



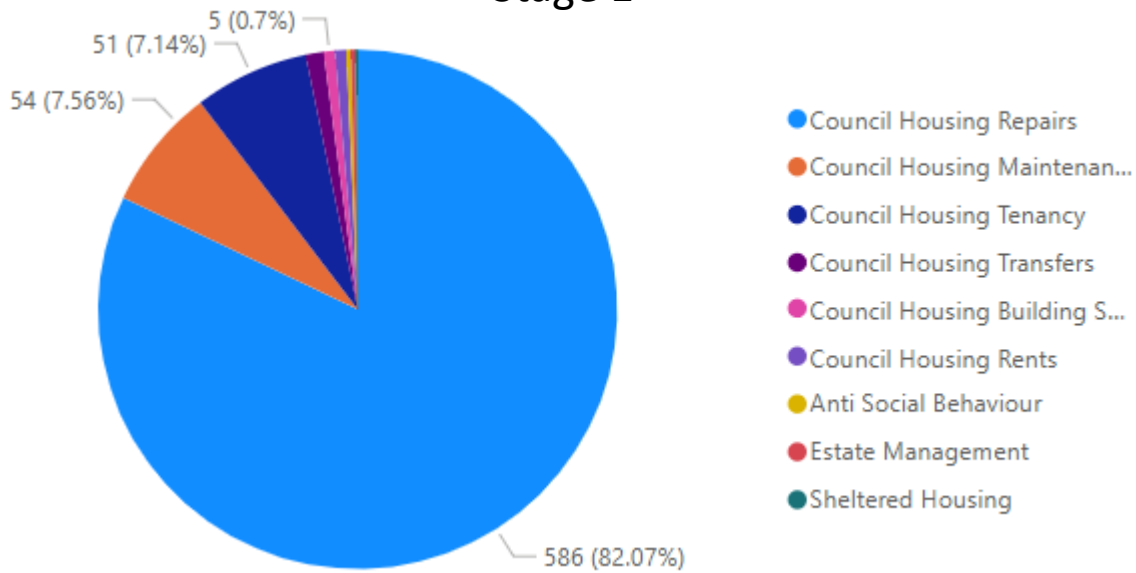
Housing Complaints

Cabinet Housing Panel Quarter 3

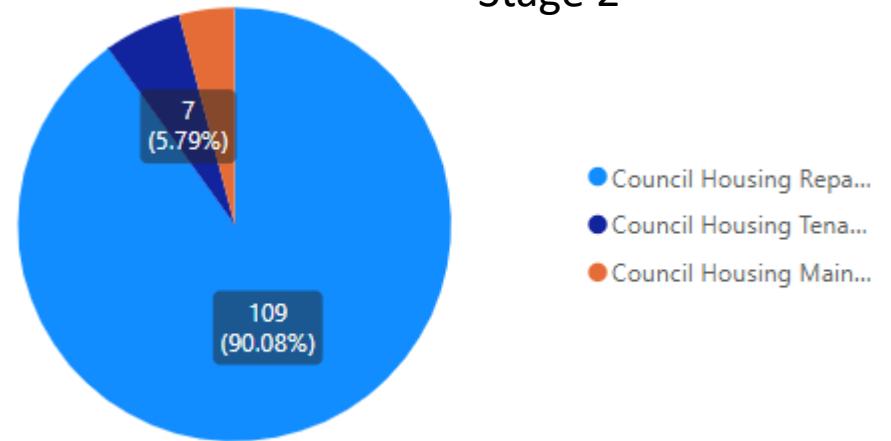


Complaints by Subject

Stage 1

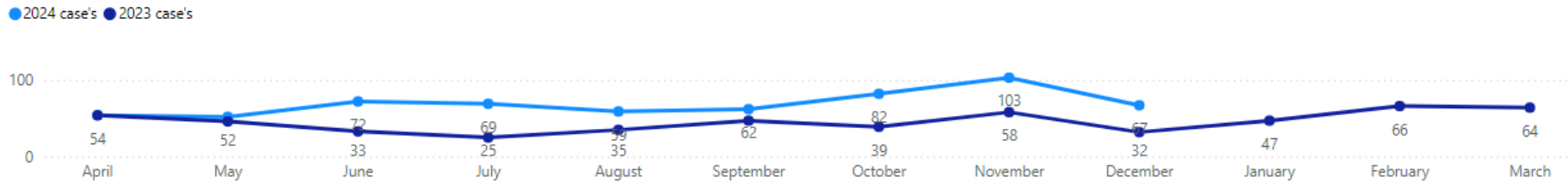


Stage 2

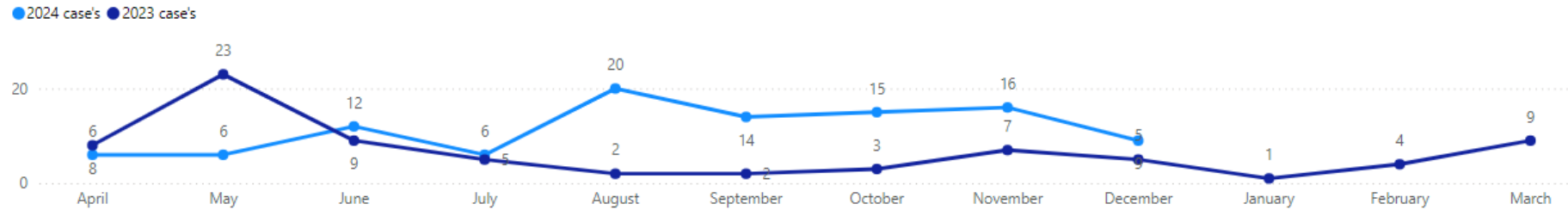


Total Number of new Stage 1 and Stage 2 Complaints

Stage 1 Created by Month



Stage 2 Created by Month

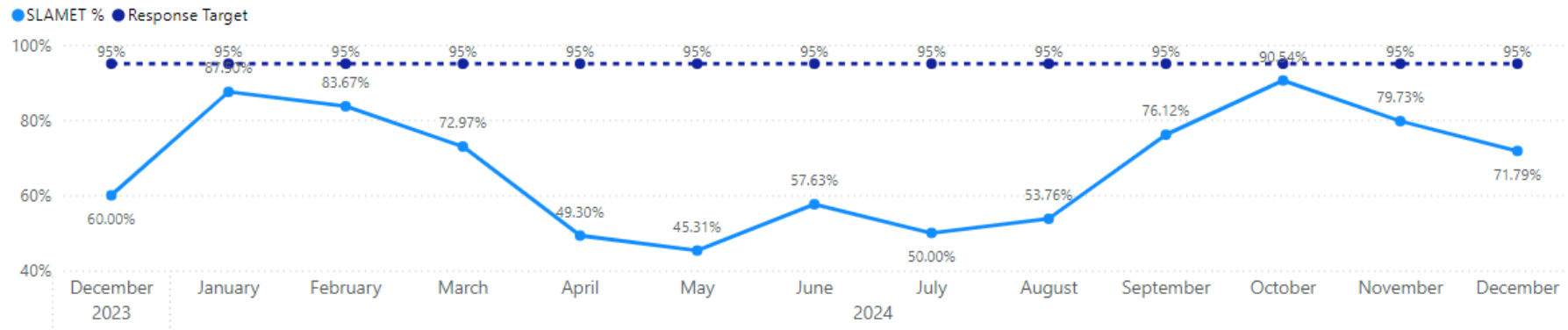


Breakdown by Service Team for Current period	Complaint Stage 1	Complaint Stage 2	Total
Compliance Team	2		2
Housing Repairs And Building Safety Team	510	93	603
Income And Home Ownership Team	5		5
Independent Living Team	1		1
Investment And Project Delivery Team	49	6	55
Neighbourhood And Enforcement Team	53	5	58
Total	620	104	724

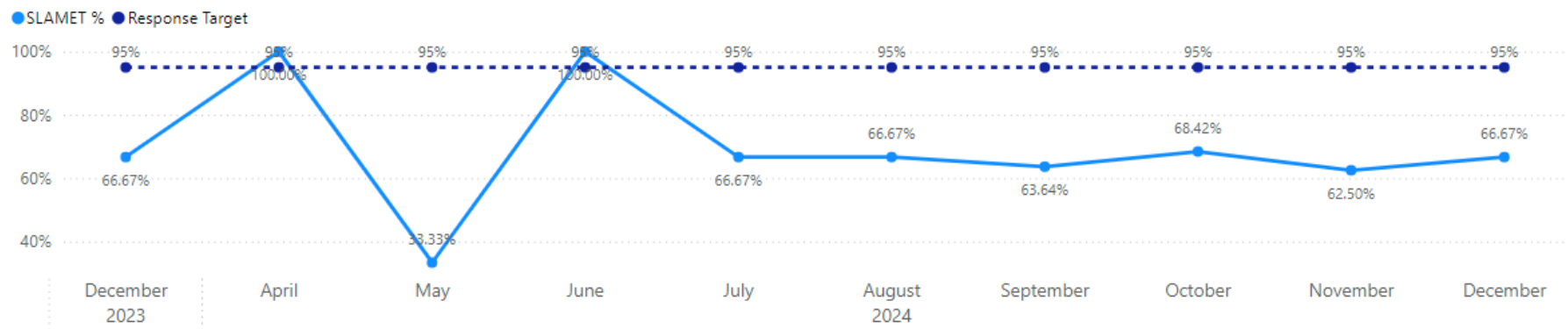


Response Rate: Stage 1 and Stage 2 Complaints

Stage 1 cases closed and SLA performance - per month and trend



Stage 2 cases closed and SLA performance - per month and trend



Response Rate: Stage 1 and Stage 2 Complaints

Service	Target	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	YTD	YTD Case's	Trend
☐ Finance and Transformation	95%		100.0%		100.0%	100.0%								80.0%	5	▬
☐ Finance	95%		100.0%		100.0%	100.0%								80.0%	5	▬
Income And Home Ownership Team	95%		100.0%		100.0%	100.0%								80.0%	5	▬
☐ Resident Services & Climate Change	95%	52.0%	44.8%	60.00%	50.4%	50.0%	72.5%	82.5%	75.8%	72.1%				62.1%	804	▾
☐ Homes and Neighbourhood	95%	52.0%	44.8%	60.00%	50.4%	50.0%	72.5%	82.5%	75.8%	72.1%				62.1%	804	▾
Compliance Team	95%								100.0%					33.3%	3	▾
Housing Repairs And Building Safety Team	95%	46.8%	38.5%	59.68%	44.9%	42.2%	74.6%	81.9%	75.6%	68.0%				59.4%	667	▾
Investment And Project Delivery Team	95%	75.0%	57.1%	33.33%	92.9%	83.3%	58.3%	87.5%	50.0%	100.0%				75.0%	64	▴
Neighbourhood And Enforcement Team	95%	77.8%	75.0%	80.00%	50.0%	76.9%	77.8%	83.3%	100.0%	100.0%				78.3%	70	▬
Total	95%	52.0%	45.6%	59.15%	51.2%	50.4%	72.5%	82.5%	75.8%	72.1%				62.3%	809	▾

In the last Quarter, response performance was over 20% improved compared to Quarter 2. October was the highlight at 82.5%.

It is expected performance will continue to improve in line with the Improvement Action Plan.



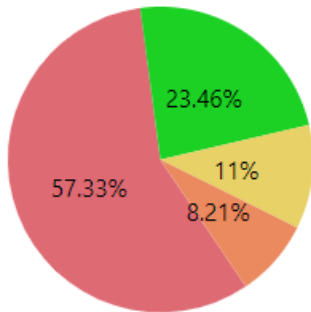
Lessons Learnt

Comments on performance

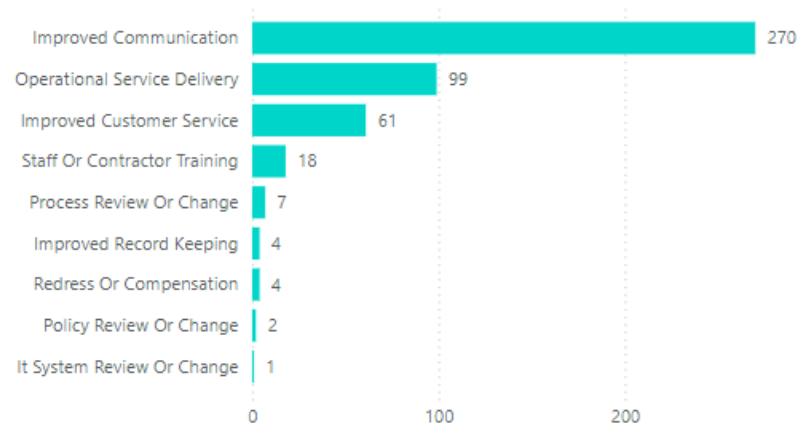
- Since April 2024, a total of 685 cases have been closed at stage one, of which 68.3% of cases were upheld, 23.4% not upheld and 8.2% not defined as a complaint.
- The bar chart shows a breakdown of the categories selected as lessons learnt. The significant three lessons relate to operational service delivery, customer service and communications.

Outcome

● Upheld ● Not Upheld ● Partially Upheld ● Not Defined As A Complaint



Lessons Learnt



Improvement Action Plan Update

1. Annual complaints report considered by Cabinet in January. Housing Ombudsman now confirmed compliance with reporting for this year.
2. Looking to improve lessons learned reporting.
3. Undertaking monthly quality checks.

