



POLICY AND RESOURCES SCRUTINY COMMITTEE – 15TH NOVEMBER 2016

SUBJECT: COMPLAINTS AND REPRESENTATIONS – CAERPHILLY HOMES

**REPORT BY: ACTING DIRECTOR OF CORPORATE SERVICES AND SECTION 151
OFFICER**

- 1.1 The report was considered by the Caerphilly Homes Task Group (CHTG) on 3rd November 2016 and provided details of contacts in relation to complaints and representations received by the Authority's Housing Customer Services Section, from 1st April 2015 to 31st March 2016.
- 1.2 The Task Group were advised that the monitoring of complaints and representations is carried out to provide information on the level of satisfaction with the service provided by Caerphilly Homes. The results enable Managers to focus on areas of concern to improve services and monitor performance and ensure that similar problems are avoided in the future. The corporate complaints procedure places an emphasis on learning from complaints. There have been examples of complaints which have led to changes in policies and procedures and these are explained in the report.
- 1.3 It was noted that in addition to recording Stage 1, Stage 2 and Ombudsman complaints, Caerphilly Homes Customer Services Section also records any service requests received directly by the Customer Services Section and any housing related correspondence received by the Chief Executive. Between 1st April 2015 and 31st March 2016 the Customer Services Section of Caerphilly Homes recorded a total of 559 contacts from the public and/or their representative. This is in comparison with 520 between 1st April 2014 and 31st March 2015.
- 1.4 CHTG noted that records are also kept of any praise or thanks received by Caerphilly Homes. In 2015/16 there were 78 recorded. This is in comparison with 44 for 2014/15.
- 1.5 The Task Group discussed the report at length and Tenant Representatives felt that the complaints process was too long and suggested that an independent agency should be used. Officers explained that complaints are dealt with within timescales, which are outlined within the Corporate Complaints Policy. In the case of service requests, these are dealt with initially by the service.
- 1.6 Task Group Members, in noting the increase in complaints between 2014/2015 and 2015/2016, sought further information on the increase. Officers highlighted that there have been no significant trends identified which could pin-point the reason for the increase. However, work has been conducted to make tenants more aware of the Complaints Procedure and process, which could be the reason for the increase.
- 1.7 Following consideration of the report, it was moved and seconded that the report be noted and forwarded to the Policy and Resources Scrutiny Committee for information.
- 1.8 Members are asked to note the content of the report.

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Appendices: Appendix 1 - Report to Caerphilly Homes Task Group on 3rd November 2016 – Agenda Item 5.