

Complaints Performance

Period: April 2022









Stage 1 Overview



This Month

Year to Date

					
Complaints Received	Acknowledgements Within Timescale	Cases With Extensions	Complaints Currently Open at Stage 1	Complaints Closed	Compliance With HoS Code
199	98.49%	97	194	146	97.98%
199	98.49%	97	194	146	97.98%

Stage 2 Overview



This Month

Year to Date

					
Complaints Escalated	Acknowledgements Within Timescale	Cases With Extensions	Complaints Currently Open at Stage 2	Complaints Closed	Compliance With HoS Code
18	(Blank)	15	129	21	57.00%
18	(Blank)	15	129	21	57.00%

Complaints Performance Commentary

The Group received 199 new complaints in April 22 compared to 203 in 2021. Approximately 78% of complaints are related to repairs (Property Services) and 14% of all complaints were raised by Home Owners.

There are currently 194 stage 1 cases open compared to 648 in the same period last year. Case extensions have increased month on month, with one third of extension being driven by the United Living contract. A contractor meeting has been held to discuss on going issues and remedies.

Stage 2 complaints and performance is a new feature of this report. Acknowledgement timescales for stage 2's are not established and are being set in line with a new draft policy, therefore the field is currently blank in this month's report. Stage 2 performance is below the desired standard with responses to complaints being delayed and high volumes of extensions due to missing information. Internal team changes that are underway will result in an increased focus of Stage 2 complaints, ensuring swift escalation, timely acknowledgments , effective handling and fair resolution. Stage 2 reduction will also be a key focus for the newly formed Service Improvement Team.



Housing Ombudsman - Determinations & Individual findings

Period: April 2022



Determinations Overview



This Month

This Year

Total Determinations

2

2

No Service Failure

0

0

Reasonable Redress

0

0

Service Failure

2

2

Maladministration

0

0

Severe Maladministration

0

0

Individual Findings Overview

Overview



This Month

This Year

Total Determinations

4

4

No Service Failure

0

0

Reasonable Redress

2

2

Service Failure

2

2

Maladministration

0

0

Severe Maladministration

0

0

Individual Findings FY YTD By Service Area

Service Area	HOS Findings By Area	%GT HOS Findings By Area	No Service Failure	Reasonable Redress	Service Failure	Maladmin'n	Severe Maladmin'n
Complaint Handling	▲	1	25.00%	0	1	0	0
Development Complaint	●	0	0.00%	0	0	0	0
Estate Services Complaint	●	0	0.00%	0	0	0	0
Lettings AR	●	0	0.00%	0	0	0	0
Lettings Complaint	●	0	0.00%	0	0	0	0
Repair Complaint Day to Day	◆	2	50.00%	0	1	1	0
Repair Complaint Gas	●	0	0.00%	0	0	0	0
Repair Complaint Planned works	●	0	0.00%	0	0	0	0
Repair Complaint Service Contracts	●	0	0.00%	0	0	0	0
Service Charges	●	0	0.00%	0	0	0	0
Service Delivery	●	0	0.00%	0	0	0	0
Tenancy Management Complaint	▲	1	25.00%	0	0	1	0
Unknown Service Area	●	0	0.00%	0	0	0	0
Total		4	100.00%	0	2	2	0

Key - Determinations: The overall determination for a complaint case.

Individual findings: This is the table of the individual findings within the Group's determinations (a single determination can have one or more findings).

Ombudsman Commentary

In April the Group received two complaint determinations from the Housing Ombudsman Service (HOS). Each determination had multiple findings which varied between 'reasonable redress' (where the landlord made redress to the resident which resolved the complaint satisfactorily in the Ombudsman's opinion) and 'service failure'. One case relates to a Crown Simmons complaint that was managed and dealt with by Crown Simmons prior to acquisition. The second case relates to delays in repairs/inspections and drainage issues.

There are currently 6 case determinations that are under 'appeal' with the HOS. Of these, 4 have been requested by customers and 2 by the Group. The Group currently has 27 cases under live investigation with the HOS (19 relate to Property Services- 6 of which are for damp and mould, 10 relate to Home Management - 7 of which are for ASB).