



Complaint Performance Housing & Support Services: Quarter 2 21/22

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Introduction

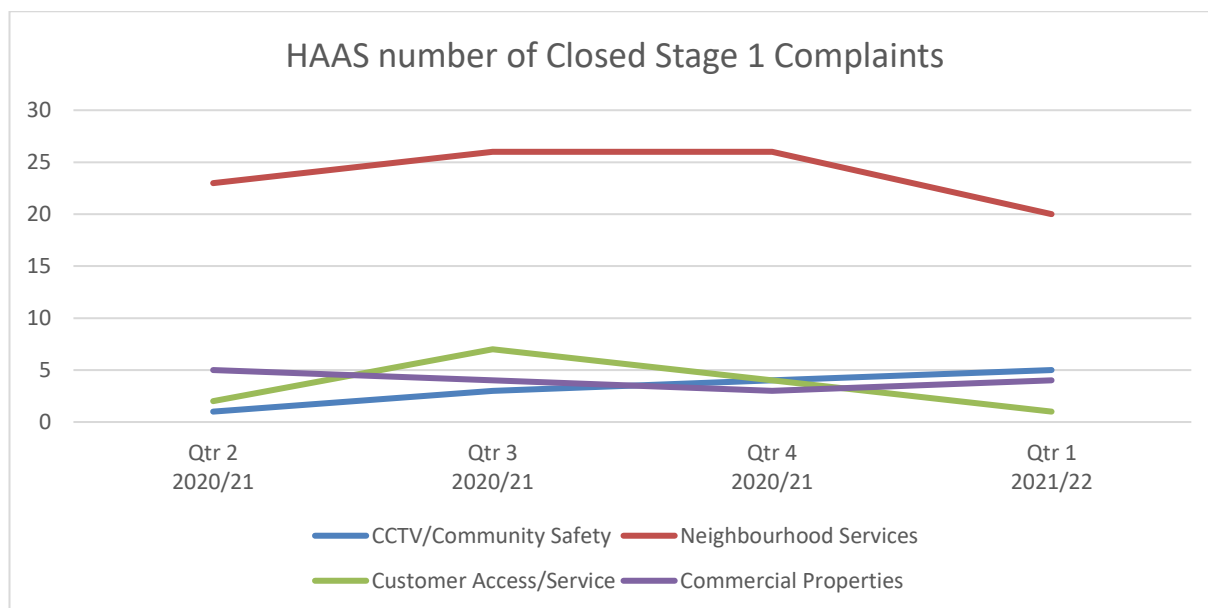
While we try to make sure that we do everything right first time, sometimes we get things wrong and customers may want to make a complaint. Although we try to ensure that our customers don't feel that they need to make a complaint we welcome them as they give us an opportunity to improve our services. Customer feedback helps us to do things better next time.

Currently, the Performance and Customer Insight Team manage customer complaints on behalf of all teams within One Vision Housing (OVH). This includes repairs and investment works carried out by Sovini Property Services.

This report contains details of those complaints for the financial quarter from 1st July 2021 - 30th September 2021 specifically for One Vision Housing's Housing & Support Services Teams.

If you require any clarification or further detail, please contact Christina Douglas
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Executive Summary



Trends Identified:

- Increase in the number of Neighbourhood complaints.
- Decrease in Customer Service/Access complaints from 4 (Q1) to 1 (Q2).
- Decrease in the number of CCTV/Community Safety complaints.
- Stage 1 complaints upheld percentage has decreased from 43% (Q4) to 37% (Q1)
- Escalations from stage 1 to stage 2 have increased from quarter 4 (8) to quarter 1 (9).
- All stage 2 complaints were responded to within target time but handling time has increased from 7.8 days (Q1) to 12 days (Q2). This was due to 1 complex complaint being extended taking 37 days however this complaint was still complete within the final target agreed with customer. Without this complaint average days to complete reduces to 8.

Complaint Performance

The below table outlines complaint management performance for the last 4 quarters. This includes complaints from all Housing and Support Services.

Previous to Quarter 3 Leasehold and Commercial Properties have not been included in this report, from this quarter their complaints will be included. The bracketed number are the values without Leasehold and Commercial Properties so a direct comparison to the previous quarters can be made.

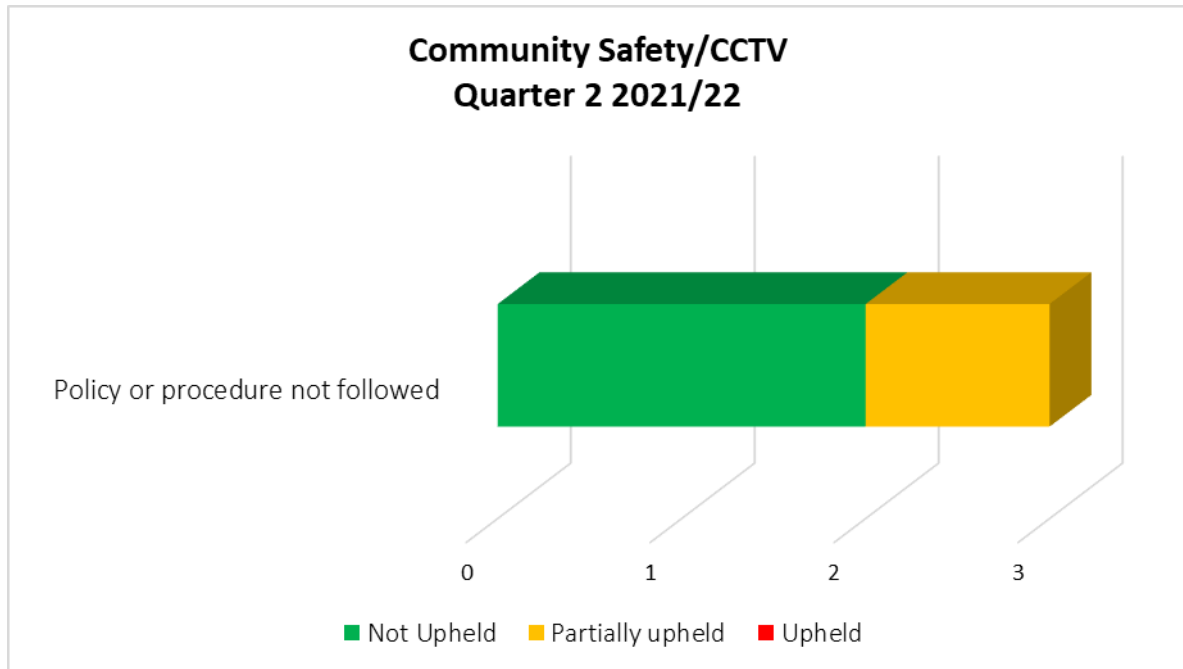
	Qtr 3 20/21	Trend	Qtr 4 20/21	Trend	Qtr 1 21/22	Trend	Qtr 2 21/22
Number of Stage 1 complaints closed	40 (36)	↓	37 (34)	↓	30 (26)	↑	35 (34)
% of complaints resolved at Stage 1	85% (83%)	↓	78% (79%)	↓	70% (69%)	↑	72% (71%)
% of Stage 1 complaints responded to within target time	100% (100%)	↔	100% (100%)	↔	100% (100%)	↔	100% (100%)
Average number of working days to resolve a Stage 1 complaint	7.8 (7.6)	↔	7.8 (7.6)	↑	8.4 (8.3)	↓	7.2 (7.3)
% of Stage 1 complaints upheld or partially upheld	60% (64%)	↓	43% (44%)	↓	37% (38%)	↑	46% (44%)
Stage 2							
Number of Stage 2 complaints closed	6 (6)	↑	8 (7)	↑	9 (8)	↓	7 (7)
% of Stage 2 complaints responded to within target time	100% (100%)	↔	100% (100%)	↔	100% (100%)	↔	100% (100%)
Average number of working days to resolve a Stage 2 complaint	7.5 (7.5)	↑	8 (7.8)	↓	7.8 (7.6)	↑	12
% of Stage 2 complaints upheld or partially upheld	50% (50%)	↓	14% (14%)	↓	22% (13%)	↑	63% (63%)

The survey numbers are too low to divide by service area, so these results are for all OVH closed complaints, regardless of the service area they relate to.

	Qtr 3 20/21	Trend	Qtr 4 20/21	Trend	Qtr 1 21/22	Trend	Qtr 2 21/22
% of customers satisfied with complaint handling	82%	↓	72%	↓	65%	↓	60%
% of customers satisfied with complaint outcome	60%	↑	71%	↓	62%	↓	41%

Community Safety/CCTV

	Quarter 3 2020/21		Quarter 4 2020/21		Quarter 1 2021/22		Quarter 2 2021/22	
Received	3	↑	4	↑	5	↑	3	↓
% Upheld	33%	↑	50%	↑	20%	↓	33%	↑



Fault Category Review

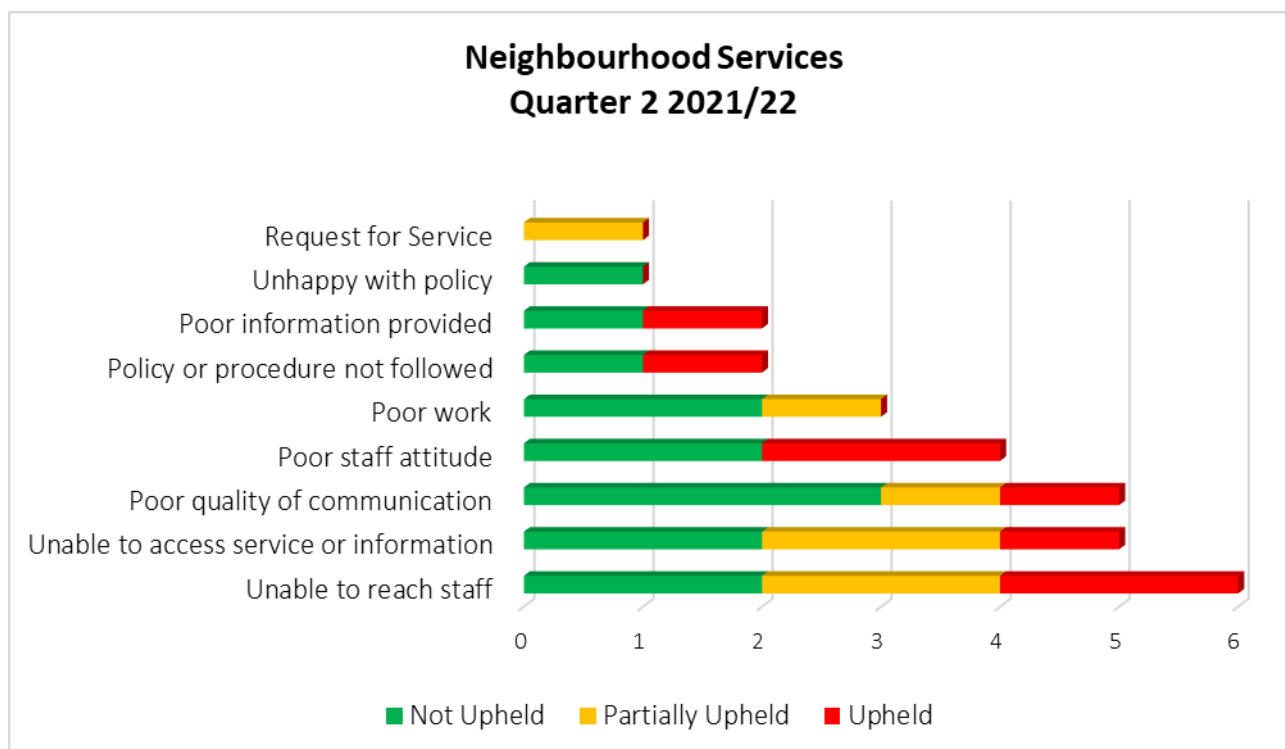
CCTV/Community Safety have received three formal complaints in quarter two, one was partially upheld in the policy or procedure not followed category – this was in relation to Anti-Social Behaviour handling.

The lesson learnt are:

- case management could be improved. no action plan / risk assessment on the original case.

Neighbourhood Services

	Quarter 3 2020/21		Quarter 4 2020/21		Quarter 1 2021/22		Quarter 2 2021/22	
Received	26	↑	26	↔	20	↓	33	↑
% Upheld	58%	↑	46%	↓	40%	↓	45%	↑



Fault Category Review

Neighbourhoods have seen an increase in both number of complaints and percent of complaints upheld (8) or partially upheld (7).

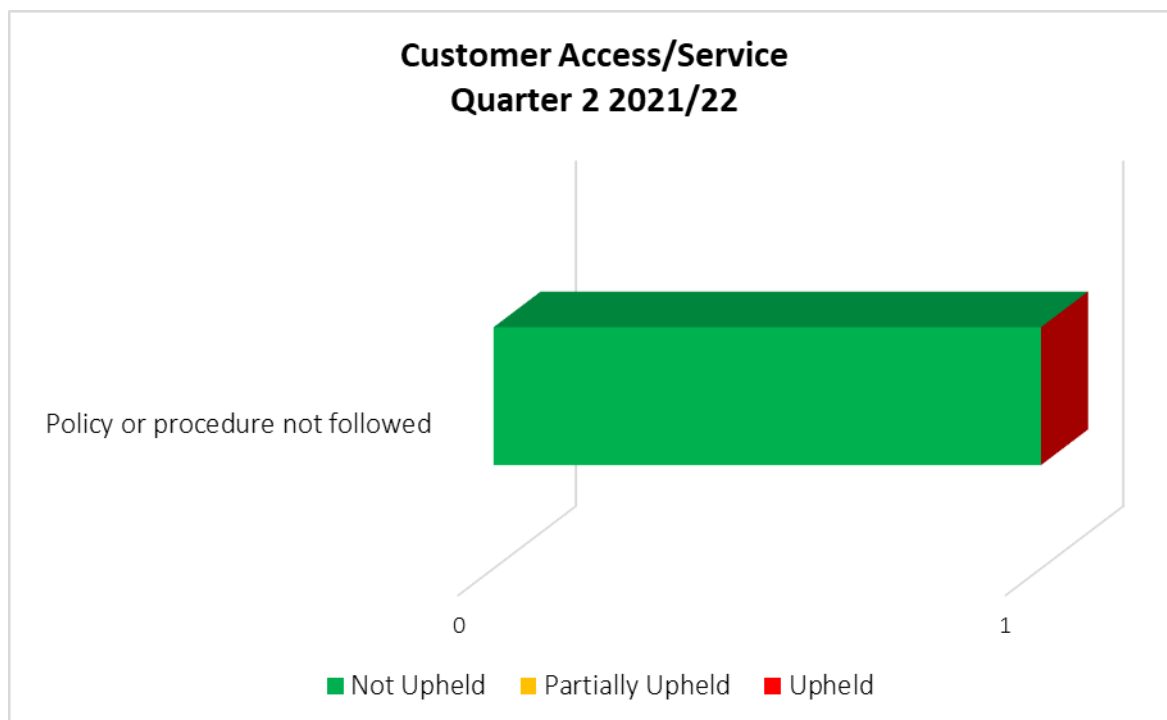
The category with the most upheld complaints was unable to reach staff.

The lessons learnt are:

- To action all contact within a timely manner and within SLA.
- To ensure the accuracy of all information prior to circulation.
- For staff to make sure they explain rent and service charges correctly and the account history is understood prior to contact with customer.
- Improve communication of appointments.

Customer Access/Service

	Quarter 3 2020/21		Quarter 4 2020/21		Quarter 1 2021/22		Quarter 2 2021/22	
Received	7	↑	4	↓	1	↓	2	↑
% Upheld	100%	↔	25%	↓	100%	↑	50%	↓



Fault Category Review

The Customer Access and Service Centre have seen an increase in the number of complaints received but a decrease in the percentage upheld.

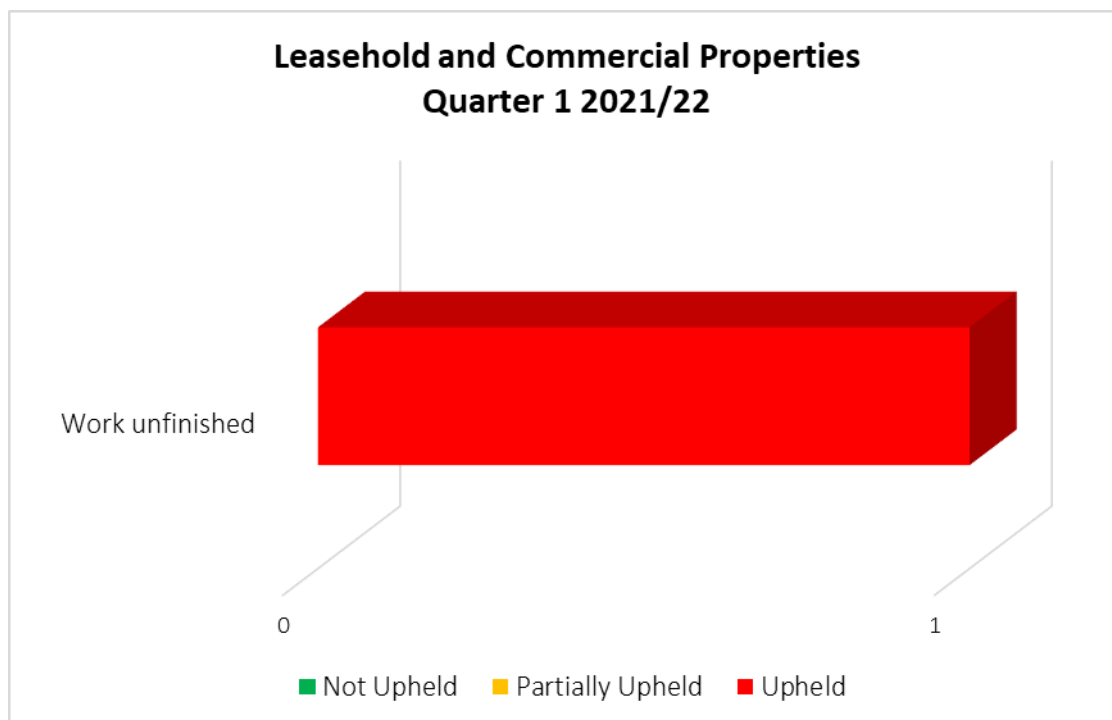
The complaint category with the upheld complaint in was poor information provided.

The lessons learnt are:

- For all staff to make sure they use the systems available to check information.

Leasehold and Commercial Properties

	Quarter 3 2020/21		Quarter 4 2020/21		Quarter 1 2021/22		Quarter 2 2021/22	
Received	4	↓	3	↓	4	↑	1	↓
% Upheld	25%	↑	33%	↑	25%	↓	100%	↑



Fault Category Review

The Commercial Properties team have seen a decrease in the number of complaints raised.

The complaint category was work unfinished.

The lessons learnt are:

- Explanation of delays included. Referred on to repairs manager to review. Possible training refresher for trades as errors for follow on work.

End to End Reviews

We have completed end to end reviews of complaints where the complainant was either dissatisfied or the complaint was escalated, to see if there is anything we could have been done differently or better. The below information is in relation to HASS complaints only.

	Total	Potentially Avoidable
Escalations	10	2
Dissatisfied	2	0

Performance team to meet with managers to review cases where escalation could have been avoided. Main points noted were -

- Ensure sufficient information and explanation provided in letters

Compliments

The below table shows the number of compliments recorded by the Performance and Customer Insight Team throughout Quarter 2 2021/22 for each Housing and Support Services.

	Quarter 3 2020/21		Quarter 4 2020/21		Quarter 1 2021/22		Quarter 2 2021/22	
Neighbourhood Services	13	↑	6	↓	10	↑	7	↓
Independent Living	3	↓	6	↑	4	↑	2	↓
Customer Access/Service	7	↑	6	↓	8	↑	7	↓
Aids & Adaptations	-	↔	-	↔	-	↔	-	↔
Community Safety/CCTV	1	↓	1	↔	2	↑	0	↓