



Customer Feedback and Service Standards

Q3 Cumulative Performance 2024/25

St Leger Homes of Doncaster

Executive Summary – Q3 Cumulative Performance

•4 Standards in target:

- 3 have improved compared to Q2 cumulative 24/25;
- 1 has remained at 100%;

•3 targets are within tolerance of the target:

- 1 has moved from being out of target Q2 cumulative (time taken to answer calls);
- 2 have improved compared to Q2 cumulative (repairs appointments made and kept and staff polite and helpful.

•4 Standards not in target:

- Medium risk ASB – has moved from being in tolerance in Q2 cumulative to worsening Q3 cumulative (-5.18%) ;
- Satisfaction with most recent repair carried out slightly worsening compared to Q2 cumulative (-0.85%) ;
- Customers satisfied with knowledge of person they dealt with, slightly improving compared to Q2 cumulative and improving 3.9% comparing Q3 to Q2 only;
- 2 of which have moved from tolerance in Q2 to not in target in Q3 (medium risk ASB) improved compared to Q1 24/25 and 1 has slightly worsened.

•1 Standard has no target – complaints about broken promises, but is improving;

•1 Standard awaiting being measured – damp and mould inspections as awaiting the outcome of Awaab's law;

•1 Standard, customers satisfied with the condition of the property, could not be measured due to a change in the way feedback is captured. We are working with our external provider to put this in place during February and commenced manual surveys in January to ensure reporting for Q4.

•Information for those service standards not in target are included in the presentation;

•**Performance is cumulative, unless otherwise stated.**

•Written enquiries/complaints and compliments, although in target, is included in the wider presentation as part of a spotlight presentation as this is a key service area that significantly impacts on customers.

| Green = In Target Amber = In tolerance Red = Not in Target | Cumulative Performance | | | |
|---|-------------------------------|-----------------|---------------|---|
| | Target | Q1 | Q2 | Q3 |
| % of customers satisfied with condition of property | 95% | 100% | Not available | Survey reviewed using Voicescape will recommence February |
| Written enquiries, complaints/ compliments within 10 working days | 95% | 98.61% | 99.05% | 99.17% |
| Customers, whose ASB was closed during the quarter, satisfied with the way their anti-social behaviour complaint was handled. | 60% | 75% | 78.5% | 79.3% |
| High risk neighbour disputes, tenancy breaches or anti-social behaviour within 1-day | 90% | 91.72% | 93.24% | 95.30% |
| % of policies (customer facing) that required consultation with the One Voice Forum. | 100% | 2 not discussed | 100% | 100% |
| Repairs appointments made and kept | 98% | 94.18% | 95.55% | 95.64% |
| % of customers who thought staff and contractors were polite and respectful | 98% | 87.61% | 87.91% | 88.59% |

| Service Standard | | Cumulative Performance | | |
|---|---------|------------------------|-----------|-----------|
| | Target | Q1 | Q2 | Q3 |
| Medium neighbour disputes, tenancy breaches or anti-social behaviour within, 3 days | 95% | 88.98% | 87.64% | 82.46% |
| Referrals to our tenancy support team and undertake an assessment of need. | 12 days | 11.3 days | 13.3 days | 13.7 days |
| % of tenants satisfied with the most recent responsive repair carried out on their property (transactional) | 88% | 78.70% | 75.83% | 74.98% |
| Customers satisfied that the person they spoke to had the knowledge or information to resolve a call at the first point of contact. | 88% | 75.39% | 74.57% | 75.49% |
| Calls answered within 150 seconds. | 90% | 62.26% | 77.44% | 81.36% |
| Damp and mould inspections raised during the quarter, completed in target. | TBD | - | - | - |
| % of complaints about broken promises | None | 4.63% | 5.47% | 5.35% |

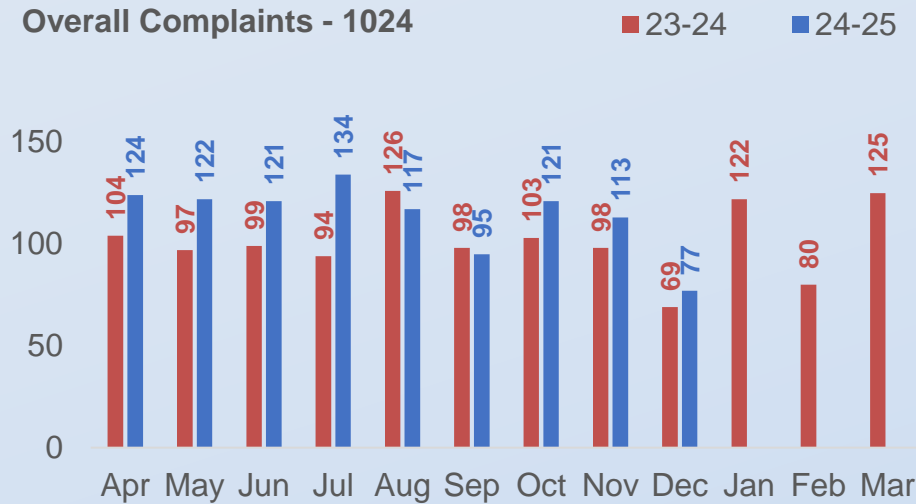
2024/25 Overall Complaints Volumes



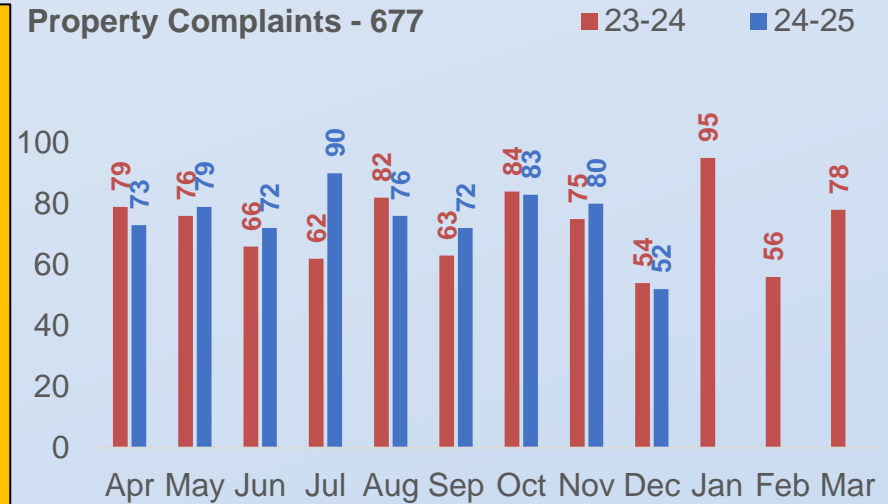
There has been a 15.31% increase in the total number of Stage 1 complaints received in 24/25 compared to 23/24
(1024 received 24/25 compared to 888 received 23/24)

The cumulative number of Stage 1 and Stage 2 for all complaints per 1,000 properties for 24/25 is 57.2

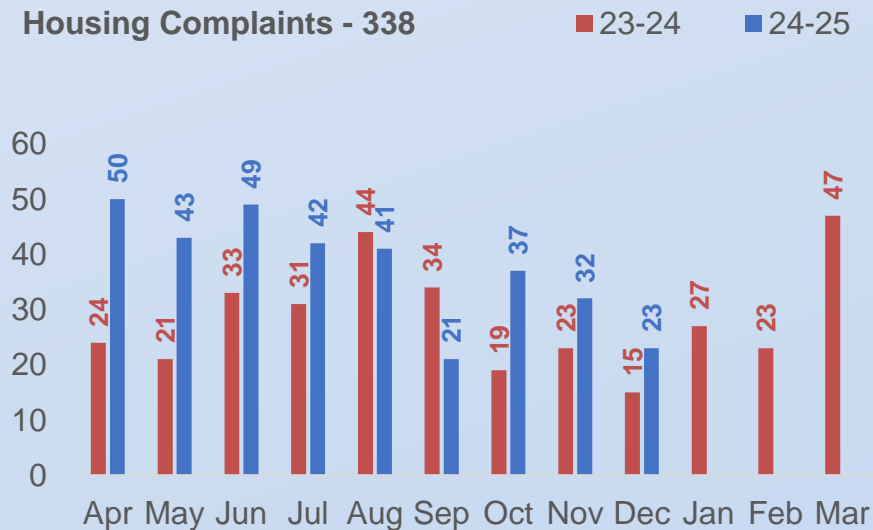
Overall Complaints - 1024



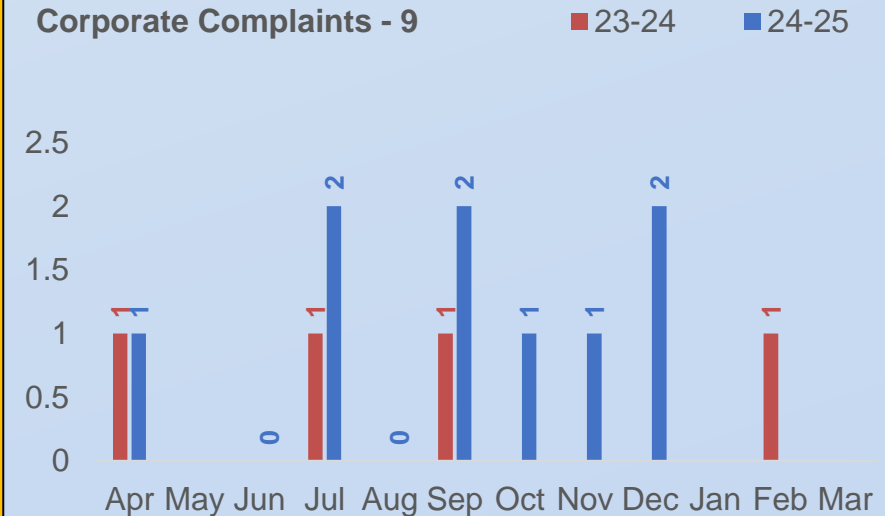
Property Complaints - 677



Housing Complaints - 338



Corporate Complaints - 9



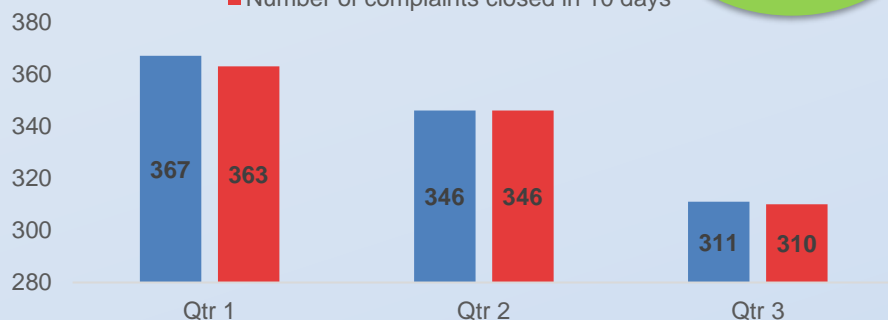
Service Standards – Q3 2024/25

All complaints, written enquiries and compliments have a target of 95% to be responded to within 10 working days.

311 complaints received in Q3 with 310 (99.67%) answered in time. Slight decline when compared to Q2 24/25 with 346/346 (100%) responded to in time but improving compared to Q3 23/24 with 251/270 (93%) in time.

Complaints

■ Number of complaints received
■ Number of complaints closed in 10 days

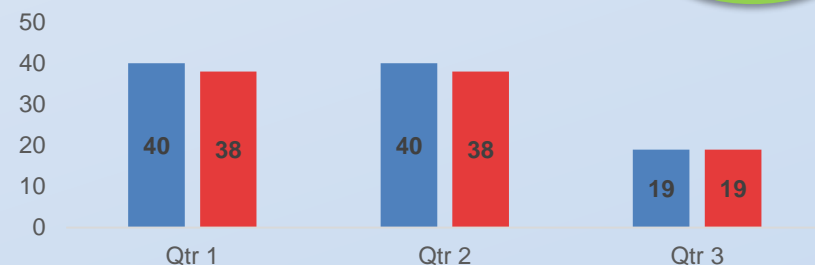


99.67%
responded
to in target

19 written enquiries were received in Q3 with 19 (100%) answered within 10 working days. This is improving compared with Q2 24/25 with 38/40 (95%) responded to in time and improving when compared to Q3 23/24 with 32/36 (89%) in time.

Enquiries

■ Number of enquiries received
■ Number of Enquiries closed in 10 days

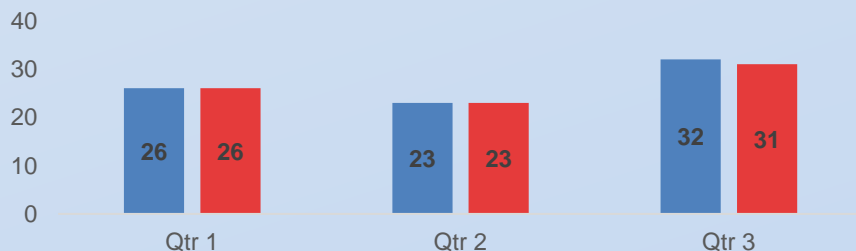


100%
responded
to in target

32 compliments received in Q3 and 31 (97%) answered within 10 working days. This has increased compared to Q2 24/25 which was 38/40 (95%) and stayed the same compared to Q3 23/24 34/35 (97%).

Compliments

■ Number of Compliments received
■ Number of Compliments closed in 10 days

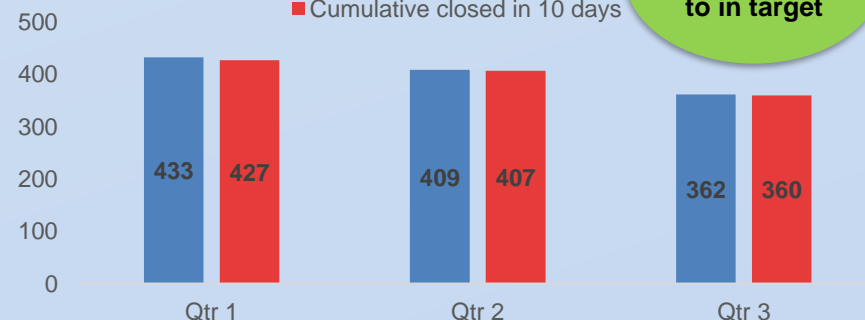


97%
responded
to in target

362 complaints, enquiries and compliments were received in total in Q3 with 360 (99.5%) answered within 10 working days. Staying the same when compared to Q2 24/25 which was 407/409 (99.5%) and improving compared to Q3 23/24 317/341 (93%).

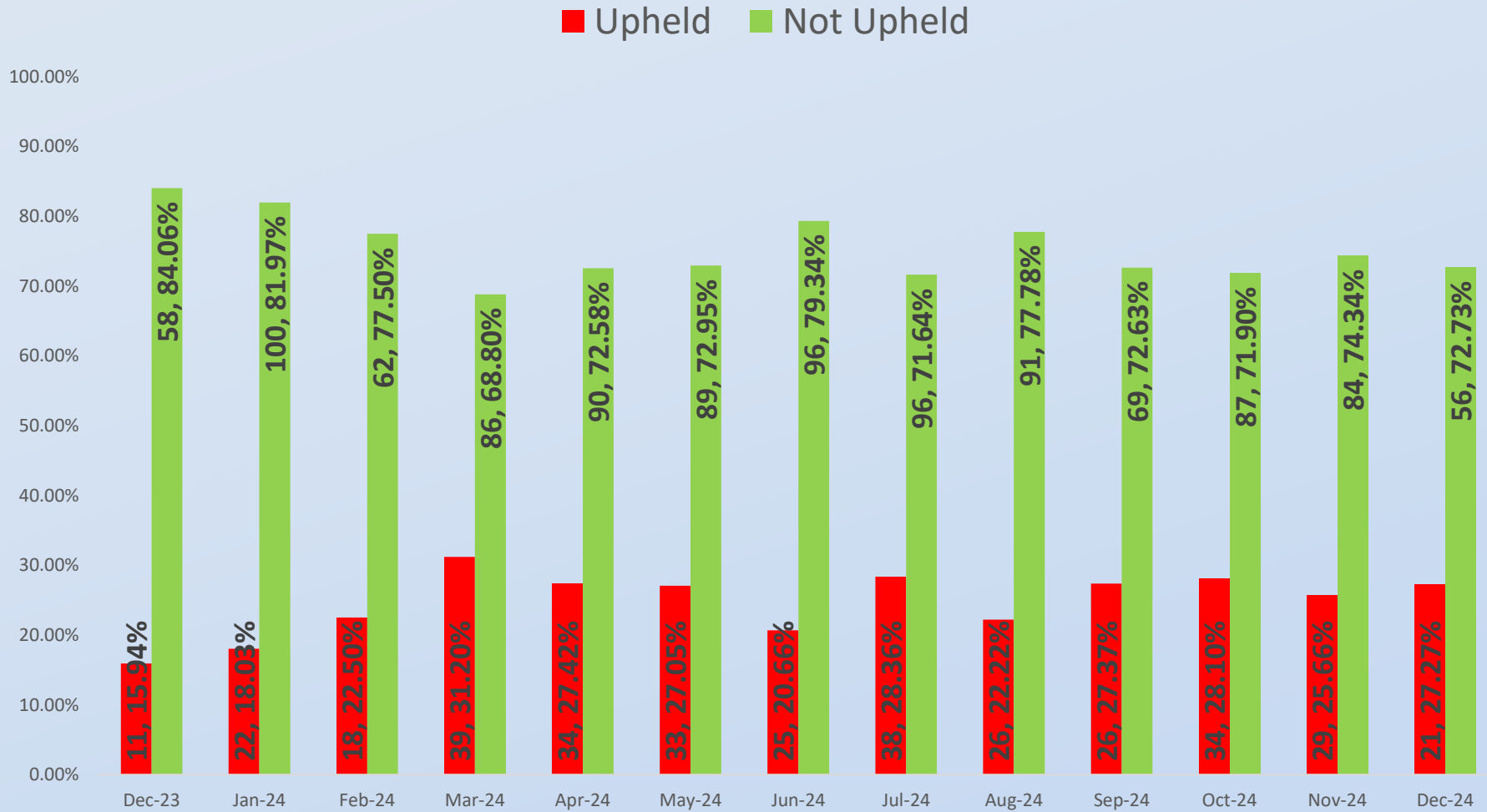
Cumulative

■ Cumulative number received
■ Cumulative closed in 10 days



99.5%
responded
to in target


Complaints Received Upheld and Not Upheld

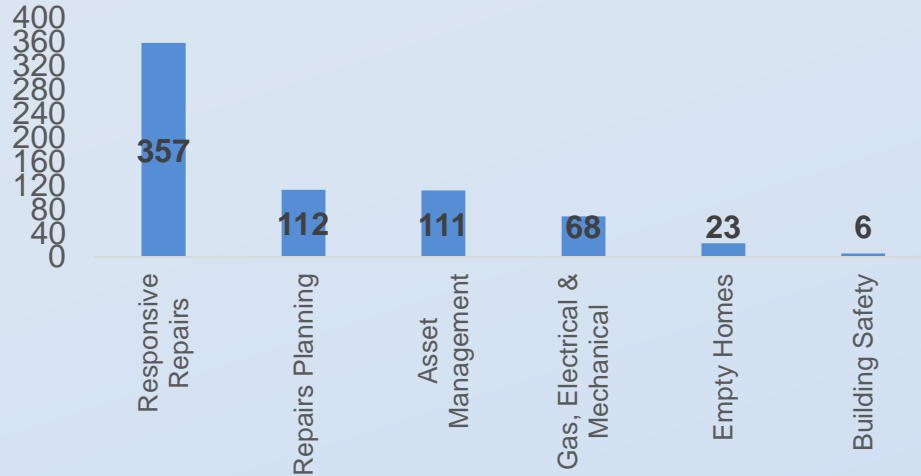


84 Upheld complaints have been determined in Q3 24/25 which has decreased by 6 (-6.7%) compared to Q2 24/25 (90) and have increased by 31 (+58.49%) compared to Q3 23/24 (53).

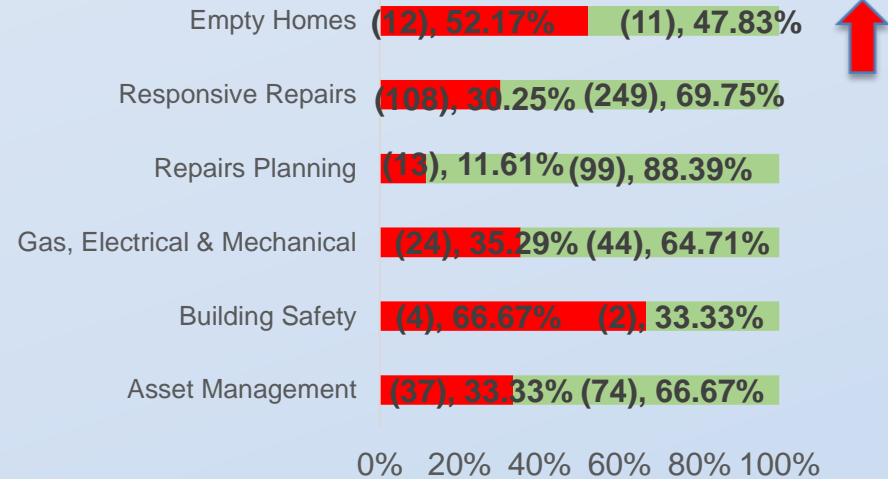
Property Services Analysis – 2024/25



 677 cumulative Q3 complaints (66.1% of all complaints) have been received 24/25. This is an increase of 36 (+5.6%) Q3 cumulative 23/24 (641).

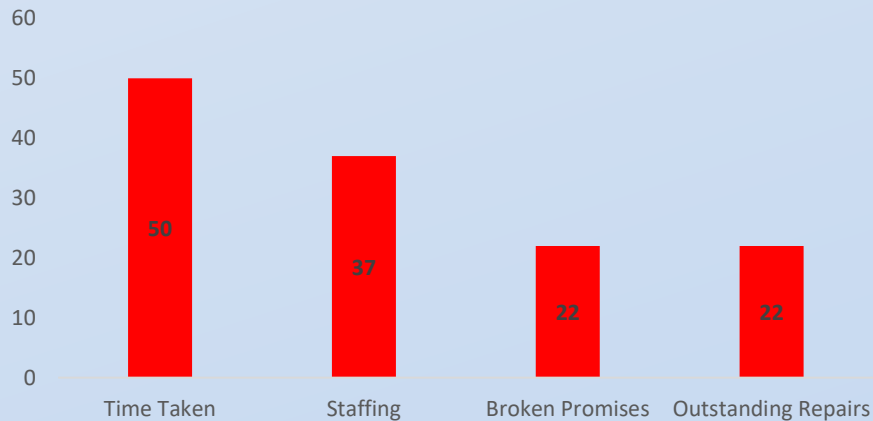


198 (29.24%) upheld cumulative Q3 complaints in 24/25. This is an increase of 75 (+ 61%) compared to 123/641 (19.18%) Q3 cumulative 23/24.



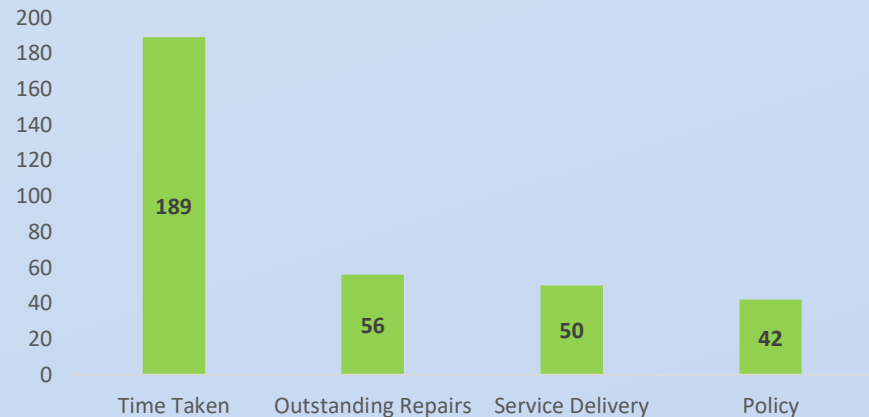
Upheld complaints Top Themes

Upheld



Not Upheld complaints Top Themes

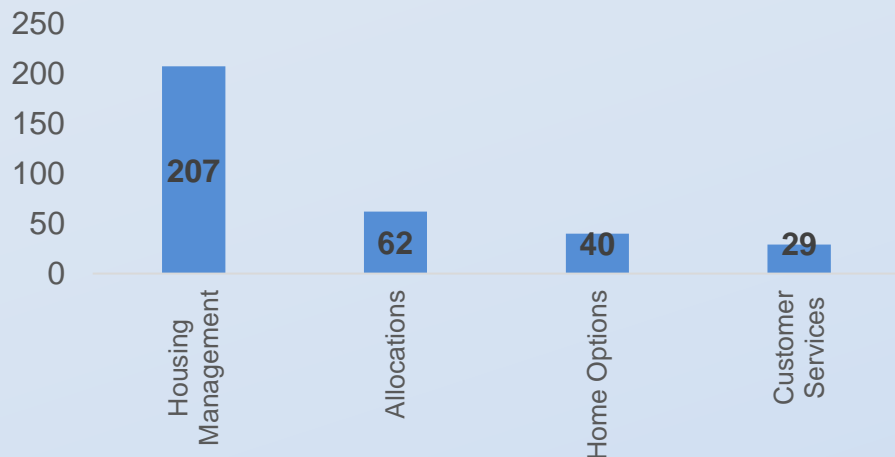
Not Upheld



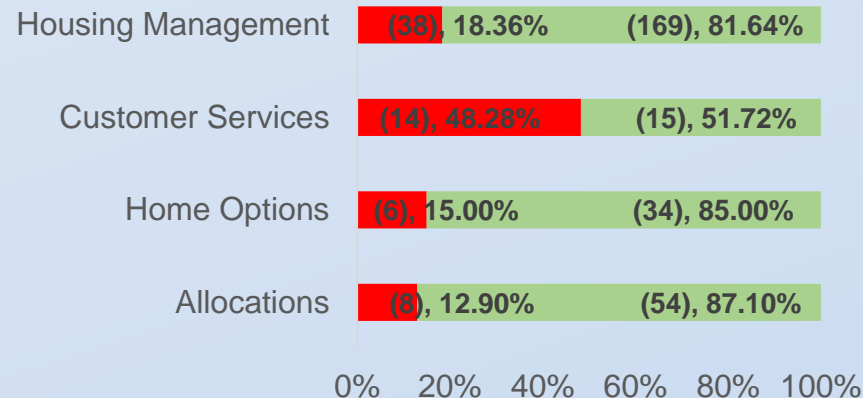
Housing and Customer Services Analysis - 2024/25



338 cumulative complaints (33% of all complaints) have been received end Q3 cumulative 24/25. This is an increase of 94 (27.8%) compared to end Q3 cumulative 23/24 (244).

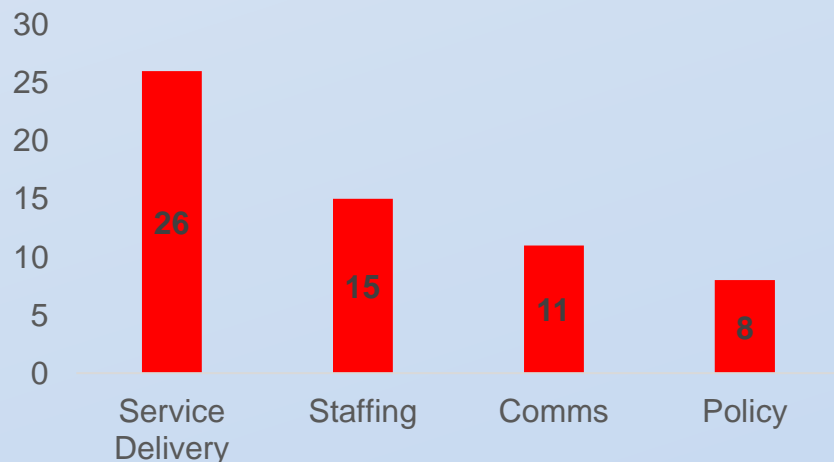


66 (19.52%) cumulative upheld complaints were determined end Q3 24/25. This is an increase compared to 28/244 (11.47%) end Q3 cumulative 23/24.



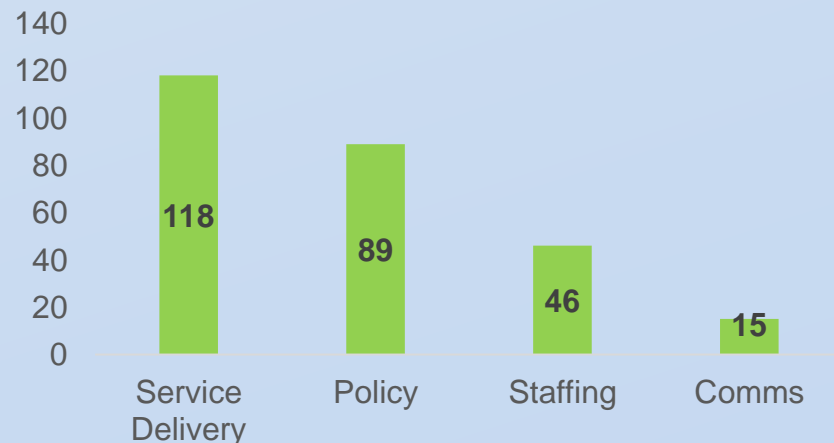
Upheld complaints - Top Themes

Upheld



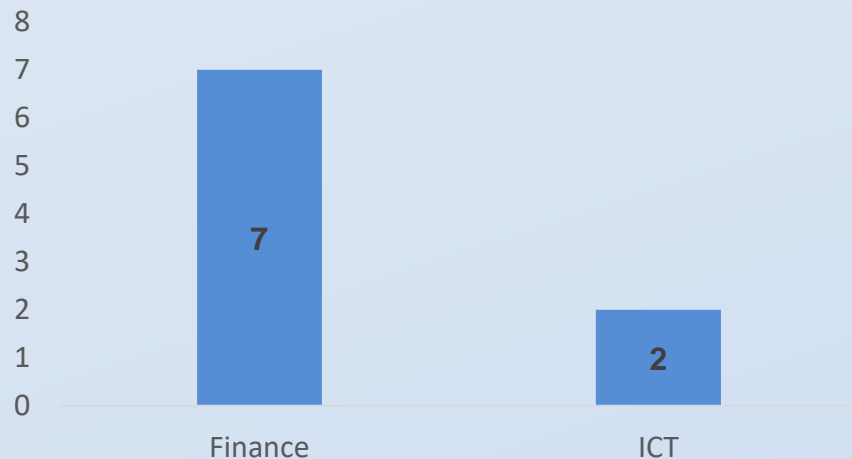
Not Upheld complaints - Top Themes

Not Upheld

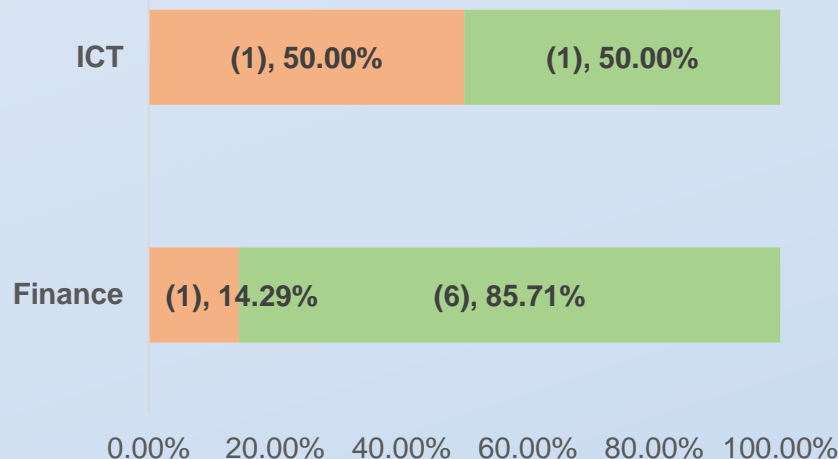


Corporate Services Analysis – 2024/25

↑ 9 complaints (0.87% of all complaints) have been received end Q3 cumulative 24/25. This is an increase compared end Q3 cumulative 23/24 (3).

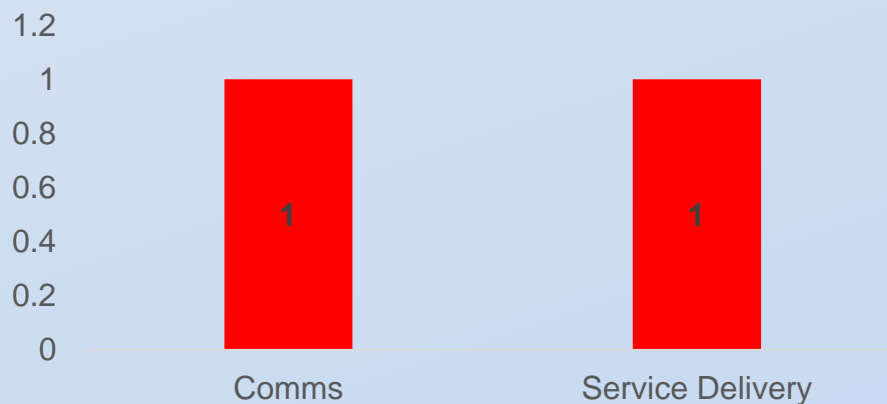


↑ There were 2 upheld complaints end Q3 cumulative 24/25 which is higher than Q3 cumulative 23/24 (0).



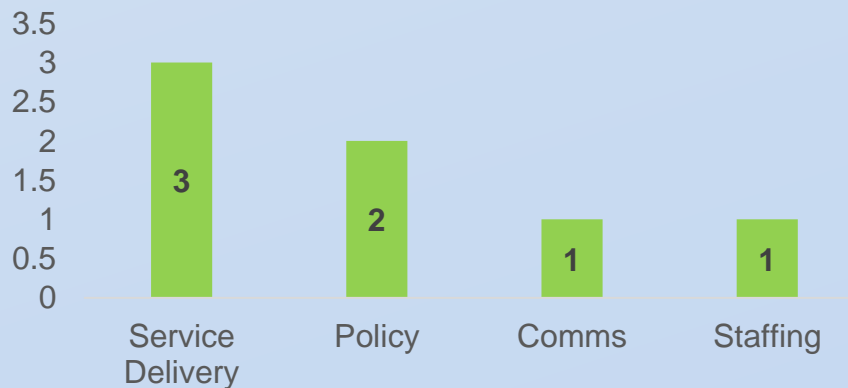
Upheld complaints Top 3 Themes

Upheld



Not Upheld complaints Top 3 Themes

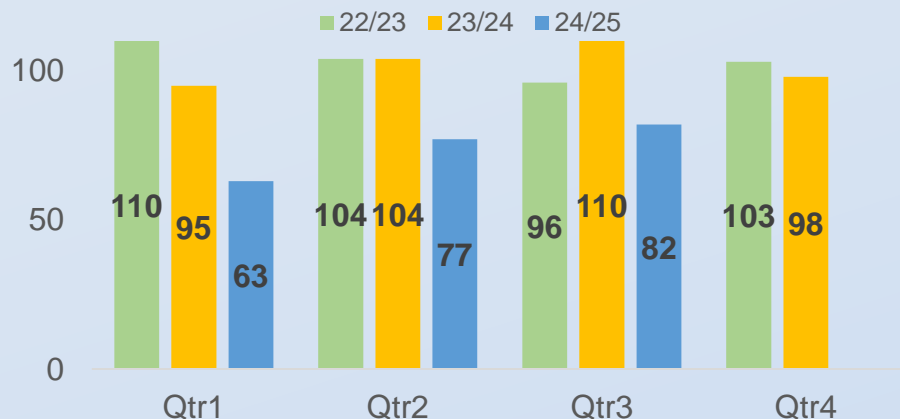
Not Upheld



MP, Councillor and Mayoral Analysis – 2024/25

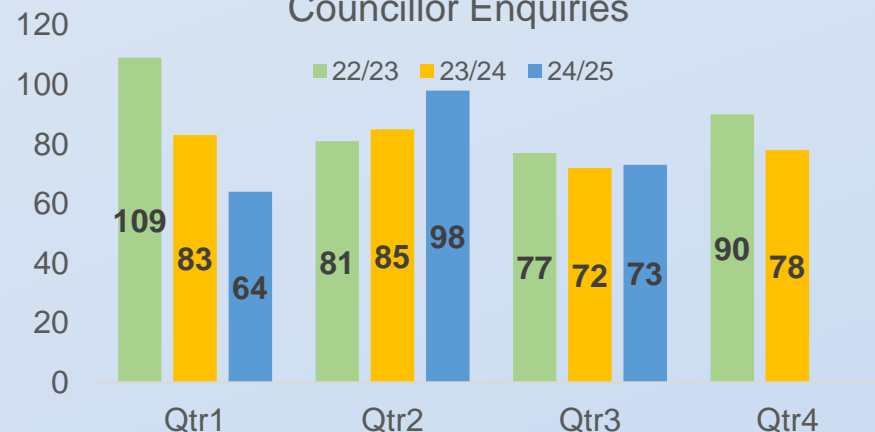
222 MP enquiries were received end Q3 cumulative 24/25 which is a decrease of 87 (-28.15%) compared to end Q3 cumulative 23/24 (309).

MP Enquiries



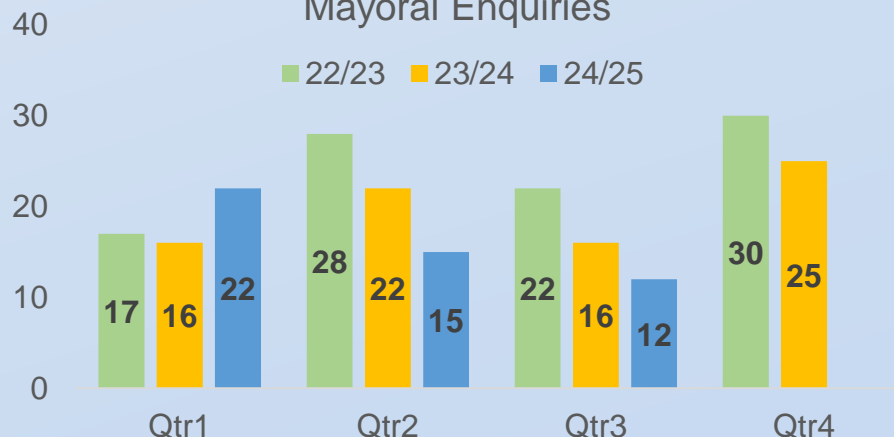
235 Councillor enquiries were received end Q3 cumulative 24/25 which is a decrease of 5 (-2.08%) compared to end Q3 cumulative 23/24 (240).

Councillor Enquiries



49 Mayoral enquiries were received end Q3 cumulative 24/25 which is a decrease of 5 (-9.26%) compared to end Q3 cumulative 23/24 (54).

Mayoral Enquiries



We have seen a decrease in MP and Councillor enquiries in Q3 24/25 compared to Q3 23/24.

We have changed the way we handle councillor enquiries following the implementation of a statutory Complaint Code introduced by the Housing Ombudsman in April 2024. This sets out how we should handle Councillor enquiries to ensure compliance with the Code.

The Code specifies that we should handle enquiries from Councillors (or MPs) in the same way as we would handle the enquiry as if it came from a tenant. This means that an issue reported for the first time will be dealt with as a service request/enquiry, but where there is dissatisfaction expressed about a substantive issue, or the outcome, we will deal with it through our complaint's procedures.

This has led to a decrease in MP/Cllr enquiries and an increase in complaints.

Complaint Stage 2 Update – Q3 2024/25



Numbers Received

- We received 114 Stage 2 review requests cumulatively in Q3 24/25. This is an increase of 83.87% compared to 23/24 (62).
- 34 Stage 2 review requests were received in Q3, this is a 13.33% increase compared to Q3 23/24 (30).

Main themes of Stage 2 complaints received in Q3:

| Service area | Theme 1 | Total | Theme 2 | Total | Theme 3 | Total |
|-------------------------|---------------------------------|-------|-----------------------|-------|-----------------------------|-------|
| Housing Management | Handling of ASB | 7 | Estate Management | 3 | | |
| Access to Homes | Policy | 4 | Staff Actions | 2 | | |
| Asset Management | Damp and Mould | 6 | Condition of property | 1 | Broken promise from Stage 1 | 1 |
| Repairs and Maintenance | Time taken to complete a repair | 7 | Condition of property | 1 | Broken promise from Stage 1 | 1 |
| Tenancy Sustainability | Rents | 1 | | | | |

Q3 Summary of outcome following Head of Service review:

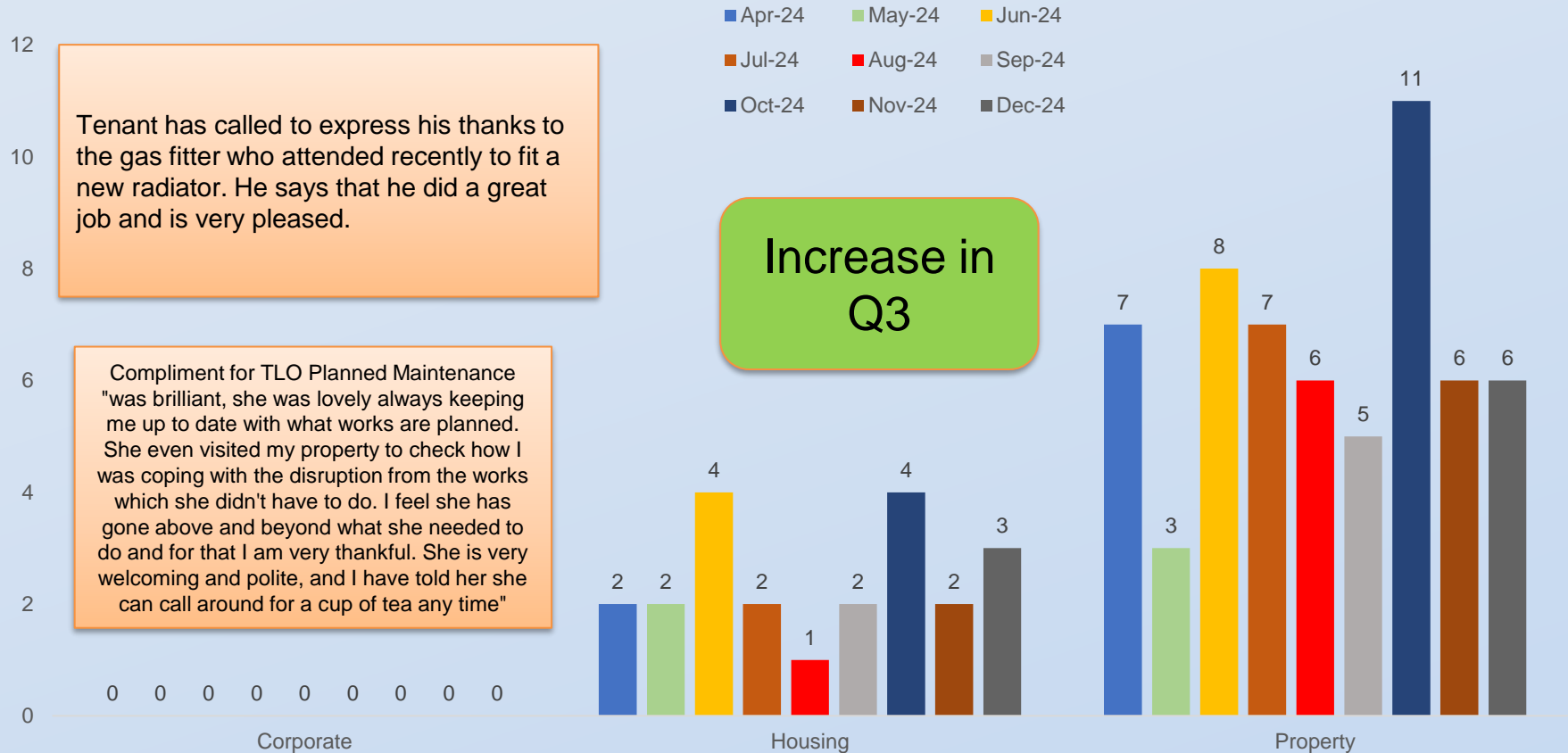
Upheld- 7

Not Upheld- 26

On-going-1

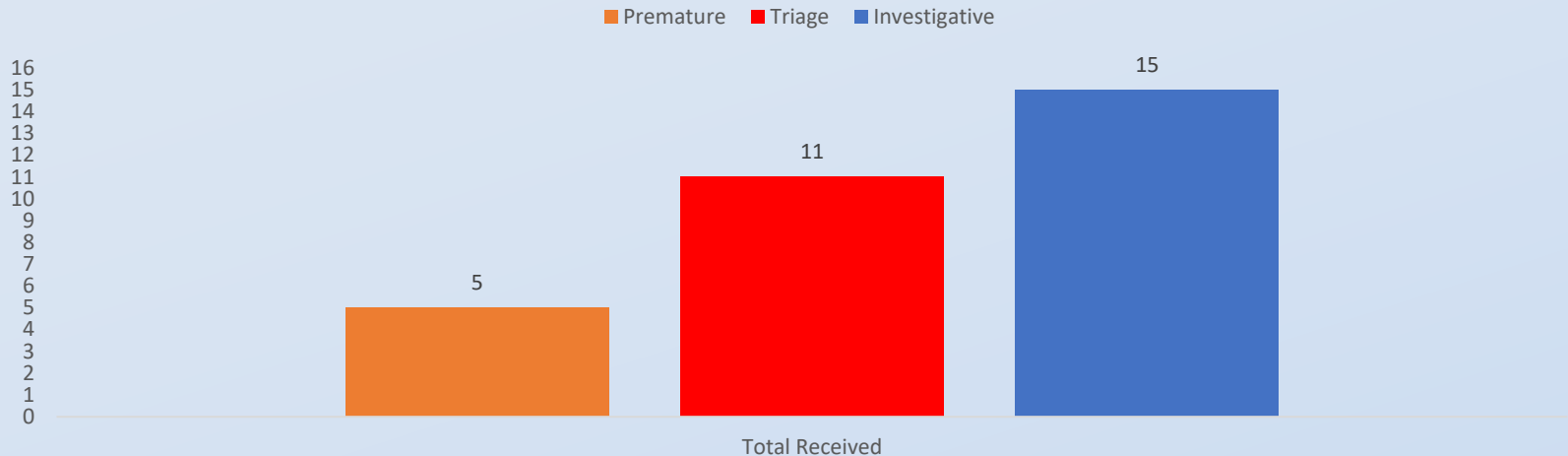
Compliments Analysis – 2024/25

Compliments by month and Service Area



Ombudsman Complaints - 2024/25

Ombudsmans received



In Q3 only 2024/25 we received 1 Premature, 1 Triage and 6 Investigative complaints from the Ombudsman's offices as follows:

- **1 Premature complaint from the Housing Ombudsman requesting action at Stage1 or 2 of our complaint procedure;**
- **1 Triage case where the Ombudsman requested the complaint information prior to confirming whether the case will be formally accepted for investigation.**
- **6 Investigative complaints cumulatively are awaiting determination from the Housing Ombudsman regarding:**
 - **2 cases about the handling of Anti-social behaviour and Staff actions**
 - **1 case about a tenant who wants to deal with CDC for all services;**
 - **1 case regarding the handling of request to end tenancy which incurred former tenant arrears**
 - **1 case regarding the inspection of windows and communication**
 - **1 case regarding the location of the outside tap on a new build property**
- **2 determinations were made in Q3 24/25, 1 had been investigated in Q1 and the other in Q2 of 24/25:**
- **Compensation of £100 for handling of complaint and provide a written apology for failure in complaint handling.**
- **SLHD at fault in assessment of Local Connection. Apology already offered is sufficient to remedy any personal injustice.**

Learning from feedback and outcomes

- Performance on call handling times and feedback from customers on satisfaction with time taken to answer calls showed that we needed to improve.
- This resulted in a service improvement plan being implemented during 24/25 for the Customer Access Team.
- The outcome is a large increase in the number of calls being answered within target, increasing from 62.26% in Q1 23/24 to 89.78% in Q3 only – just under the 90% target.
- This is helping to drive overall satisfaction with the Customer Access team which was 74.66% cumulative for Q3 and in January 2025 has increased to 77.78%

We are reviewing how we will deliver repairs to create more efficiencies. Potential actions include improving productivity by better planning of multi-trade jobs, specialist teams to deal with smaller reactive repairs, reviewing process for requests from vulnerable tenants in line with the vulnerable person's policy to be approved by Board.

- Improved performance on % of high- risk neighbour disputes dealt with within 1 day, improving from 91.72% in Q1 cumulative to 95.30% cumulative in Q3;
- Outcome has been an increase in % of customers satisfied with the way their ASB report was handled, increasing from 75% Q1 cumulative to 79.3% Q3 cumulative;
- Improvement follows the implementation of an Anti-social behaviour team following a review of performance against service standards and satisfaction with the handling of ASB – improving +4% in 24/25 compared with 23/24 TSMs
- We are quartile 1 performing when compared to all Local Authority providers in 23/24 (TSM measure)

- We implemented a new process in 24/25 to support improvements in complaint handling. As result TSM satisfaction has risen by 7% to 37% in 24/25.
- A subgroup of the Tenant Scrutiny Panel now involved in reviewing a sample number of complaint responses to feedback from a tenant perspective on adherence with the complaint code and quality of response. The outcomes will be fed back to TSP and are shared with Heads of Service.
- Learning from this and review of feedback from TSM and transactional surveys shows that whilst we continue to make improvements to how quickly we respond to we need to do more work to focus on the handling of complaints across the organisation.

- We continue to ensure that all new employees receive customer excellence training. This is mandatory. We hold spotlight sessions focusing on the customer excellence at our colleague festival and Directorate away days. The Customer Access Team has recently undertaken training to support them to effectively manage our customers through a call. We are embedding our values across the organisation throughout our internal communications to support a reduction in complaints on staff attitudes. All these action have helped improve satisfaction with the % of customers who thought staff were polite and respectful, increasing from 87.61% in Q1 to 88.59% in Q3 cumulatively.