

OVERVIEW AND SCRUTINY COMMITTEE – 6 JUNE 2022

SUPPLEMENTARY REPORT – MATTERS ARISING FROM THE PREVIOUS MINUTES

Executive Summary

At the meeting of the Overview and Scrutiny Committee held on 21 February 2022, an 'Overview of Complaints Received – Annual Update' report was received, which had been prepared by the Director of Legal and Democratic Services, Joanne McIntosh. Following discussion by Members, two actions were agreed which were set out in the 'Matters Arising from the Previous Minutes' report circulated as part of this agenda pack, identified as actions 1.1 and 1.2 in the table.

Officers were requested to provide a comparison on New Vision Homes Complaints Data between 2020 and 2021; and to issue the Joint Waste Solutions data in a simplified format alongside the preceding year's annual data.

Legal Services has been in contact with both organisations, which have supplied the information attached to this supplementary report: a one-side summary from New Vision Homes and a two-side summary from Joint Waste Solutions. The actions set out in paragraph 1.1 and 1.2 of the original 'Matters Arising from the Previous Minutes' report will be closed.

Recommendations

The Committee is requested to:

RESOLVE That the supplementary report containing the requested information from new Vision Homes and Joint Waste Solutions be noted.

The Committee has the authority to determine the recommendation set out above.

Background Papers:	None.
Reporting Person:	Councillor Ayesha Azad cllrayesha.azad@woking.gov.uk
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New Vision Homes

YEAR	TOTAL COMPLAINTS (including moving from stage to stage)	SERVICE FAILURES	STAGE 1 COMPLAINTS	STAGE 2 COMPLAINTS	REPAIRS COMPLAINTS	GAS COMPLAINTS	INCOME RECOVERY COMPLAINTS	HOUSING MANAGEMENT COMPLAINTS	CLEANING COMPLAINTS	ASSET MANAGEMENT COMPLAINTS
2020	88	18	64	6	73	1	2	6	0	6
2021	131	21	95	15	84	28	2	6	1	10
2022 YTD	45	0	35	10	15	26	0	4	0	0

Woking complaints 2020	Total
2020	1473
Jan	195
BNR / Assisted Collections	10
Bulky Collections	4
Crew Behaviour	6
Deliveries / Removals	24
Duplicate	3
Enquiry / Website	19
Garden Portal Issues	2
Incab challenge	11
Missed Collections	113
Not our remit	2
Waste Spillage	1
Feb	153
BNR / Assisted Collections	7
Bulky Collections	5
Crew Behaviour	11
Deliveries / Removals	15
Duplicate	8
Enquiry / Website	1
Garden Portal Issues	4
Incab challenge	1
Invoicing / Payments	1
Missed Collections	85
Not our remit	3
Policy	11
Mar	107
BNR / Assisted Collections	5
Bulky Collections	2
Crew Behaviour	5
Deliveries / Removals	20
Duplicate	3
Enquiry / Website	3
Garden Portal Issues	4
Invoicing / Payments	1
Missed Collections	63
Policy	1
Apr	72
BNR / Assisted Collections	3
Bulky Collections	2
Compliment	2
Crew Behaviour	5
Deliveries / Removals	5
Duplicate	4
Invoicing / Payments	6
Missed Collections	45
May	86
BNR / Assisted Collections	1
Bulky Collections	5
Crew Behaviour	7
Damage to Property	1
Deliveries / Removals	10
Duplicate	9
Garden Portal Issues	1
Invoicing / Payments	2
Missed Collections	50
Jun	142
BLANKS	2
BNR / Assisted Collections	1
Bulky Collections	1
Compliment	1
Crew Behaviour	12
Damage to Property	1
Deliveries / Removals	23
Duplicate	4
Enquiry / Website	3
Invoicing / Payments	2
Missed Collections	91
Not our remit	1

Woking complaints 2021	Total
2021	1203
Jan	28
Crew Behaviour	4
Deliveries / Removals	3
Invoicing / Payments	1
Missed Collections	19
Not our remit	1
Feb	103
Crew Behaviour	3
Deliveries / Removals	12
Invoicing / Payments	2
Missed Collections	85
Not our remit	1
Mar	67
Crew Behaviour	5
Deliveries / Removals	7
Invoicing / Payments	7
Missed Collections	44
Not our remit	4
Apr	33
Deliveries / Removals	7
Invoicing / Payments	3
Missed Collections	22
Not our remit	1
May	107
BNR / Assisted Collections	9
Bulky Collections	2
Crew Behaviour	3
Customer Service	9
Damage to Property	1
Deliveries / Removals	23
Duplicate	3
Invoicing / Payments	16
Missed Collection	2
Missed Collections	37
Not our remit	1
Waste Spillage	1
Jun	134
BNR / Assisted Collections	2
Bulky Collections	8
Crew Behaviour	9
Customer Service	5
Damage to Property	1
Deliveries / Removals	22
Duplicate	7
Invoicing / Payments	20
Missed Collections	57
Not our remit	2
Waste Spillage	1

Jul	118
BNR / Assisted Collections	2
Bulky Collections	2
Crew Behaviour	11
Damage to Property	2
Deliveries / Removals	12
Invoicing / Payments	3
Missed Collections	78
Missed collections	3
Passed to JWS	1
Policy	2
Stage 2 Complaint	2
Aug	106
BNR / Assisted Collections	3
Bulky Collections	6
Compliment	1
Crew Behaviour	4
Deliveries / Removals	15
Duplicate	6
Invoicing / Payments	6
Missed Collection	1
Missed Collections	58
Missed collections	5
Not our remit	1
Sep	170
BNR / Assisted Collections	14
Bulky Collections	10
Crew Behaviour	7
Customer Service	4
Deliveries / Removals	37
Duplicate	1
Enquiry / Website	2
Garden Portal Issues	7
Incab challenge	3
Invoicing / Payments	11
Missed Collections	69
Policy	1
Waste Spillage	2
(blank)	1
Oct	79
Assisted Collections	1
Bin Deliveries	1
Bulky Collection	4
Bulky Collection	4
Crew Behaviour	7
Crew Behaviour	3
Customer Service	8
Customer Service	6
Damage to Property	1
Deliveries/Removal	2
Duplicate	2
Garden Portal Issues	2
Invoicing/payment	1
Invoicing/payments	2
Invoicing/payments	1
Missed Collection	33
Waste Spillage	1
Nov	245
BNR / Assisted Collections	7
Bulky Collections	11
Crew Behaviour	9
Customer Service	1
Damage to Property	1
Deliveries / Removals	51
Duplicate	5
Enquiry / Website	2
Garden Portal Issues	7
Incab challenge	14
Invoicing / Payments	27
Not our remit	15
Policy	5
(blank)	1
Grand Total	1473

Jul	146
BNR / Assisted Collections	3
Bulky Collections	5
Crew Behaviour	5
Customer Service	16
Deliveries / Removals	16
Duplicate	4
Garden Portal Issues	1
Invoicing / Payments	6
Missed Collections	82
Waste Spillage	4
(blank)	4
Aug	155
BNR / Assisted Collections	4
Bulky Collections	2
Crew Behaviour	13
Customer Service	17
Deliveries / Removals	11
Duplicate	19
Garden Portal Issues	1
Invoicing / Payments	3
Missed Collections	76
Not our remit	1
Waste Spillage	8
Sep	117
BNR / Assisted Collections	1
Crew Behaviour	5
Customer Service	20
Deliveries / Removals	3
Duplicate	1
Garden Portal Issues	6
Invoicing / Payments	11
Missed Collections	69
Waste Spillage	1
Oct	121
BNR / Assisted Collections	2
Bulky Collections	2
Crew Behaviour	10
Customer Service	8
Damage to Property	2
Deliveries / Removals	5
Duplicate	7
Invoicing / Payments	1
Missed Collections	82
Waste Spillage	2

Nov	69
BNR / Assisted Collections	1
Bulky Collections	3
Crew Behaviour	1
Customer Service	3
Damage to Property	2
Deliveries / Removals	13
Invoicing / Payments	1
Missed Collections	45
Dec	123
Bulky Collections	5
Crew Behaviour	10
Damage to Property	1
Deliveries / Removals	5
Duplicate	7
Garden Portal Issues	1
Invoicing / Payments	1
Missed Collections	79
(blank)	1
Grand Total	1203