



## Report to:

Northwards Housing Board  
15<sup>th</sup> August 2006

## Item No:

# 12b

<b>Title:</b>	Complaints Performance Indicator		
<b>Date:</b>	19 <sup>th</sup> June 2006		
<b>Author:</b>	Steve Finegan, Business Support Manager	<b>Tel No:</b>	0161 227 3012
<b>E mail:</b>	s.finegan@northwardshousing.co.uk		
<b>Confidential:</b>	No		
<b>For: (Please tick action required)</b>	<b>NOTING</b>	<b>DISCUSSION</b>	<b>APPROVAL</b> √
<b>PURPOSE OF REPORT</b>			
To ask the Board to confirm the PI for complaints responded to within 10 working days.			
<b>RECOMMENDATION</b>			
The Board are asked to confirm the target for responding to complaints within 10 days as 92% for 2006-07.			
<b>IMPLICATIONS</b>			
<b>Equality &amp; Diversity:</b>	Complaints and lettings need to be sensitive to the needs of the community and targets will help Northwards in measuring the impact, accessibility and satisfaction with the service.		
<b>Financial:</b>	None		
<b>Staffing:</b>	None		
<b>Decency Target:</b>	None		
<b>Governance:</b>	It is generally good governance to ensure the company has a clear performance management indicator for complaints handling to demonstrate and ensure complaints are taken seriously.		

### Equality & Diversity Implications (Please tick where relevant):

BME	<input checked="" type="checkbox"/>	Lesbian/Gay/Bisexual/Transgender	<input checked="" type="checkbox"/>
Elderly	<input checked="" type="checkbox"/>	Single Parents	<input checked="" type="checkbox"/>
Young	<input checked="" type="checkbox"/>	Domestic Violence	<input checked="" type="checkbox"/>
Disability	<input checked="" type="checkbox"/>	Alcohol / Drug Mis-users	<input checked="" type="checkbox"/>

**Consultation/Consideration:**

	<b>Yes, No or N/A:</b>	<b>Name:</b>	<b>Date:</b>
<b>Sub-Committee:</b>	Yes	Performance & Quality Services	21 July 2006
<b>Area Panel:</b>	No		
<b>Ward Councillors:</b>	N/A		

**1. Complaints**

The Board has previously approved a target of 92% for responding to complaints within 10 working days. However, the original indicator agreed with Manchester City Council in the performance management framework is for responses within 15 working days. It is proposed that further agreement is sought with the Council on the new target that is more challenging and consistent with the timescale operated by Housing Services before Northwards live date. The 15 working days relates to a wider corporate standard within the Council.

It is proposed that the first official reporting on the new indicator is from July 2006.