

## Customer Feedback Report Quarter 2

Thursday 26<sup>th</sup> October 2023

### 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.

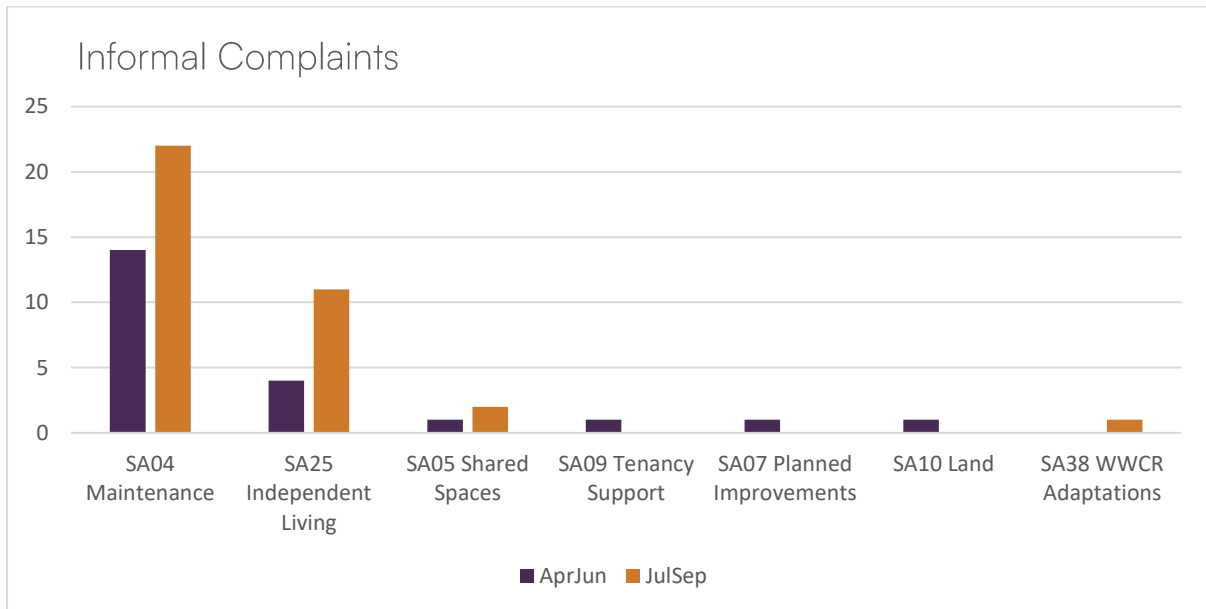
We will always aim to resolve issues as quickly as possible to the satisfaction of the customer raising the concern.

## Curent Position

### Performance Measures

#### Informal Complaints

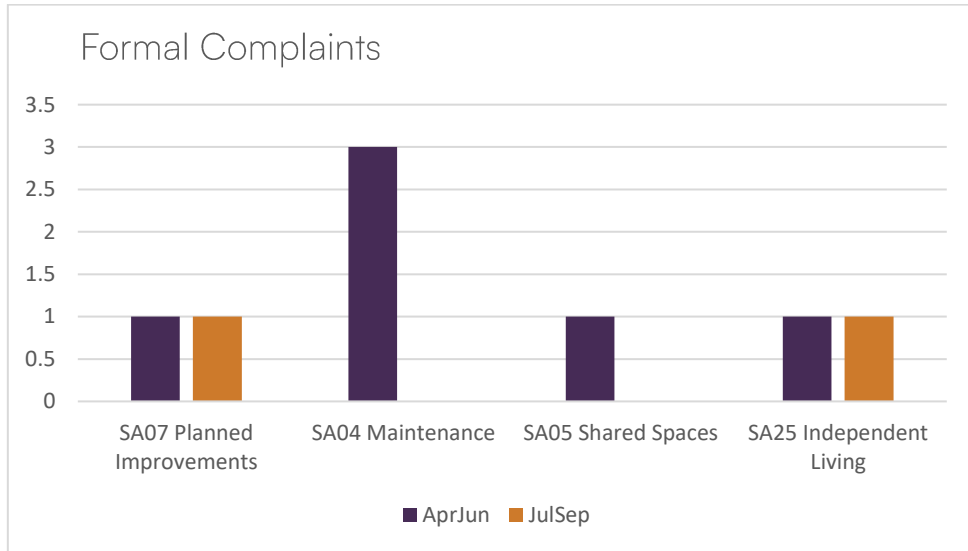
We received 36 informal complaints during the second quarter of this year compared to 22 in the first quarter. Maintenance received the biggest proportion of complaints once again (22 — 61%) compared to any other areas of the business in quarter 2.



This type of complaint is usually dealt with by the person taking the initial enquiry with assistance from the relevant department/section, and one of the common themes we found was that customers were unhappy with the delay in getting their repair completed.

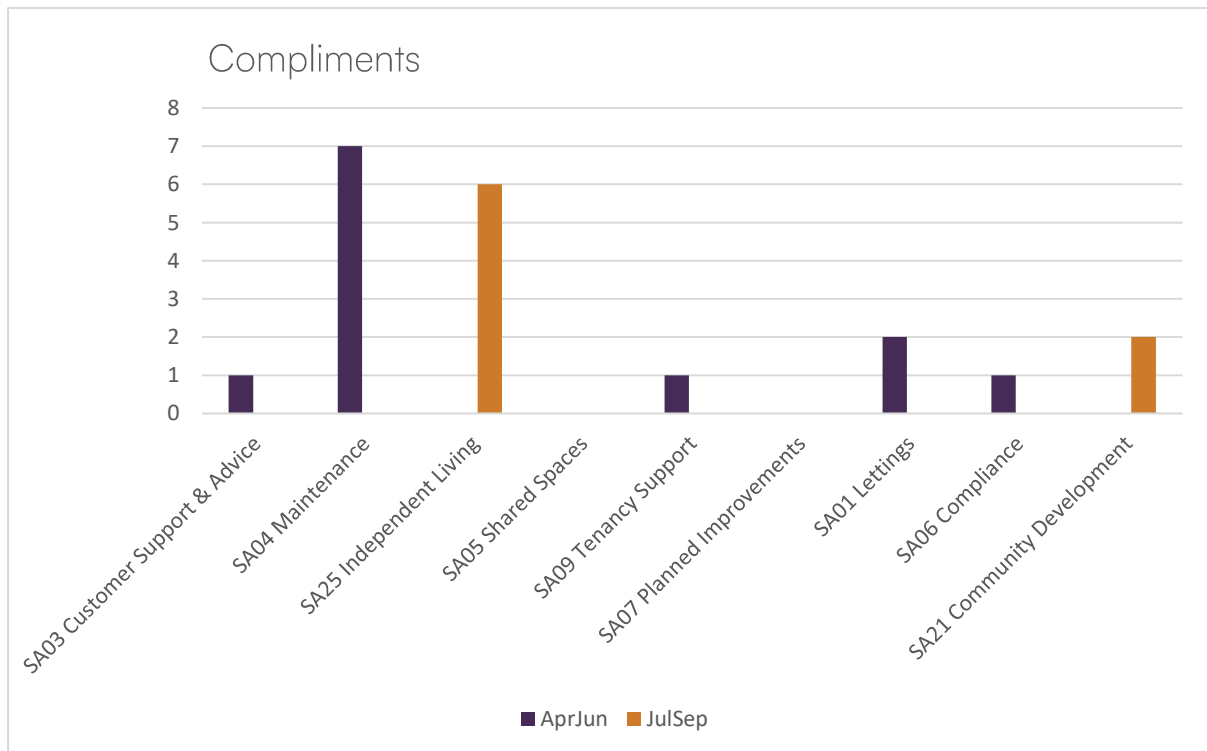
## Formal Complaints

We received a total of 2 formal complaints compared to 6 in the first quarter, which was pleasing to see.



## Compliments

We received 8 compliments during quarter 2 compared to 12 in quarter 1 and these were spread across several service areas.



## Ombudsman Cases

We received no enquiries from the Ombudsman during quarter 2 — the same as in quarter 1.

## Trends

It was recognised that further work is required around the maintenance service and the introduction of the minor works contract is hoped to assist in the completion of routine repairs in an appropriate timescale for customers.

## Improvement Actions from Quarter 1

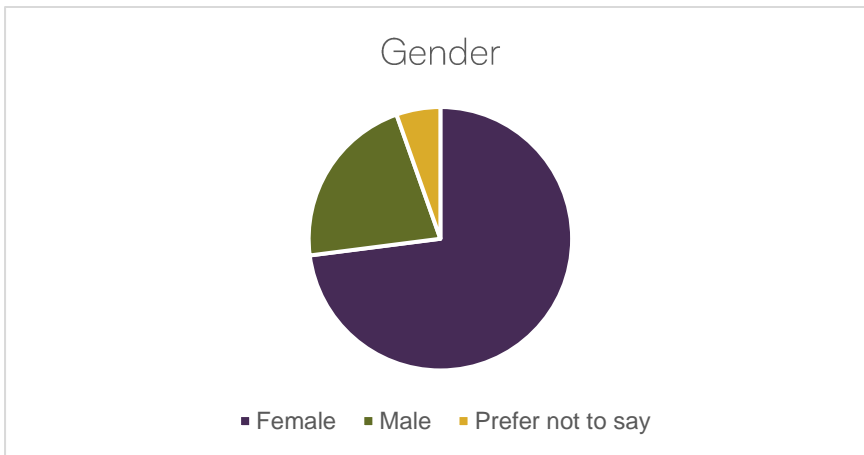
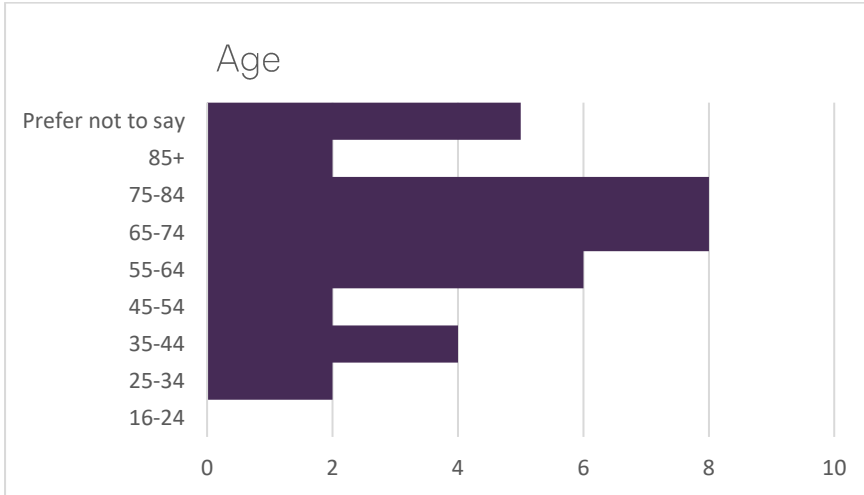
- We have introduced a new reporting system for feedback from 1st August 2023, to collect data around Equality, Diversity, and Inclusion, which has been included below.
- We introduced customer satisfaction surveys for customers making a complaint from 1st August 2023, and we are in the process of contacting all customers that have made a complaint in quarter 1 for feedback.
- Toolbox talks were provided to all staff about the importance of recording all complaints and how to do this in a consistent way during August and September 2023.
- We now have 4 customer representatives who participate in the quarterly reviews meetings.

## Improvement Actions from Quarter 2

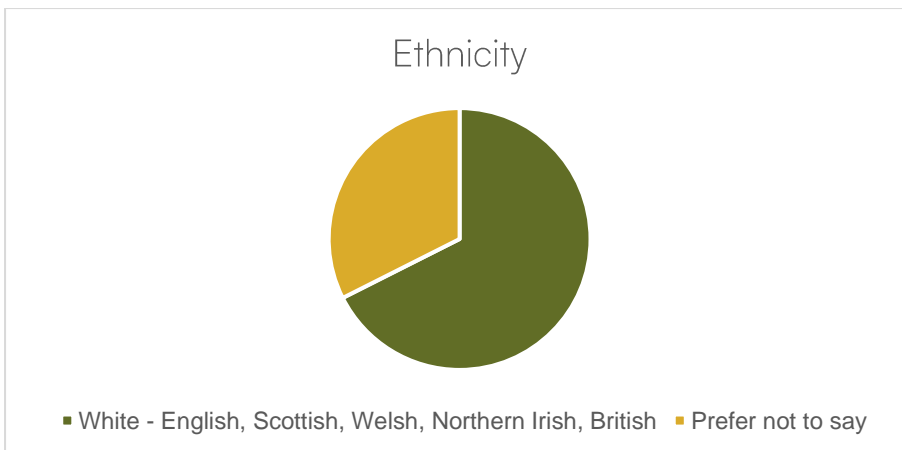
- We will provide customer satisfaction survey data in our quarter 3 report.

## Demographic data

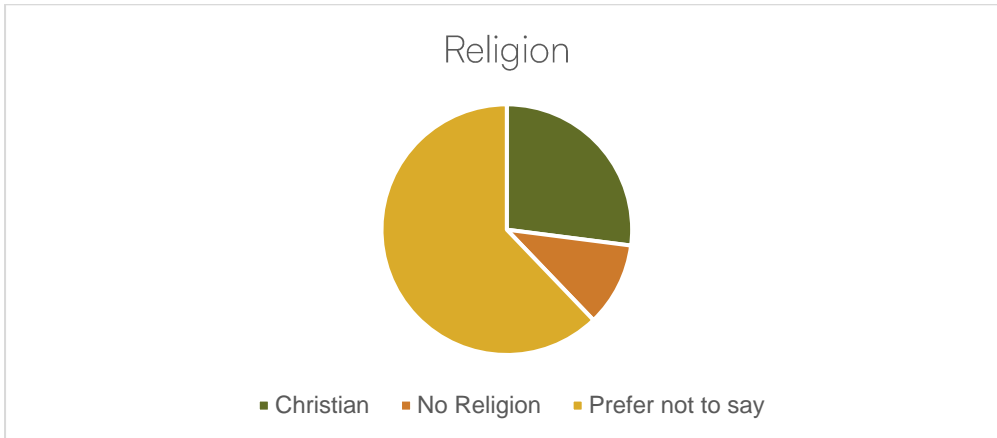
The graph clearly shows that the greatest number of complaints we receive are from customers aged 55 and over with almost two thirds being in this category.



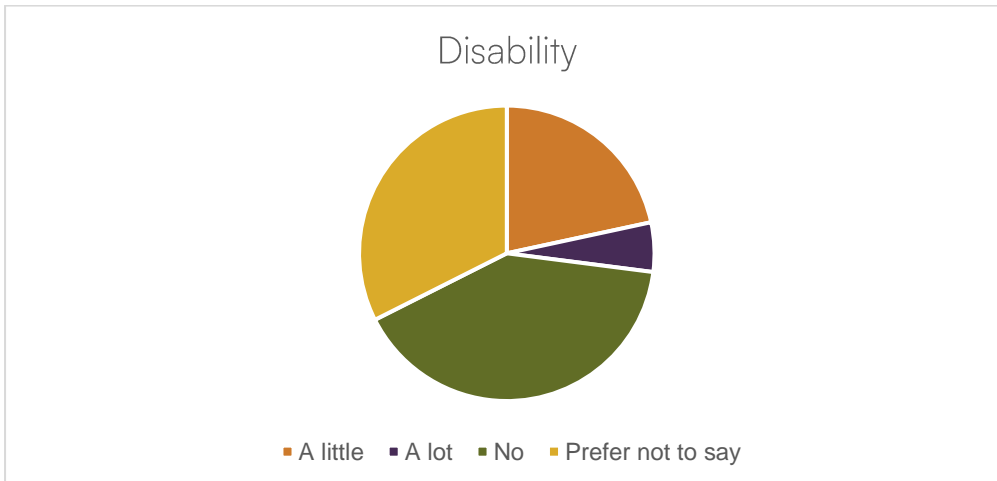
Of those that provided their ethnicity all were White, with around one third of customers preferring not to state their ethnicity.



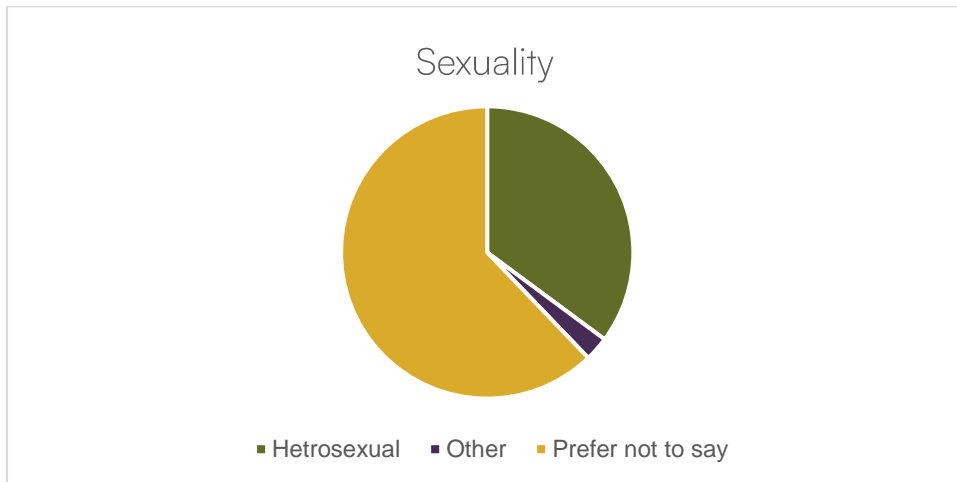
Of those that provided information around religion, all but 1 customer were Christian, but most customers preferred not to state their religion.



Around a quarter of customers deemed themselves to have a disability, with most of them declaring that they had a small amount of disability. A third of customers preferred not to state if they had a disability or not.



Of those customers that responded all but 1 classified themselves as heterosexual, although 62% of customers preferred not to provide the data.



Just over half of the customers that provided data stated that they had the same gender identity now as at birth. Just under half preferred not to provide us with that information.

## Recommendation

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

### David Tovey

Head of Customer