

## Performance update: October - December 2022 – Quarter Three

### Compliments

We always welcome and value compliments about our employees and services. This quarter we received 258, with 79 percent of these about employees, 19 percent about services and 3 percent about our contractors.

### Complaints

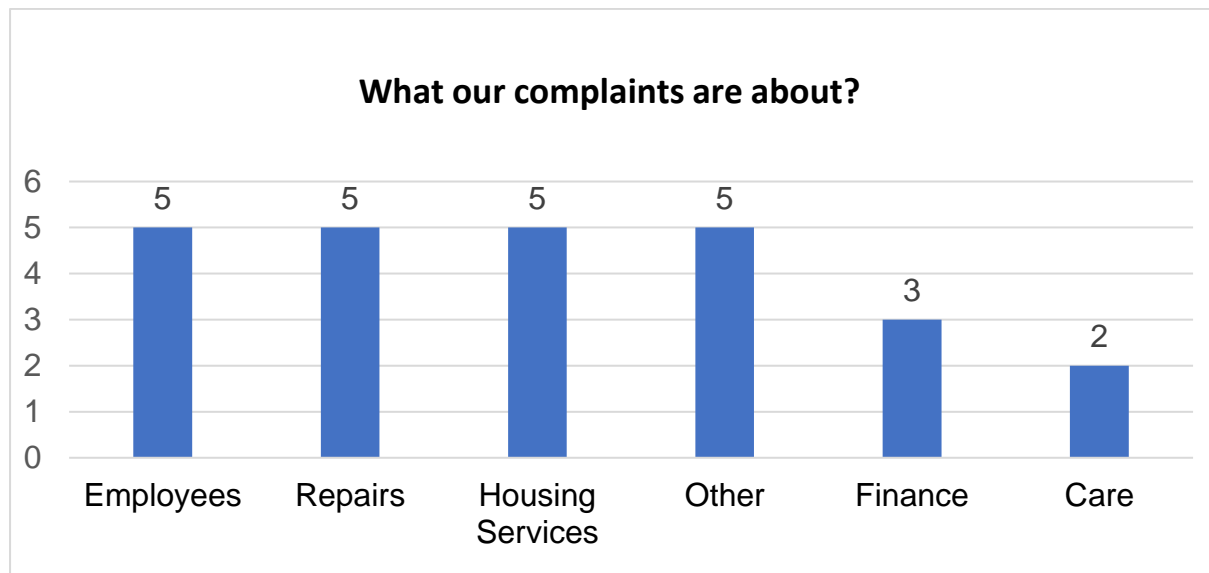
We received 25 formal complaints this quarter. Of these, 13 were in Extra Care and 12 in Retirement Living.

If a complainant is not satisfied with their stage one response, they may request to escalate to stage two. Five stage two complaint escalations were received during the period, four in Retirement Living and one in Extra Care.

### Our performance

Our performance against the response targets which are set within the Housing Ombudsman Complaints Handling Code are as follows:

- Acknowledgement of stage one formal complaints within five working days
  - **We achieved 100 percent**
- Response to stage one formal complaints within 10 working days
  - **We achieved 96 percent** (one outside timescale)
- Response to stage two formal complaints within 20 working days
  - **We achieved 100 percent**



The types of complaints which are logged as 'Other' include: failure to communicate; failure of service and relating to external agencies.

## **Learning from formal complaints**

Complaints are important to us, if we get something wrong there may be changes we need to make to improve our services. We call these 'Lessons learnt.'

### **Learning from complaints has mainly been related to local learning at courts and schemes and include:**

- Ensuring notice is given before repairs visits
- Training with Scheme Managers on arrears management and how to ensure that rent is calculated correctly. (This was an historic case where new processes identify issues much earlier.)
- Follow up on how to access properties when a resident isn't present
- Team development on medication management
- Ensuring that rent in advance is explained and understood at the beginning of tenancy, and is not part of a deposit scheme which is returned at termination

### **Learning identified for organisational changes:**

- Improved defects reporting process on new developments
- A portfolio of suitable call systems is now available for all leasehold schemes to prevent delays in getting the section 20 process underway to install new door entry systems
- Income and Administration Team to implement an automated reply to an initial enquiry from Scheme Managers (acting on behalf of residents) to give the timeframes the team work to and how to contact them if needed

We continue to review how we learn from our formal complaints and make sure changes are actioned and recorded so we can see how services are improved. We are implementing changes through our internal complaints group and a resident led complaints group. If you are interested and want to know more, please contact our Strategic Operations Team by emailing [strategicoperationsteam@housing21.org.uk](mailto:strategicoperationsteam@housing21.org.uk) or by telephone on **0303 123 1622**.

## **Informal complaints**

We dealt with 155 informal complaints with 68 percent being responded to within 10 working days. The main areas of complaint are repairs (26 percent), employees (18 percent), housing issues (17 percent) and care (16 percent). The more complaints we can handle informally helps our residents get quick resolutions to their concerns.

## **Housing Ombudsman Update**

The Housing Ombudsman is a government funded body which looks at complaints from residents from different types of housing providers if residents remain unhappy with the response from their landlord. It's free, confidential and impartial. We have received three case requests this financial year and six determinations. This is because case requests can take many months for the Housing Ombudsman to process and can relate to a previous financial year. Our target is zero at fault cases. None of the outcomes were determined as Housing 21 being at fault.