



Complaint Performance Housing & Support Services: Quarter 2 24/25

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

This report contains details of One Vision Housing, Housing and Support Services complaints for Quarter 2 of the financial year, which covers 1st July 2024 – 30th September 2024.

If you require 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:

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BR6 1LY

Complaint Performance

The below table outlines complaint management performance for Quarter 2. This table includes complaints from all Housing and Support Services functions, including Leasehold and Commercial Properties.

	Qtr. 4 23/24	Trend	Qtr. 1 24/25	Trend	Qtr. 2 24/25
Number of Stage 1 complaints closed	38	↓	37	↑	38
% of complaints resolved at Stage 1	82%	↑	89%	↑	92%
% of Stage 1 complaints responded to within target time	100%	↔	100%	↔	100%
Average number of working days to resolve a Stage 1 complaint	8.5	↑	10.7	↓	8.9
% of Stage 1 complaints upheld or partially upheld	45%	↑	57%	↑	61%
Number of Stage 2 complaints closed	7	↓	4	↓	3
% of Stage 2 complaints responded to within target time	100%	↔	100%	↔	100%
Average number of working days to resolve a Stage 2 complaint	7.5	↑	16.8	↓	11
% of Stage 2 complaints upheld or partially upheld	29%	↑	50%	↓	33%

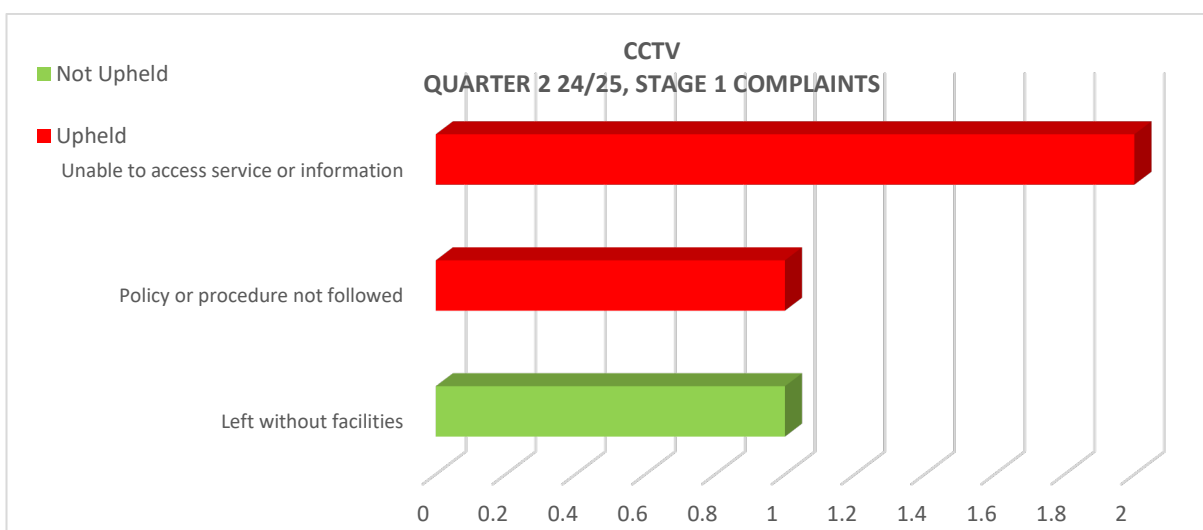
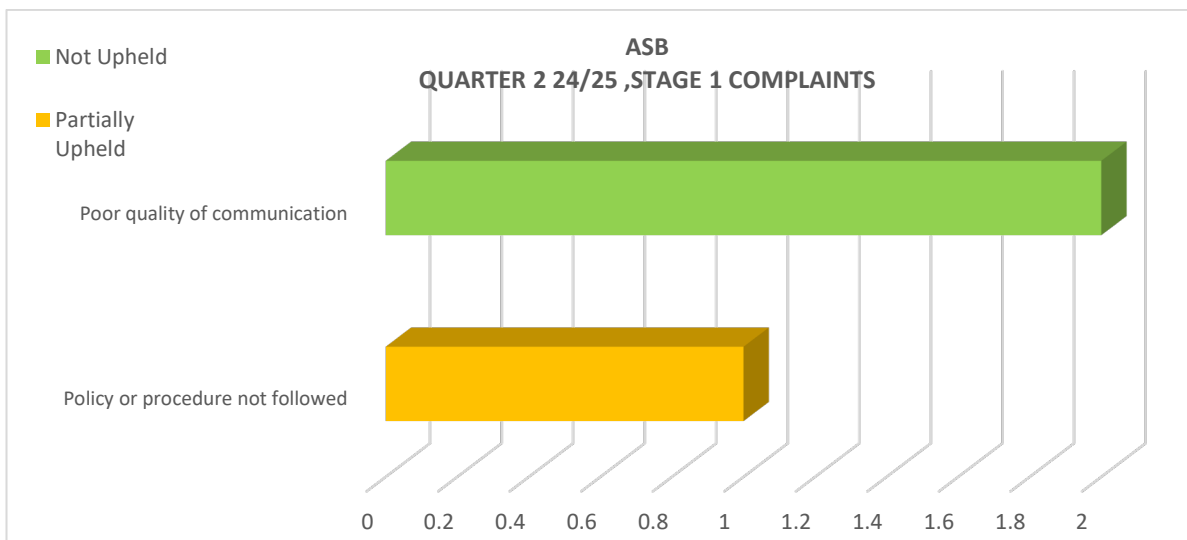
The above survey data relates to all OVH closed complaints for all service areas, it is not specific to Housing and Support Services Complaints.

	Qtr. 3 23/24	Trend	Qtr. 4 23/24	Trend	Qtr. 1 24/25	Trend	Qtr. 2 24/25	Trend
% of customers satisfied with complaint handling	68.2%	↑	58.8%	↓	75%	↑	71%	↓
% of customers satisfied with complaint outcome	42.9%	↑	63.6%	↑	40%	↓	45%	↑

Community Safety/CCTV

Closed Complaints	Quarter 4. 2023/24	Trend	Qtr. 1 24/25	Trend	Qtr. 2 24/25
Stage 1 Closed	7	↑	8	↓	7
% Upheld	14%	↑	75%	↓	57%
Stage 2 Closed	0	↑	1	↓	0
% Upheld	0%	↔	0%	↓	-

Community Safety/CCTV Quarter 2 24/25, Stage 1 Complaints



Fault Category Review

The Community Safety Team and Out of Hours Team (CCTV) have seen a decrease in the number of complaints reported about their service area during Quarter 2, as well as a decrease in the number of upheld complaints.

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 for ASB, was Policy or Procedure not followed and for Out of Hours was Unable to Access Service.

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 2:

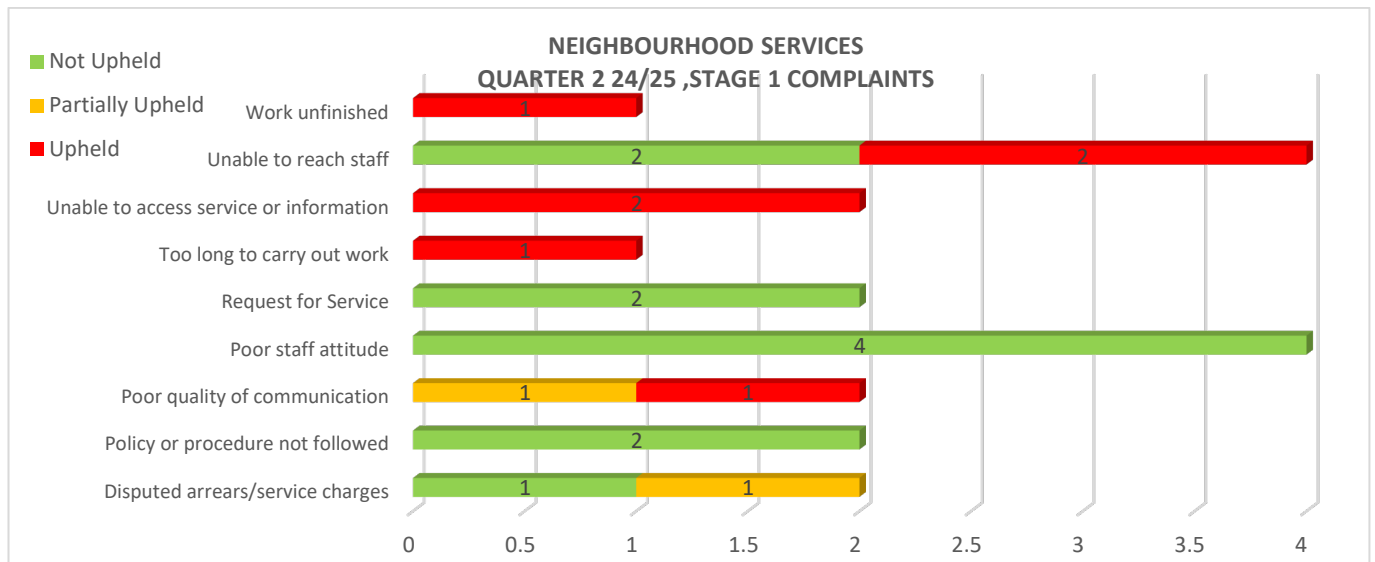
The lessons learnt are:

- A review of the guidance of relating to the classification of no hot water during summer months, for those reporting from One Vision Housing's sheltered scheme.
- Sovini Property Services are to ensure that operatives who attend out of hours jobs, raise additional works for other trades if required.
- Improve communication with customers who are reporting Anti -Social Behaviour out of hours.

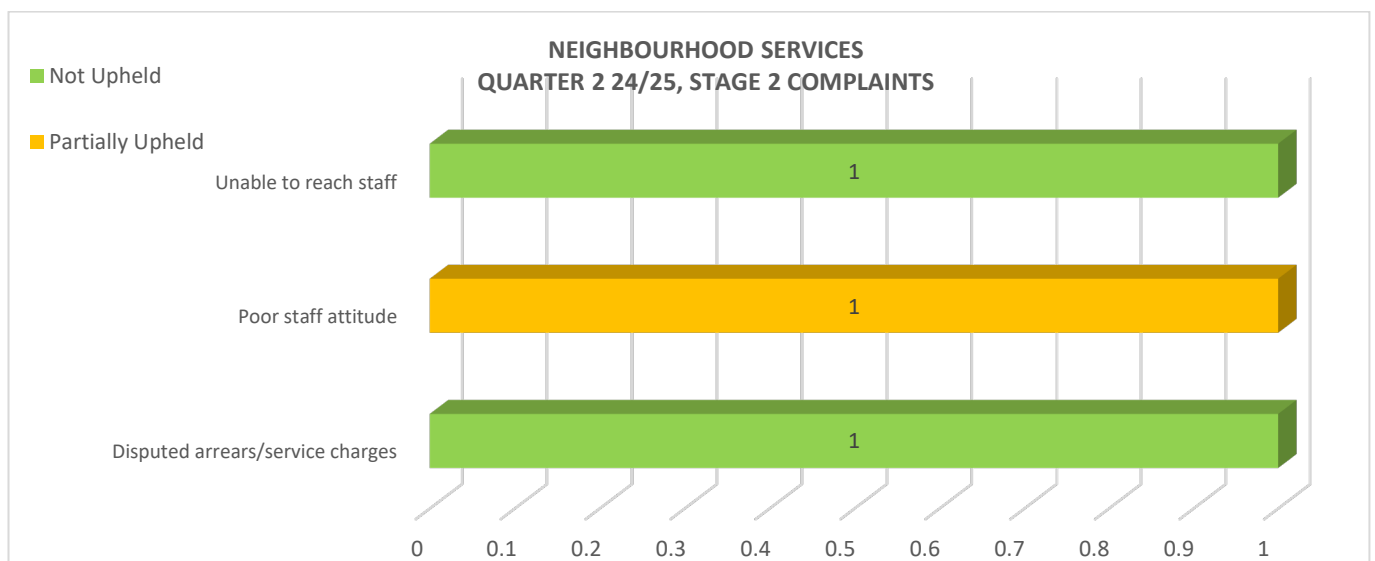
Neighbourhood Services

Closed Complaints	Quarter 4. 2023/24	Trend	Qtr. 1 24/25	Trend	Qtr. 2 24/25
Stage 1 Closed	21	↓	19	↓	20
% Upheld	48%	↓	42%	↑	45%
Stage 2 Closed	4	↓	2	↑	3
% Upheld	0%	↑	50%	↓	33%

Neighbourhood Services Quarter 2 24/25, Stage 1 Complaints



Neighbourhood Services Quarter 2 24/25, Stage 2 Complaints



Fault Category Review

The Neighbourhood Services Team have seen a slight increase in the number of complaints reported about their service area during Quarter 2, as well as a slight increase in the number of upheld complaints.

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, which were:

Unable to contact staff members.
Unable to access or services.

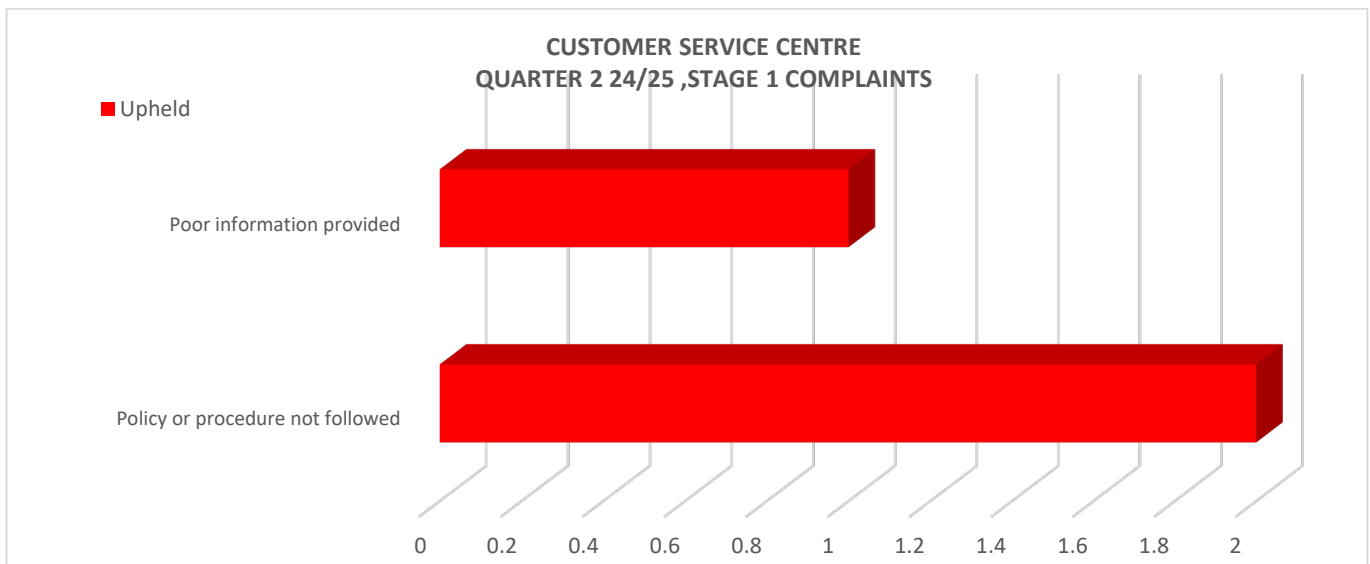
When an Investigating Officer closes a complaint, they may identify areas in which we can improve the service we provide, we refer to these as lessons learnt. These lessons learnt are then analysed by our Quality and Assurance Co-ordinator who meets with the service area identified to agree and implement improvement actions. The below areas were identified in Lessons Learnt analysis in Quarter 2:

- One Vision Housing staff to ensure the correct process is followed when customers give notice to terminate their tenancy.
- One Vision Housing staff members, to respond to all customer enquiries within 48 hours in-line with the service level agreement.
- One Vision Housing staff to utilise the Unacceptable Behaviour Policy if a customer is contacting staff an unacceptable number of times, to manage workload of staff and so no contact is missed.

Customer Access and Customer Service Centre

Closed Complaints	Quarter 4. 2023/24	Trend	Qtr. 1 24/25	Trend	Qtr. 2 24/25
Stage 1 Closed	1	↓	0	↑	3
% Upheld	100%	↓	-	↑	100%
Stage 2 Closed	0	↓	0	-	0
% Upheld	0%	↓	-	-	-

Customer Service Centre Quarter 2 24/25, Stage 1 Complaints



Fault Category Review

The Customer Service Centre have seen an increase in the number of complaints reported about their service area during Quarter 2, as well as an increase in the number of upheld complaints.

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, which were:

Policy and Procedure not followed
Poor Information Provided

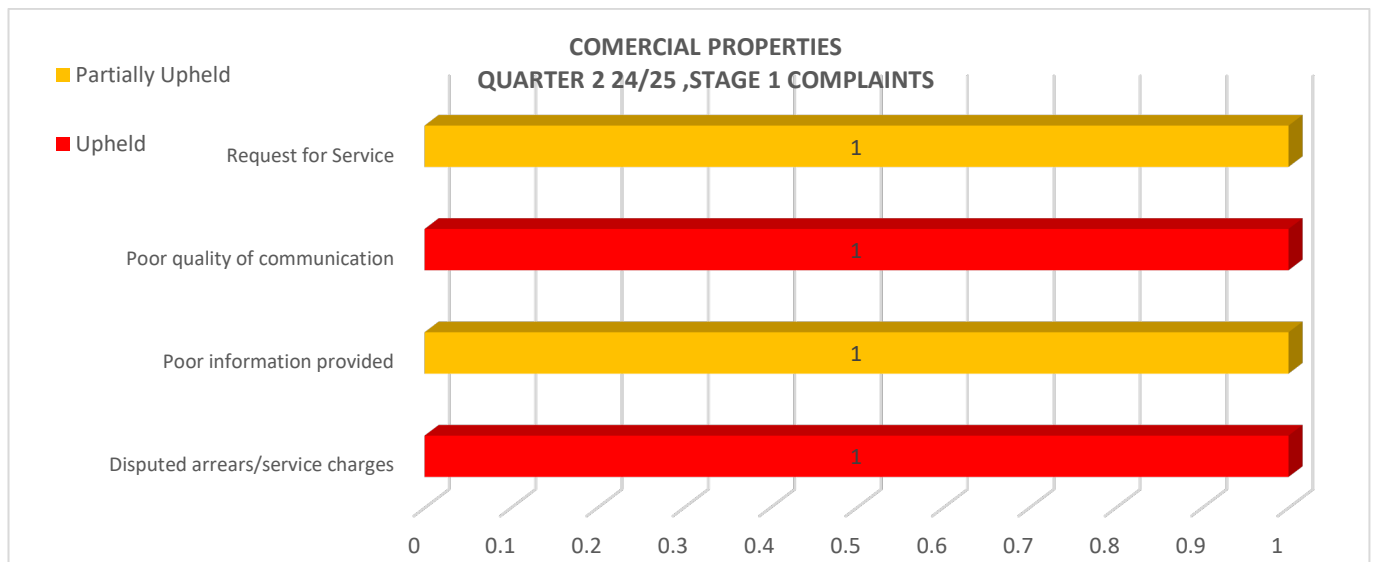
When an Investigating Officer closes a complaint, they may identify areas in which we can improve the service we provide, we refer to these as lessons learnt. These lessons learnt are then analysed by our Quality and Assurance Co-ordinator who meets with the service area identified to agree and implement improvement actions. The below areas were identified in Lessons Learnt analysis in Quarter 2:

- One Vision Housing staff to ensure the energy angels process is followed correctly and the Customer Access Team are made aware of any extended notice period.
- One Vision Housing staff to ensure all communication is checked before it is sent to customers for accuracy.

Commercial Properties

Closed Complaints	Quarter 4. 2023/24	Trend	Qtr. 1 24/25	Trend	Qtr. 2 24/25
Stage 1 Closed	6	↓	5	↓	4
% Upheld	66%	↑	80%	↑	100%
Stage 2 Closed	2	↔	2	↓	0
% Upheld	50%	↔	50%	↓	-

Commercial Properties Quarter 2 24/25, Stage 1 Complaints



Fault Category Review

The Commercial Housing Team has seen a decrease in the number of complaints reported about their service area during Quarter 2, however there has been an increase in the number of upheld complaints.

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, which were:

- Poor Communication
- Disputed Arrears/Service Charges

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.

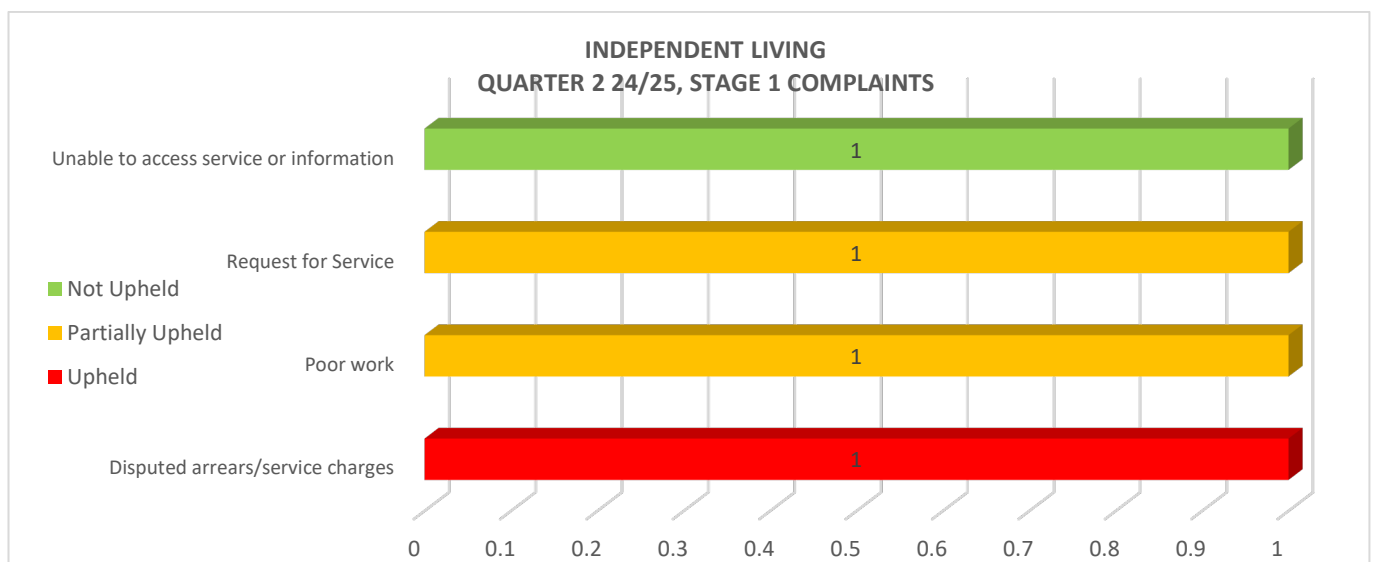
The below areas were identified in Lessons Learnt analysis in Quarter 2:

- One Vision Housing staff members to respond to all customers enquiries within 48 hours, in-line with the service level agreement.
- One Vision Housing staff to ensure all communication is checked before it is sent to customers, for accuracy.

Independent Living

Closed Complaints	Quarter 4. 2023/24	Trend	Qtr. 1 24/25	Trend	Qtr. 2 24/25
Stage 1 Closed	2	↑	5	↓	4
% Upheld	50%	↑	60%	↑	75%
Stage 2 Closed	0	↔	0	↔	0
% Upheld	-	↔	-	↔	-

Independent Living Quarter 2 24/25, Stage 1 Complaints



Fault Category Review

The Independent Living Team have seen a decrease in the number of complaints reported about their service area during Quarter 2, however there has been an increase in the number of upheld complaints.

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, which were:

Disputed Arrears/Service Charges

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 2:

- The exit process for Independent Living has been amended to ensure correct record keeping, the exit letter has been updated to provide more robust instructions on the exit process. The Independent Living Team have been advised on the new procedure and discussed at team meeting.

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 complaint 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	3	0
Dissatisfied	0	0

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 2 are detailed in the chart below:

	Quarter 4. 2023/24	Quarter 1. 2024/25	Quarter 2. 2024/25
Total Compensation or Gesture of Goodwill payments	£9,608	£10,351	£23,347
% of complaints where a payment was made	30%	35%	61%
Average payment per case	£146	£162	£228
Average payment where case relates to repairs and maintenance	£158	£142	£161
Average payment where case relates to (HASS)	£40	£380	£246

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 2 2024/25 for Housing and Support Services.

	Quarter 4 2023/24	Quarter 1. 2024/25	Quarter 2. 2024/25
Neighbourhood Services	5	6	8
Independent Living	-	2	4
Customer Access/Service	8	10	16
Aids & Adaptations	-	-	-
Community Safety/CCTV	-	5	2
Commercial Housing	-	1	2