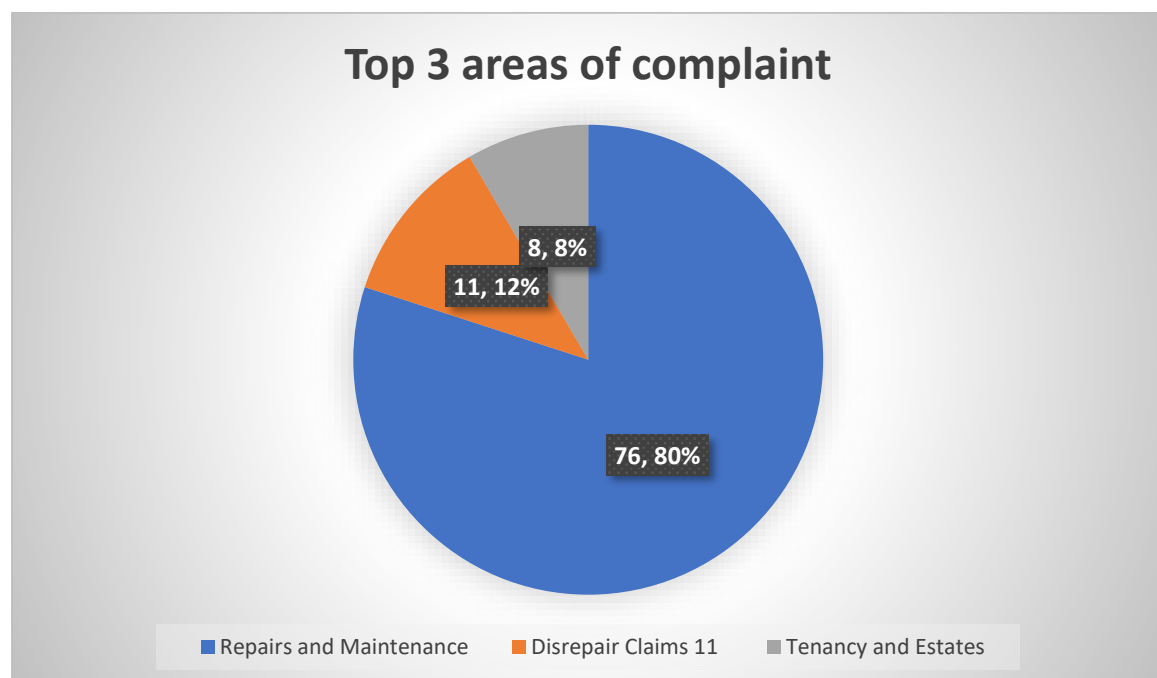


Housing Complaint Performance and Service Improvement Report 2024-2025

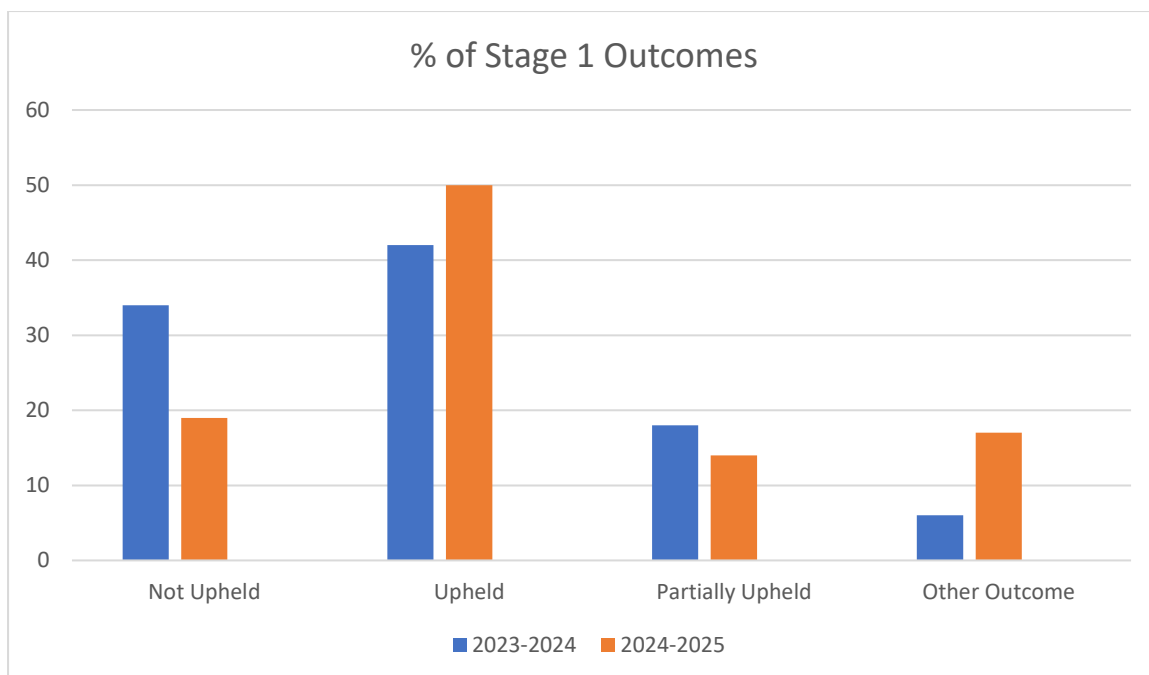
Complaint Handling Performance

The period 2024-2025 has seen an increase of 185 cases compared to the period 2023-2024. Of the 1568 stage 1 complaints that were received this year for Housing Services, within the Housing, Regeneration and Operations Directorate, we identified that 171 cases (11%) should have perhaps been recorded as service requests rather than complaints. This could account for the increase in numbers for this period.

The 3 highest areas of complaint are as follows:



The Repairs and Maintenance Service is responsible for repairing, servicing and maintaining the c17,000 city council owned properties. Disrepair Claims are currently the responsibility of the Disrepair Team, managed through Housing Management. Tenancy, Estates and Rents are managed through Housing Management.



| | |
|------------------|---|
| Not Upheld | On the basis of the evidence available the complaint could not be supported |
| Upheld | Confirmed that a service had not been delivered in accordance with policy, standards or good practice |
| Partially Upheld | The findings and conclusions of the investigation only partly upheld the complaint. Some complaints had more than one issue to be considered and a mix of outcomes for each issue would result in a partially upheld. |
| Other Outcome | For example, matters that are covered by a different procedure and are out of jurisdiction, such as a HR issue, or where the complaint is still under investigation. |

97% of the upheld complaints are within the Repairs and Maintenance Service. We have seen an increase in the number of ‘other outcomes’ due to the 171 that were recorded incorrectly.

0.6% of the 1568 cases were refused the reasons for refusal were due to them either being a duplicate complaint or having an alternative process to follow, e.g insurance claim.

75% of the 1568 cases were logged and responded to within 15 working days of receipt. Due to the volume and complexity of complaints during the year some did need to be extended to complete the investigation. Of the extended cases, 17% were responded to within a further 10 working days. Extensions were communicated to the customer. Details of the Housing Ombudsman Service have also been provided with all extensions.

A robust follow up process is carried out for overdue complaints, escalating them for the attention of senior management and reporting regularly on performance timescales. Where complaints will take longer than 10 working days to investigate the complaint handler keeps the customer informed of any delay. Details of the Housing Ombudsman service is always communicated to the customer.

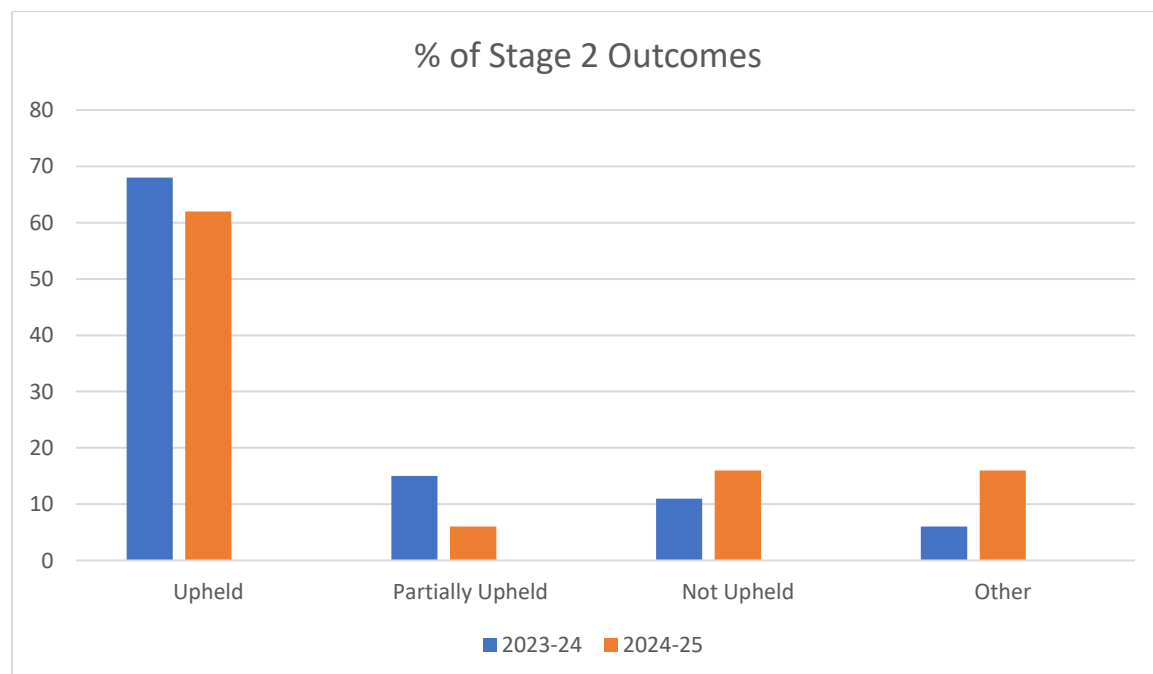
Of the 1568 stage 1 complaints 195 (12%) were not satisfied with their response and requested an escalation to stage 2.

1 of these 195 cases was refused because it was considered to be a new complaint and was logged as a new stage 1 complaint instead.

58% of these 195 cases were logged and responded to within 25 working days of receipt.

Due to the volume and complexity of complaints during the year some cases did need to be extended to complete the investigation. Of the extended cases 40% were responded to within a further 20 working days. Customers were informed of any delays and details of the Housing Ombudsman were provided to customers.

Corporate stage 2 complaint outcomes



93% of the upheld complaints are within the Repairs and Maintenance Service.

12% of the 195 cases are still under investigation and are recorded as 'other' on the above chart.

Complaint handlers are encouraged to consider offering a remedy as early as possible once fault has been identified. An example of some of the remedies that were offered are apologies, compensation payments, procedural reviews leading to process changes. The Customer Feedback Team encourages complaint handlers to consult the Housing Ombudsman Guidance for advice.

Next Steps

We will continue to keep the self-assessment under review and will re-publish following any updates.

Training is ongoing for the wider team with regards to accuracy when recording data.

Complaint handling training is scheduled for the wider team.

A review is underway to improve the way that we record service improvements and to ensure that it is implemented.

A data dashboard has been developed which will make it easier to identify and analyse complaint trends.