

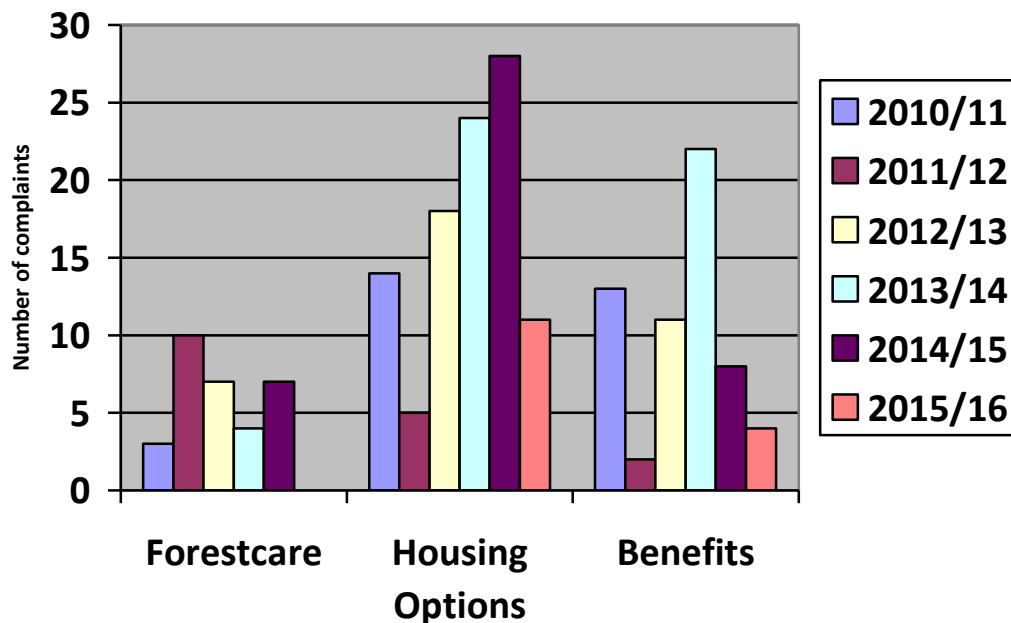
**Adult Social Care, Health & Housing
Housing Service -
Complaints and compliments
2015-2016**

This is the annual complaints report for the Housing Service for 2015/16. 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 15 complaints in 2015/16 compared to 43 in 2014/15.

Housing Service Complaints 2010-2016



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

	Housing Options	Welfare Benefits	Forest care
Dispute decision	1	2	
Unhappy with advice			
Complaining against behaviour of staff	3		
Complaint about quality of accommodation	4		
Complaint against service provided	3	2	

The following table sets out the stages that each complaint reached

Stage 2	Stage 3	LGO
12	1	2

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 3	18-34 total 3
Whited British total 1	35 – 49 total 1
White British total 2	50 – 64 total 2
Gypsy/Traveller 1	18-34 total 1
Not known total 1	18-34 total 1
Not known total 2	35 – 49 total 2
Not known 1	65+ total 1
Not known total 1	Not known total 1

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

Ethnicity	Age
White other total 1	35 -49 total 1
Not known total 2	Not known total 2

Outcomes from complaints

Of the 15 complaints received in 2015-16, 3 were upheld, 7 were partially upheld and 5 were not upheld.

Learning from complaints

The majority of the complaints (40%) were from customers who were unhappy with the service provided by a welfare and housing case worker or the service in general. Whilst it is a cause for concern that customers saw it necessary to make a complaint about the quality of service they received only a third of those complaints were upheld. Welfare and housing team leaders address these complaints in one to one meetings with the relevant welfare and housing case worker and identify training and support requirements so as to address the nature of complaints. The second highest area for complaints was in relation to welfare support either housing benefit or council tax reduction scheme. Of those complaints they were partially upheld and the learning point is to try and speak to customers face to face about complex benefit issues as it is very difficult to resolve issues in writing in a clear way. There were complaints about homelessness and the standard of accommodation the Council provides in emergency situations. These complaints were partially upheld and the Council needs to improve the explanation of the emergency accommodation that it provides for customers.

Compliments

There were 40 compliments in total in 2015-16. This was made up of 24 Housing/ Benefit compliments and 16 compliments for the Forestcare Service.

Customer satisfaction survey response with the welfare and housing service provided at the reception at Time Square in 2015/16 found that of the 2187 responses 77% of customers who completed a survey scored the service 10/10 , 16% scored the service 9/10 and 5 % scored the service 8/10.

The Forest care customer satisfaction survey found that 96% of customers who had used the service were satisfied.

MP enquiries

The Housing Service received 22 MP enquiries on behalf of Bracknell Forest constituents in 2015/16. This included 19 housing enquiries and 3 benefit enquiries.