

Performance update: April - March 2023-2023

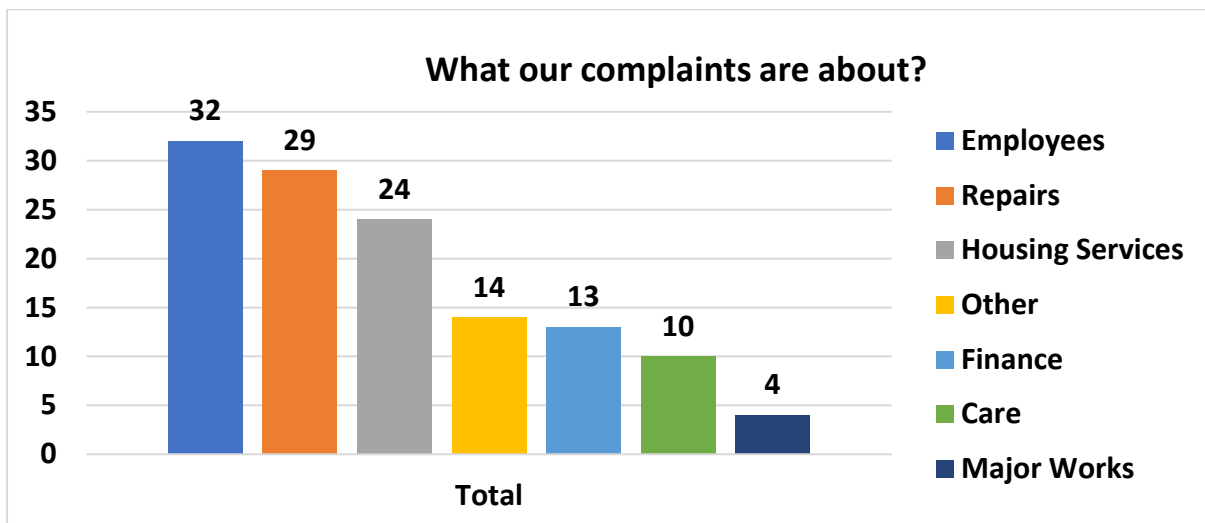
Quarter Four / Year End

We received 33 formal complaints during the fourth quarter of 2022-23 financial year taking the total to 126 for the year (Retirement Living 64 and Extra Care 62). This compared to 138 in the previous financial. However, our local managers are working hard to try to resolve as many complaints informally as possible. We received 635 informal complaints of which approximately 20% (126) progressed to stage one and 22% (28) progressed to stage two.

Our performance

Our performance for 22-23 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%**
- Response to stage one formal complaints within 10 working days
 - **We achieved 96%** (five 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 of service (7); failure to communicate (3); relating to external agencies (2); head office support (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.

Some examples of local learning are:

- progressing repairs notified by our out of hours service
- delays and poor communication on progress of repairs
- following correct procedure for accessing property in absence of resident
- timely follow up with utility company (water) to obtain up to date charges
- following the process for suspected abandoned property
- quicker identification and correction of Direct Debit error
- giving timely notice of appointment for repairs
- how to deal with nuisance reports and complaint handling
- correct calculation of monthly rents
- correct procedure for reporting accidents
- handling of safeguarding report
- carrying out risk assessment following behaviour concerns
- following sickness absence procedure to ensure cover
- ensure delivery of care plan as per daily routine
- following the procedure for daily well-being checks

Learning identified for organisational changes:

- Improved defects reporting process on new developments
- A portfolio of suitable call systems is now available for all leasehold courts 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 court managers (acting on behalf of residents) to give the timeframes the team work to and how to contact them if needed.
- To provide visuals of designs/plans at future consultations of lighting design.
- Ensure Court Service Agreements state there is a reciprocal agreement in place to cover neighbouring courts in the absence of the Local Housing Manager
- Consideration to be given when upgrading Housing 21 housing management system to introduce option to include a 'preferred name'.

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 in knowing more, please contact our Strategic Operations Team by emailing strategicoperationsteam@housing21.org.uk or by telephone on 0303 123 1622.

Informal complaints

We dealt with 635 informal complaints with 73% being responded to within 10 working days. The main areas of complaint are repairs (26%), employees (18%), housing issues (17%) and care (16%). The more complaints we can handle informally helps our residents get quick resolutions to their concerns.

Compliments

We always welcome and value compliments about our employees and services. We received a total of 1018 compliments during the period (with 77% about employees/teams, 21% about services and 2% about our contractors).

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 four case requests this financial year, and six determinations. This is because case requests can take many months for the Housing Ombudsman to process and so determinations 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.