

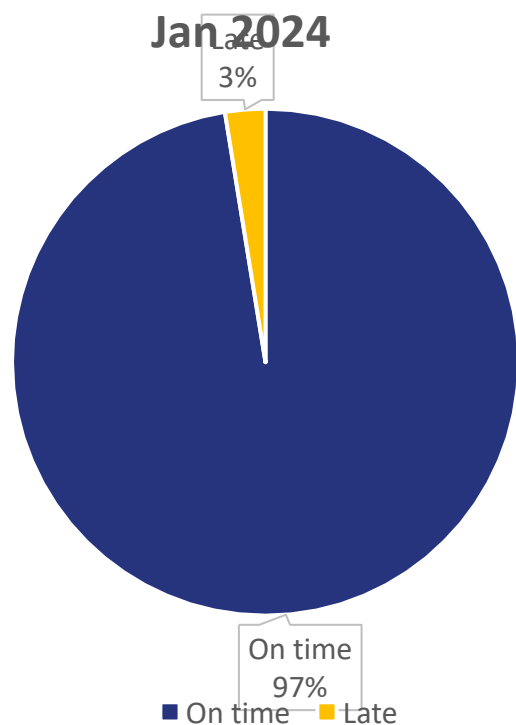
Customer Resolution update

January 2024



Percentage of complaints responded to on time

Month	Received	Due	On time	Late	Percentage	Target
Jan 2024	44	39	38	1	97%	90%

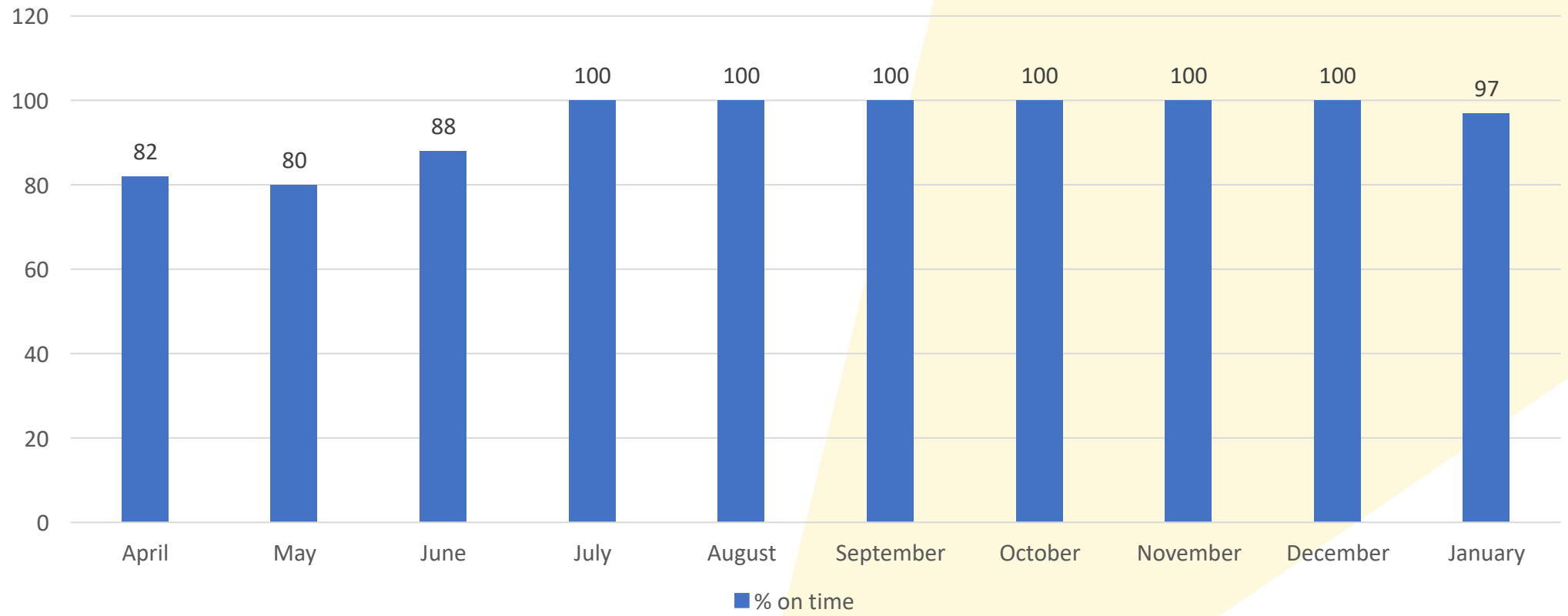


- January 2024 – 97% response rate – 1 response late by 1 day agreed with customer via discussion (100% in December 2023)
- Complaints recorded – 44 (17 in December 2023)
- Regular meetings with managers, chasing and escalation process in place
- Duty arrangement in place for monitoring incoming complaints

Year to date performance

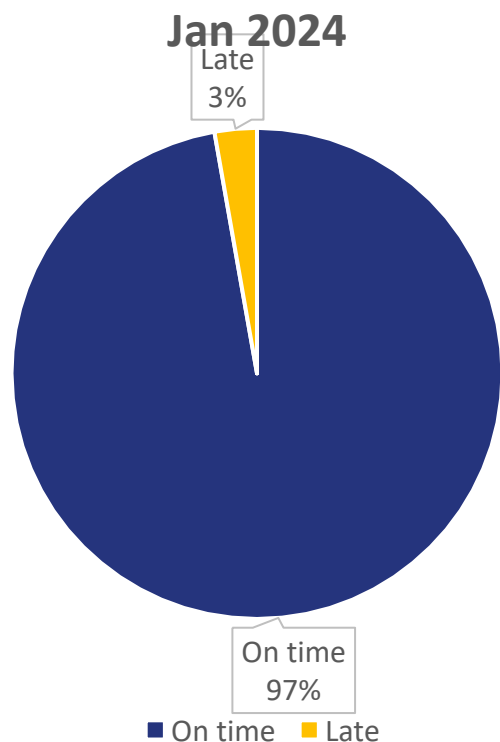
Tolerance: 85%
Target: 90%

Percentage of complaints responded to on time



Stage 1 complaints performance

Month	Received	Due	On time	Late	Percentage	Target
Jan 24	38	36	35	1	97%	90%



Complaints responded to on time

- January 2024 – 97%
- December 2023 – 100%

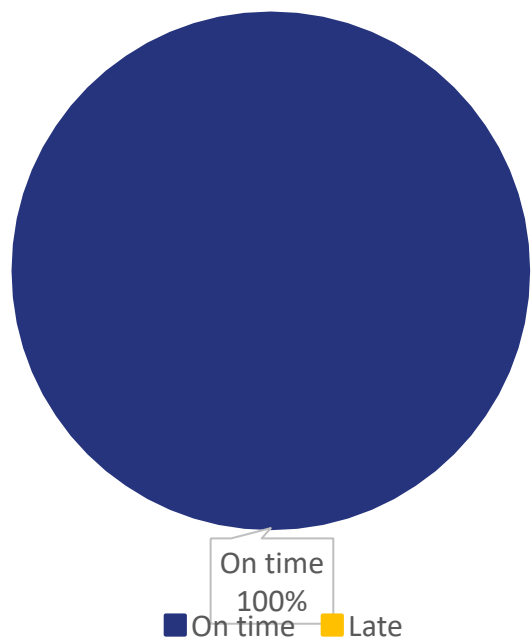
Themes

- Communication
- Housing Circumstances
- Maintenance

Stage 2 complaints performance

Month	Received	Due	On time	Late	Percentage	Target
Jan 24	6	3	3	0	100%	90%

Jan 2024



- Complaints responded to on time
 - January 2024 - 100%
 - December 2023 - 100%

Member enquiry performance

Month	Received	Due	On time	Late	Percentage	Target
Jan 2024	175	152	148	4	97%	90%

Service area enquiries	Number
Lettings	52
Repairs	30
ASB	22
Tenancies	20
Neighbourhoods	17
ASB	14
Homeless	12
Total	167

Improvements implemented

CMC – focus on customer service

- Control Room Operators and Team Leaders prioritised for customer service training
- Weekly call quality monitoring for all Operators for both Telecare and general / out of hours enquiries
- Review of opening and closing greetings to customers

A few of the compliments...

- **Repairs** – out of hours service – a customer contacted us to say the work was completed efficiently and very professionally
- **Repairs** – a customer complimented an operative after completion of plumbing repairs, referring to them being very professional and friendly and that work was completed to a high standard
- **ASB** – a customer thanked the ASB Officer who has handled their complaint, saying they always kept in contact and took statements, with the case taken to court and a decision made against their neighbours.
- **Housing Solutions** – received a compliment from a customer saying, “having a safe and warm place to sleep has made a world of difference, and I am truly grateful for your compassion”.
- **Building Solutions** - a customer complimented the Aids and Adaptations team for the work to their bathroom, saying it has "given them more life" following their ongoing health struggles and they now have so much more independence.

Other highlights

- Focus on keeping Complaints and Members enquiries inbox performance within policy.
- Revised Complaint webform and webpage now live.
- Complaints policy and process presentation delivered to City Housing Oversight Panel on what is a complaint, what is a service request, expected responses and lessons learnt.
- Complaints lessons learnt in Quarter 3 currently being analysed and implemented as part of regular process.

Regulatory compliance – national context

The Housing Ombudsman Service (HO) looks at complaints about registered providers of social housing. Recently there has been heightened regulatory compliance placed upon us through the Housing Ombudsman and the Regulator for Social Housing.

The most recent Annual Complaints Review for 2022 – 2023 revealed a huge 323% rise in severe maladministration findings.

Customers are being encouraged through advertised campaigns to report to the HO – public notices of high levels of compensation being awarded.