

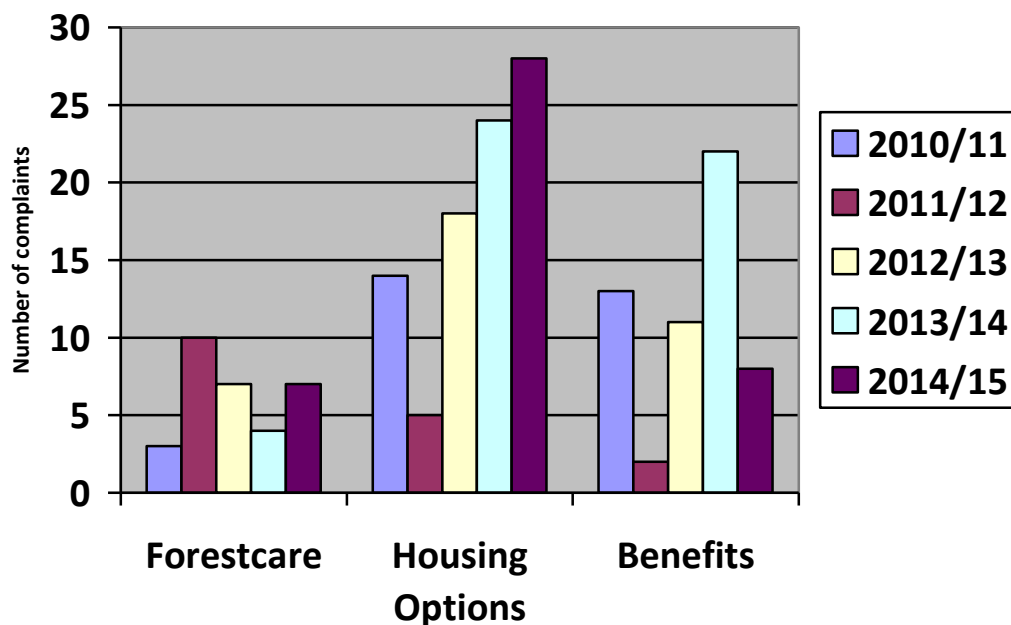
**Adult Social Care, Health & Housing  
Housing Service -  
Complaints and compliments  
2014-2015**

This is the annual complaints report for the Housing Service for 2014/15. There is no statutory requirement guiding the management and reporting of complaints as is the case with Adult Social Care. The Housing Service follows the Council's Corporate Complaints Policy. Therefore, the Housing Service complaints are addressed and resolved within the corporate time scales.

Detail of complaints

There were a total of 43 complaints in 2014/15 compared to 49 in 2013/14. There was a 75% increase in Forest care complaints although the number of complaints is very small in the first place. Housing options service has experienced a 14% increase in complaints and the welfare / benefits service experienced a 64% decrease in complaints. It is worth recognising that overall the service provides services to a total of at least 10,000 customers a year so the number of complaints received from the potential customers is small.

**Housing Service Complaints 2010-2015**



The nature of the complaints across the three service areas is as follows,

	Housing Options	Welfare Benefits	Forest care
<b>Dispute decision</b>	6	6	1
<b>Unhappy with advice</b>	5	2	0
<b>Complaining against behaviour of staff</b>	6	0	0
<b>Complaint about quality of accommodation</b>	1	0	0
<b>Complaint against service provided</b>	9	1	6

The following table sets out the stages that each complaint reached

Stage 1	Stage 2	Stage 3	LGO
19	22	4	1

#### Distribution of complaints by equality strand

The nature of the Housing Strategy & Needs complainants by equality strand is as follows:

Ethnicity	Age
White British total 22	18-34 total 9
Asian British Indian total 1	35 -49 total 7
Black British African total 2	50-64 total 2
White other total 2	65-90 total 1
Not know total 1	Not known total 9

The nature of the Forestcare complaints by equality strand is as follows:

Ethnicity	Age
White British total 5	50-64 total 1
Indian total 1	65-79 total 1
Not know total 1	80-90 total 4

	Not known total 1
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The nature of the Benefit complaints by equality strand is as follows:

<b>Ethnicity</b>	<b>Age</b>
White British total 1	18-34 total 3
White other total 1	35 -49 total 3
Not known total 6	50-64 total 1
	Not known total 1

### Outcomes from complaints

Of the 43 complaints received in 2014-15, 4 were upheld, 16 were partially upheld and 23 were not upheld.

### Learning from complaints

The reason for the highest number of complaint is against the service. An example of the type of complaint this covers is that customers are not satisfied with the extent of service offered. Once the complaint is investigated it is not that the wrong level or quality of service has been provided it is that the customer has expectations of a different service. Staff will encouraged to more clearly set out the options available to customers at the outset so that customers are clear about the assistance the Council can offer. The second highest reason for customers to complain is to dispute a decision we have made. In all cases the complaint has not been upheld which once again points to customers' expectations exceeding the service the Council offer. Staff have recently received training so that they are better equipped to provide information to customers which customers may find difficult to receive. This may mitigate the extent of such complaints in the future.

### Compliments

There were 63 compliments in total in 2014-15. This was made up of 38 Housing/ Benefit compliments and 25 compliments for the Forest care Service. In addition both service areas undertake customer satisfaction surveys. In 2014/15 a review of welfare and housing services took place at reception at Time Square in the first quarter and 78% of customers scored the service 10 out of 10 , 17% 9 out of 10 and 5% 8 out of 10. The Forest care survey found that 97.8% of customers who responded were satisfied with the service.

### MP enquiries

The Housing Service received 25 MP enquiries on behalf of Bracknell Forest constituents in 2014/15. This included 18 housing enquiries and 7 benefit enquiries.