

Area	PI Type	Tenant Involvement and Empowerment (Customer Service)	13/14	14/15	2015/16				Better or Worse	YTD	Target	Performance against target	PI Score	Section Score	
					Q1	Q2	Q3	Q4							
Complaints	Local PI	Percentage of 48 hour enquiries resolved within 48 hours	93%	76%	83%	93%	93%	99%	↑	91%	95%	☹️	2	1.6	
	For info	Number of 48 hour resolution enquiries received	87	146	86	108	76	88		358	For Information				
	Local PI	Percentage of stage one complaints responded to within 20 days	85%	56%	64%	81%	84%	97%	↑	80%	93%	☹️	1		
	For info	Number of stage one complaints received	421	377	77	109	142	118		446	For Information				
	For info	Number of stage one complaints upheld and partly upheld	287	191	45	65	61	59		230	For Information				
	For info	Average number of days to respond to stage one complaints	17.5	27.6	25.1	22.5	17.7	17.9	↓	26.2	For Information				
	For info	Percentage of stage one complaints escalated and accepted at stage two	6%	9.8%	5%	6%	12%	19%	↓	11%	For Information				
	PI Owner: Martin Crank	Comment: Performance continues to improve with 97% of Stage 1 and 99% of 48hr enquiries responded to within target, which demonstrates a significant improvement since Q1. The time taken to respond to complaints at stage 1 remained largely static between Q3 and Q4, whilst we undergo the training and induction of new staff.				Actions: Where customers have expressed dissatisfaction in the external satisfaction surveys carried out by BMG Research, the Complaint Team have been calling customers in order to resolve any issues, this action has been well received by residents. We continue to work closely with the Heads of Service to ensure that performance is maintained across all areas.									
	For info	Number of stage two complaints received by the council	46	52	9	13	19	25		66	For Information				
	For info	Number of stage two complaints responded to by the council	47	56	10	7	17	26		60	For Information				
	For info	Percentage of stage two responded to by council within 30 days	66%	43%	100%	100%	82%	88%	↑	90%	For Information				
	For info	Number of stage two complaints upheld and partly upheld	18	34	3	5	13	14		35	For Information				
	For info	Average number of days to respond to stage two complaints	25	46.6	23.1	24.3	22.1	24.5	↓	23.6	For Information				
	Delivery Plan	We aim to respond to all members' enquiries within 10 days	85%	69%	88%	97%	91%	100%	↑	95%	100%	☹️	2		
	For info	Number of members enquiries received	310	337	46	69	74	135		324	For Information				
		Average number of days to respond to members' enquiries		NI	9.8	4.7	6.3	5.7	↑	6.4	For Information				
	PI Owner: Martin Crank	Comment: Performance for Member Enquires has been maintained at 100% despite the number of enquiries increasing significantly from 74 in Q3 to 135 enquiries in Q4. This has been achieved whilst reducing the average time response from 6.3 days to 5.7 day over the same period.				Actions: We continue to work closely with the Head of Regeneration and Wellbeing and Heads of all Departments to ensure that Member's Enquiries are responded to in a timely and professional manner.									
For info	Number of Housing Ombudsman investigations initiated	10	8	4	1	1	1		7	For Information					
PI Owner: Martin Crank	Notes on Ombudsman Cases: 7 cases have been received by the Housing Ombudsman in 2015/16, however one was closed after initial enquiries as not in jurisdiction. Two other cases have been closed with an outcome of Not Upheld - Investigation complete, No Maladministration. Four cases are open at year end and BHP are assisting the council and Ombudsman with their investigations.														