

CUSTOMER FORUM | 25th APRIL 2024

CUSTOMER FEEDBACK REVIEW

PURPOSE

To update Customer Forum on the review of Customer Feedback performance of ateb Group by staff and customer representatives.

BACKGROUND

We provide a wide range of services to our customers to help them live happily in their homes. In delivering these services we always aim to deliver the right outcomes efficiently with a good customer experience.

Whilst we always aim to deliver the outcomes our customers want; we know there will be times when we do not meet customer expectations.

We encourage our customers to give us feedback to help us understand what services are working well and where we are falling short.

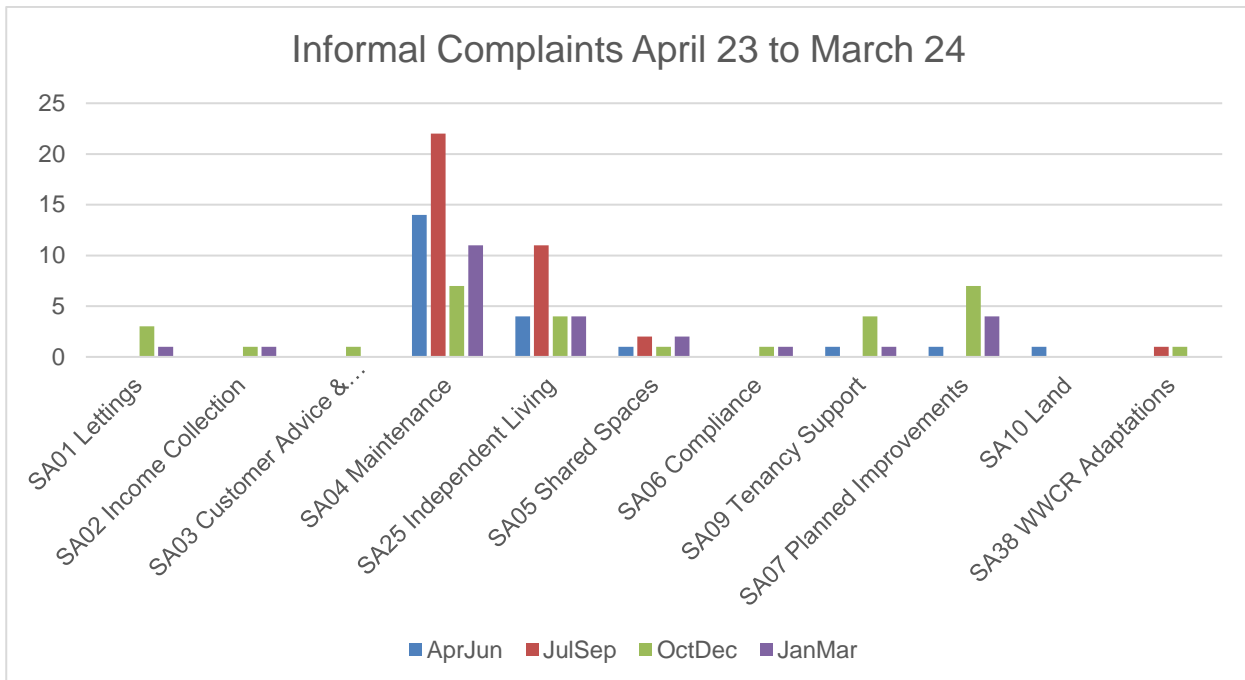
We will always aim to resolve issues as quickly as possible to the satisfaction of the customer raising the concern.

CURRENT POSITION

Performance Measures

Informal Complaints

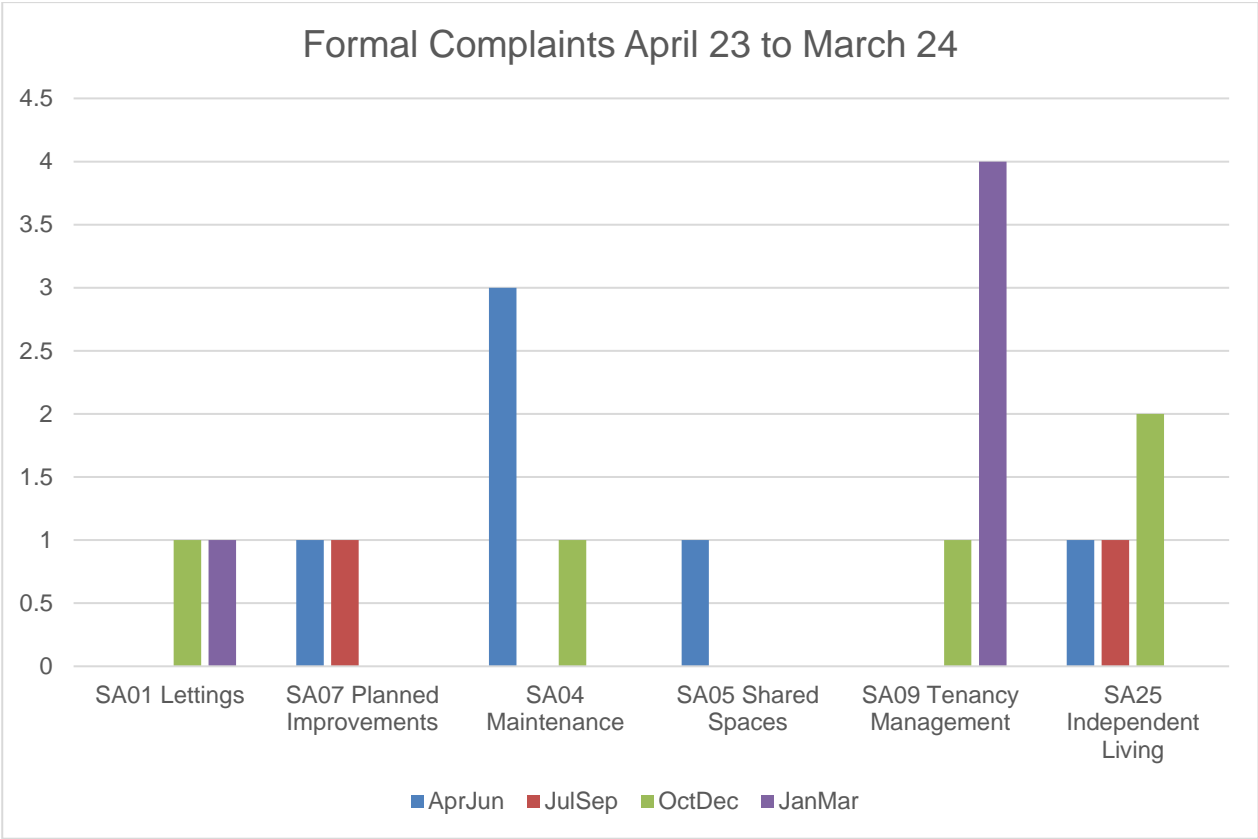
We received 25 informal complaints during the last quarter of this year compared to 28 in quarter 3, 36 in the second quarter and 22 in the first quarter. Maintenance and Planned Maintenance received the biggest proportion of complaints with 15 which equates to 60% in total for these 2 areas. Independent Living had 4 complaints which equated to 16%.



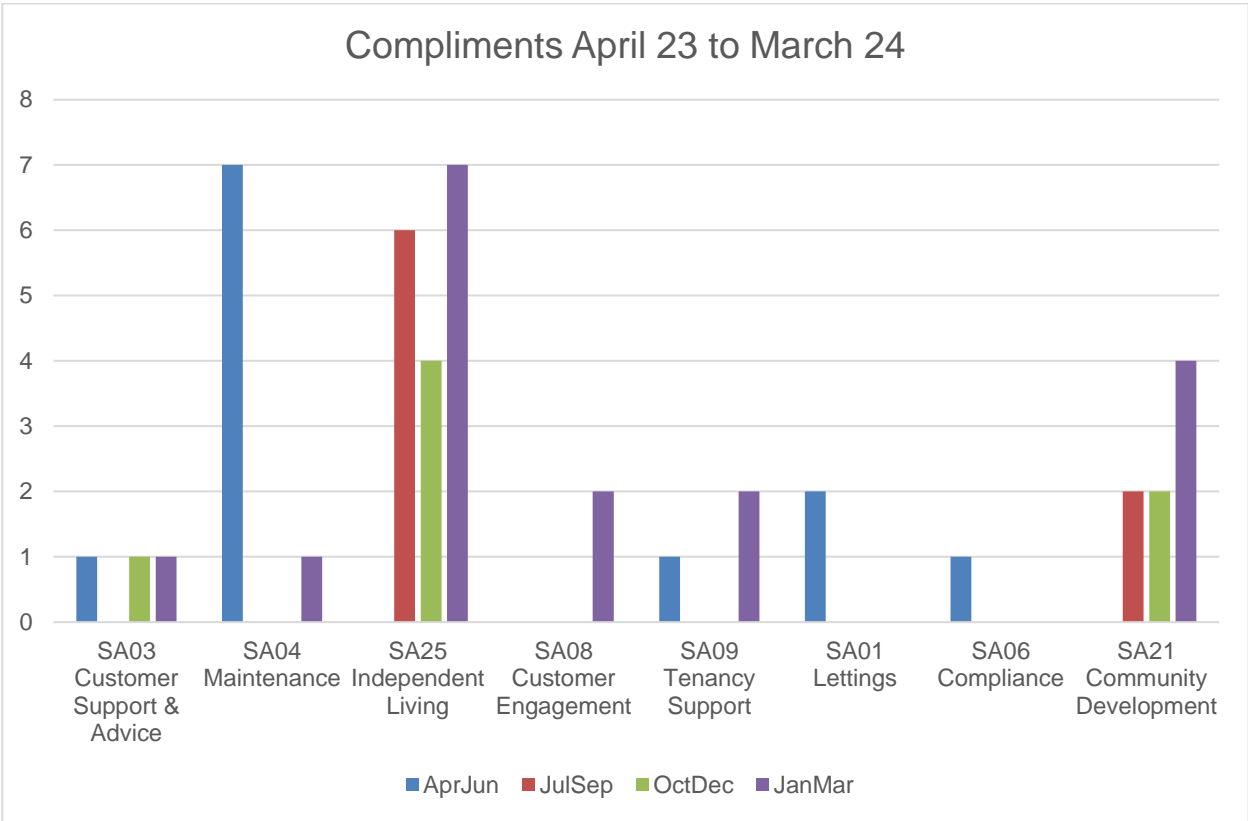
Informal complaints are usually dealt with by the person taking the initial enquiry with assistance from the relevant department/section. Planned maintenance and Maintenance continue to be our biggest issue although given the number of customers we now have the numbers are quite insignificant, but work needs to be done to understand where our pressures are.

Formal Complaints

We received a total of 5 formal complaints compared to 5 in quarter 3, 2 in quarter 2 and 6 in the first quarter. Of the 5 formal complaints received 1 moved from Stage 1 to Stage 2. The majority of complaints received in quarter 4 were around Tenancy Management with only 1 not categorised in this area.



Compliments



We received 17 compliments during quarter 4 compared to 7 in quarter 3, 8 in quarter 2 and 12 in quarter 1 and the majority of these (41%) were in Independent Living (SA25). The number of compliments that have been recorded overall are still low although a significant uptake from the last quarter.

Ombudsman Cases

We received no enquiries from the Ombudsman during quarter 4 as in quarters 1, 2 and 3, although we did receive an email as 1 customer went directly to them but hadn't followed our process so was requested to do so and their case was closed down at the Stage 1 level.

Trends

There were no trends identified during the last quarter, or for the year to date.

Improvement Actions from Quarter 2

- We will provide customer satisfaction survey data in our quarter 3 report.

Staff have still not completed this data, and all Managers were informed to keep monthly checks on this data going forward.

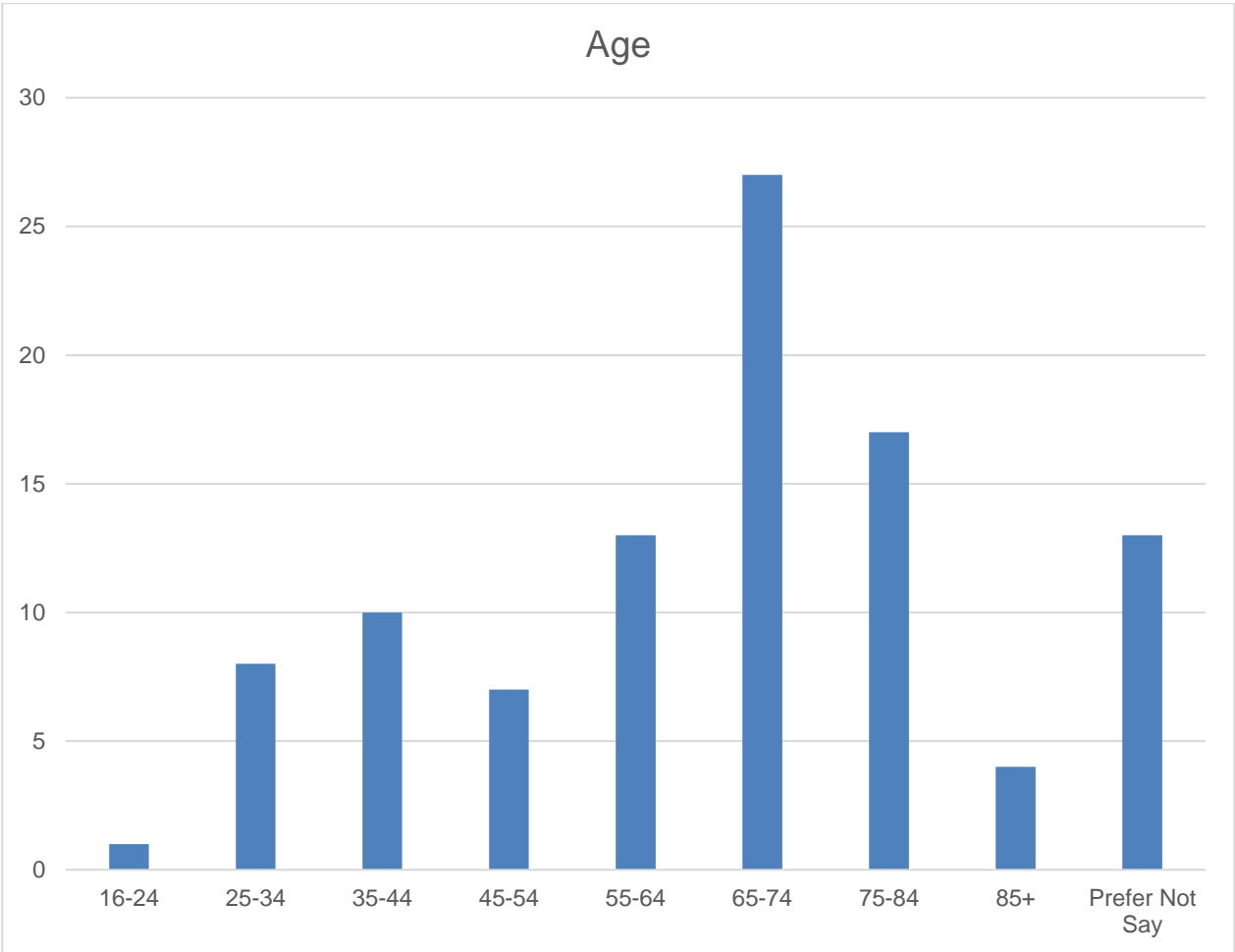
Improvement Actions from Quarter 3

- The demographic data to be updated by all staff and Managers to be reminded that they should be checking their service areas on at least a monthly basis, and this should form part of their Monthly Team Meetings.
- Customer Feedback to be integrated into the Housing Management System by end of Quarter 1 24/25.

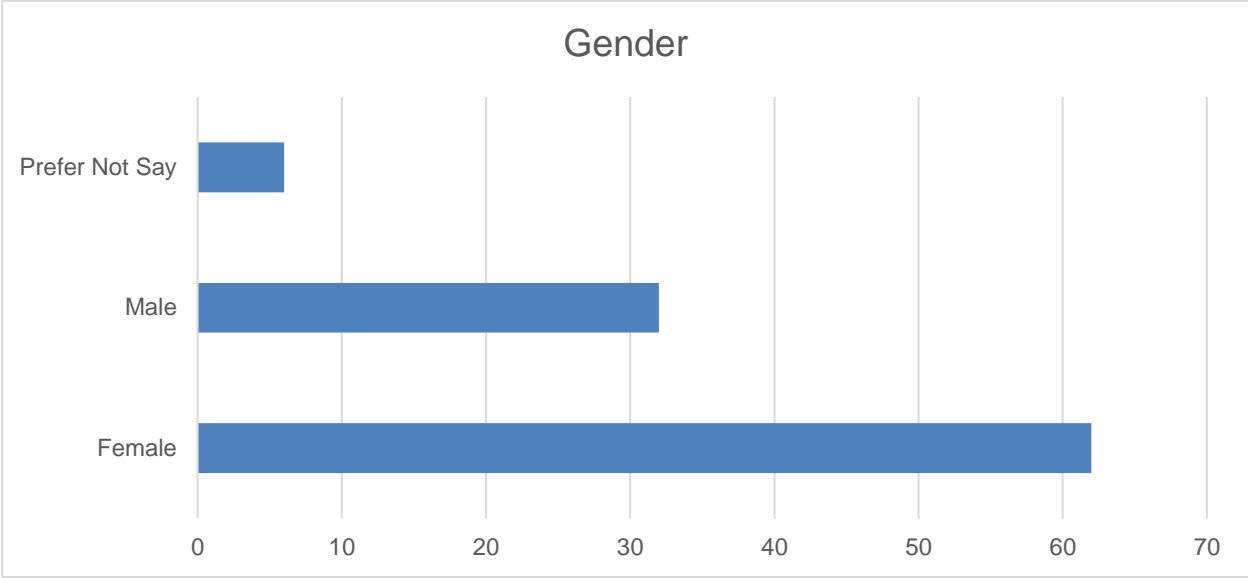
Managers need to be reminded to review data monthly as there are still improvements that can be made to provide a more accurate picture of those customers providing feedback.

Demographic data

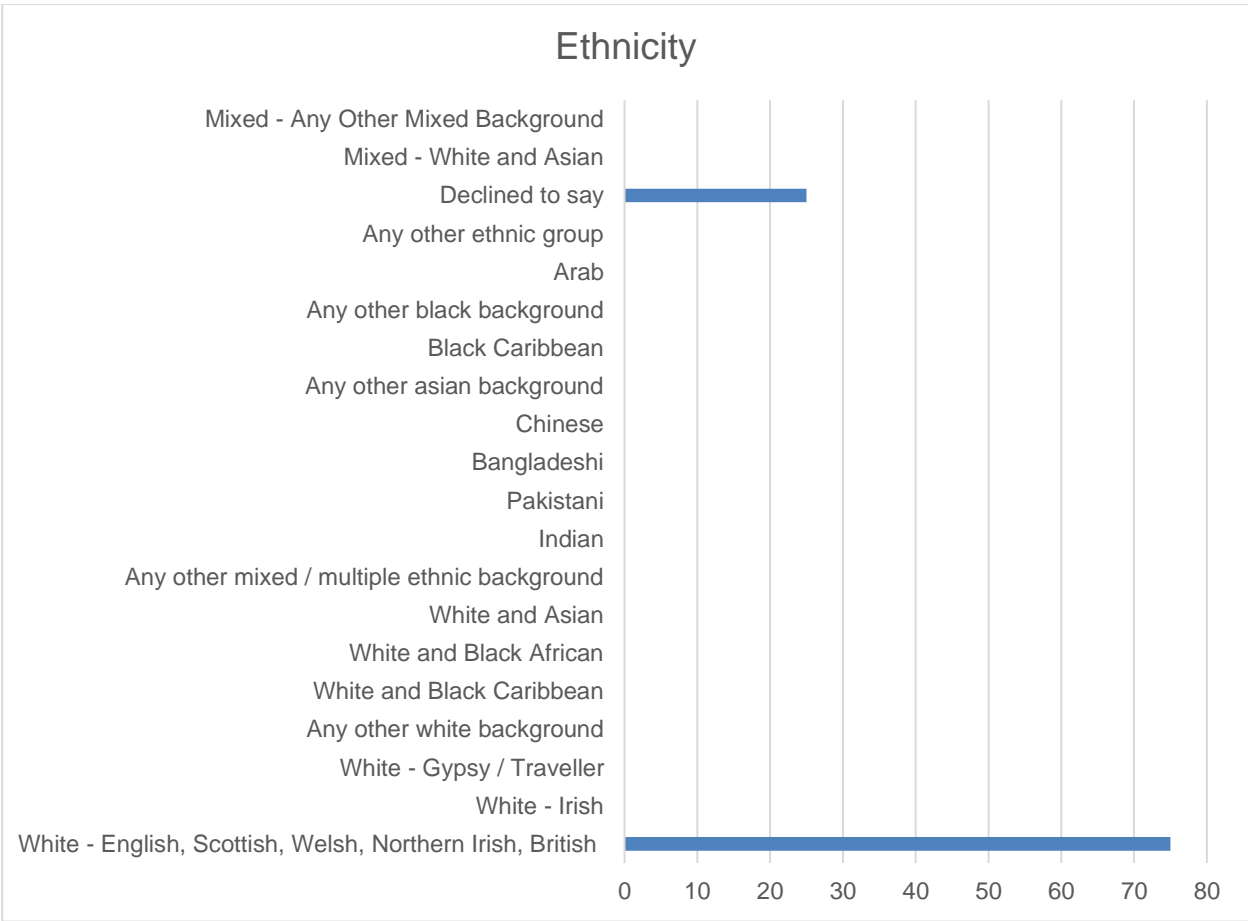
The graph clearly shows that the greatest number of complaints we receive are from customers aged between 65 and 74, followed by those aged 75-84 and 55-64 making up 57% of people that had complained. There were 13% of people who either preferred not to say their age or we didn't collect the information.



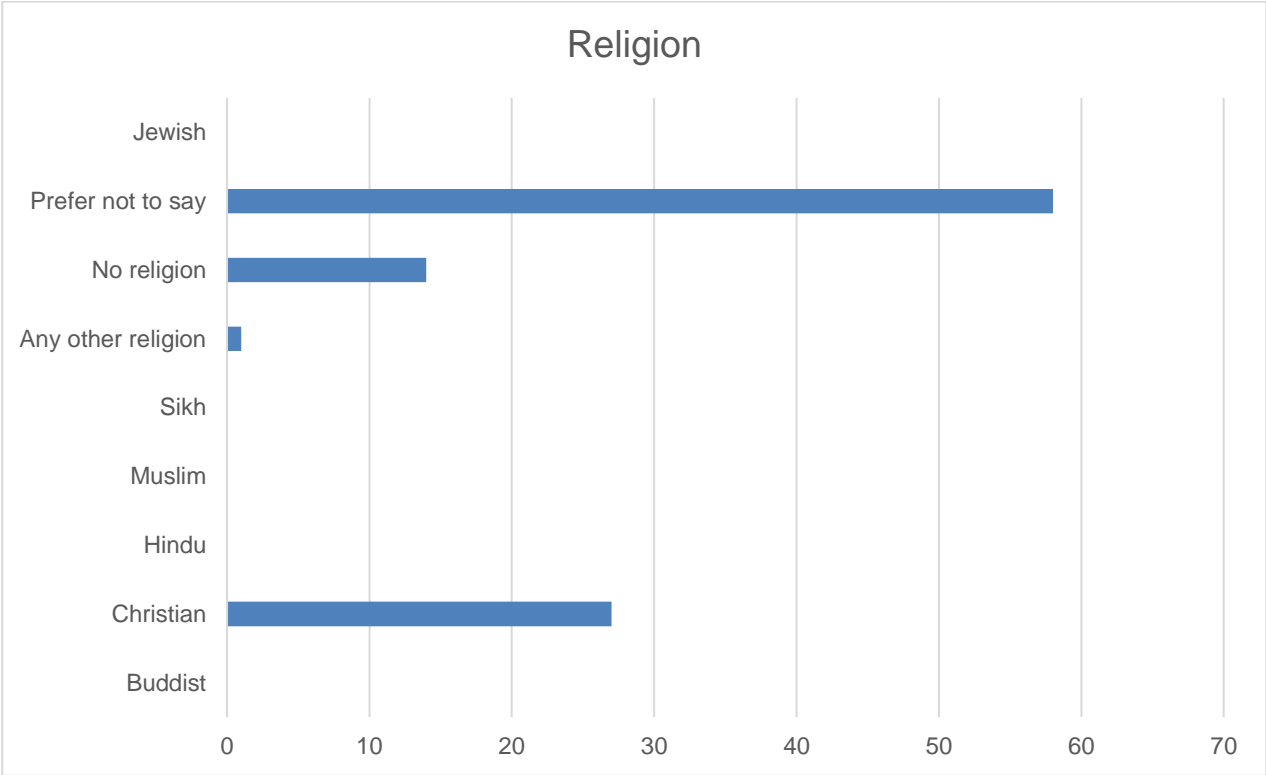
62% of those that made a complaint were from female customers, whilst we failed to collect data from 6 customers.



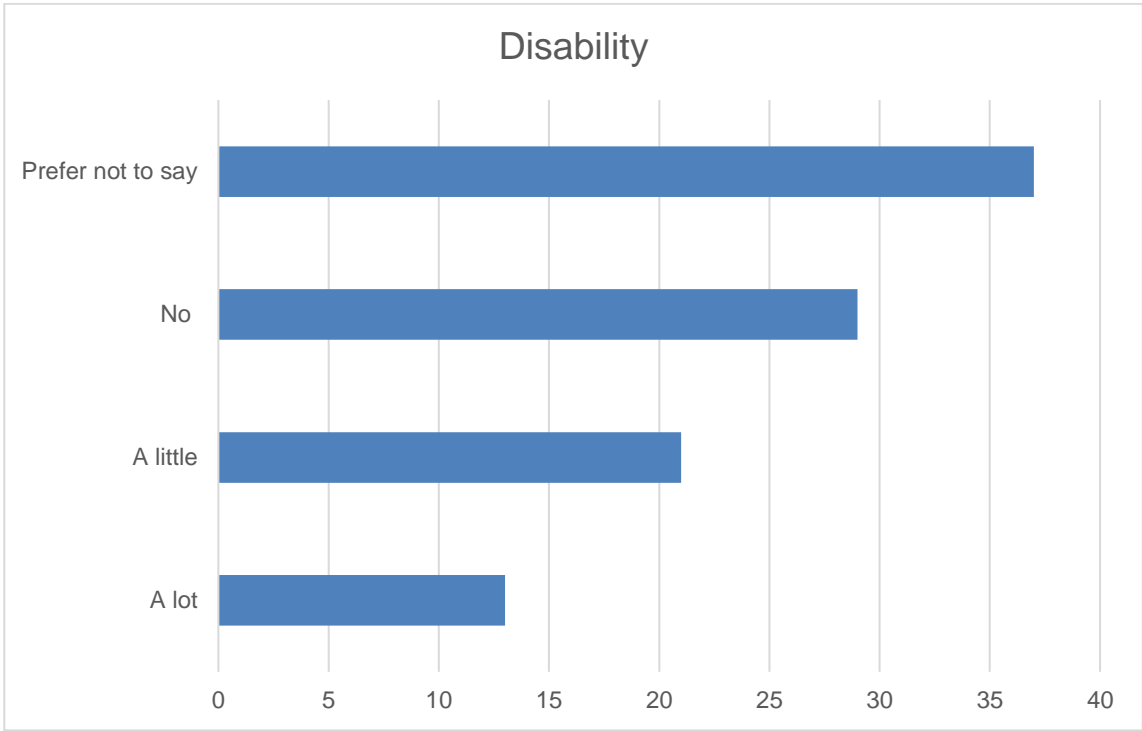
Of those that provided their ethnicity all were White, although we know from recent requests for translations/interpreters we now have more diverse communities, but 25% of customers preferred not to state their ethnicity.



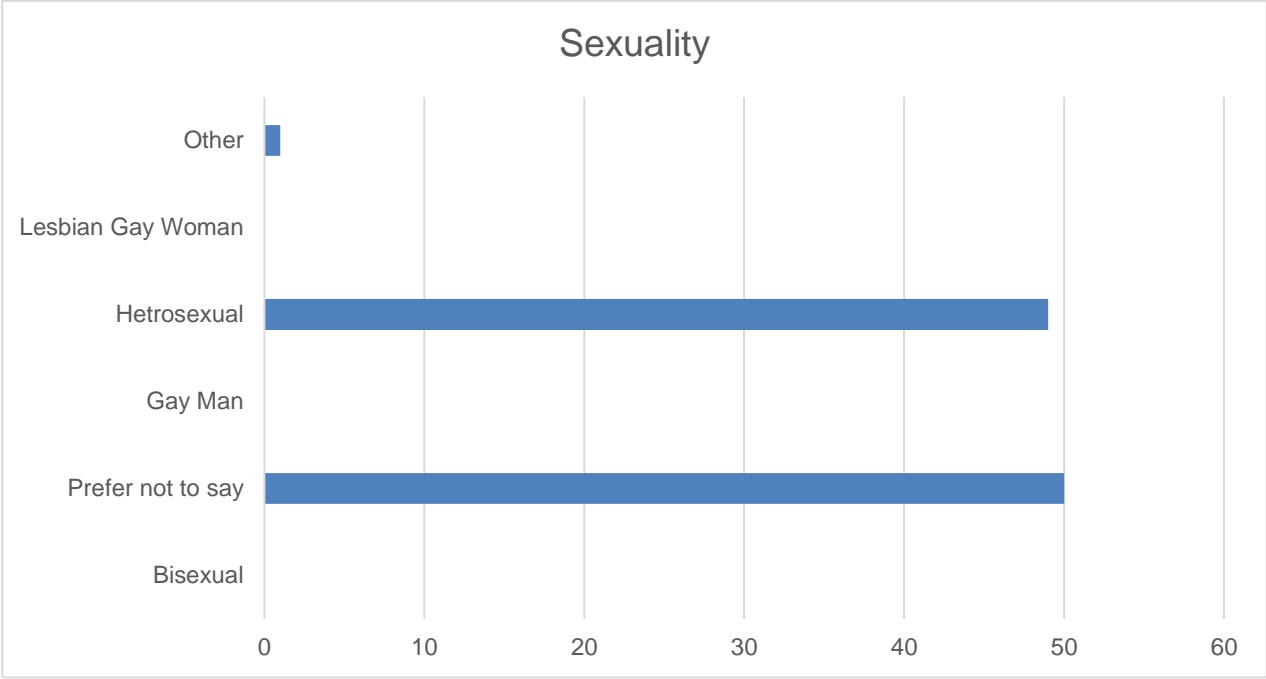
Of those that provided information around religion, all but 1 customer was a Christian (27%), but most customers (58%) preferred not to state their religion, although 145 said they had no religion.



34% of customers deemed themselves to have a disability, with 62% of those 37 declaring that they had a little amount of disability and 32% having a lot of disability. 37% of customers preferred not to state if they had a disability or not, whilst 29% said they had no disability.



49% of customers that responded classified themselves as heterosexual, whilst 50% of customers preferred not to state their sexuality.



57% of the customers stated that they had the same gender identity now as at birth, but 43% preferred not to answer the question.

RECOMMENDATION

Customer Forum notes the report and the work being undertaken to improve performance of services across the Group.

David Tovey
Head of Customer