

Learning from Complaints Review

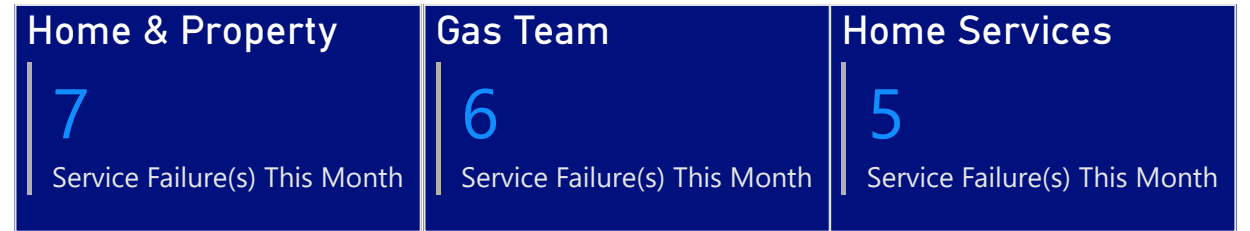
Period: April 2021



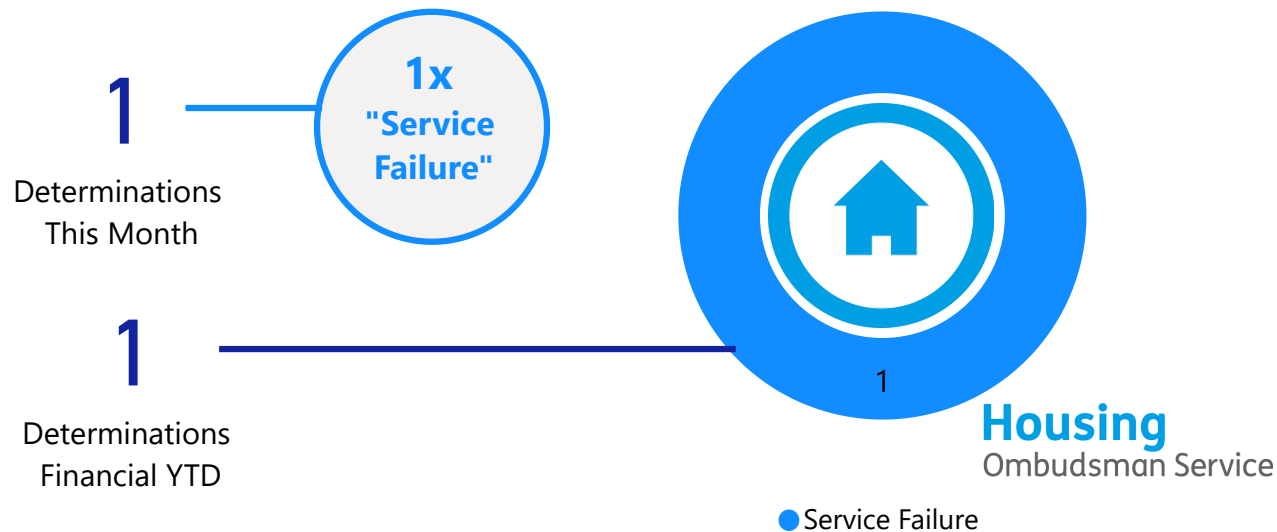
Improvement Projects to Address Root Causes:

- Working collaboratively with the Gas & Property Teams to undertake an insight deep dive on the current 'boiler renewals' process. This should reduce the number of repairs required before a replacement is implemented.
- Creating a dashboard to allow *Community Investment & Care* Teams to explore complaints by different diversity strands. This should enable us to identify groups who are under-represented/experiencing barriers to raising complaints who may currently be 'suffering in silence'.

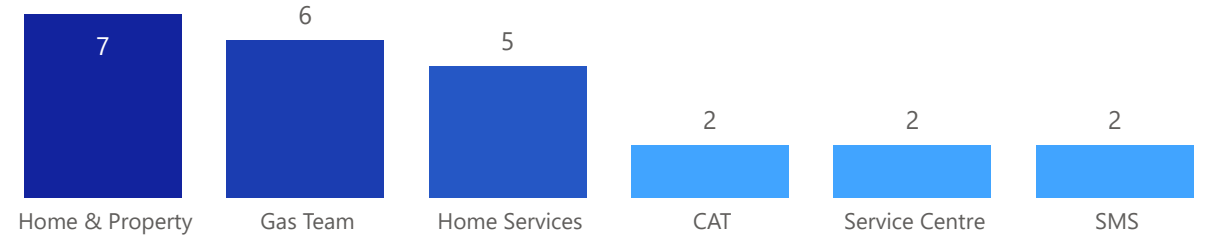
Teams with Identified Service Failures This Month:



Housing Ombudsman Service Case Determinations:



Identified Service Failures Financial YTD:



Teams' Outstanding Actions Financial YTD:

