

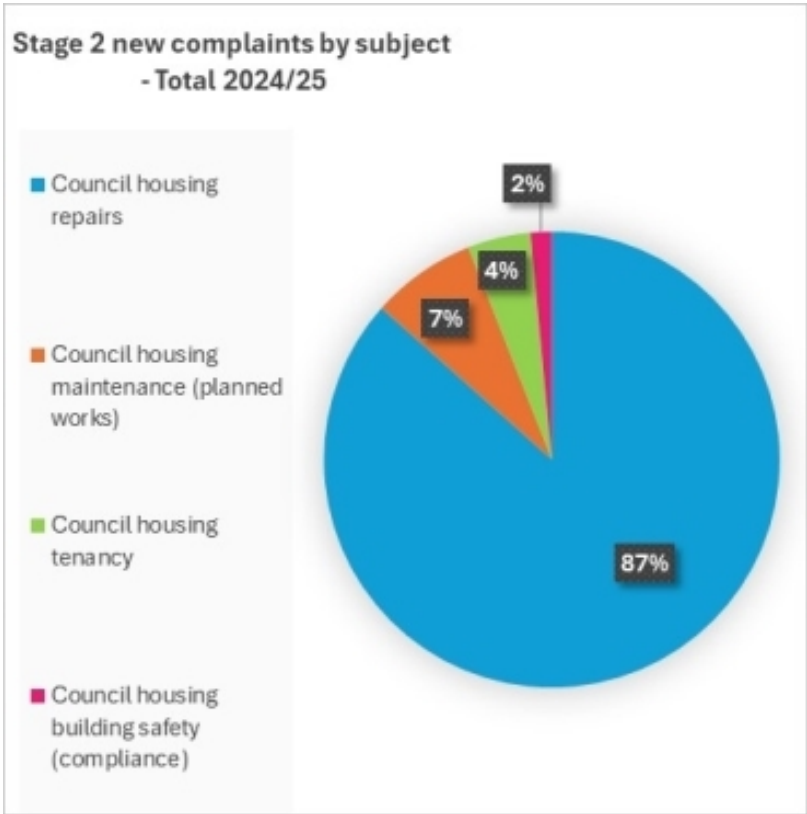
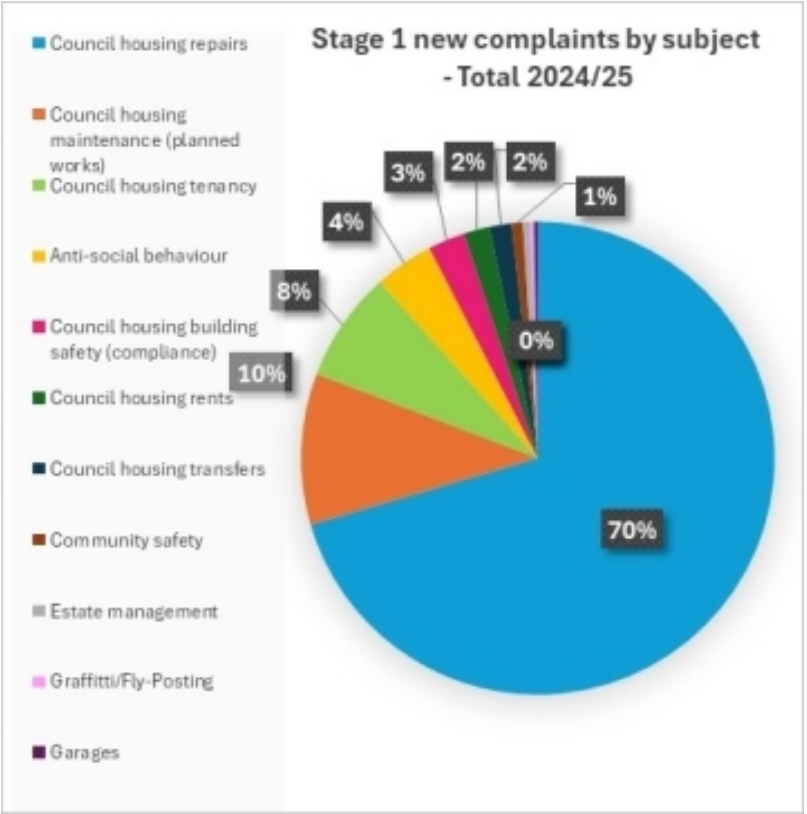


# Housing Complaints For Q1 and Q2 for 2024/25

## CHP meeting 7/11/24



# Complaints by Subject:



- Majority of complaints relate to Housing Repairs.



# Total Number of new Stage 1 and Stage 2 Complaints

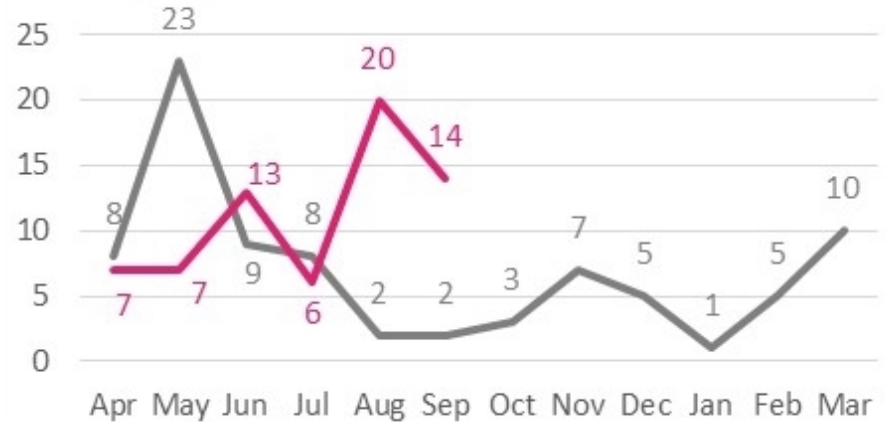
Housing stage 1 new complaints received per month

— 2023/24 new housing stage 1 complaints  
 — 2024/25 new housing stage 1 complaints



Housing stage 2 new complaints received per month

— 2023/24 new housing stage 2 complaints  
 — 2024/25 new housing stage 2 complaints



# Comments on Performance

- **Stage 1 Complaints** - A total of 396 new stage 1 complaints have been received so far in 2024/25. Overall, there has been a 28.8% increase in the number of complaints being submitted at stage 1 compared to last year. Of the 396 stage 1 cases received so far for 2024/25, housing repairs is the highest reason for complaints being made showing as 70% (279 cases).
- **Stage 2 Complaints** – A total of 67 new stage 2 complaints have been received so far in 2024/25. Overall, there is a 24% increase in the number of complaints being submitted at stage 2 compared to last year. Of the 67 stage 2 cases received so far for 2024/25, housing repairs is the highest reason for complaints being made showing at 87% (58 cases).



## Stage 1 Complaints Closed within Target:

Target	April	May	June	July	August	Sep	Average (to date)
95%	50.7%	45.2%	59.4%	51.3%	54.0%	79.6%	55.4%

## Stage 2 Complaints Closed within Target:

Target	April	May	June	July	August	Sep	Average (to date)
95%	100%	50.0%	66.7%	57.1%	34.6%	53.8%	53.1%

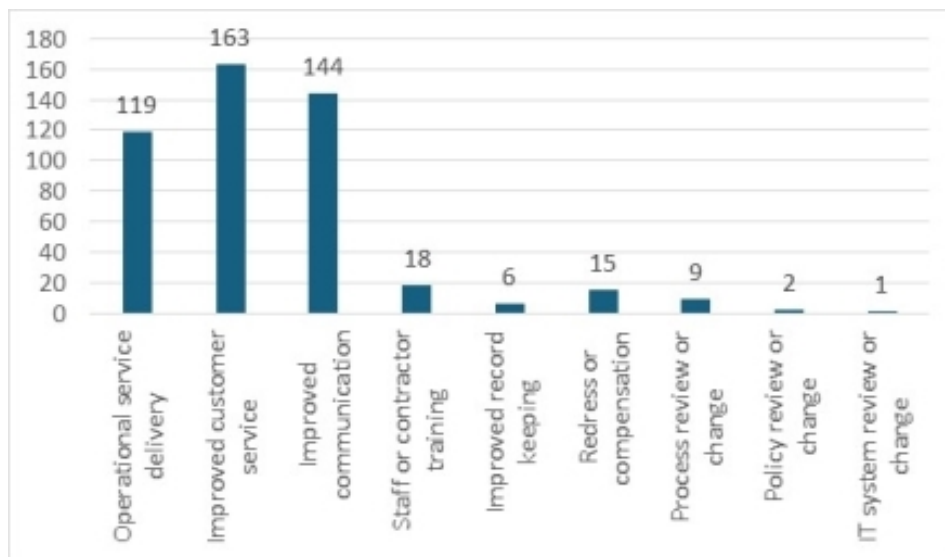
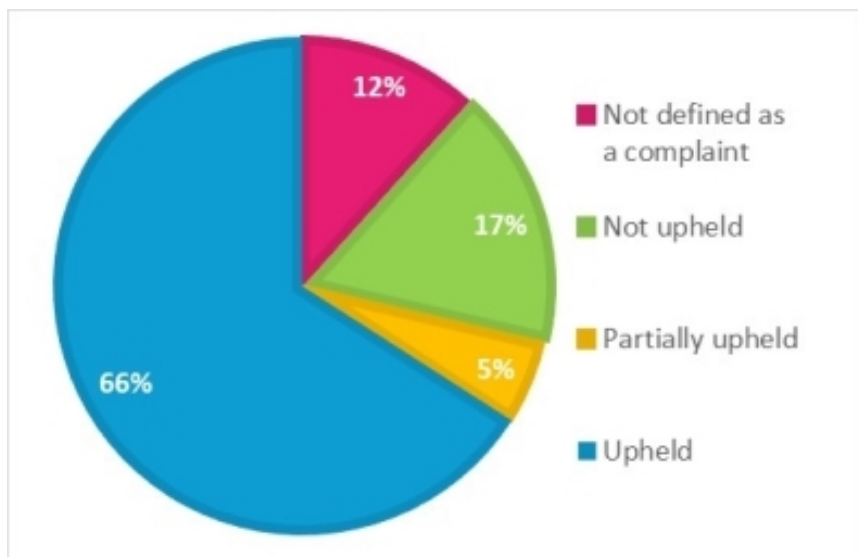
- In the last three months, the service has focussed on closing older (legacy) cases. This is having a temporary impact on response performance and has also triggered a higher than usual amount of complaints escalated to Stage 2 in August.
- Performance has improved in September, and it is expected performance will continue to improve in line with the Improvement Action Plan.



# Lessons Learnt

## Comments on performance

- Since April 2024, a total of 496 cases have been closed at stage one, of which 327 (66%) of cases were upheld, 84 cases (17%) not upheld and 58 cases (12%) not defined as a complaint.
- The bar chart shows a breakdown of the 477 categories selected as lessons learnt. The significant three lessons relate to operational service delivery, customer service and communications.



# Improvement Action Plan – Actions Completed

1. Complaints policy has been updated to ensure compliance with the Ombudsman Complaint Handling Codes.
2. A Vulnerable Person and Reasonable Adjustment policy has been introduced.
3. Updates have been made to the council's CXM system, Jadu, to ensure the system processes match the policy updates. Staff have received training on the updates.
4. Updates have been made to the complaints form to ensure we capture what the customer wants us to do to put an issue right and provide the opportunity for the customer to tell us about their personal circumstances or any vulnerabilities they may have.
5. Complaint satisfaction is now being measured with a survey sent to customers at the end of each stage of the complaints process. This went live in October 2024 and results will be published in future annual reports.



# Improvement Action Plan – Next Steps

1. Further training for staff to ensure continued compliance with the Council's Complaints Policy and Housing Ombudsman Code of Conduct.
2. Continue to embed regular reporting and challenge performance within the service.
3. Undertake more regular case reviews to identify more detailed lessons learned and ensure these are shared across the service.
4. Start to analyse the satisfaction survey responses and share finding across the service.

