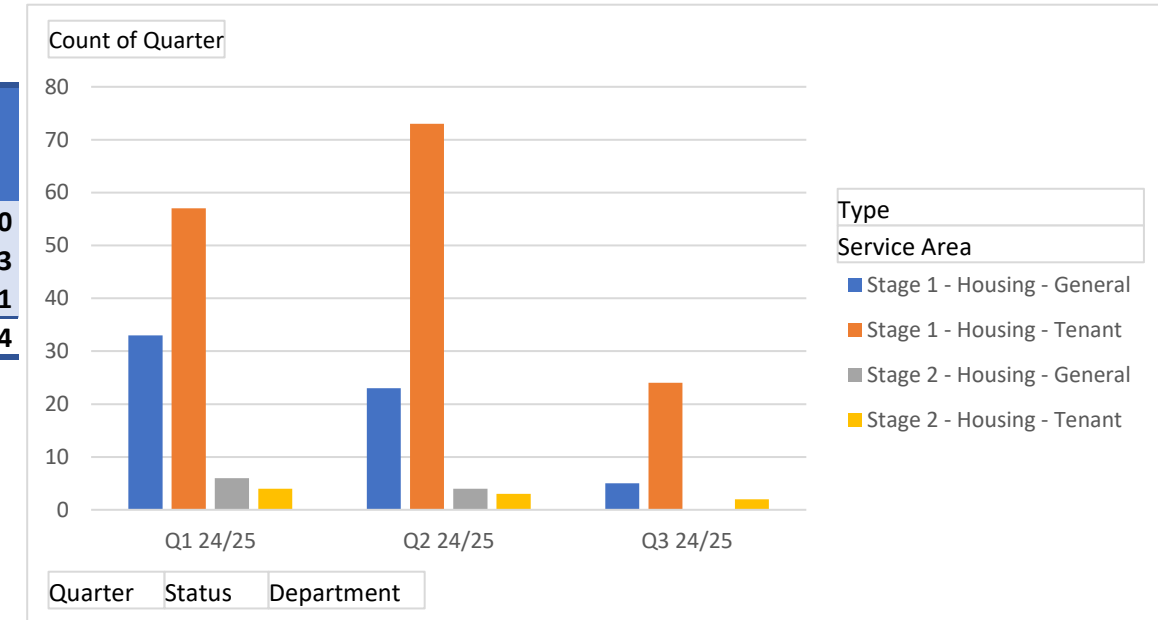


Housing Complaints Dashboard

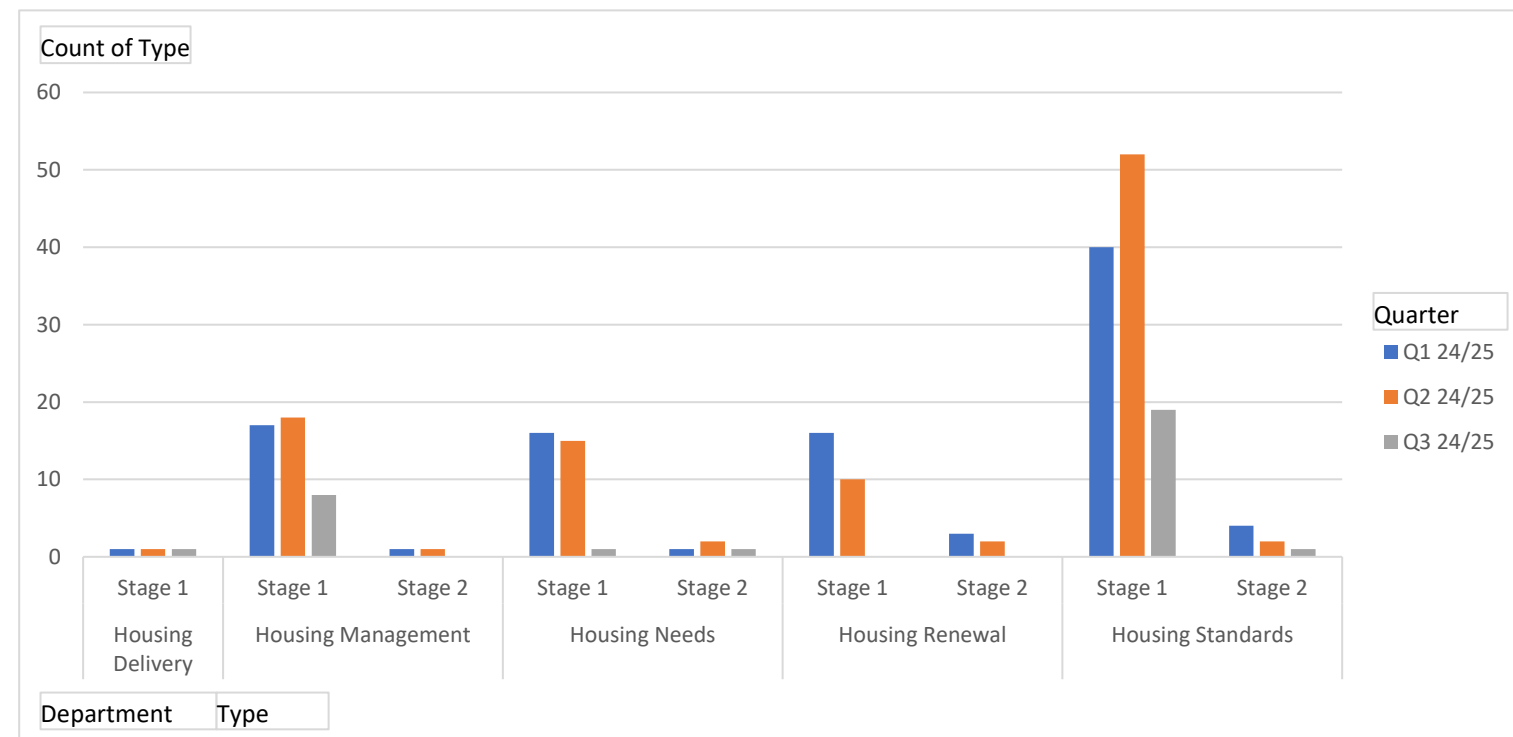
Complaints Tracker

Count of Quarter	Column Labels						Grand Total
	Stage 1		Stage 1 To	Stage 2		Stage 2 T	
Row Labels	Housing - General	Housing - Tenant		Housing - Ger	Housing - Tenant		
Q1 24/25	33	57	90	6	4	10	100
Q2 24/25	23	73	96	4	3	7	103
Q3 24/25	5	24	29		2	2	31
Grand Total	61	154	215	10	9	19	234



By Service Area

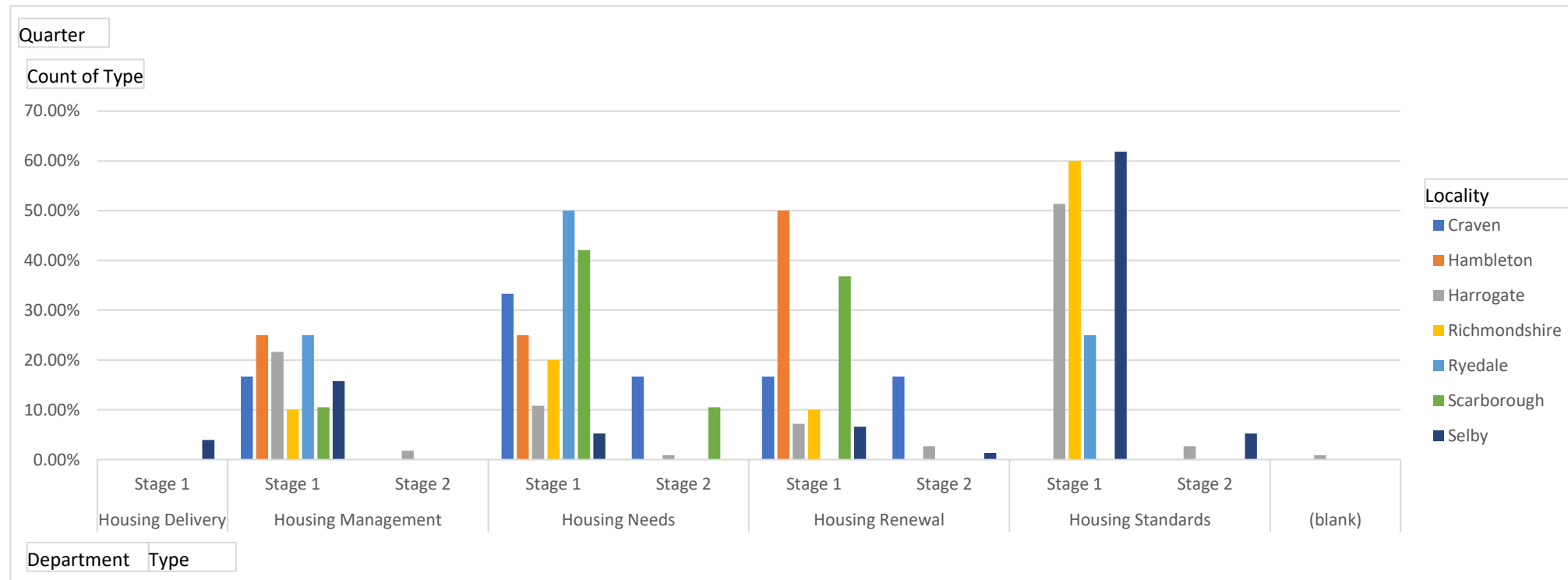
Count of Type	Column Labels			
	Q1 24/25	Q2 24/25	Q3 24/25	Grand Total
Housing Delivery	1	1	1	3
Stage 1	1	1	1	3
Housing Management	18	19	8	45
Stage 1	17	18	8	43
Stage 2	1	1		2
Housing Needs	17	17	2	36
Stage 1	16	15	1	32
Stage 2	1	2	1	4
Housing Renewal	19	12		31
Stage 1	16	10		26
Stage 2	3	2		5
Housing Standards	44	54	20	118
Stage 1	40	52	19	111
Stage 2	4	2	1	7
Grand Total	99	103	31	233



By Locality

Quarter (All)

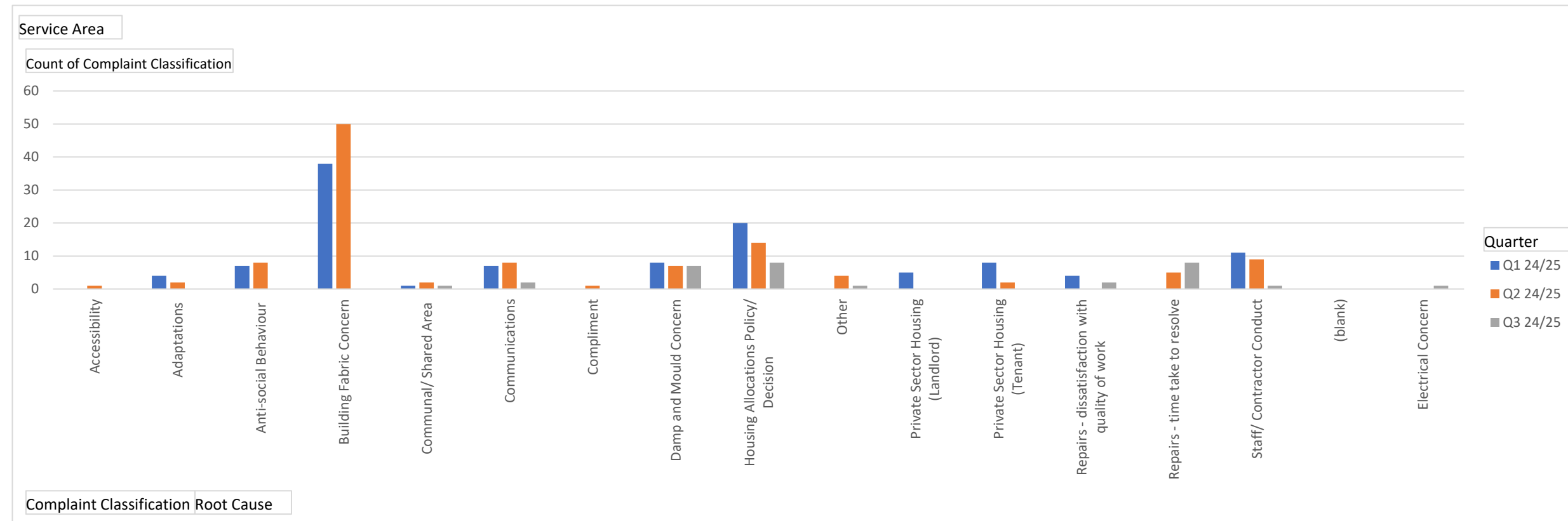
Count of Type	Column Labels								
Row Labels	Craven	Hambleton	Harrogate	Richmondshire	Ryedale	Scarborough	Selby	Grand Total	
Housing Delivery	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	3.95%	1.28%
Stage 1	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	3.95%	1.28%
Housing Management	16.67%	25.00%	23.42%	10.00%	25.00%	10.53%	15.79%	19.23%	
Stage 1	16.67%	25.00%	21.62%	10.00%	25.00%	10.53%	15.79%	18.38%	
Stage 2	0.00%	0.00%	1.80%	0.00%	0.00%	0.00%	0.00%	0.85%	
Housing Needs	50.00%	25.00%	11.71%	20.00%	50.00%	52.63%	5.26%	15.38%	
Stage 1	33.33%	25.00%	10.81%	20.00%	50.00%	42.11%	5.26%	13.68%	
Stage 2	16.67%	0.00%	0.90%	0.00%	0.00%	10.53%	0.00%	1.71%	
Housing Renewal	33.33%	50.00%	9.91%	10.00%	0.00%	36.84%	7.89%	13.25%	
Stage 1	16.67%	50.00%	7.21%	10.00%	0.00%	36.84%	6.58%	11.11%	
Stage 2	16.67%	0.00%	2.70%	0.00%	0.00%	0.00%	1.32%	2.14%	
Housing Standards	0.00%	0.00%	54.05%	60.00%	25.00%	0.00%	67.11%	50.43%	
Stage 1	0.00%	0.00%	51.35%	60.00%	25.00%	0.00%	61.84%	47.44%	
Stage 2	0.00%	0.00%	2.70%	0.00%	0.00%	0.00%	5.26%	2.99%	
(blank)	0.00%	0.00%	0.90%	0.00%	0.00%	0.00%	0.00%	0.43%	
Grand Total	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%



By Classification

Service Area (All)

Count of Complaint Classification	Column Labels	Q1 24/25	Q2 24/25	Q3 24/25	Grand Total
Accessibility			1		1
Adaptations		4	2		6
Anti-social Behaviour		7	8		15
Building Fabric Concern		38	50		88
Communal/ Shared Area		1	2	1	4
Communications		7	8	2	17
Compliment			1		1
Damp and Mould Concern		8	7	7	22
Housing Allocations Policy/ Decision		20	14	8	42
Other			4	1	5
Private Sector Housing (Landlord)		5			5
Private Sector Housing (Tenant)		8	2		10
Repairs - dissatisfaction with quality of work		4		2	6
Repairs - time take to resolve			5	8	13
Staff/ Contractor Conduct		11	9	1	21
(blank)					
Electrical Concern				1	1
Grand Total		113	113	31	257



By Outcome

Department (All)

% Outcome	Column Labels			
Row Labels	Q1 24/25	Q2 24/25	Q3 24/25	Grand Total
N/A	14.66%	9.89%		12.56%
Not Pursued / Investigated	15.52%	16.48%		15.94%
Not Upheld	26.72%	20.88%		24.15%
Rejected	2.59%	4.40%		3.38%
Partly Upheld	11.21%	14.29%		12.56%
Upheld	29.31%	34.07%		31.40%
(blank)	0.00%	0.00%		0.00%
Grand Total	100.00%	100.00%		100.00%

