

Compliments and Complaints Update

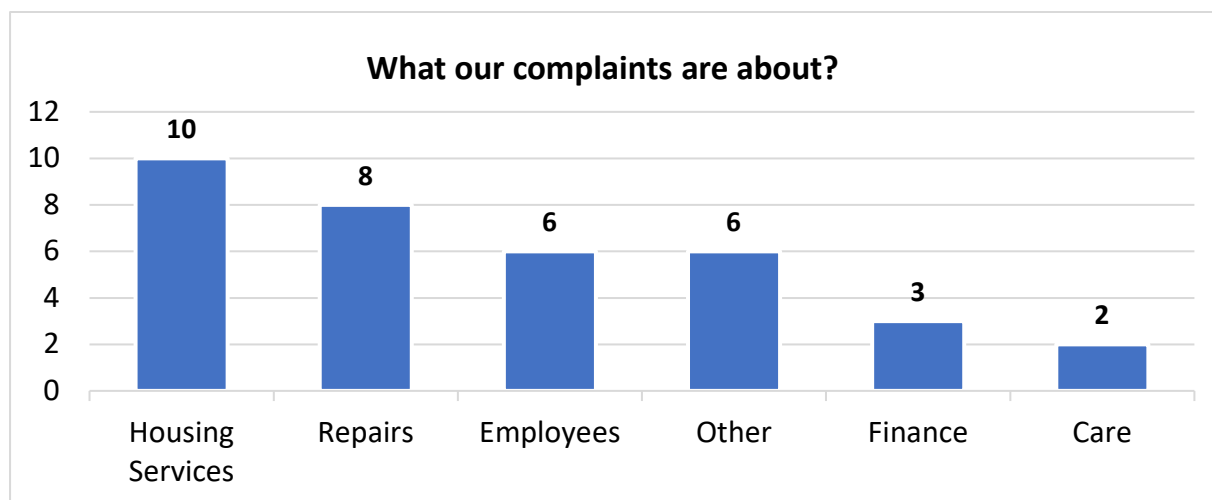
Performance update: April-June 2023 - Quarter One

We received 35 formal complaints this period (Retirement Living 17, Extra Care 17 and Property Sales 1). This compared to 33 for the same period in the previous financial year. Our local managers are working hard to try to resolve as many complaints informally as possible meaning we resolve your issues as soon as we can. We received 217 informal complaints of which approximately 16% (35) progressed to stage one and 14% (5) progressed to stage two.

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 97%** (one outside timescale)
- Response to stage one formal complaints within 10 working days
 - **We achieved 94%** (two outside timescale)
- Response to stage two formal complaints within 20 working days
 - **We achieved 100%**



The types of complaints which are logged as 'Other' include: failure to communicate (1); head office support (1); issues relating to fairness and/or respect (1); legal (1); health and safety – mobility scooters (1); and health and safety (1).

Learning from formal complaints

Complaints are important to us, because 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. A common theme no matter what the subject of the complaint is a failure to follow policy and procedure such as anti-social behaviour, lettings, or mediation, which we are working to improve.

Some examples of local learning are:

- Ensuring regular updates on repairs issues and appointments being made
- Employee development (and refresher for wider team) on our policies around accessing properties and use of the master key
- Rent refund training
- Development for employee on sales processes and timescales
- Corrective action and development for not correctly recording areas such as falls or updating risk assessments in care planning
- Re-training on how to progress on-going remedial work following a leak
- Re-training on requests from a resident to assist after a possible fall
- Reviewing the pre-assessment process to a specialised scheme and that placements are discussed with both the social worker and relative
- Training with the team on repairs reporting process, the resident handbook was updated and re-distributed. In particular an instruction given to order replacement heating systems if similar failures occur in other apartments.
- Re-training in ASB procedures
- Team members attended further financial training to understand the scheme's finances and budgets which includes service charge and core support
- A new Out of Hours poster was displayed throughout the scheme and arrangements made to ensure that all residents are aware that repairs can be raised when there is no Housing Manager on site
- Identified that the processing of repairs did not meet our standards. A service improvement plan was to be developed with residents.

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.

Informal complaints

We dealt with 217 informal complaints with 70% being responded to within 10 working days. The main areas of complaint are repairs (20%), care (20%), housing issues (16%) and employees (15%). The more complaints we can handle informally helps our residents get quick resolutions to their concerns.

Further details about our complaints policy and procedure can be found via our website at: <https://www.housing21.org.uk/about-us/contact-us/complaints/>

Compliments

We always welcome and value compliments about our employees and services. We have received a total of 363 compliments so far this year. 73% were about employees/teams, 25% about services and 2% about our contractors.

Housing Ombudsman Update

The Housing Ombudsman looks at complaints from residents from different types of

housing providers if residents remain unhappy with the response from their landlord. Its work is funded by annual landlord subscription fees. Investigating these complaints is a free, independent, and impartial service of residents about their housing related complaints.

We received three case requests during this period (of which one was later withdrawn) and one determination which related to previous financial year. Case requests can take many months for the Housing Ombudsman to process and so determinations can often relate to a previous financial year. Our target is zero at fault cases. The outcome of if this case did not determine as Housing 21 being at fault.

The Housing Ombudsman Service can be contacted at any point during the complaints process for advice and guidance using the following contact details:

- Telephone: 0300 111 3000 between 9.15am and 5.15pm, Monday to Friday
- Email: info@housing-ombudsman.org.uk (recommended)
- Online complaint form: [Make a complaint - Housing Ombudsman \(housing-ombudsman.org.uk\)](#) (recommended)
- Post: Housing Ombudsman Service, PO Box 152, Liverpool, L33 7WQ