

Housing Complaints and Compliments Report

Q1 - April – June 2024

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In this period:

	Compliments	Complaints responded to
April	23	20
May	17	21
June	21	26

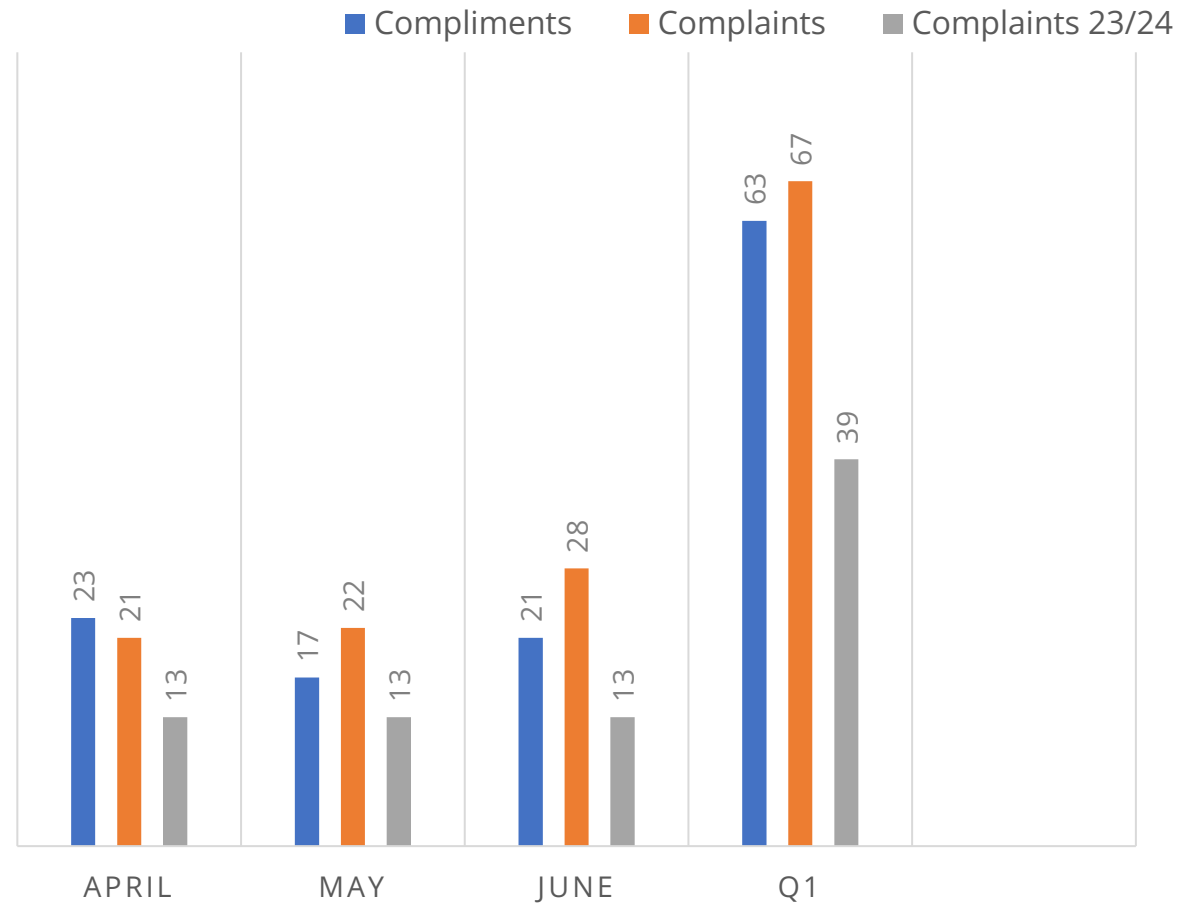
The period for this report is between 01/04/2024 00:00:00 - 30/06/2024 23:59:59 (inclusive)

In Quarter 1 2023/24, a total of 39 complaints were opened and responded to at stage 1. In comparison, in Q1 2024/25 a total of 67 complaints have been opened and responded to at Stage 1 – 71.8% increase.

This increase is due to the positive complaints culture CBC have implemented in the past year, the awareness of the complaints process both internally and with residents. Other factors such as the inclusion of disrepair cases in the complaint process and the publicity surrounding the new Housing Ombudsman Complaints Handling code all play a part in this increase.

An increase in complaints has allowed us to listen and act. It is important that residents are aware of their right to complain and there is an open and honest landlord/tenant relationship.

APRIL - JUNE 2024



Q1 OVERVIEW – April-June 2024

71 complaints opened in Q1 April- June 2024. 4 complaints were withdrawn. 6 complaint outcomes will be included in Q2 – 2024/25. 67 Responses sent.

45/67 complaints were all responded to within 10 working days. 26 complaints had agreed Stage 1 extensions, all were responded to within the extended timescale

The average number of days taken to investigate all closed complaints was 13.1 days.
 All complaints that exceeded the initial 10-day target had formal extensions agreed with the complainant, in line with the HOS code.
 The average time taken to respond to complaints that were not extended was 10 days.

Compensation - 9 complaints were offered compensation at Stage 1
 2 complaint received compensation at Stage 2

Number of complaints escalated to Stage 2 – In this quarter, 3 complaints were escalated to Stage 2, 3 were resolved at this stage.

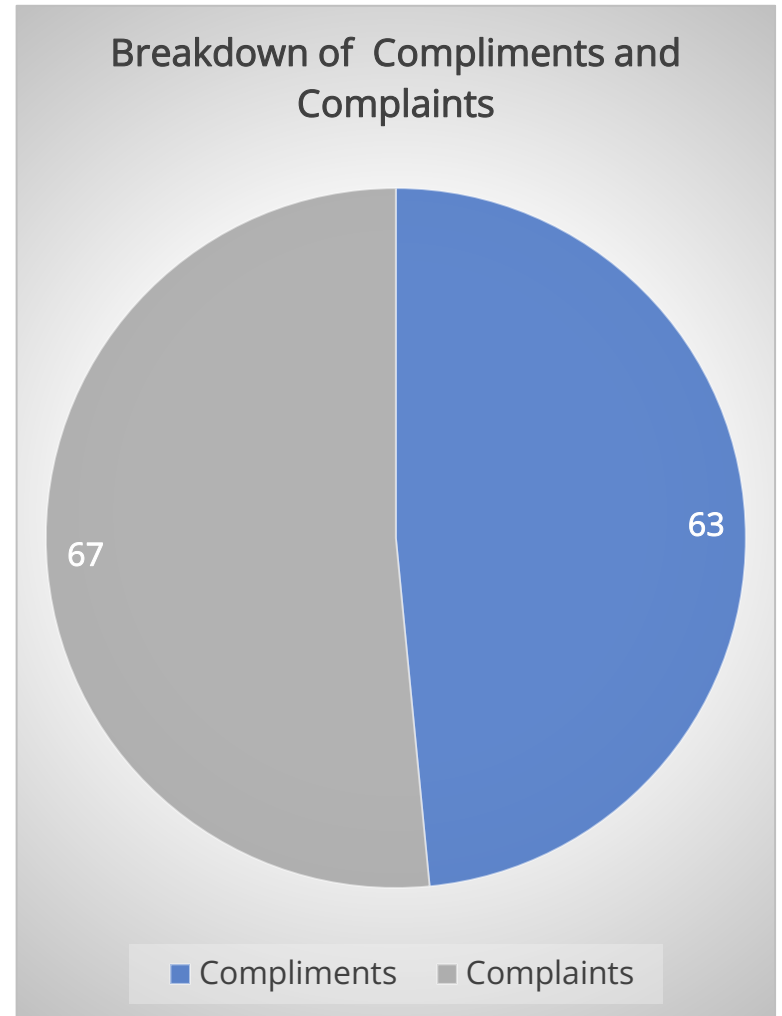
CBC declined 4 complaints, those complaints were responded to via phone call if possible and all by letter

RESOLVED AT STAGE 2	ESCALATED TO OMBUDSMAN
2	0

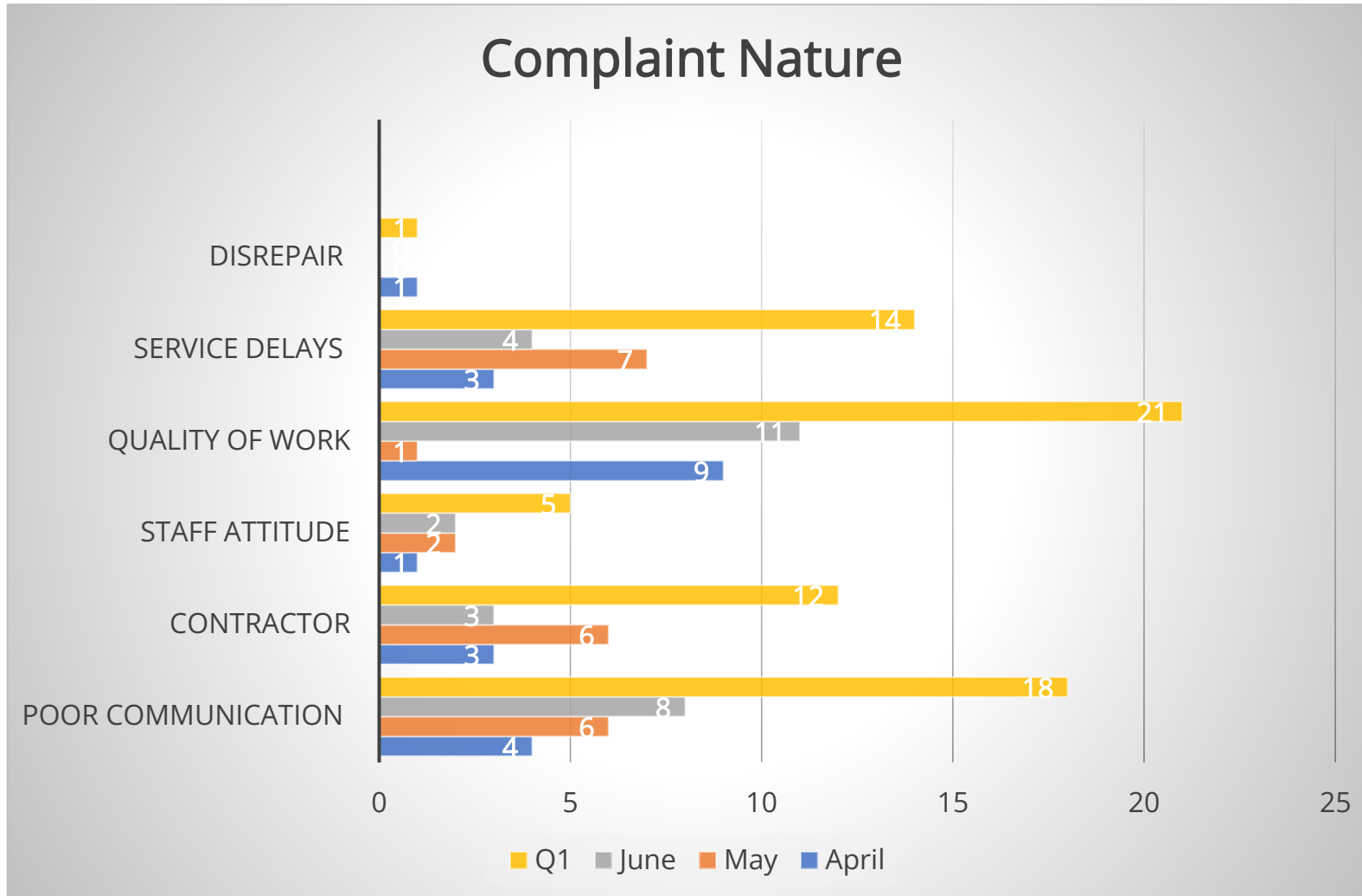
UPHELD	PARTLY UPHELD	NOT UPHELD
29	13	19

1 Stage 2 case is currently open and is due to close on 18th July 2024

NOT INCLUDING 6 Cases due in July, 4 withdrawn



Breakdown of Complaint Nature



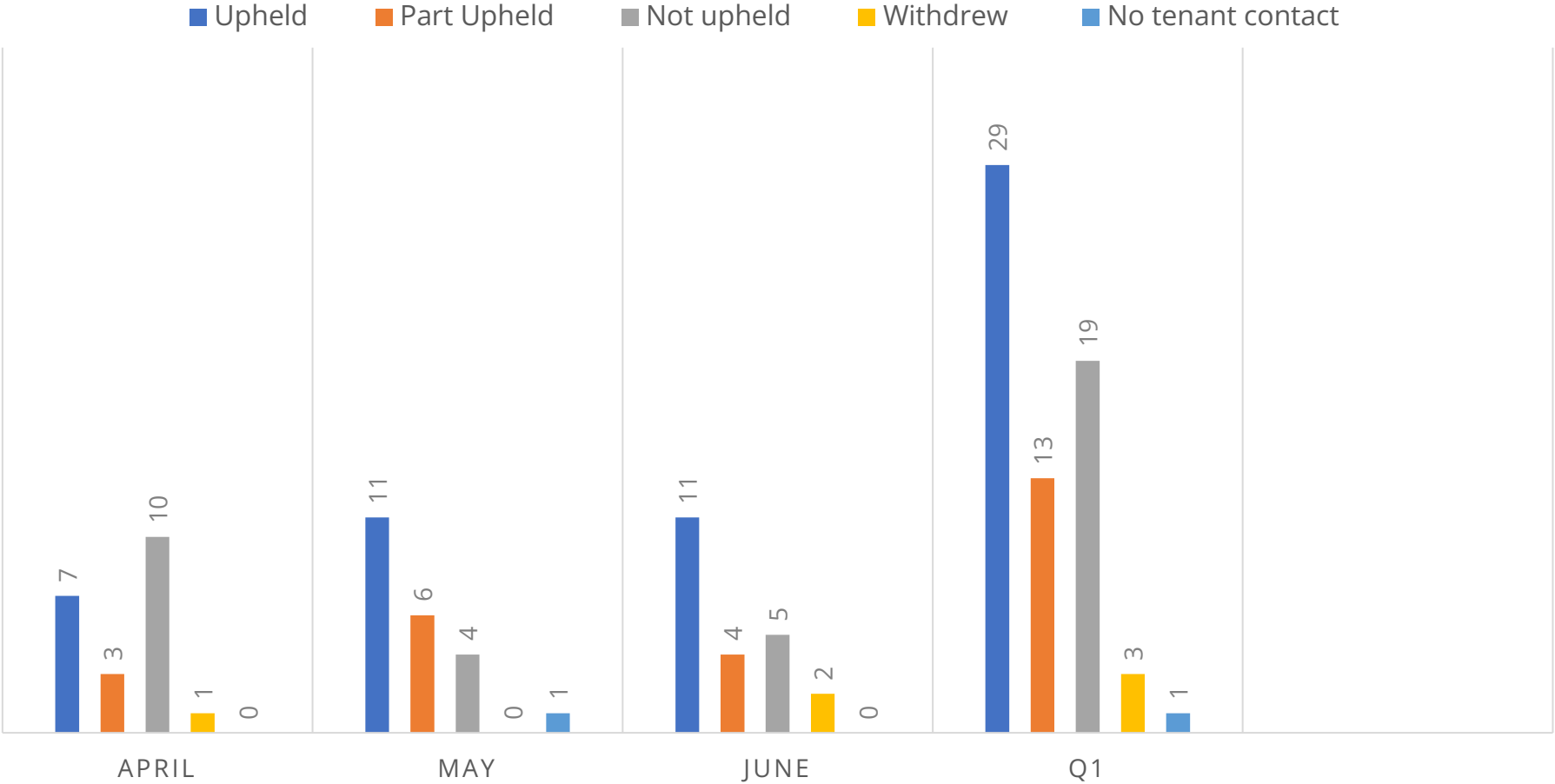
In Quarter 1 last year staff attitude was the highest contributing factor for complaints.

staff attitude is now one of the lowest contributing factors demonstrating that learning and lessons have been applied from previous complaints.

Quality of work and poor communication has shown to have increased, and this will be investigated by the complaints officer with each service area.

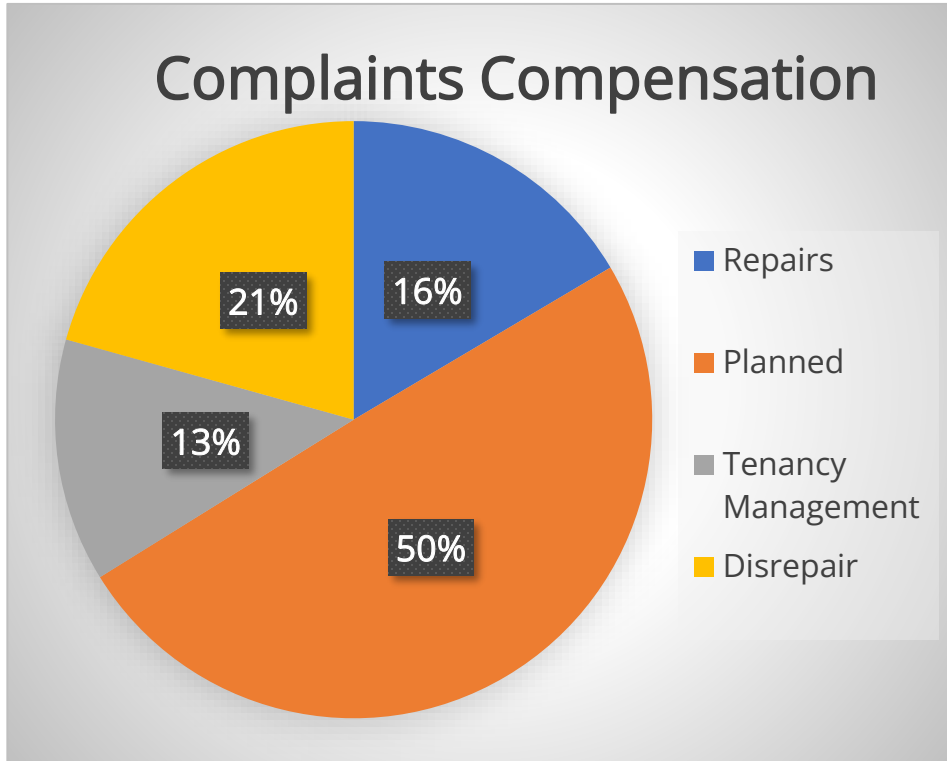
There has been a decline in disrepair cases, In Jan – March (Q4 2023/24) there were 11 disrepair cases opened. In the last 3 months 1 has been submitted.

Complaint Outcomes



42/67 complaints upheld and in part. (6 complaint outcomes current, not recorded)

Complaints Compensation



Month	Amount	Planned	Total
April	£100- Stage 1 £400 -Stage 1 £30 - Stage 1 £553 - Stage 1	Planned Repairs Repairs Tenancy Management	1,083
May	£50 - Stage 1 £430 - Stage1 £1300,52 - Stage 1 £150 - Stage 1 £400 - Stage 2	Repairs Planned Planned Tenancy Management Repairs	2,330,52
June	£820 - Stage 1 £1,103,00 stage 2	Planned Disrepair	1,923
Total			5,336,52

There has been an increase in compensation requests as a desired outcome and subsequently this has led to an increased sum paid out. In Q1 23/24 £1,115,00 was paid in total for complaints. This is an increase of 362.03 % on Q1 23/24. There are variable factors that have affected this figure, such as including disrepair cases in the complaints process and the significant rise in Stage 1 complaints received.

Complainant Profile

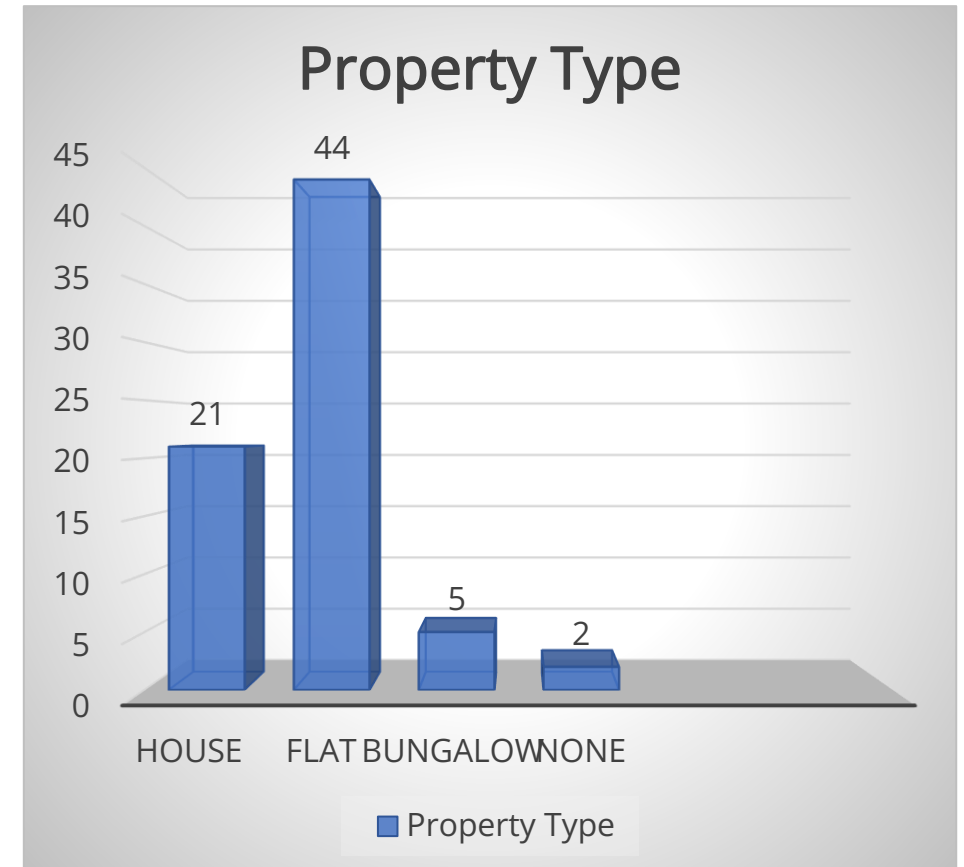
Age Category	Total
No Age Data	11.1%
16-24	1.4%
25-34	13.9%
35-44	25.0%
45-54	8.3%
55-64	19.4%
65-74	15.3%
75-84	5.6%
Total	100%

Ethnic Origin	Total
White British	75.0%
No Data	19.4%
White Other	2.8%
White Irish	1.4%
Other Ethnic Group	1.4%
Total	100%

Disability Flag	Total
Disabled	20.8%
Not Disabled	68.1%
No Data	11.1%
Total	100%

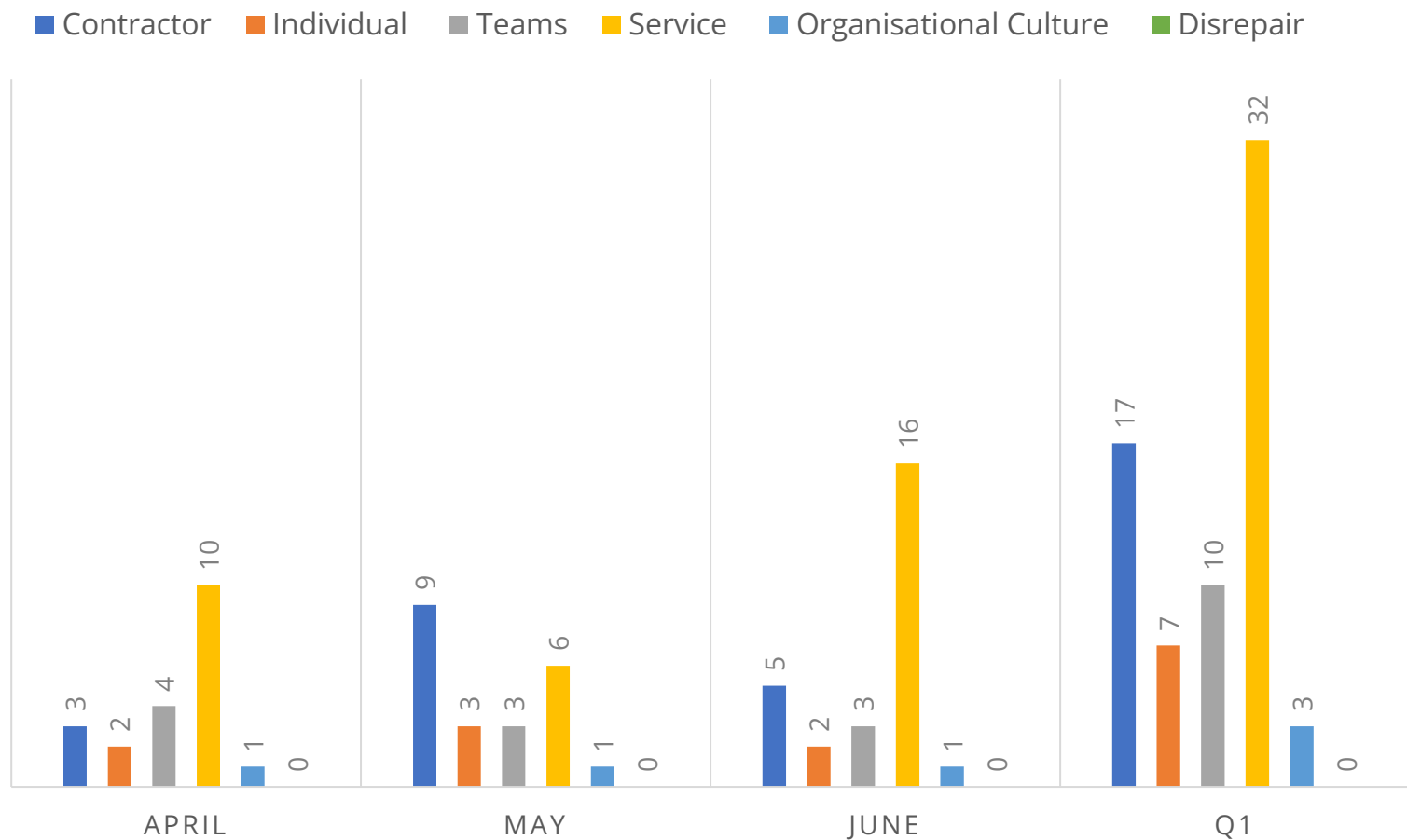
Gender	Total
No Data	11.1%
Female	55.6%
Male	33.3%
Total	100%

Property Type



LEARNING FROM COMPLAINTS - April - May 2024

LEARNING FRAMEWORK

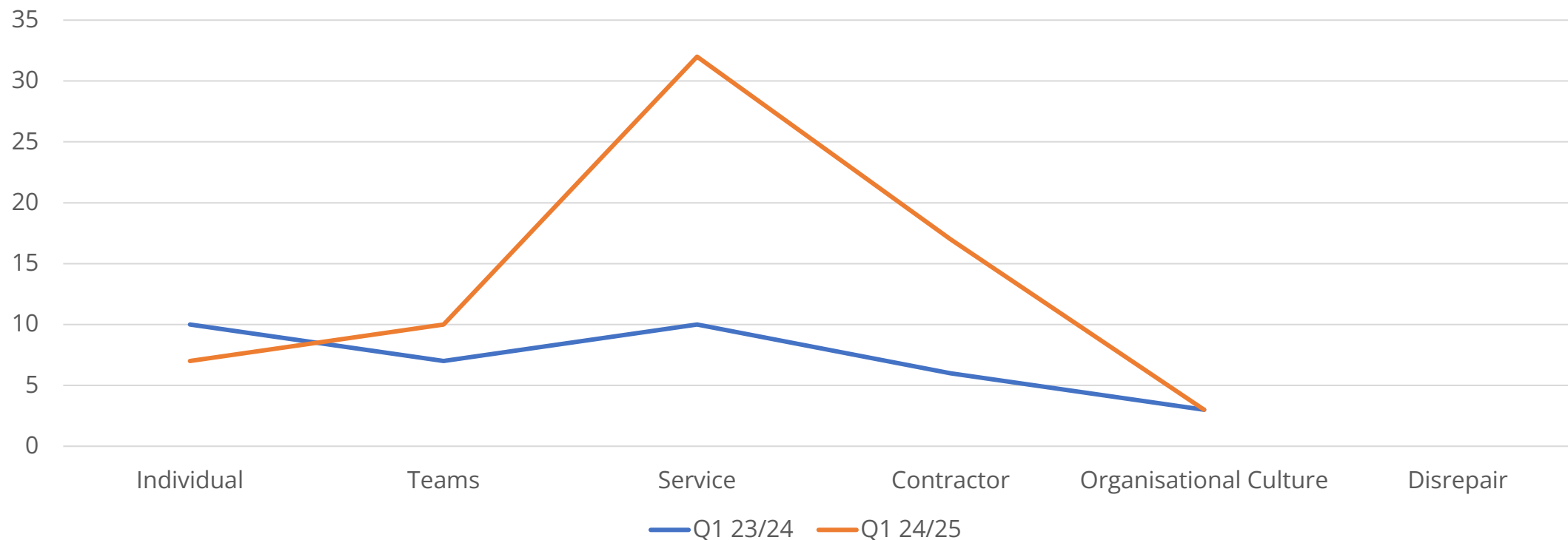


Service was the most identified learning aspect from Q1 last year followed by Contractor.

This trend remains consistent and is an identifiable area for us to focus on.

The Complaints Officer will breakdown each complaint that has derived from a contractor or service complaint and investigate with the relevant service area.

Q1- comparison 23/24 and 24/25

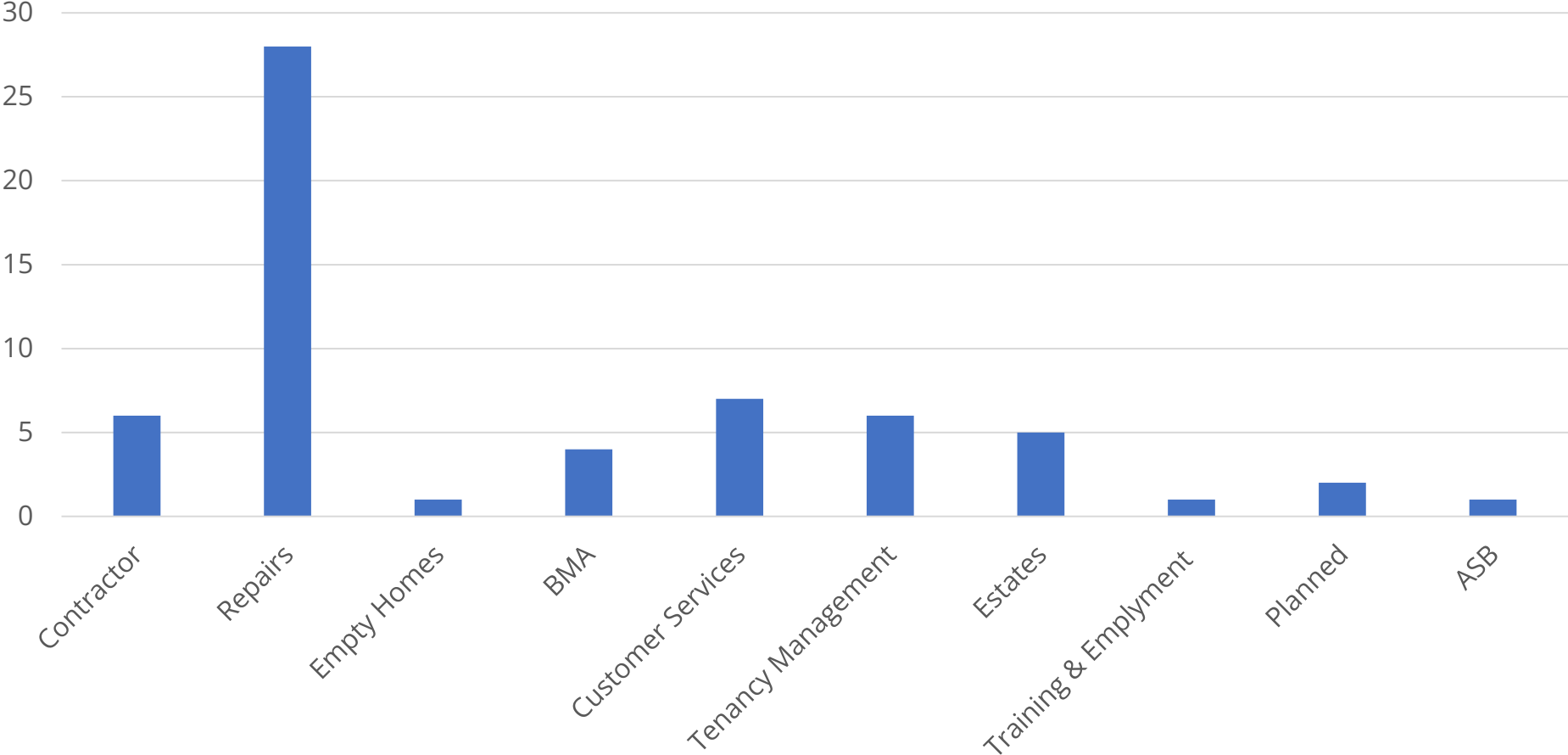


Since the recruitment of a Complaints Officer in February 2023, we now have a years' worth of data for comparison and analysis. As illustrated above, it can be seen there is a similar pattern regarding the learning framework when applied to the complaints. There is a spike in numbers for the service we have provided across all services.

The Complaints Officer will further analyse complaints relating to service delay / failure to establish any trends, and then work with relevant Managers and Heads of Service to review whether identified learning and improvement actions have been implemented, and whether further actions are required to address this trend.

Compliments

Compliments



IN THE LAST 3 MONTHS

- CBC have completed an annual self-assessment and updated the Housing Complaints Policy to comply with the HOS Complaints Handling Code for review. These have been shared with the HOS and uploaded onto the website.
- Following analysis of trends and data, positive change has been implemented. A new fencing policy has been drafted, consultation with tenants completed and this will be submitted to committee for approval. The repairs team have introduced new calling cards to improve communication, and the service delivered for follow on works
- Work has commenced to introduce SMS (text) satisfaction surveys for Complaints handling and ASB to understand the experience of residents accessing these services.

NEXT STEPS

- Work in partnership with the 'Member Responsible for Complaints
- Integrate complaints handling process into new CBC governance model, and explore opportunities to align with the CBC approach to complaints handling
- Develop quarterly complaints focus groups to capture residents lived experience of reporting complaints
- To continue to ensure positivity around complaints and the learning and value they bring to CBC
- Review of Stage 2 complaints process
- To use data from new transactional surveys to further support learning from complaints
- Review management of communal spaces
- Review management of customer contact (customer service standards)