

CUSTOMER FORUM | 25th JANUARY 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.

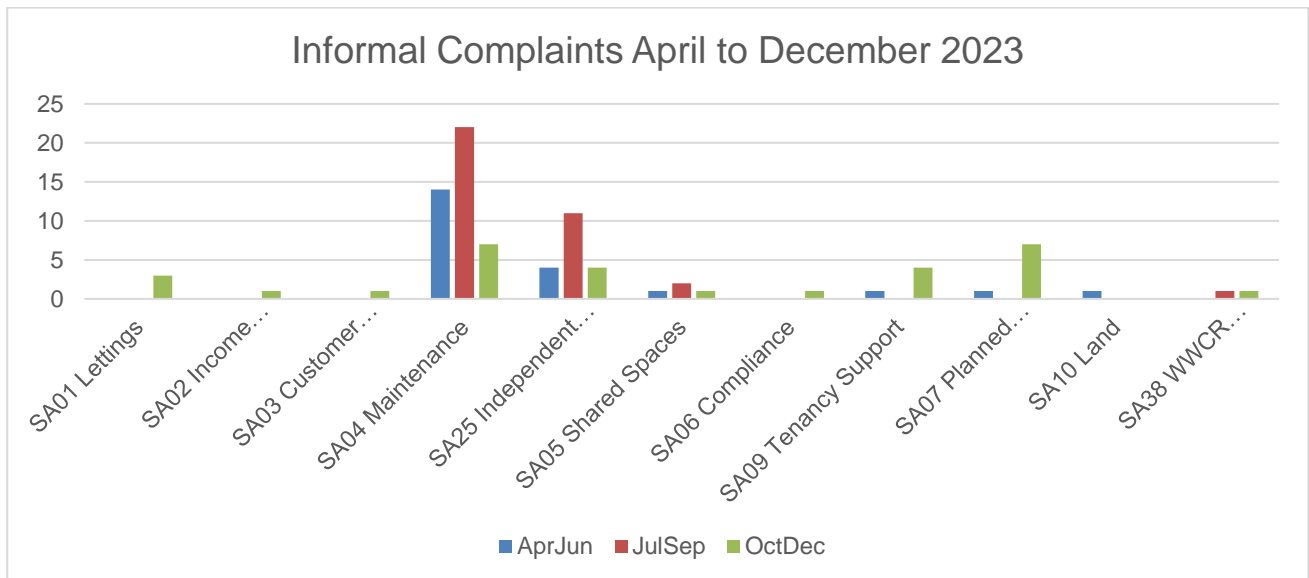
We will always aim to resolve issues as quickly as possible to the satisfaction of the customer raising the concern.

CURRENT POSITION

Performance Measures

Informal Complaints

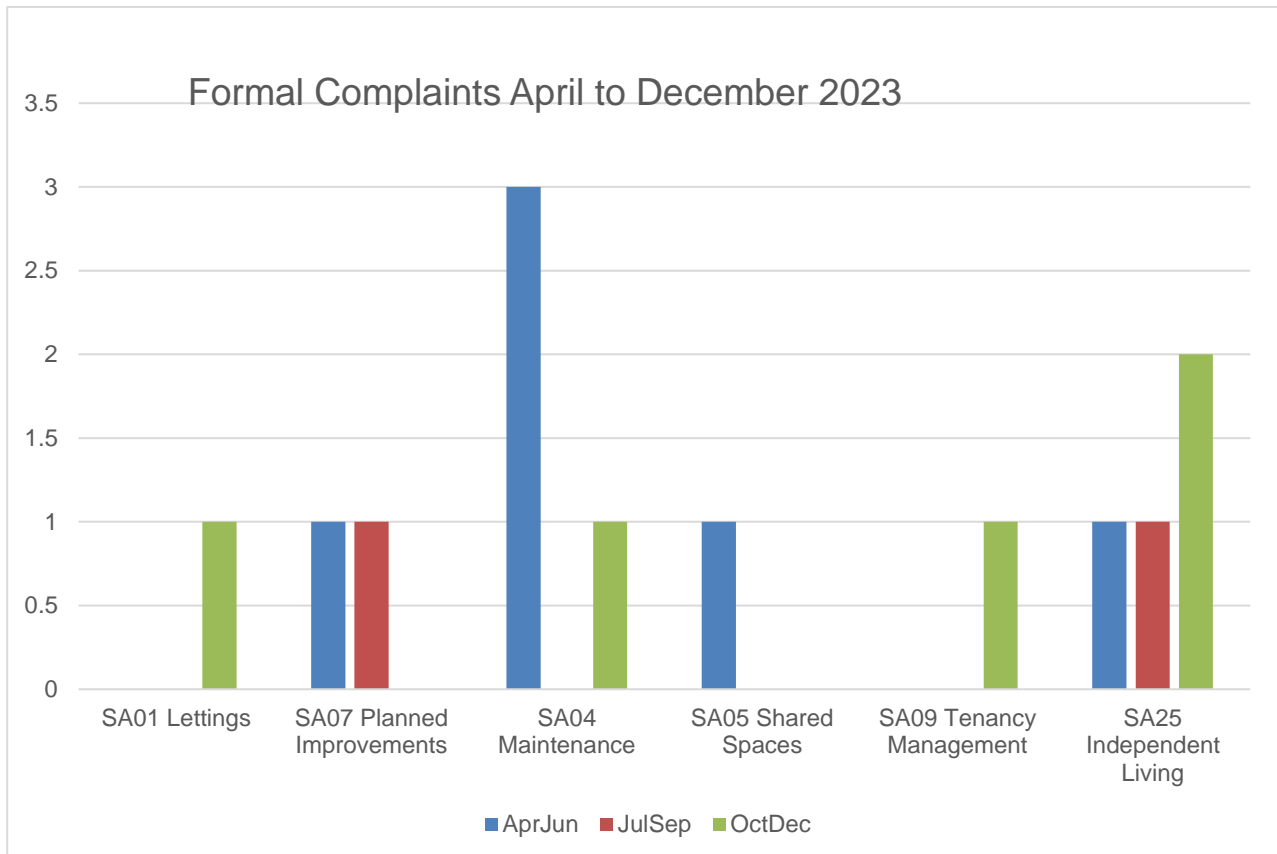
We received 28 informal complaints during the third quarter of this year compared to 36 in the second quarter and 22 in the first quarter. Maintenance and Planned Maintenance received the biggest proportion of complaints with 7 each which equates to 47% in total for these 2 areas. Independent Living and Tenancy Management had 4 each which equated to 13% each.



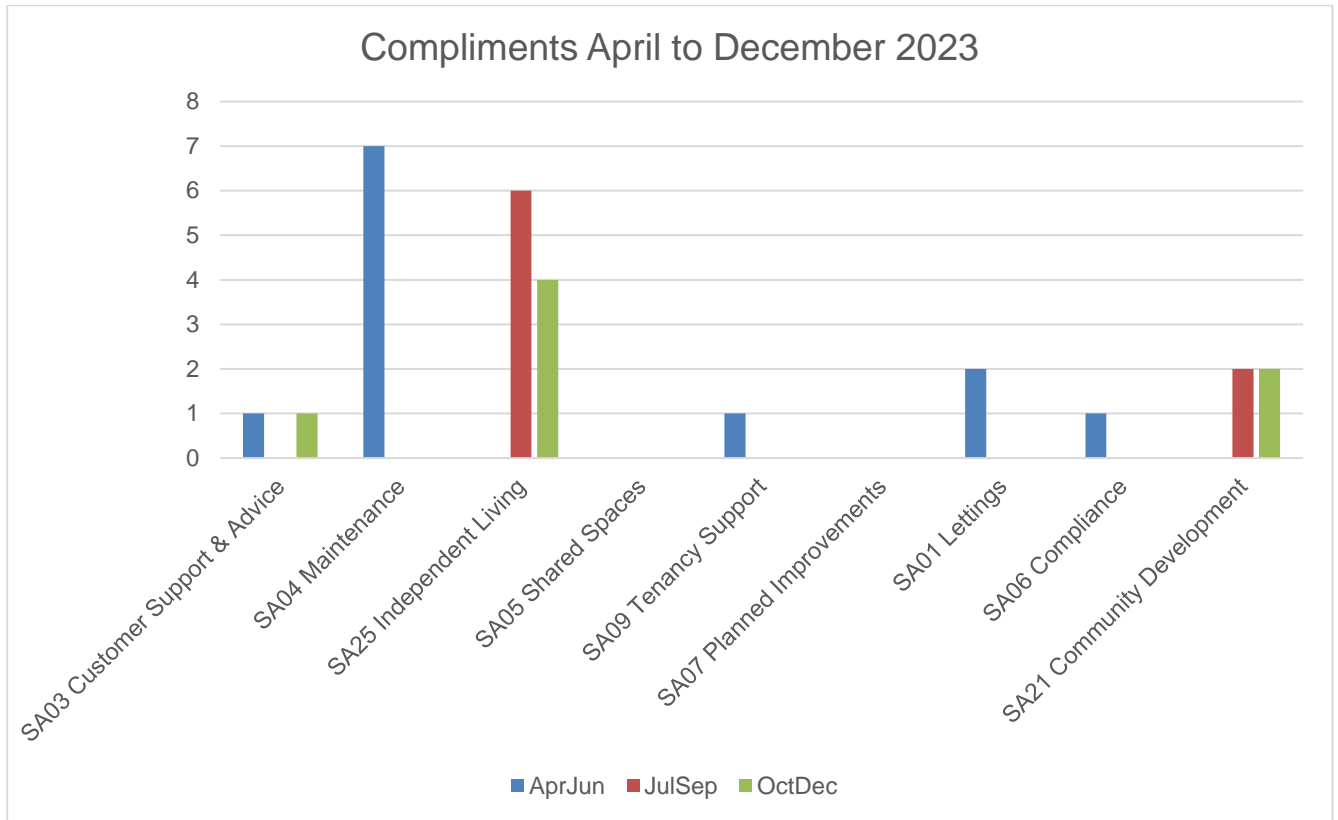
Informal complaints are usually dealt with by the person taking the initial enquiry with assistance from the relevant department/section. The biggest spike in this quarter were issues around planned maintenance work on one site, which has been dealt with by the respective Manager.

Formal Complaints

We received a total of 5 formal complaints compared to 2 in quarter 2 and 6 in the first quarter. Of the 6 formal complaints received 1 has moved to Stage 2, whilst 1 is still being dealt with as it was received just before the Xmas break. There is an even spread across a number of service areas so there are no immediate issues for concern.



Compliments



We received 7 compliments during quarter 3 compared to 12 in quarter 1 and 8 in quarter 2 and the majority of these (57%) were in Independent Living (SA25). We're not sure that we are recording all the compliments we have received so a reminder will be sent out to all staff that all cases need to be recorded on our systems.

Ombudsman Cases

We received no enquiries from the Ombudsman during quarter 3 as in quarters 1 and 2.

Trends

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

Improvement Actions from Quarter 1

These were all completed in Quarter 2

Improvement Actions from Quarter 2

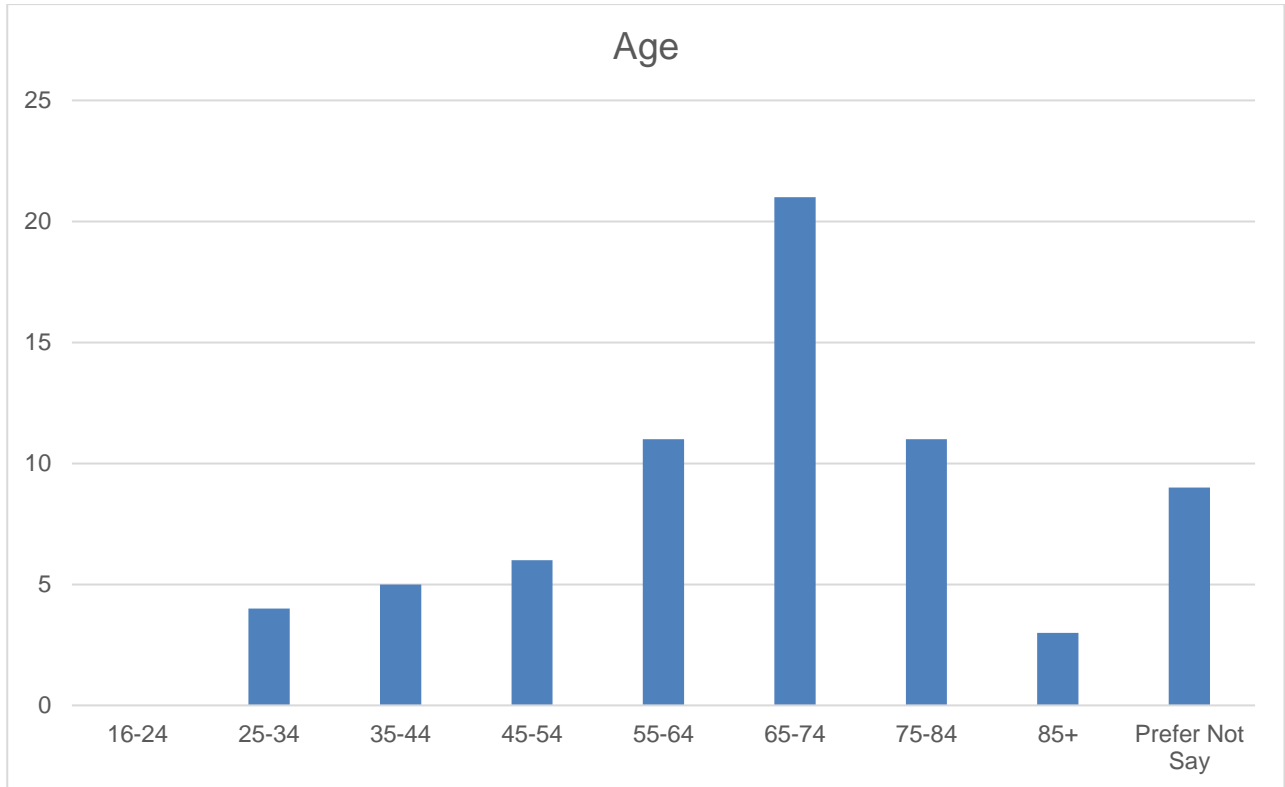
- We will provide customer satisfaction survey data in our quarter 3 report.

Staff have not completed this data, and we are therefore unable to provide survey information at present. All Managers will be informed to keep monthly checks on this data going forward.

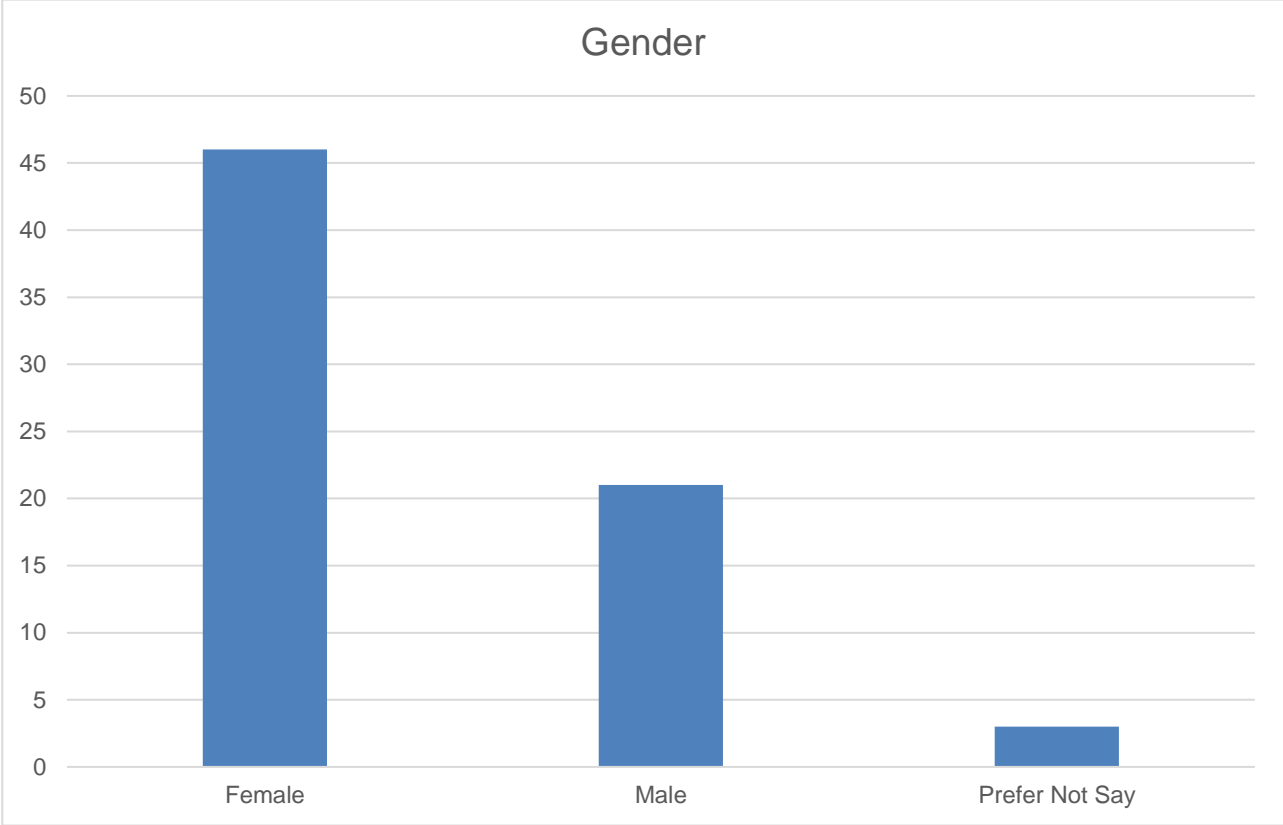
The demographic data presented below was not as updated as it should have been and Managers will also be reminded that they should be checking their service areas on at least a monthly basis and this should form part of their Monthly Team Meetings.

Demographic data

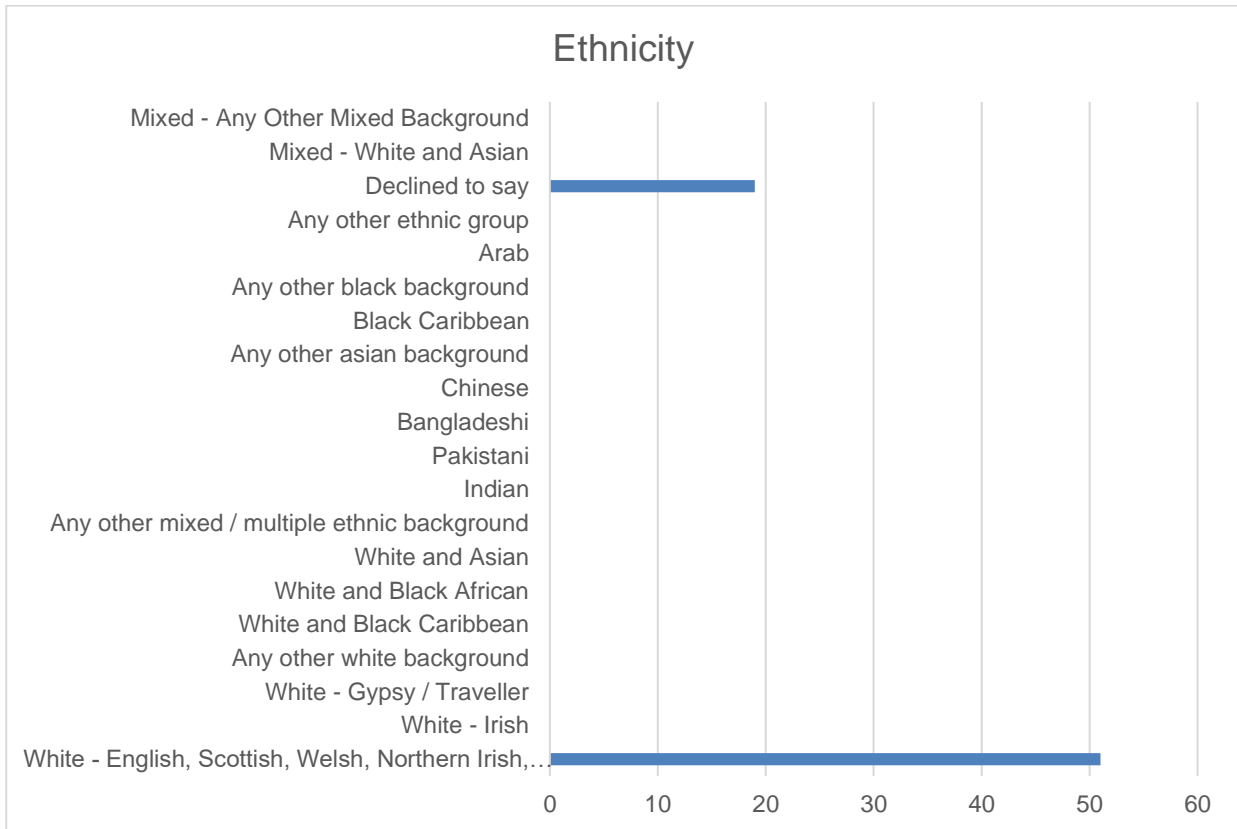
The graph clearly shows that the greatest number of complaints we receive are from customers aged between 65 and 74, followed by those aged 55-64 and 75-84 making up 43 of the 70 people that had complained. There were 9 people who either preferred not to say their age or we didn't collect the information.



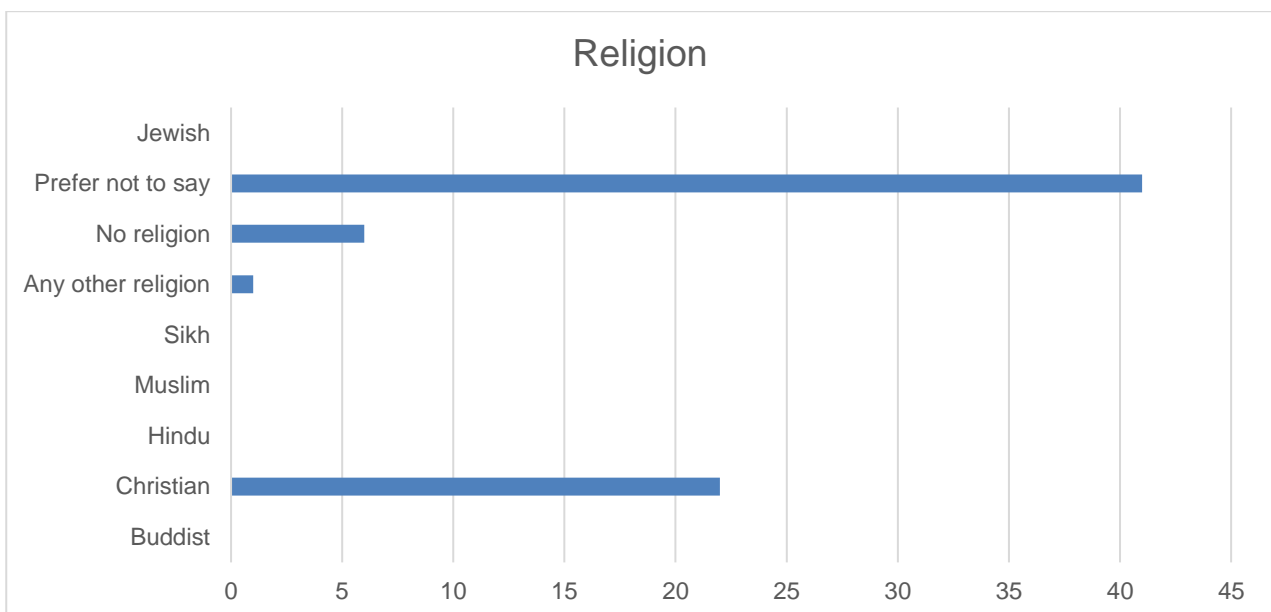
Two thirds (66%) of those that made a complaint were from female customers, whilst only 3 preferred not to state their gender.



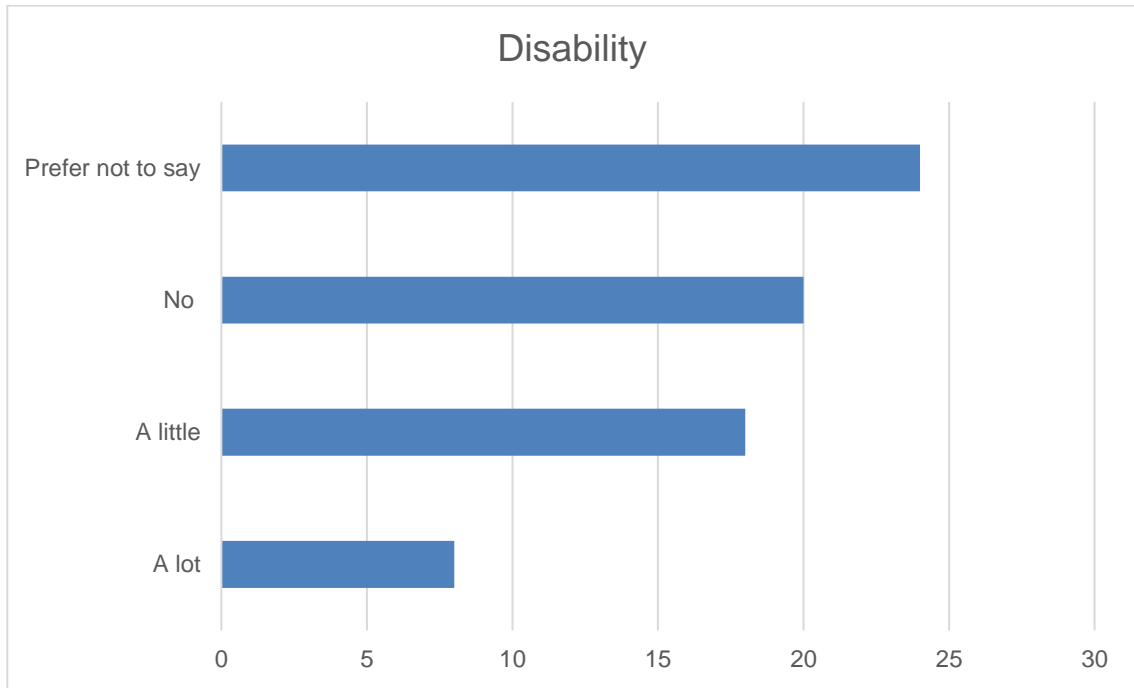
Of those that provided their ethnicity all were White, although we know from recent requests for translations/interpreters we now have diverse communities, but around 27% of customers preferred not to state their ethnicity.



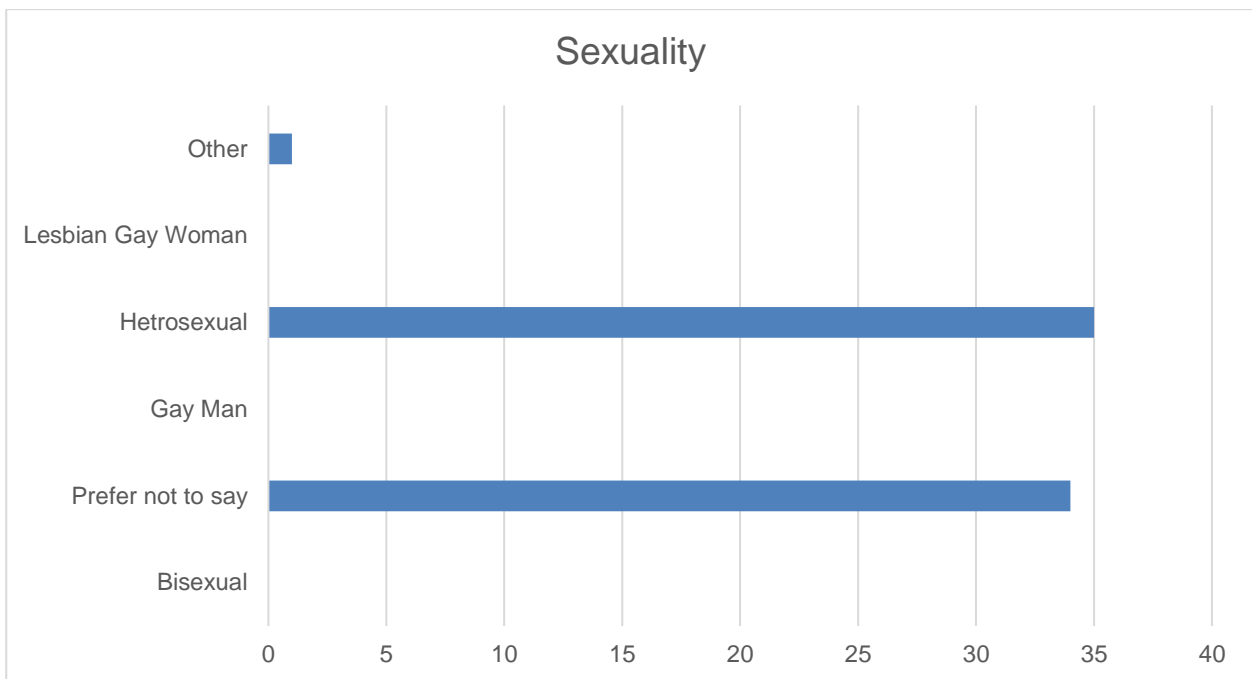
Of those that provided information around religion, all but 1 customer was a Christian, but most customers (59%) preferred not to state their religion.



37% of customers deemed themselves to have a disability, with 69% of them declaring that they had a little amount of disability. A third of customers preferred not to state if they had a disability or not.



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



60% of the customers stated that they had the same gender identity now as at birth, but 40% 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