



Complaint Performance Housing & Support Services: Quarter 3 23/24

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Customer Complaints Coordinator

Contents

- 1. Introduction**
- 2. Executive Performance**
- 3. Volume of Complaints**
 - a. Community Safety/CCTV**
 - b. Neighbourhood Services**
 - c. Customer Access/Service**
 - d. Leasehold and Commercial Properties**
- 4. End to End Reviews**

Introduction

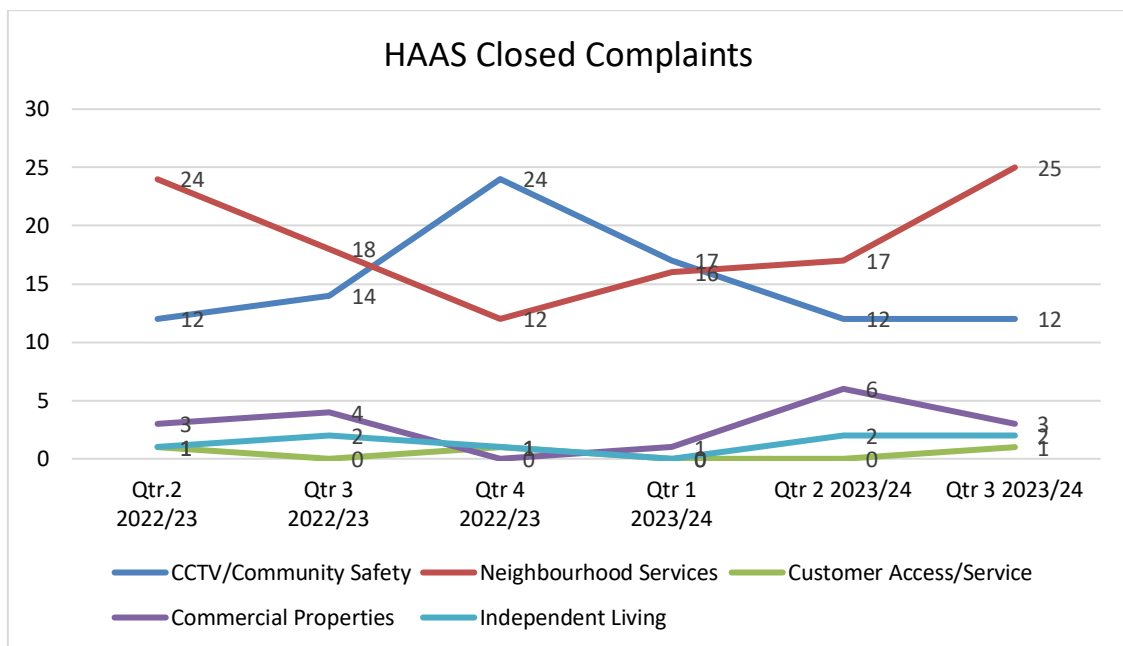
While we try to make sure that we do everything right first time, sometimes we get things wrong and customers may want to make a complaint. Although we try to ensure that our customers don't feel that they need to make a complaint we welcome them as they give us an opportunity to improve our services. 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 October 2023 to 31st December 2023 specifically for One Vision Housing's Housing & Support Services Teams.

If you require any clarification or further detail, please contact Rebecca Hill
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Executive Summary



Trends Identified:

- There has been an increase in the number of Neighbourhood complaints from 17 (Q2) to 25 (Q3)
- The Customer Service Centre has had 1 complaint closed in Q3. Which is an increase from 0 in Q2.
- The Commercial and Leaseholder complaints have received 3 complaints in Q3, which is a decrease from 6 in Q2.
- The Independent Living Team has had 2 complaints logged in Q3 which is the same as Q2
- The CCTV (ARM)/Community Safety (ASB) had 12 complaints logged in Q3 which is the same as Q2.
- There were 8 complaints escalated from stage 1 to stage 2 in Q3 which is the same as Q2.
- The average handling time for both stage 1 and stage 2 had decreased from Q2.

Complaint Performance

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

	Qtr.4 22/23	Trend	Qtr. 1 23/24	Trend	Qtr.2 23/24	Trend	Qtr.3 23/24	Trend
Number of Stage 1 complaints closed	35	↑	28	↓	45	↑	40	↓
% of complaints resolved at Stage 1	64%	↓	91%	↑	64%	↓	76%	↑
% of Stage 1 complaints responded to within target time	100%	↔	100%	↔	100%	↔	100%	↔
Average number of working days to resolve a Stage 1 complaint	9	↓	9.4	↑	9	↓	8.3	↓
% of Stage 1 complaints upheld or partially upheld	74%	↑	71%	↓	55%	↓	35%	↓
Number of Stage 2 complaints closed	3	↓	4	↑	8	↑	8	↔
% of Stage 2 complaints responded to within target time	100%	↑	100%	↔	100%	↔	100%	↔
Average number of working days to resolve a Stage 2 complaint	9	↓	8.7	↓	9.2	↑	8.5	↓
% of Stage 2 complaints upheld or partially upheld	33%	↓	75%	↑	63%	↓	50%	↓

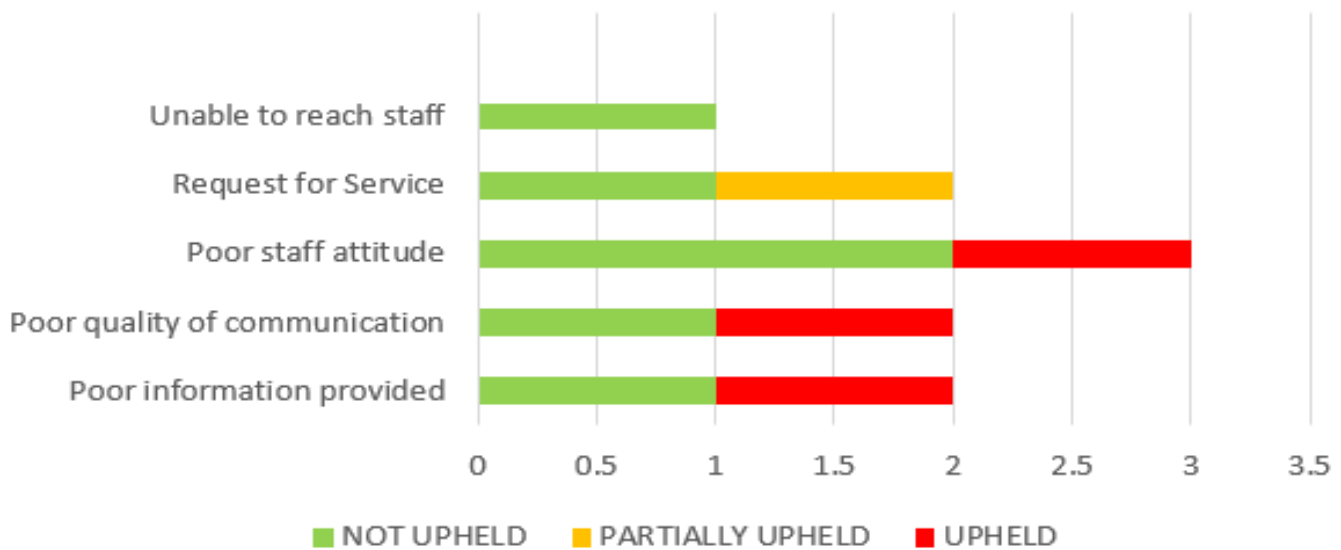
The survey numbers are too low to divide by service area, so these results are for all OVH closed complaints, regardless of the service area they relate to.

	Qtr. 4 22/23	Trend	Qtr. 1 23/24	Trend	Qtr. 2 23/24	Trend	Qtr. 3 23/24	Trend
% of customers satisfied with complaint handling	67%	↓	53%	↓	56.7%	↑	68.2	↑
% of customers satisfied with complaint outcome	51%	↔	36%	↓	40.6%	↑	42.9	↑

Community Safety/CCTV

	Quarter 4 2022/23		Quarter 1 2023/24		Quarter 2 2023/24		Quarter 3 2023/24	
Received	24	↑	17	↓	13	↓	10	↓
% Upheld	83%	↑	71%	↓	58%	↓	40%	↓

COMMUNITY SAFETY/ASB/CCTV QUARTER 3 2023/24



Fault Category Review

CCTV/ASB/Community Safety have seen a decrease in the number of complaints and the upheld percentage.

'CCTV' (in relation to the new outsourced out of hours service) received 1 complaint, the outcome was upheld. The category of the complaint was "poor information provided" and the lessons learnt are to ensure outsourced staff are aware of the repairs that require emergency assistance.

'ASB' received 9 complaints, 3 of which were upheld or partially upheld.

The most common category for complaints was 'poor staff attitude'.

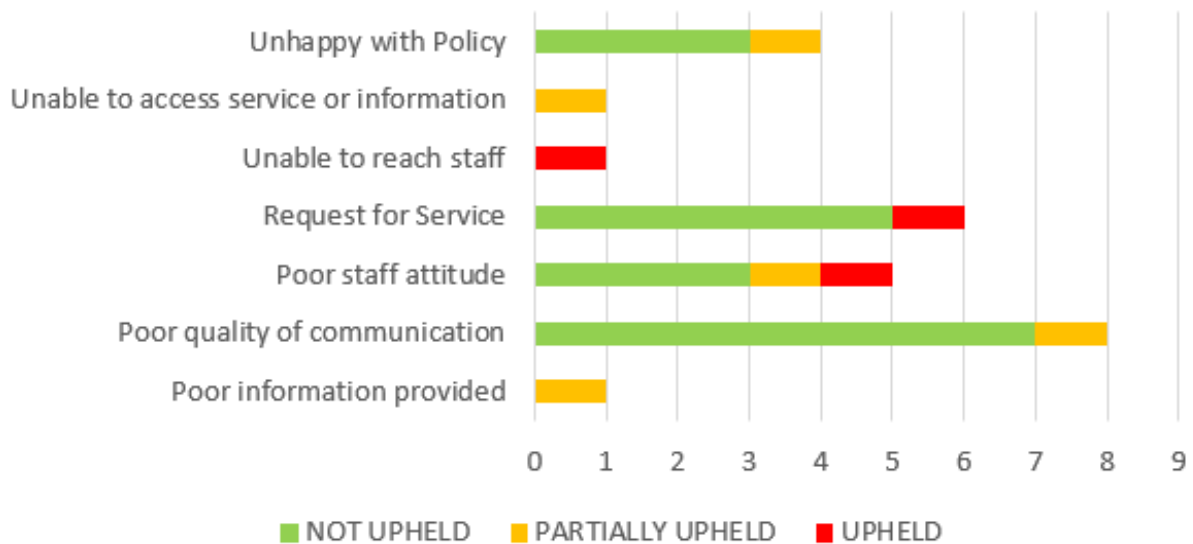
The lessons learnt are:

- For staff to respond to all communication when submitted with in a timely manner and ensuring that people are kept informed on the progress of any cases, and to utilise different methods of contact when a person may not be available by phone.

Neighbourhood Services

	Quarter 4 2022/23		Quarter 1 2023/24		Quarter 2 2023/24		Quarter 3 2023/24	
Received	12	↓	16	↑	23	↑	26	↑
% Upheld	50%	↑	50%	↔	47%	↓	31%	↓

NEIGHBOURHOOD SERVICES QUARTER 3 2023/24



Fault Category Review

Neighbourhoods have seen an increase in the number of complaints received, but a decrease in the upheld percentage.

There were three categories with 1 upheld complaint: 'Unable to reach staff', 'Request for service' and 'poor staff attitude'.

The lessons learnt are:

- For staff to follow correct process when responding to customer requests.
- For staff to ensure that any request for service is reviewed and responded to in line with policy.
- Staff to respond within 48 hours service level agreement.

Customer Access/Service

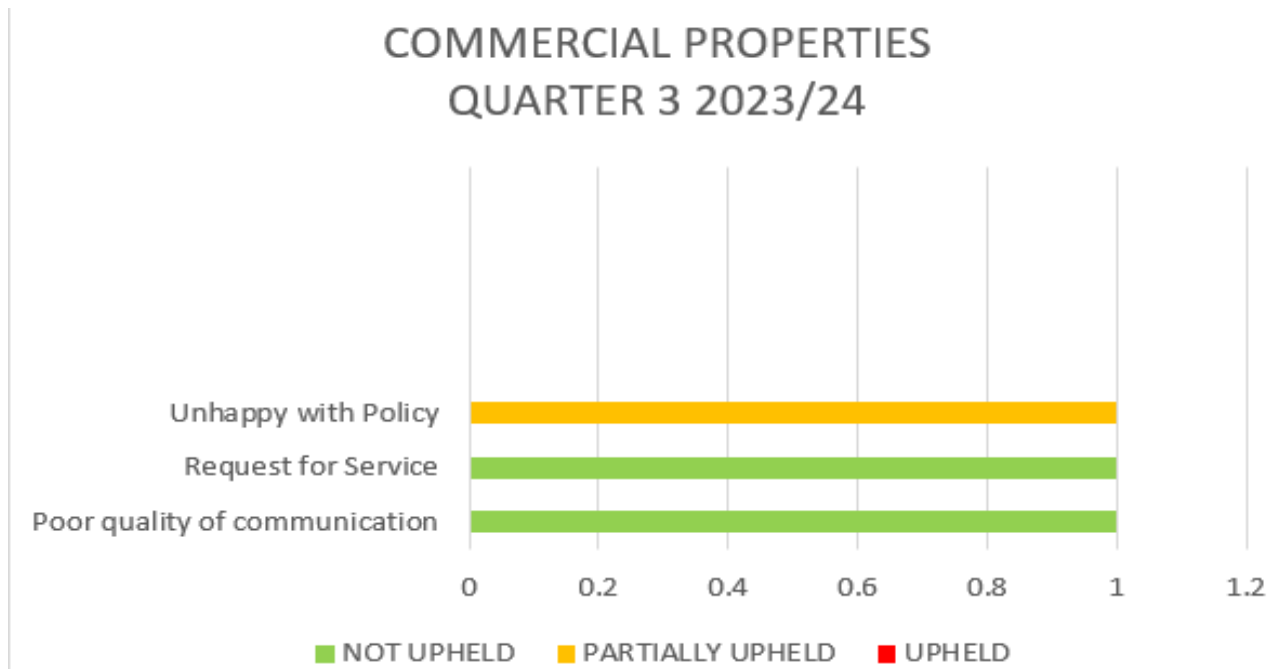
	Quarter 4 2022/23		Quarter 1 2023/24		Quarter 2 2023/24		Quarter 3 2023/24	
Received	0	↓	0	↔	1	↑	0	↓
% Upheld	N/A	↓	100%	↑	0%	↓	N/A	↔

The Customer Service Centre/Access Centre did not receive any complaints in Quarter 3.

Commercial Properties

	Quarter 4 2022/23		Quarter 1 2023/24		Quarter 2 2023/24		Quarter 3 2023/24	
Received	0	↓	1	↑	6	↑	3	↓
% Upheld	100%	↔	N/A	↓	50%	↑	33%	↓

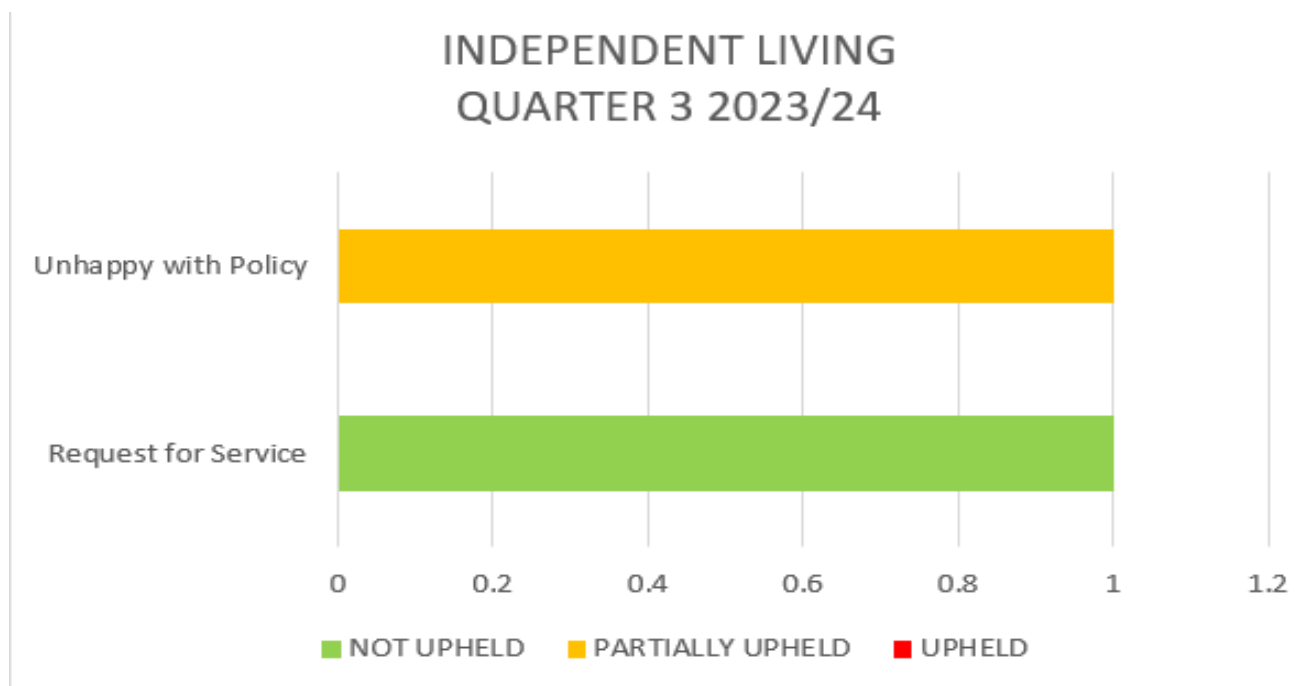
Commercial Properties received 3 complaints, this was a decrease compared to quarter 2, also a decrease in upheld percentage.



Independent Living

	Quarter 4 2022/23		Quarter 1 2023/24		Quarter 2 2023/24		Quarter 3 2023/24	
Received	1	↓	0	↓	3	↑	3	↓
% Upheld	0%	↓	N/A	↓	33%	↑	50%	↑

The Independent Living Team received 2 complaints in Quarter 3. 1 complaint was partially upheld, and 1 complaint not upheld, this was a decrease compared to 3 complaints received in quarter 2. There was an increase in the upheld percentage 50% compared to 33% in quarter 2.



End to End Reviews

We have completed end to end reviews of complaints where the complainant was either dissatisfied or the complainant 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	9	0
Dissatisfied	2	1

