

Learning from Complaints Review

Period: July 2021



Improvement Projects to Address Root Causes:

Damp and Mould - The Group continue to investigate improvements to the way that we respond to reports of damp, mould and condensation. Insight work has been completed to consider the implications of overcrowding on this issue. These findings will be factored in to the ongoing work between Service Owners and the Customer Relations Improvement Team to review processes and our ways of working alongside best practice models. We are keen to make sure this work results in effective diagnostics and remedies for our residents. We are also looking to improve communications and awareness and have updated our website information and resident leaflets. Consideration is being given to adding videos to the website and the timing of training for frontline staff as well.

Systemic Approach - We have adopted a systemic approach to learning from complaints which identifies key themes in our service areas. Based on customer feedback through our survey programme with complaint data and insight, observations show that repairs, home services and heating are key areas which we are prioritising. The Customer Relations Improvement Team will host workshops with these Service Owners of repairs, home services and heating in August and September. These workshops will review data, key trends, and individual case learnings in order to design and implement service led 'Learning from Complaint Improvement Plans'.

Housing

Ombudsman Service

Case Determinations - This Month and Financial Year



Identified Service Failures YTD:



Teams' Actions Progress YTD:

