to several questions on the CSQ, where as previously it was based on out turn for one question. We anticipate satisfaction rating therefore to continue at a lower trend than previous years as a result. The biggest area of dissatisfaction is contractors returning to make good snags. We have held a series of workshop with contractors and have agreed a series of actions for implementation at site level to reduce the dissatisfaction with how snags are managed. This should start to impact CSQ trends over next 2 to 3 months.

Capital Programme Satisfaction (Gas Central Heating Conversion & Electrical Rewire) - Monthly



Direction of Travel

Comments

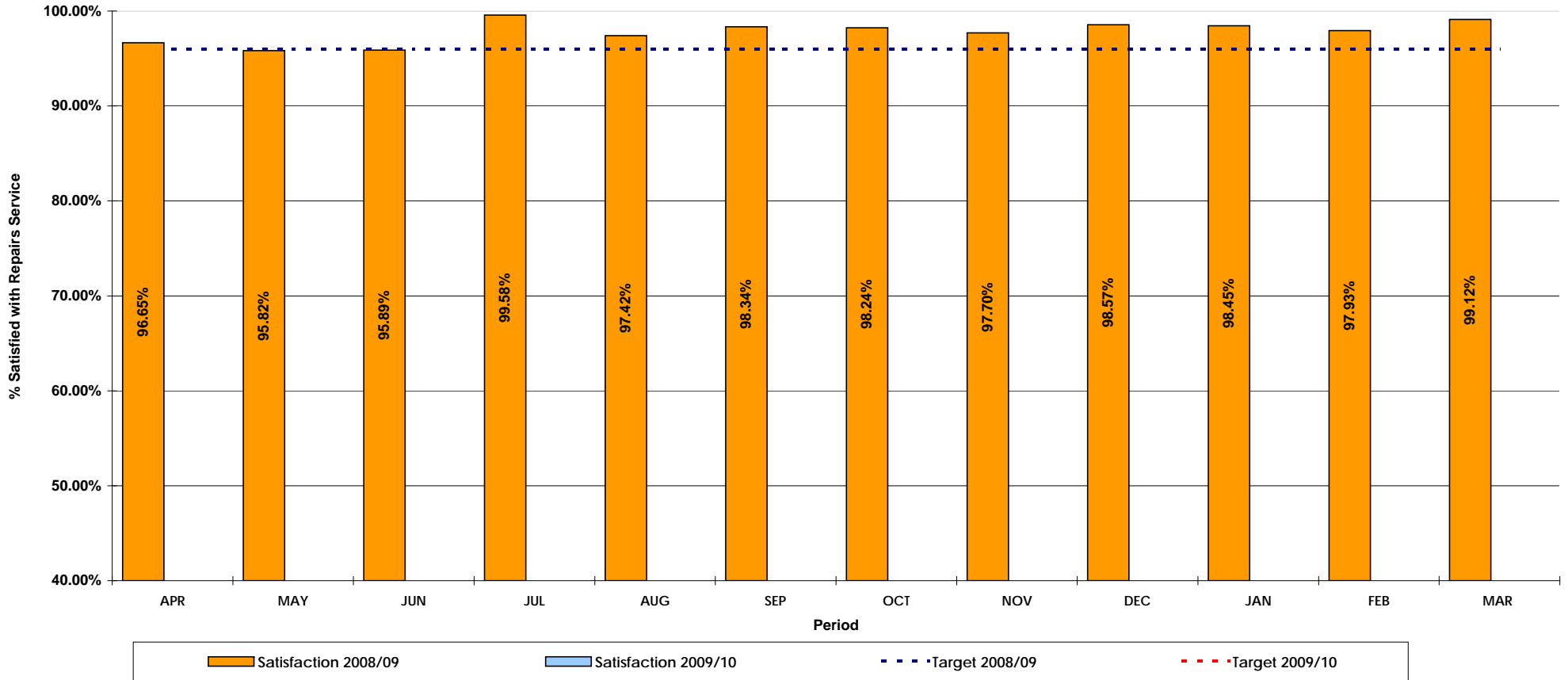
(from Quarter 3 to Quarter 4)

Higher is better
The response for this survey for 2008/9 is 15% of all completed solid fuel to gas conversions and electrical rewires.



Repairs Satisfaction - Monthly

Targets: 08/09 = 96% 09/10 = 97.5%



Direction of Travel
(from Quarter 2 to Quarter 3)

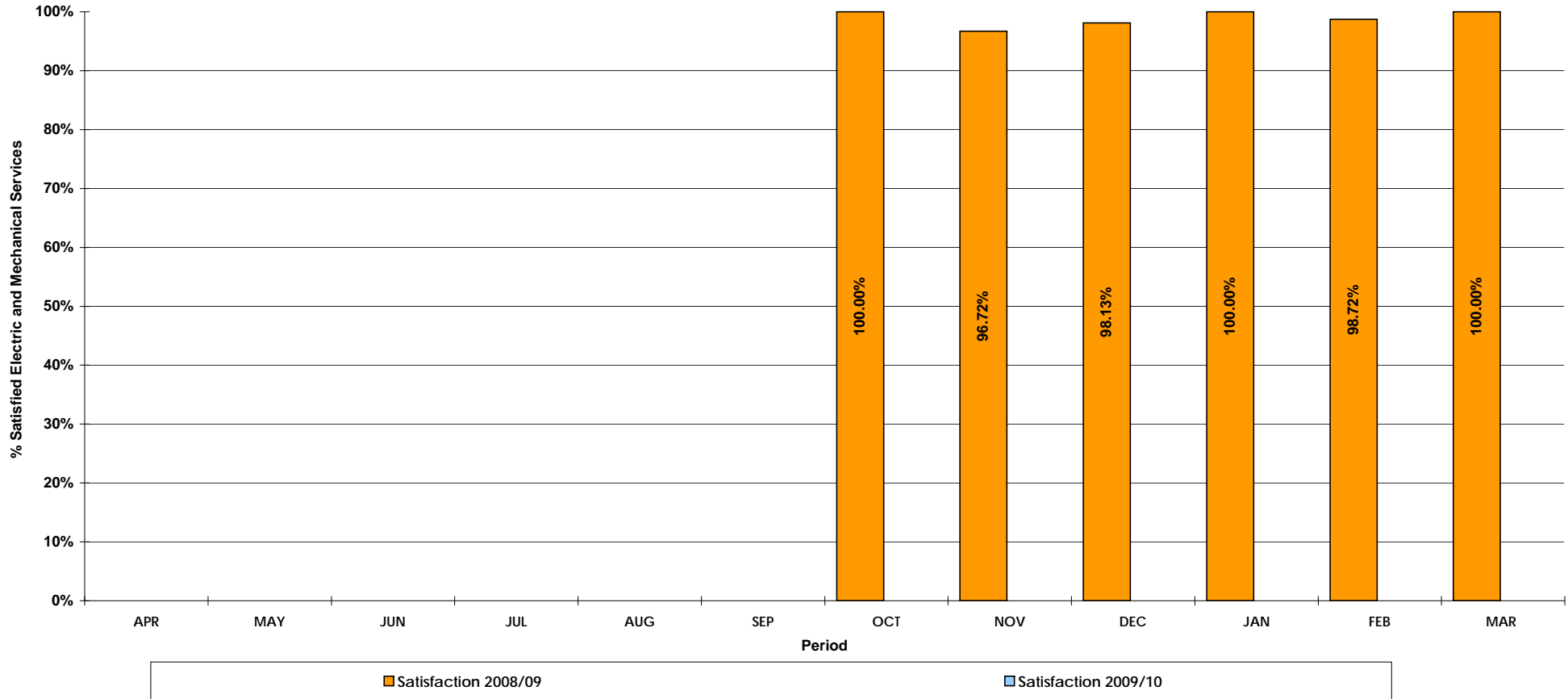


Improving

Comments

Higher is better
 Quarter 3 Average - 98.17
 Quarter 4 Average - 98.50
 Sample size of 20.61%

Electrical & Mechanical Planned Works Satisfaction - Monthly



Direction of Travel

(from Quarter 3 to Quarter 4)



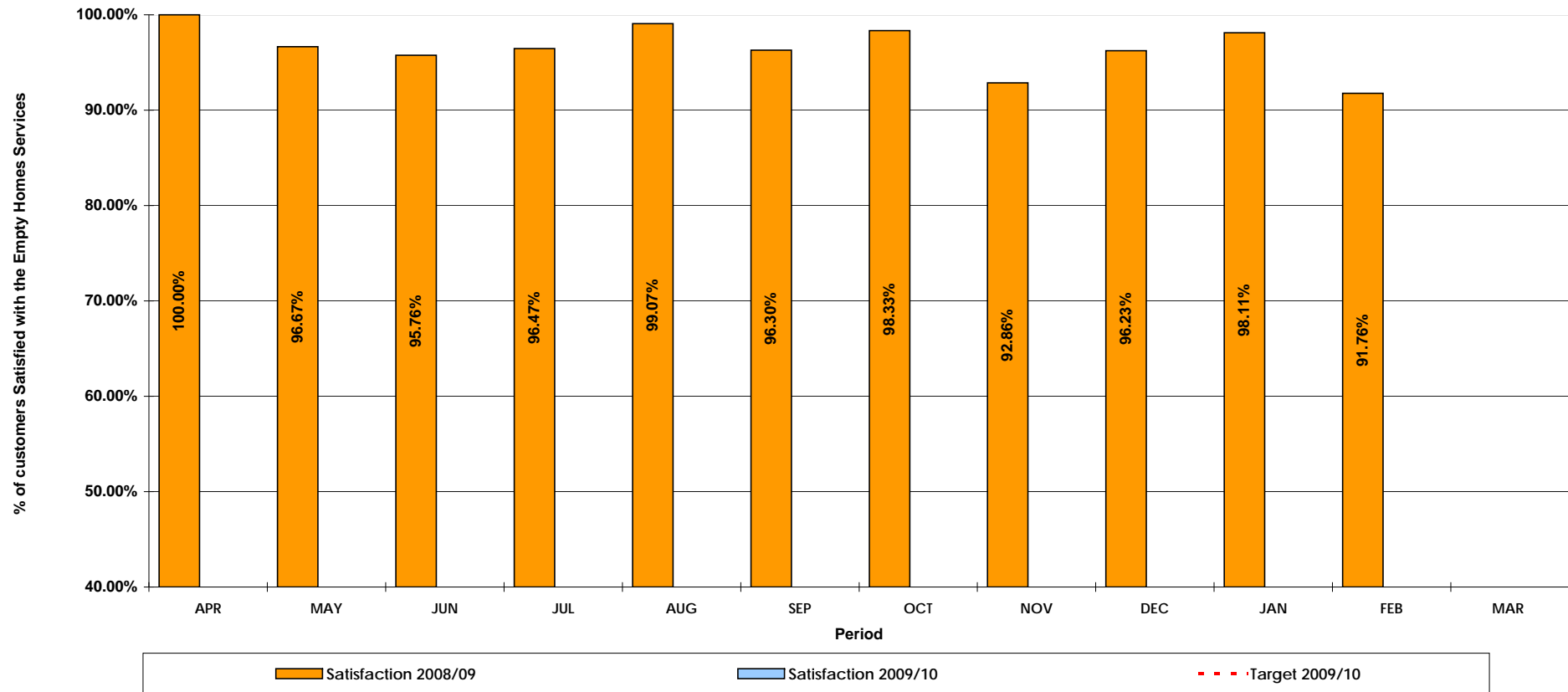
Improving


Comments

Higher is better
Quarter 3 Average = 98.28%
Quarter 4 Average = 99.57%
 This survey covers gas servicing, periodical electrical testing and subsequent upgrades or repairs, stair lifts and hoist servicing and district heating servicing. This survey was introduced in October 2008. The sample size for the period October 2008 to end of February 2009 was 5.4% of all completed jobs.

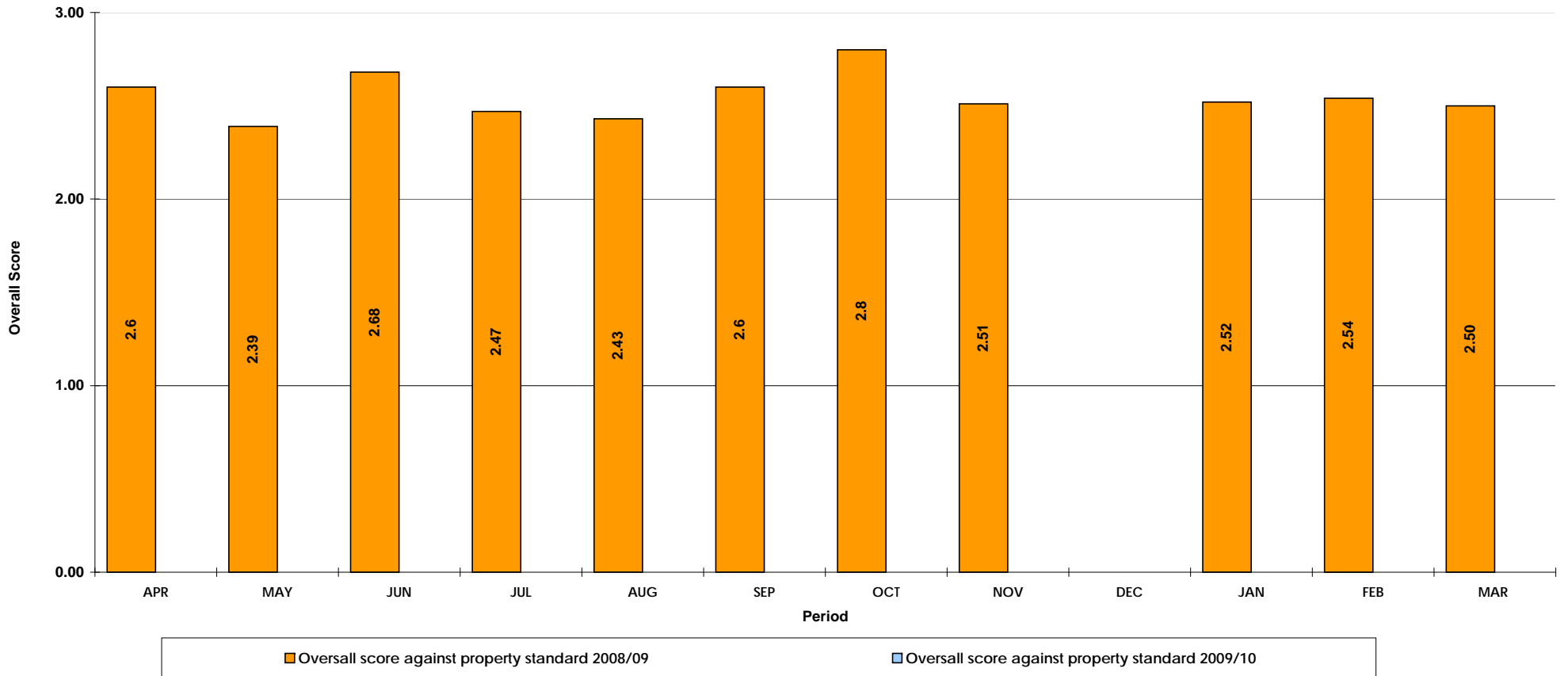
Empty Homes Satisfaction - Monthly


Targets: 09/10 = 96%



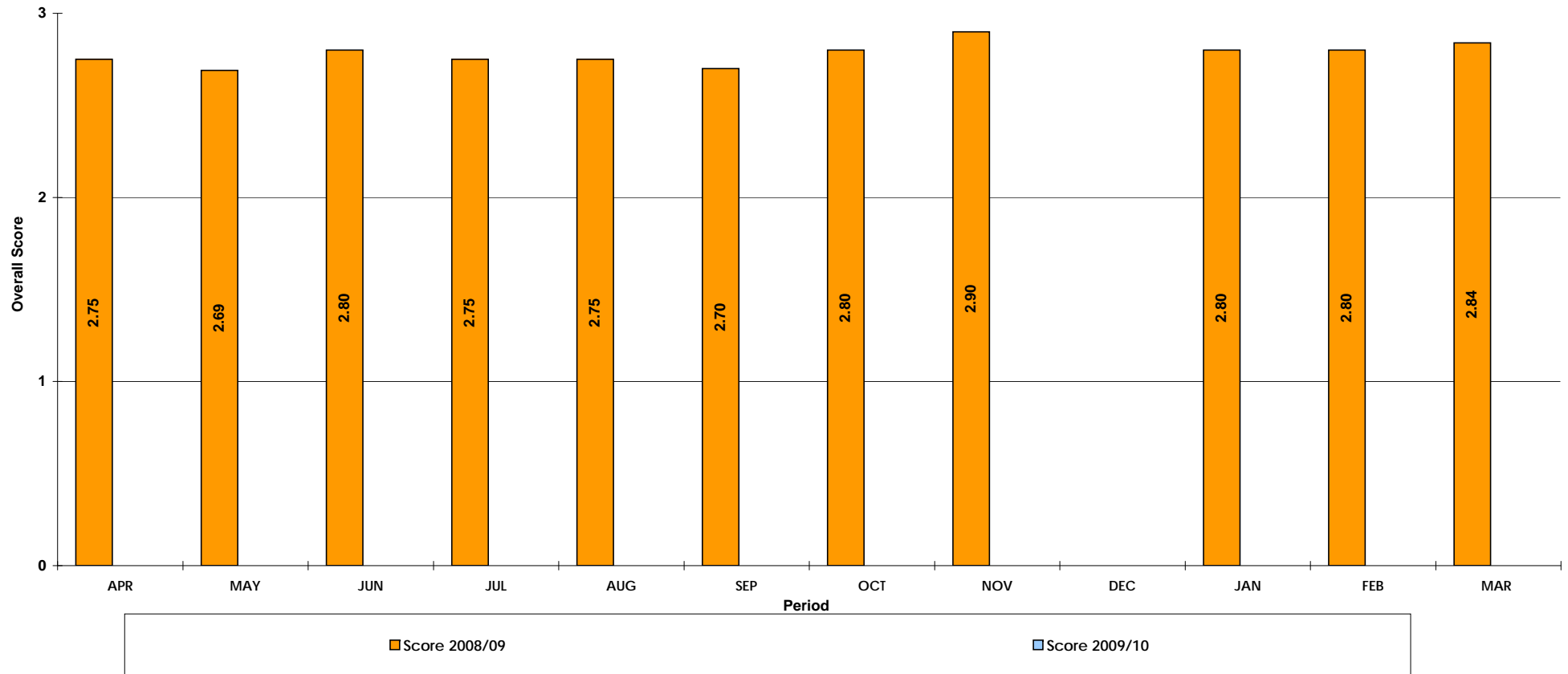
Direction of Travel	Comments
<p>(from Quarter 2 to Quarter 3)</p> <div style="text-align: center;">  <p>Deteriorating</p> </div>	<p>Higher is better Satisfaction surveys are carried out at the post tenancy visit which is carried out within four weeks of the tenancy start date. For this reason, satisfaction levels are reported up to six weeks in retrospect.</p> <p>Quarter 2 Average - 97.28% Quarter 3 Average - 95.80% 122 new tenancies were created in February 2009 and February's sample size was 69.68%.</p>

Reality Checking - Void Properties - Monthly



Direction of Travel	Comments
(from Quarter 3 to Quarter 4)  Deteriorating	<p>Higher is better Quarter 3 Average Score - 2.65 Quarter 4 Average Score - 2.52 Maximum score is 3</p> <p>No reality checks were carried out during December 2008, because of resident volunteers being unavailable. There is an action plan in place to address the reduction in performance on the reality checks in the last quarter - this includes a change to the operational delivery, post inspection of voids, additional training for reality check inspectors and team leaders on property standard.</p>

Reality Checking - Reception Areas - Monthly



Direction of Travel
(from Quarter 3 to Quarter 4)

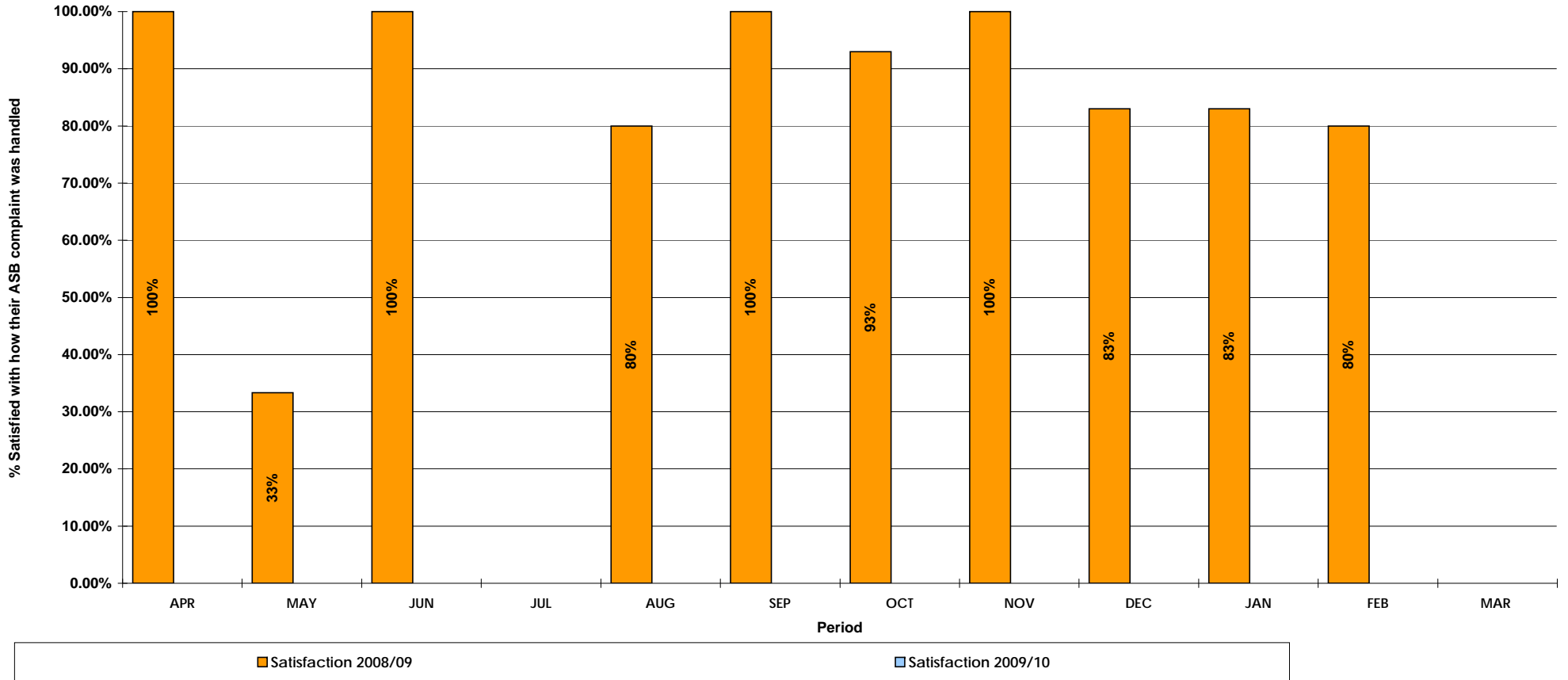


Improving

Comments

Higher is better
 Quarter 3 Average score - 2.7
 Quarter 4 Average score - 2.81
 Maximum score is 3
 No reality checks were carried out in December 2008, because of resident volunteers being unavailable.
 Performance is improving, The opening of new offices at Thorne and Conisbrough in the new financial year should further improve performance.

Anti-Social Behaviour Handling - Monthly



Direction of Travel
(from Quarter 2 to Quarter 3)

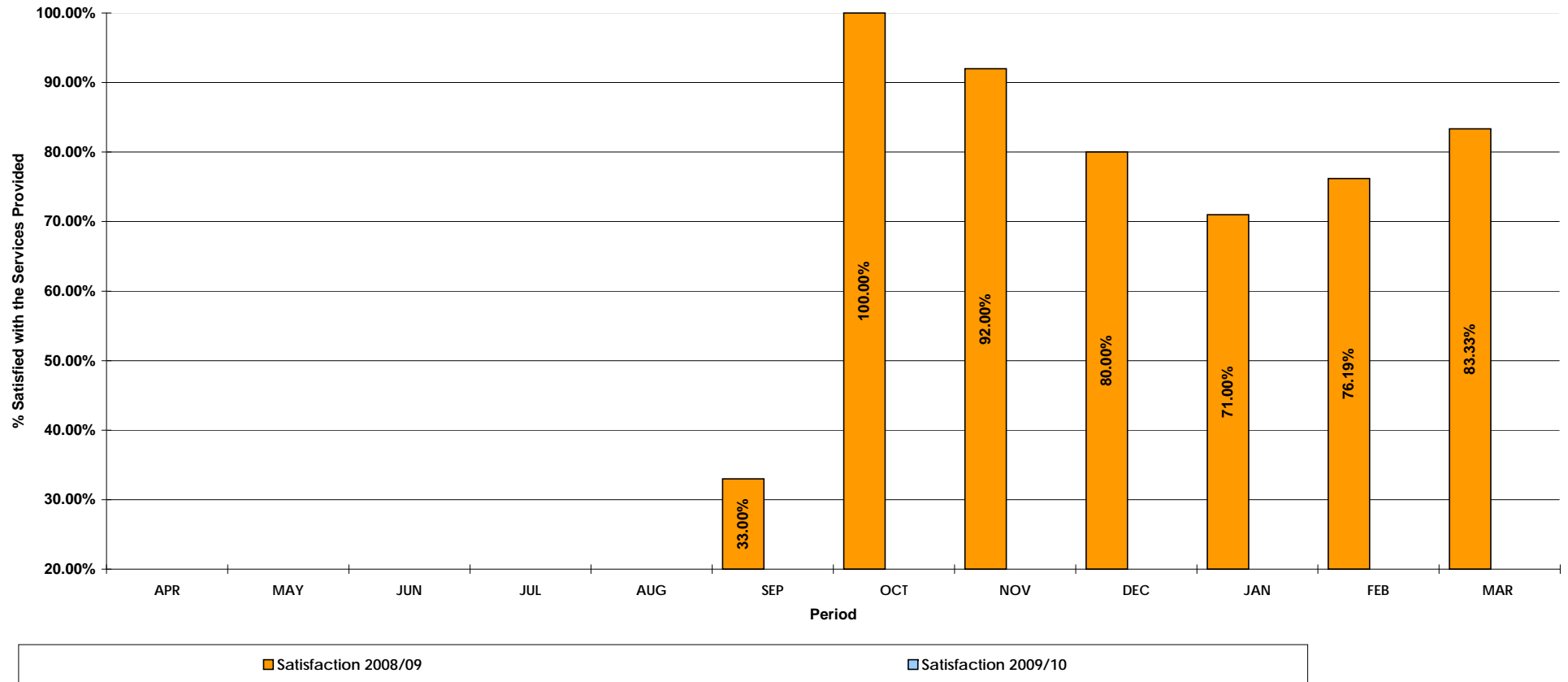


Improving

Comments

Higher is better
 Quarter 2 Average - 90%
 Quarter 3 Average - 92%
 Satisfaction surveys are posted out to complainants upon closure of an ASB or Estate Management case. March 09 satisfaction levels will be available in May. This is to allow sufficient time for the customer to complete and return the survey
 Sample Size is 2.35% of closed and resolved ASB and Estate Management cases for the period April 08 to February 09.

End of Tenancy Satisfaction - Monthly



Direction of Travel

Comment



Higher is better

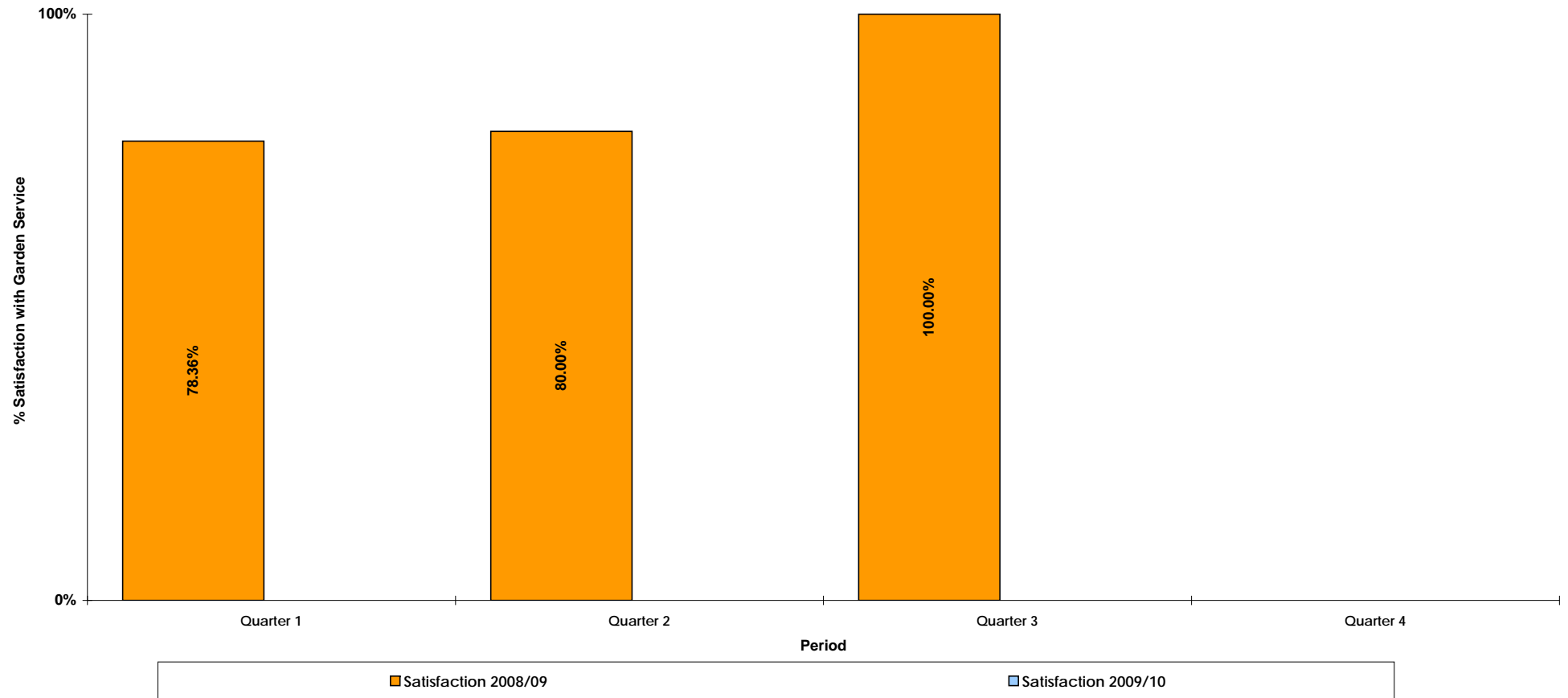
This survey asks tenants their views of St Leger Homes when they leave their tenancy and was introduced in September 2008.


Quarter 3 - average satisfaction levels 90.67%.

Quarter 4 - average satisfaction levels 74.46%.

The sample size, based on the number of terminated tenancies, from September 2008 to March 2009 is 8%.

Gardening Service - Quarterly



Direction of Travel	Comments
<p>(from Quarter 2 to Quarter 3)</p> <div style="text-align: center;">  <p>Improving</p> </div>	<p>Higher is better Quarter 1 returned surveys - 137 Quarter 2 returned surveys - 17 Quarter 3 returned surveys - 1 Quarter 4 returned surveys - 0 This service is provided through a SLA by DMBC. At every other visit a satisfaction survey is posted through customers doors. Because of the seasonal scheduling of cuts, there will always be fewer satisfaction surveys completed over the winter months.</p>