

1. **Report title:** Annual Complaints Overview FY'24
2. **Purpose of Report (please select):** Performance
3. **Action:** Noting
4. **Recommendation(s)** Customer Services Committee are recommended to note the updates contained within the report and discuss any areas of concern.
5. **Report of:** Darren Shelley, Head of Customer Service
6. **Contact details of author:** darren.shelley@yourhousinggroup.co.uk / 07458 087481
7. **Confidential report:** No
8. **Background documents:** N/A

Impacts	
Risk	Non-compliance with Ombudsman Complaints Handling Code may lead to reputational damage
Strategy	Landlord Strategy.
KPI	The proposed new set of "tenant satisfaction measures" have now been released and we are working towards a scorecard to show our performance against each of these.
Finance	Not applicable.
VFM	Not applicable.
Vires	Not applicable.
Governance and Compliance	Compliance with the Ombudsman Complaints Handling Code and SHWP's requirements are critical to ensure governance
Human resources	Under Chapter 6 of the SHWP there is a requirement for organisations to meet the requirements of "professionalisation" and we have included specific training and development for our front line teams to ensure that they have the skills and knowledge to carry out their roles effectively.
Equality and diversity	YHG now has the ability break down Customer Satisfaction Data by demographics and address any areas of underrepresentation.
Consultation	Customer Services Committee receive a quarterly update on progress.

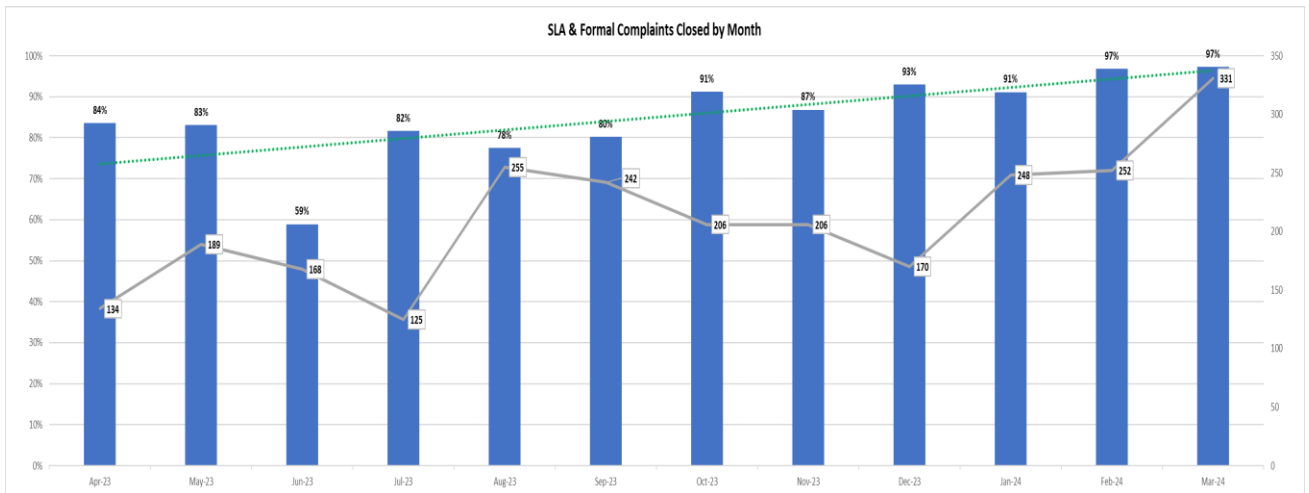
9. Executive Summary

This report will provide Customer Services Committee (CSC) with an overview of Complaints Performance for last financial year and will detail some of the work that has taken place in order improve performance with an update of what the next year will look like.

The report will cover the following areas:

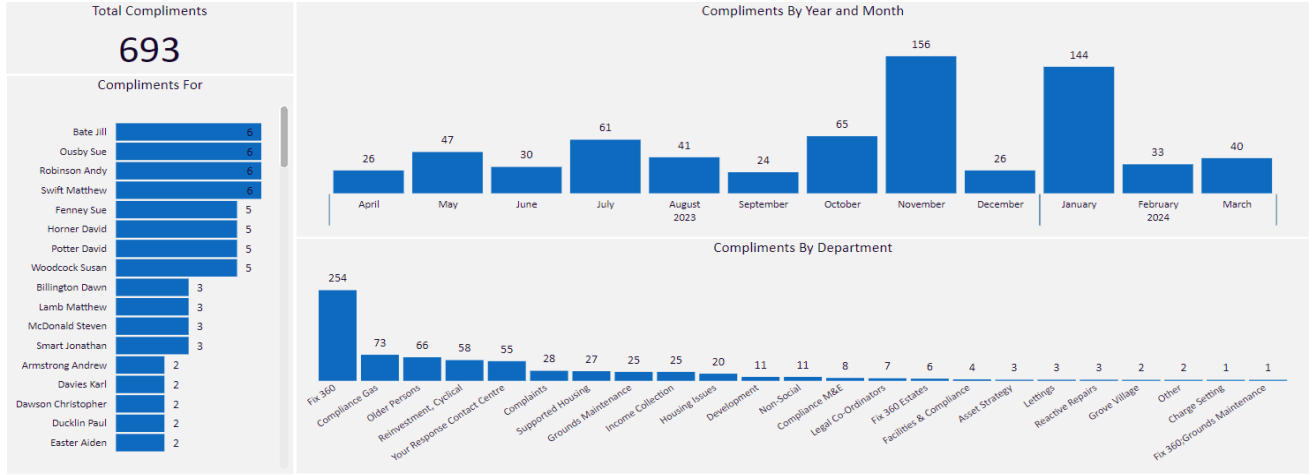
- Performance Update
- Complaints Satisfaction Performance
- Ombudsman Update
- What have we done this year
- Lessons Learned

10. Complaints Performance Update



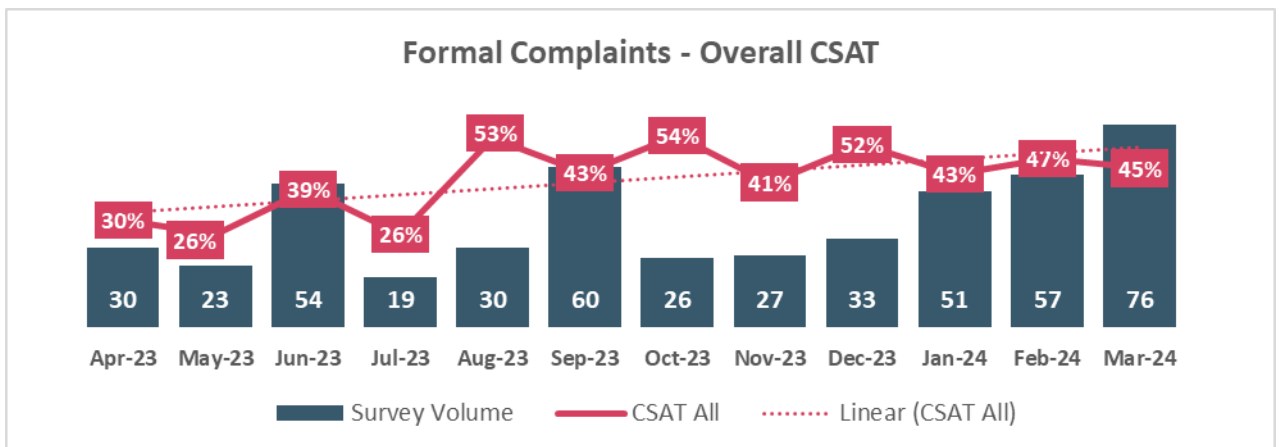
87% of complaints were closed on time against a target of 95% this has decreased from 88% the previous year.

A total of 2,569 complaints were received this financial year compared to 2,076 the previous year an increase of 20%.



A total of 693 compliments were received from customers this financial year compared to 615 the previous year.

11. Complaints Satisfaction Performance



Overall Complaints Satisfaction was 43% for FY'23 compared with 41% the previous year.

	FY21			FY22			FY23			FY24		
	Satisfied	Neither	Dissatisfied	Satisfied	Neither	Dissatisfied	Satisfied	Neither	Dissatisfied	Satisfied	Neither	Dissatisfied
Overall CSAT	28%	14%	58%	32%	19%	48%	41%	14%	45%	▲ 43%	13%	▼ 44%
Ease of making complaint	57%	24%	19%	61%	26%	14%	70%	19%	11%	▼ 60%	18%	▲ 23%
Kept Informed	30%	18%	53%	34%	21%	45%	40%	14%	46%	▲ 44%	16%	▼ 40%
Information provided	36%	23%	41%	46%	20%	34%	50%	15%	34%	▲ 55%	14%	▼ 31%
Staff keeping their promise	28%	16%	55%	34%	19%	47%	38%	16%	46%	▲ 39%	18%	▼ 43%
The final outcome	35%	14%	51%	40%	16%	44%	42%	13%	45%	▼ 39%	14%	▲ 47%

Satisfaction is up across all categories with the exception of ease of making a complaint and the final outcome compared to previous years.

12. Ombudsman Update

In the last 12 months we have had 12 Housing Ombudsman Determinations with 23 findings detailed across all of the determinations broken down as follows:

- 1 severe maladministration
- 9 maladministration
- 3 no maladministration
- 5 reasonable redress offered
- 4 service failure
- 1 withdrawn

We currently have 14 open investigations with the Housing Ombudsman, detailed in tables below. The oldest dates to a complaint from September 2021.

DATE RECEIVED	HOS CASE ID	BACKGROUND TO THE COMPLAINT	Stage 2 received	COMPLAINT SUMMARY	COMPLAINT CATEGORY
13/11/2022	202214825	STAGE 2 closed 16 June 2022 - Handling of the resident's concerns about the standard of estate management, liability for service charges, level of compensation offered and response to the resident's reports of ASB.	Sep-21	The complaint is about: <ul style="list-style-type: none"> The landlord's handling of the resident's concerns about the standard of estate management. The resident's liability for service charges. The level of compensation offered by the landlord. The landlord's response to the resident's reports of anti-social behaviour. 	Housing Issues
24/02/2023	202218811	STAGE 2 - Closed 28 October 2022 - Unhappy with amount of care provided at Brookside and inaccuracies in stage 1 response	Nov-22	The complaint is about: <ul style="list-style-type: none"> The landlord's response to the resident's concerns about the governance of the Brookside Scheme. The landlord's response to the resident's concerns about safeguarding measures in place for vulnerable residents. The landlord's record keeping in relation to the resident's medical needs and suitability of their accommodation. 	OPS
19/08/2023	202311434	STAGE 2 - Closed 10 October 2022 - Regarding the handling of reports of a fly infestation. Dissatisfied with the outcome including the compensation offered which they advise does not reflect their loss of earnings.	Sep-22	The complaint <ul style="list-style-type: none"> The landlord's handling of reports of a fly infestation. 	Housing Issues
21/08/2023	202303695	STAGE 2 - Closed 04 October 2022 - Had a pyrovent fan fitted in the bathroom & feels that the replacement is not as efficient, cost effective, user friendly or practical as the other fan.	Sep-22	The complaint is about the landlord handling of the resident's reports concerning a newly installed extractor fan in a windowless bathroom.	Compliance M&E
24/11/2023	202303228	STAGE 2's Closed 13 September 2023 & 21 April 2023. REPAIRS - Disagrees with stage 1 response and feels this has not covered all issues as not just key safe issue but also the paving in the back yard. HOUSING ISSUES - Disagrees with information provided at stage 1 with regards to DWP being able to pay his bedroom tax with his benefits.	March 2023 & August 2023	Handling of the resident's concerns about their rent payments, their concerns about it providing sufficient notice for repair appointments & the conduct of the housing manager, including their concerns about having an advocate present	Housing Issues
10/01/2024	202303001	Stage 2 - Closed 13 January 2023- Lack of action regarding harassment and ASB experienced with neighbours. Advises decline in mental health	Dec-22	The complaint is about the landlord's handling and response to: <ul style="list-style-type: none"> The resident's reports of antisocial behaviour and harassment. The resident has explained that the outstanding issues are: <ul style="list-style-type: none"> The resident has advised the landlord are still not taking the appropriate actions required in the case. The resident has advised the perpetrators are still harassing and following the resident. 	Housing Issues
22/01/2024	202300653	Stage 2 - Closed 14/04/2023- Resident's reports of a rat infestation at their former property at Flat 26 Cedar Road & their request for compensation.	Mar-23	The complaint is about the landlord's handling of: <ul style="list-style-type: none"> The resident's reports of a rat infestation, and their subsequent request for compensation 	Housing Issues

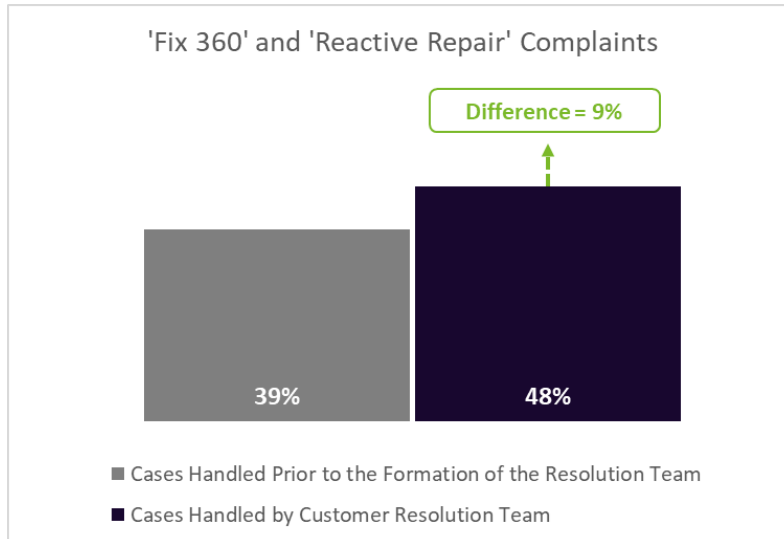
DATE RECEIVED	HOS CASE ID	BACKGROUND TO THE COMPLAINT	Stage 2 received	COMPLAINT SUMMARY	COMPLAINT CATEGORY
29/02/2024	202234964	STAGE 2 - Closed 03/07/2023- Damp & mould in the bedroom, rats entering the property via the broken soil pipe, delay with replacing the wet room flooring & resolving a leak.	May-23	The complaint is about: <ul style="list-style-type: none"> The landlord's handling of repairs issues including the flooring in two different wet rooms, and also in the WC. The landlord's handling of reports of damp and mould in the property. The landlord's handling of reports of an infestation of rats from a broken sewage pipe. The landlord's handling of the complaint more generally 	Fix 360
02/03/2024	202233665	STAGE 2 - Closed 28/06/2023 - Ongoing issues with damp in the property due to a delay with resolving the issues with the roof/ chimney. Roofers have been out to rectify the problem but not successfully.	Feb-23	The complaint is about the landlord's handling of the resident's reports concerning: <ul style="list-style-type: none"> Roof repairs and water ingress. Damp and mould. 	Fix 360
06/03/2020	202311044	STAGE 2 Closed 14/06/2023- Time taken for roof leak and WC repairs. Also bathroom fan and light repairs awaiting on the roof repair.	May-23	The complaint is about the landlord's: <ul style="list-style-type: none"> Handling of the repairs at the resident's property. Response to the resident's reports of damp and mould at the property. Response to the resident's reports of a leak at the property. Complaint handling. 	Fix 360
15/03/2024	202233522	STAGE 2 CLOSED 24/08/2023- Roof leak reported in October 2021 and advised previously the repair works should have been completed by 12th October 2022. No repairs & leak has got worse	Feb-23	The complaint is about the landlord's handling of: <ul style="list-style-type: none"> Reports of a leak in the resident's roof and associated repairs to the roof and ceiling The associated complaint and level of redress The outstanding issues 	Fix 360
25/03/2024	202214214	STAGE 2 CLOSED 07/07/23 Disagrees with actions being taken against neighbour who has girlfriend living with him. Feels this isn't fair as he is not able to have anyone stay with him	Jun-23	The complaint is about the landlord's handling of their reports that a neighbour is allowing their girlfriend to live in their property <p>The resident has explained that they are looking for the following in order to resolve the complaint:</p> <ul style="list-style-type: none"> The resident would like the landlord to take action to prevent the neighbour from allowing their girlfriend to stay with them <p>Background</p>	Older Persons
03/04/2023	202225791	STAGE 2 CLOSED 28/04/2023 Customer without heating and hot water for a number of days and was advised that it has been expensive to run temporary heaters. Disagrees with compensation and decisions made at stage 1	Apr-23	Complaint about the landlord's handling of: <ul style="list-style-type: none"> The resident's reports of repairs to the heating and hot water system 	Compliance

DATE RECEIVED	HOS CASE ID	BACKGROUND TO THE COMPLAINT	Stage 2 received	COMPLAINT SUMMARY	COMPLAINT CATEGORY
17/04/2024	202233147	STAGE 2 CLOSED- 19/06/2023 Issue w ith blocked sink in kitchen reoccurring, lack of communication and inaccurices in stage 1 response	May-23	<p>The complaint</p> <p>The complaint is about the landlord's handling of:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Reports of a leak related to kitchen plumbing and associated repairs. <input type="checkbox"/> Reports of repairs to: <ul style="list-style-type: none"> <input type="checkbox"/> The hot w ater pump. <input type="checkbox"/> Kitchen cupboards. <input type="checkbox"/> Reports about the conduct of staff. <input type="checkbox"/> The complaint and level of redress <p>The outstanding issues</p> <p>The resident has explained that the outstanding issues are:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Delays in repairing a leak related to kitchen plumbing and communication around the repairs and missed appointments. <input type="checkbox"/> The landlord's response to reports of violence and aggression from a staff member w ho punched his van. <input type="checkbox"/> Delays in fixing the hot w ater pump left the resident w ithout hot w ater for a number of months. <input type="checkbox"/> The professionalism of the staff member w ho spoke w ith the resident about the stage 1 complaint and issued a response in the name of another staff member with spelling mistakes and inaccuracies. <input type="checkbox"/> Delays in logging and responding to the resident's complaint. 	Fix 360

13. What have we done this year?

Created Customer Resolution Team

- **Six Month Pilot** – Approved to continue by CSC
- **Recruited & Deployed 10 staff**
- **Performance Improvement** – exited FY'24 on 97%, CRT Complaints Satisfaction 48%



Housing Ombudsman Complaints Handling Code

- From 1st April Code became Statutory. Acknowledging complaints within 5 working days, etc.

14. Lessons Learned

During the last 12 months we changed focus on Lessons Learned and felt that the extra meetings on top the current operational and review meetings did not add any value. Instead, we implemented a process whereby we would review the Housing Ombudsman Findings in detail and implement change on the back of those determinations. To date YHG have presented 3 cases to CSC as follows:

- 2 x Housing Management (2 ASB)
- 1 x OPS (1 ASB)

Examples of positive changes on the back of the review:

- All Grove Village complaints managed through CRM system
- New ASB Procedure implemented
- Changes made to CCTV Policy and Procedure
- Introduction of monthly ASB Service Improvement Forum
- New management controls in place managing ASB open cases
- Training delivered on new ASB process to OPS Team
- File notes introduced in OPS to aid record keeping
- Refreshed ASB training delivered within OPS Team
- Customer Service Training delivered to all staff
- CCTV training developed by Governance Team
- 'Complaints and Culture' sessions delivered to OPS Team

15. Next 12 months (Service Improvement)

- Rollout complaints from wider YHG teams into Customer Resolution Team
- Continue lessons learned from Housing Ombudsman Determinations
- Housing Ombudsman Self-Assessment

16. Recommendations

Customer Services Committee are recommended to note the updates contained within the report and discuss any areas of concern.

Appendix:

Draft Housing Ombudsman Self-Assessment April 2024