



Complaint Performance Housing & Support Services: Quarter 4 23/24

Report Compiled by Katie Chandley
Customer Complaints Co-ordinator

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Introduction

Whilst we attempt to do everything right first time, sometimes we get things wrong. On the occasions where we fail to get things right first time, our customers can make a complaint. When our customers feel that they need to make a complaint, we welcome them. Complaints give us an opportunity to examine and improve the services we provide to customers. Customer feedback is analysed and acted upon, allowing us to put improvement measures in place to make things better next time.

The newly formed Customer Experience Team manage customer complaints on behalf of all teams within One Vision Housing (OVH). This includes repair and investment works carried out by our contractor Sovini Property Services.

This report contains details of One Vision Housing's, Housing and Support Services complaints for Quarter 4 of the financial year, which covers 1st January 2024 – 31st March 2024.

In Quarter 4 with the formation of the new Customer Experience Team, we have changed how we report on complaints. Due to this there is no direct comparison to previous quarter's performance, which was previously included within this report. In the Quarter 4 Report we have reported on all closed complaints. The only exclusion to this is data collected during customer satisfaction surveys. We have still included a breakdown per quarter for this information as how we collect this data has not changed.

Quarter 1 report for 2024/2025 will include a comparison to Quarter 4 data from 2023/2024, all future reports will compare data per quarter.

If you require any clarification or further detail, please contact our Complaints Co-ordinator Katie Chandley who will be able to assist you, her contact details are found below:

Katie.chandley@sovini.co.uk

Complaint Performance

The below table outlines complaint management performance for Quarter 4. This includes complaints from all Housing and Support Services functions ,including Leasehold and Commercial Properties.

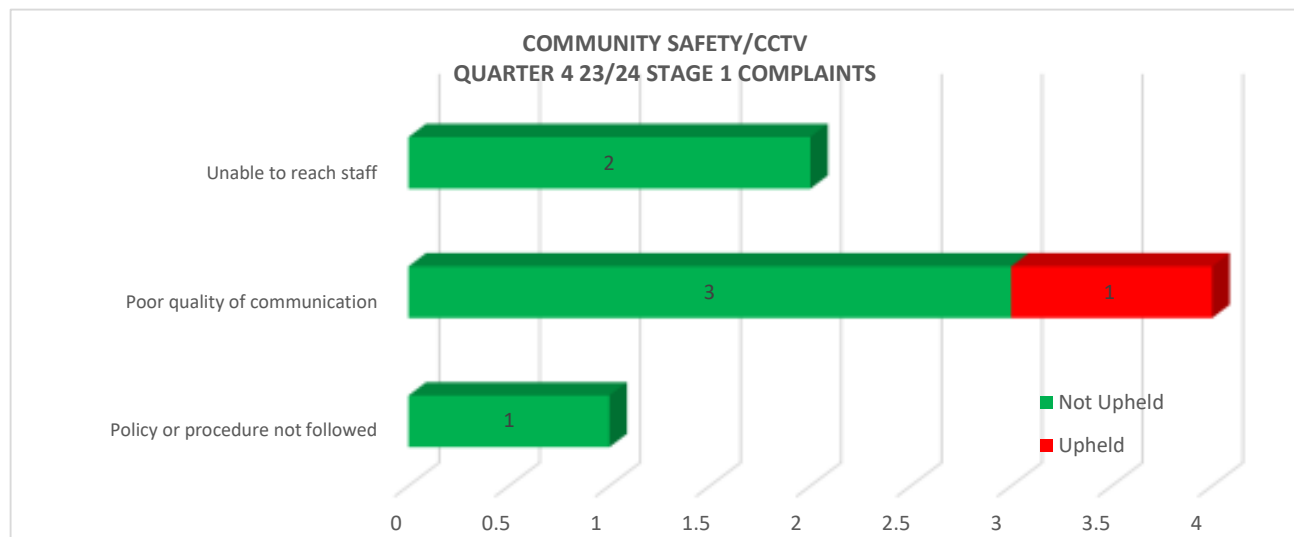
	Qtr. 4 23/24
Number of Stage 1 complaints closed	38
% of complaints resolved at Stage 1	82%
% of Stage 1 complaints responded to within target time	100%
Average number of working days to resolve a Stage 1 complaint	8.5
% of Stage 1 complaints upheld or partially upheld	45%
Number of Stage 2 complaints closed	7
% of Stage 2 complaints responded to within target time	100%
Average number of working days to resolve a Stage 2 complaint	7.5
% of Stage 2 complaints upheld or partially upheld	29%

	Qtr. 1 23/24	Trend	Qtr. 2 23/24	Trend	Qtr. 3 23/24	Trend	Qtr. 4 23/24	Trend
% of customers satisfied with complaint handling	53%	↓	56.7%	↑	68.2%	↑	58.8%	↓
% of customers satisfied with complaint outcome	36%	↔	40.6%	↑	42.9%	↑	63.6%	↑

The above survey data relates to all OVH closed complaints for all service areas, it is not specific to Housing and Support Services Complaints.

Community Safety/CCTV

Closed Complaints	Quarter 4. 2023/24
Stage 1 Closed	7
% Upheld	14%
Stage 2 Closed	0
% Upheld	0%



Fault Category Review

When we examine our complaints data, we categorise them according to what caused the complaint. This data tells us about the causes for most upheld complaints, this was:

Poor Communication

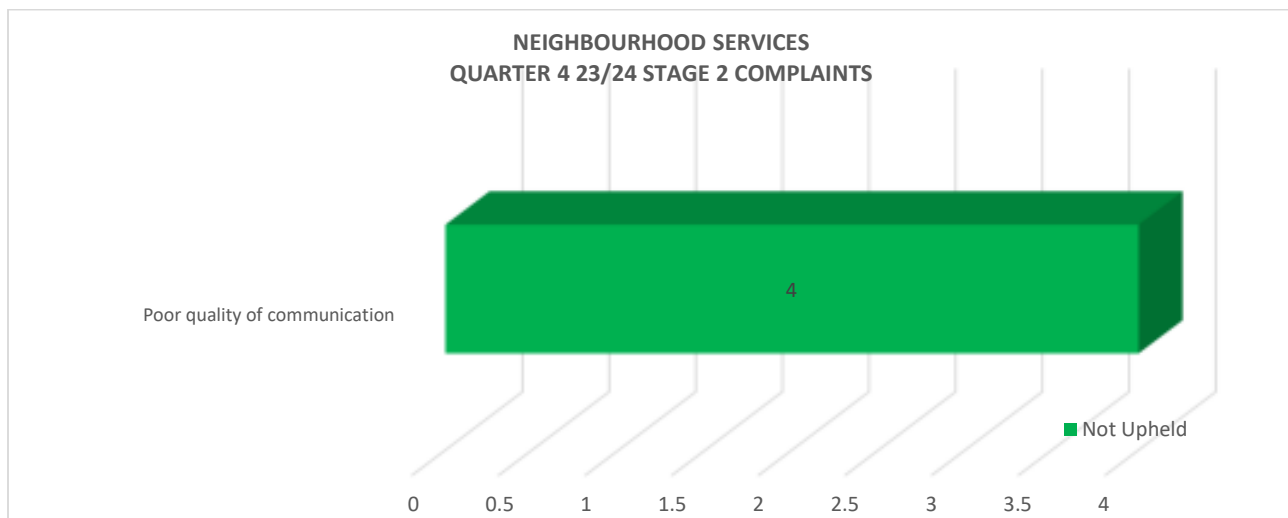
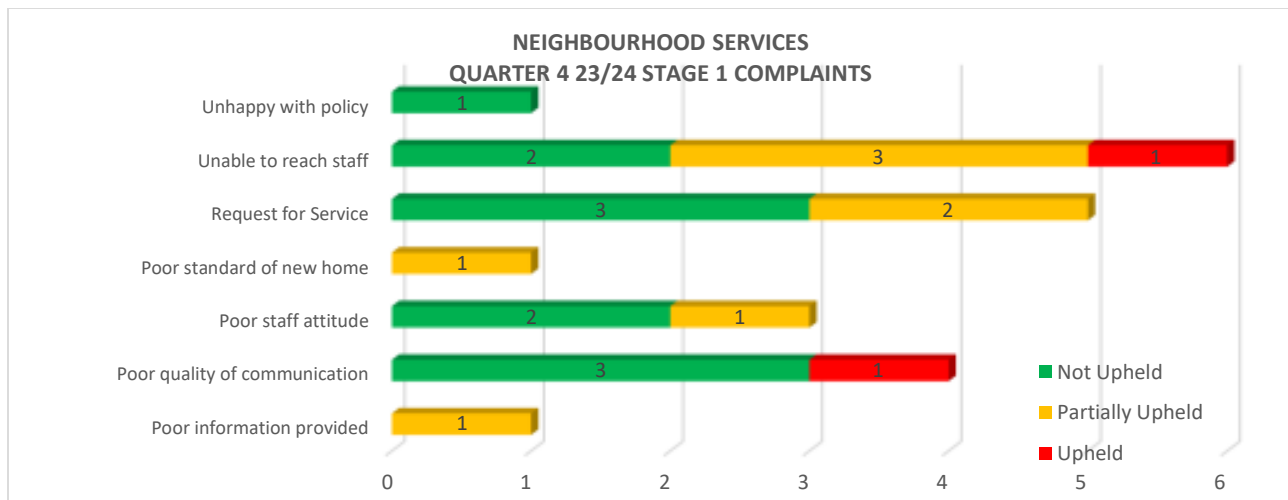
When an Investigating Officer closes a complaint, they may identify areas in which we can improve the service we provide, we refer to these as lessons learnt. These lessons learnt are then analysed by our Quality and Assurance Co-ordinator who meets with the service area identified to agree and implement improvement actions. The below areas were identified in Lessons Learnt analysis in Quarter 4:

The lessons learnt are:

- Ensure that all Anti-Social behaviour cases and reports are kept up to date, to ensure accuracy at all times.

Neighbourhood Services

Closed Complaints	Quarter 4. 2023/24
Stage 1 Closed	21
% Upheld	48%
Stage 2 Closed	4
% Upheld	0%



Fault Category Review

When we examine our complaints data, we categorise them according to what caused the complaint. This data tells us about the causes for most upheld complaints, these were:

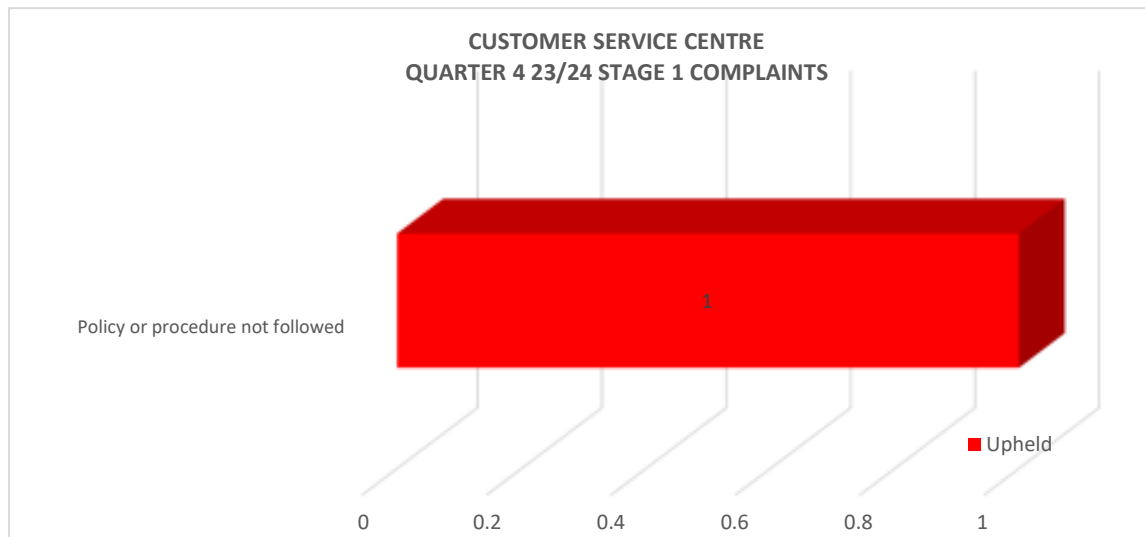
Unable to contact staff members.
Poor Communication

When an Investigating Officer closes a complaint, they may identify areas in which we can improve the service we provide, we refer to these as lessons learnt. These lessons learnt are then analysed by our Quality and Assurance Co-ordinator who meets with the service area identified to agree and implement improvement actions. The below areas were identified in Lessons Learnt analysis in Quarter 4:

- Staff members to contact customers using varied contact methods.
- Staff members to ensure details are accurate when amending/updating customer details e.g. name, address.
- In cases when a customer is being decanted from their property, all information should be explained clearly to ensure customer understanding.
- OVH's responsibilities in relation to anti-social behaviour should be clearer and explained to customers.
- Staff members to respond to all customers enquiries within 48 hours in-line with the service level agreement.

Customer Access -Customer Service Centre

Closed Complaints	Quarter 4. 2023/24
Stage 1 Closed	1
% Upheld	100%
Stage 2 Closed	0
% Upheld	0%



Fault Category Review

When we examine our complaints data, we categorise them according to what caused the complaint. This data tells us about the causes for most upheld complaints, this was:

Policy or Procedure not followed.

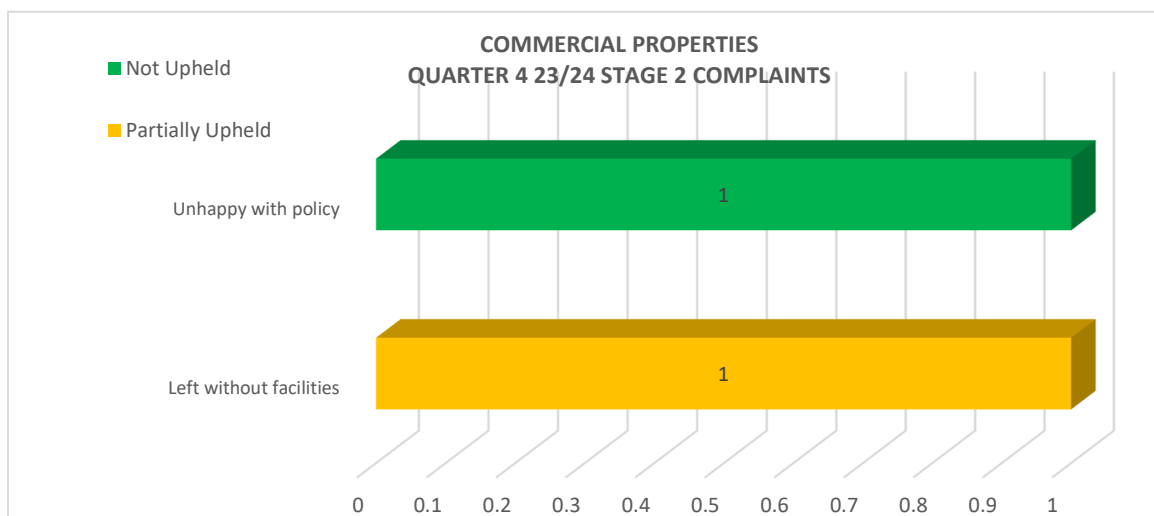
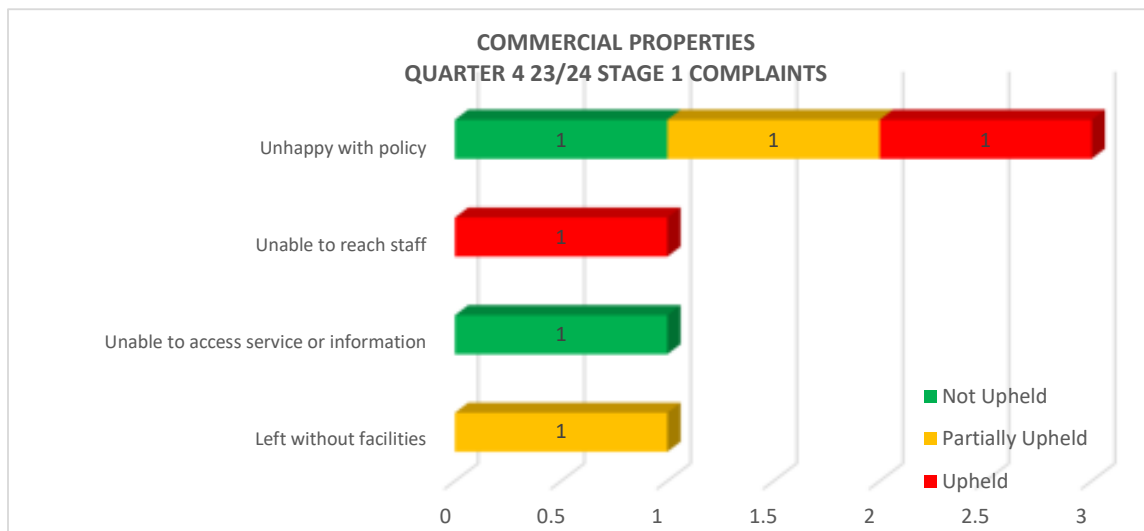
When an Investigating Officer closes a complaint, they may identify areas in which we can improve the service we provide, we refer to these as lessons learnt. These lessons learnt are then analysed by our Quality and Assurance Co-ordinator who meets with the service area identified to agree and implement improvement actions. The below areas were identified in Lessons Learnt analysis in Quarter 4:

The lesson learnt is:

- Customer Service Advisors to ensure that when updating a customer telephone number, it is entered accurately onto all relevant systems

Commercial Properties

Closed Complaints	Quarter 4. 2023/24
Stage 1 Closed	6
% Upheld	66%
Stage 2 Closed	2
% Upheld	50%



Fault Category Review

When we examine our complaints data, we categorise them according to what caused the complaint. The data tells us, the cause for most upheld complaints was:

Unhappy with Policy

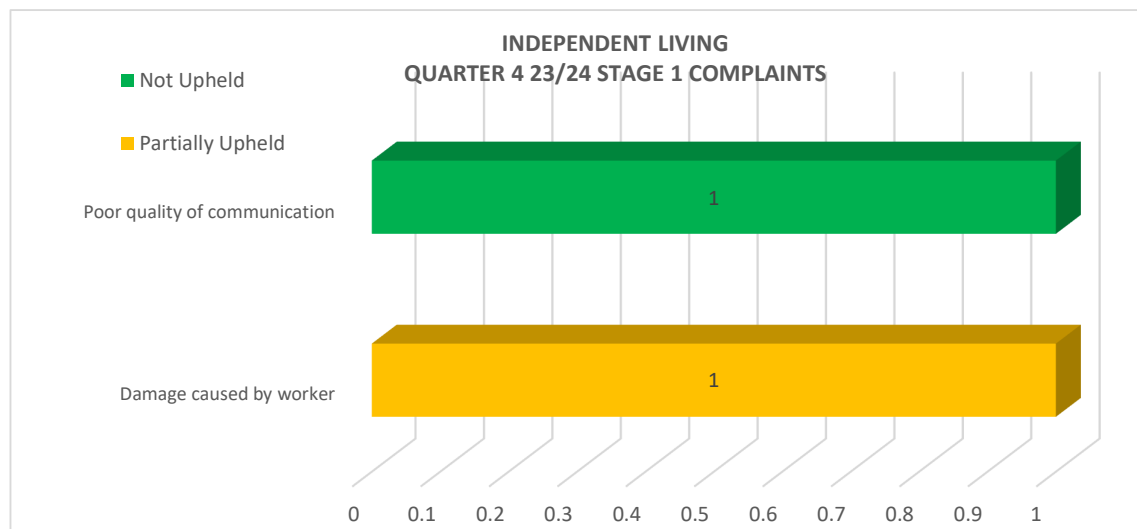
When an Investigating Officer closes a complaint, they may identify areas in which we can improve the service we provide, we refer to these as lessons learnt. These lessons learnt are then analysed by our Quality and Assurance Co-ordinator who meets with the service area identified to agree and implement improvement actions.

The below areas were identified in Lessons Learnt analysis in Quarter 4:

- When liaising with a solicitor ensure regular contact and reaffirm requirements of the service delivery agreement in place.
- Improve communication between different teams within the business.
- Where a key safe is required to gain access to a property/cupboard, a photograph of the key safe location will always be provided.

Independent Living

Closed Complaints	Quarter 4. 2023/24
Stage 1 Closed	2
% Upheld	50%
Stage 2 Closed	0
% Upheld	0%



Fault Category Review

When we examine our complaints data, we categorise them according to what caused the complaint. The data tells us, the cause for most upheld complaints was:

Damaged caused by operative.

When an Investigating Officer closes a complaint, they may identify areas in which we can improve the service we provide, we refer to these as lessons learnt. These lessons learnt are then analysed by our Quality and Assurance Co-ordinator who meets with the service area identified to agree and implement improvement actions. The below areas were identified in Lessons Learnt analysis in Quarter 4:

On this occasion it was identified that the lesson learnt is not for the Independent Living team directly. The issue arose as another organisation The Big Help who left a water leak uncontained. Replacement flooring from The Big Help was arranged by our Independent Living Team.

End to End Reviews

End to End reviews are completed by our Quality & Assurance Co-Ordinator. We complete end to end reviews of complaints when the complainant was either dissatisfied or the compliant was escalated. This is carried out to see if there is anything we could have been done differently, or better during the complaints process. The below information relates to Housing and Support Services complaints only.

Closed Complaints	Total	Potentially Avoidable
Escalations	8	1
Dissatisfied	1	1

The main areas identified during the reviews are listed below:

- Increased detail to be included in complaint response letters sent to customers.
- Increased volumes of contact using a wide variety of methods, to ensure Investigating Officers contact customers.
- Increased detail in complaint response letters, informing customers of next steps to be taken to resolve all points raised within their complaint.

Compensation

As part of a complaint resolution, an Investigating Officer may offer compensation or a gesture of goodwill to the complainant.

Payments made in Quarter 4 are detailed in the chart below:

	Quarter 4. 2023/24
Total Compensation or Gesture of Goodwill payments	£9,608
% of complaints where a payment was made	30%
Average payment per case	£146
Average payment where case relates to repairs and maintenance	£158
Average payment where case relates to (HASS)	£40

Compliments

When a customer is happy with the service they have received and register a compliment these are logged by the Customer Experience Team. The below table illustrates the number of compliments recorded by the Customer Experience Team throughout Quarter 4 2023/24 for Housing and Support Services.

	Quarter 4 2023/24
Neighbourhood Services	5
Independent Living	-
Customer Access/Service	8
Aids & Adaptations	-
Community Safety/CCTV	-

