

**Customer
Voice**

Complaint Performance

Housing & Support Services- Quarter Three 24/25





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Introduction


One Vision Housing (OVH) recognises that sometimes things go wrong and welcomes customer complaints as opportunities to improve. We then analyse customer feedback to implement improvement measures across our range of service areas.


Complaint management - The Customer Experience Team co-ordinates complaints for all OVH teams, including work carried out by our Repairs and Maintenance Contractor Sovini Property Services.

Report details - The report covers complaints for Housing and Support services for Quarter Three of the financial year (1st October 2024 – 31st December 2024).

Contact information - For further details or clarification, you can contact the Complaints Co-Ordinator, Katie Chandley, via email, phone, or mail using the below details:

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Orpington
BR6 1LY



Complaint Performance | Overview

Key points taken from the table shown for complaints in Quarter Three of the financial year 2024/25:

Stage One Complaints:

1. The number of complaints closed decreased to 31 from 38 in Quarter Two.
2. The percentage of complaints upheld or partially upheld remained the same as Quarter Two at 61%.
3. Average days to resolve a Stage One complaint remained within Housing Ombudsman guidelines.

Stage Two Complaints:

1. Number of complaints closed increased slightly to 4, from 3 in Quarter Two
2. The % of complaints responded to within target time remained consistent at 100%.
3. Average days to resolve a Stage Two complaint remained within Housing Ombudsman guidelines.

	Qtr. 4 23/24	Trend	Qtr. 1 24/25	Trend	Qtr. 2 24/25	Trend	Qtr. 3 24/25
Number of Stage 1 complaints closed	38	↓	37	↑	38	↓	31
% of complaints resolved at Stage 1	82%	↑	89%	↑	92%	↓	87%
% of Stage 1 complaints responded to within target time	100%	↔	100%	↔	100%	↔	100%
Average number of working days to resolve a Stage 1 complaint	8.5	↑	10.7	↓	8.9	↑	10
% of Stage 1 complaints upheld or partially upheld	45%	↑	57%	↑	61%	↔	61%
Number of Stage 2 complaints closed	7	↓	4	↓	3	↑	4
% of Stage 2 complaints responded to within target time	100%	↔	100%	↔	100%	↔	100%
Average number of working days to resolve a Stage 2 complaint	7.5	↑	16.8	↓	11	↑	19
% of Stage 2 complaints upheld or partially upheld	29%	↑	50%	↓	33%	↑	50%

Complaint Performance

Community Safety & CCTV

Complaints Summary:

In Quarter Three no complaints were recorded for CCTV.

In Quarter Three there was a decrease in the total number of Stage One closed complaints from 7 to 6. However, the number of upheld complaints increased from 57% to 83%.

The common cause of upheld complaints was:

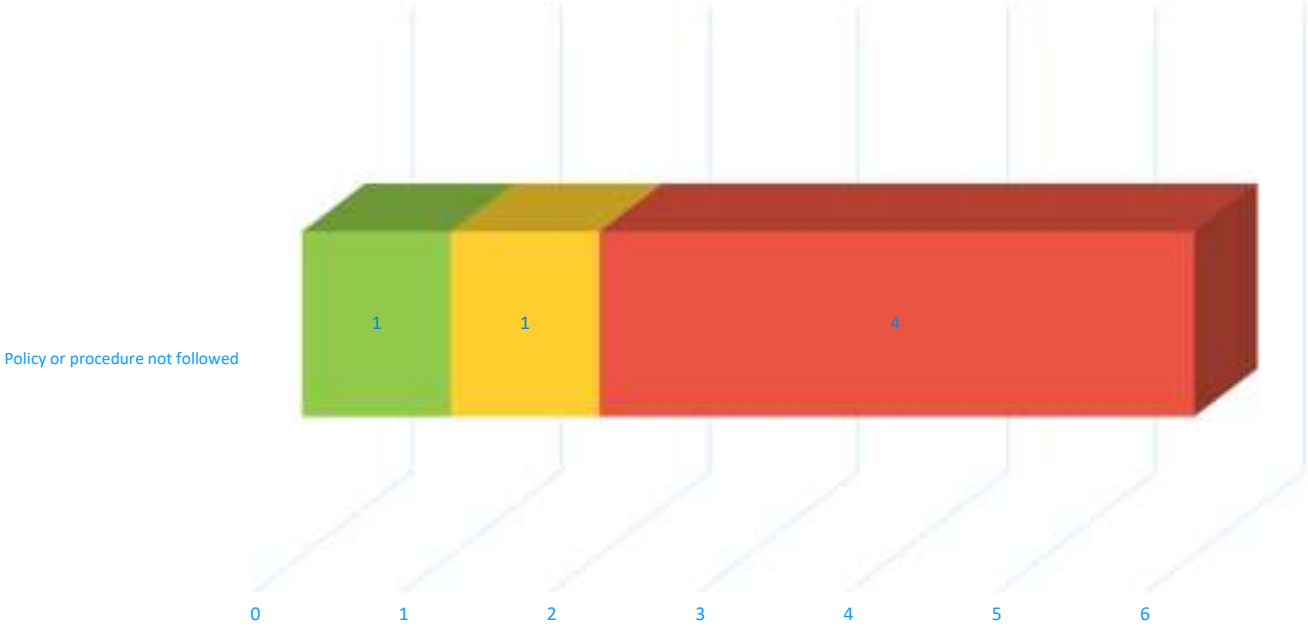
1. Policy and Procedure not followed.

Closed Complaints	Quarter 4. 2023/24	Trend	Quarter 1. 2024/25	Trend	Quarter 2. 2024/25	Trend	Quarter 3. 2024/25
Stage 1 Closed	7	↑	8	↓	7	↓	6
% Upheld	14%	↑	75%	↓	57%	↑	83%
Stage 2 Closed	0	↑	1	↓	0	↑	2
% Upheld	0%	↔	0%	↓	-	↑	50%

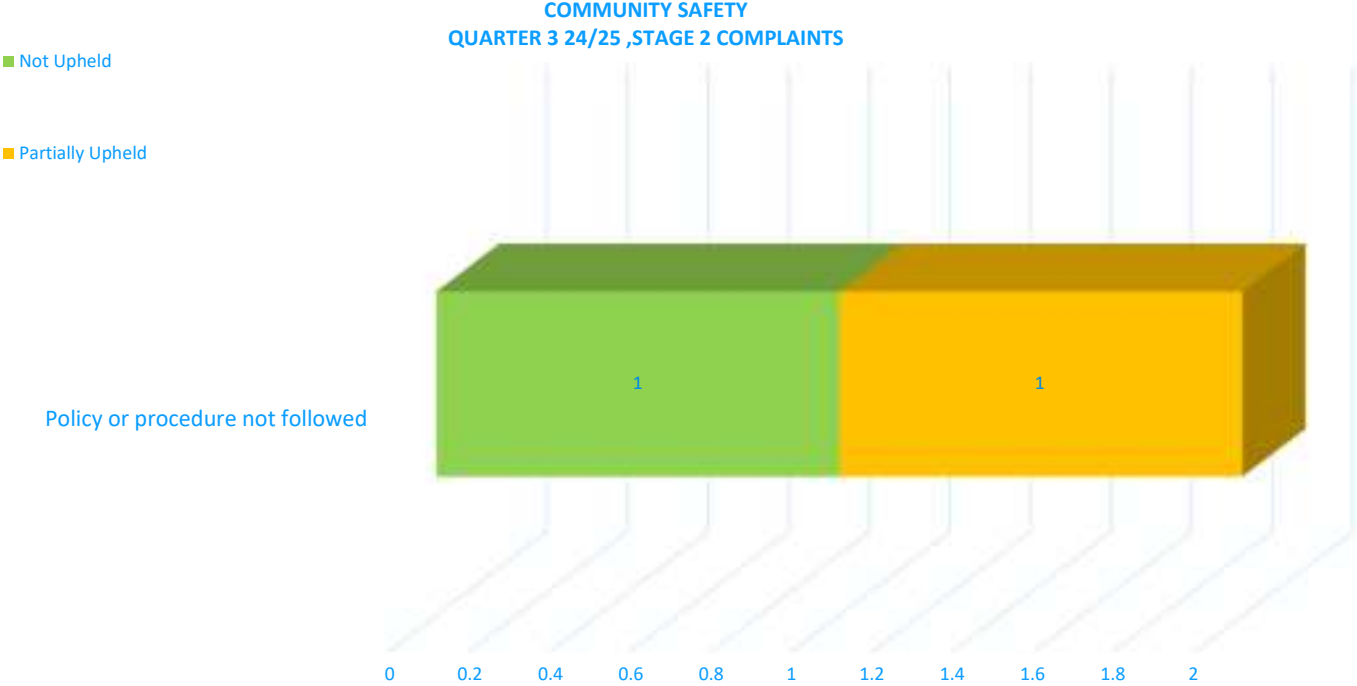
Complaint Performance – Community Safety & CCTV

- Not Upheld
- Partially Upheld
- Upheld

COMMUNITY SAFETY
QUARTER 3 24/25 ,STAGE 1 COMPLAINTS



Complaint Performance – Community Safety & CCTV



Complaint Performance

Community Safety & CCTV

Lessons Learnt and Improvement Actions:

1. Reiterate the importance of following the correct process to all staff.
2. Remind all staff of Hate Crime Policy/Procedure.
3. Ensure OVH's Anti-Social Behavior procedure is followed.



Complaint Performance | Neighbourhood Services

Complaints Summary:

The number of both Stage One and Stage Two complaints closed decreased in Quarter Three.

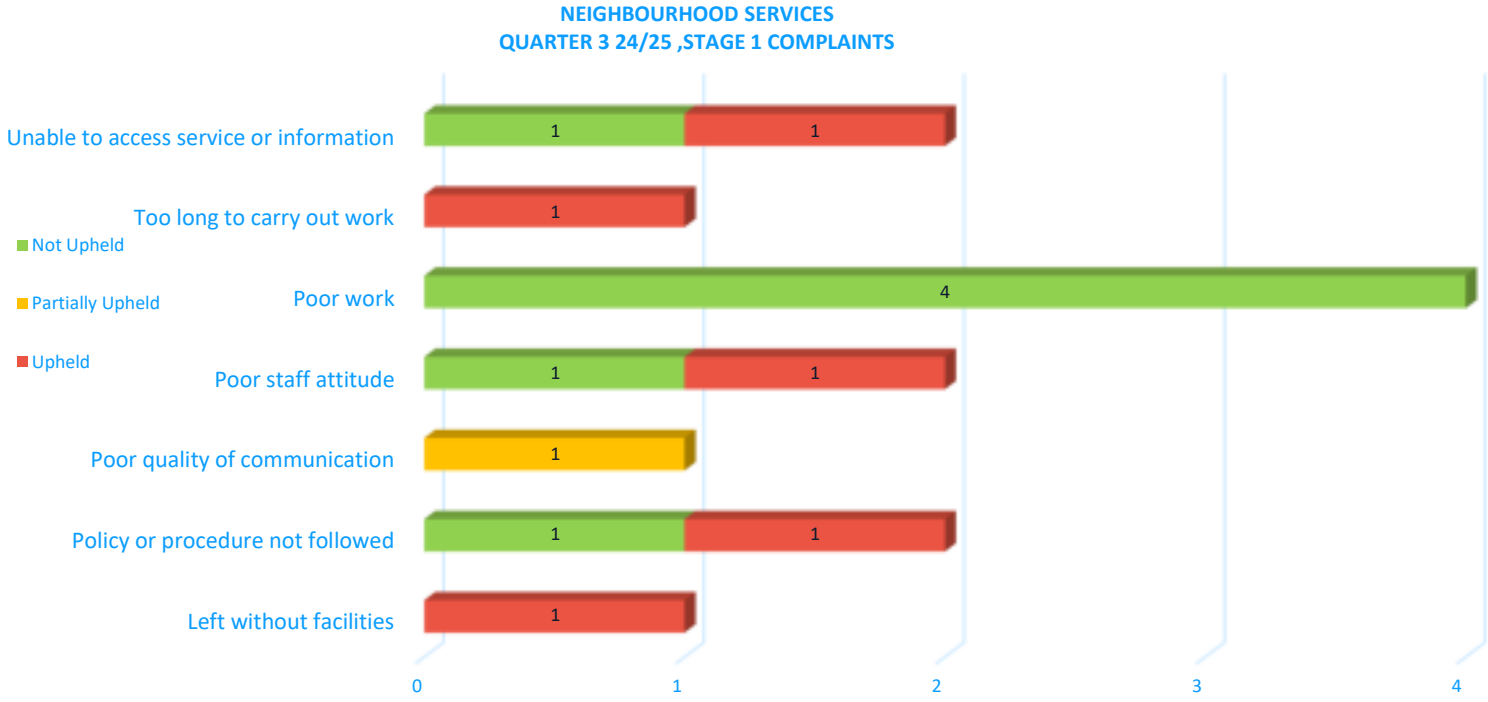
In Quarter Three, thirteen Stage One complaints were closed, with 46% being upheld.

Key issues identified were:

1. Unable to access service or information.
2. Too long to carry out work.
3. Poor staff attitude.
4. Policy or procedure not followed.
5. Left without facilities.

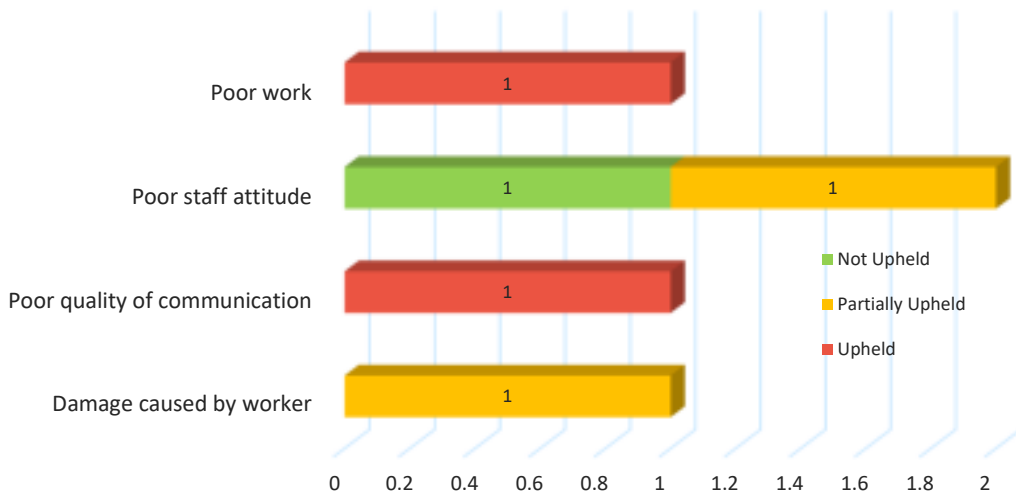
Closed Complaints	Quarter 4. 2023/24	Trend	Quarter 1. 2024/25	Trend	Quarter 2. 2024/25	Trend	Quarter 3. 2024/25
Stage 1 Closed	21	↓	19	↓	20	↓	13
% Upheld	48%	↓	42%	↑	45%	↑	46%
Stage 2 Closed	4	↓	2	↑	3	↓	0
% Upheld	0%	↑	50%	↓	33%	↓	-

Complaint Performance – Neighbourhood Services

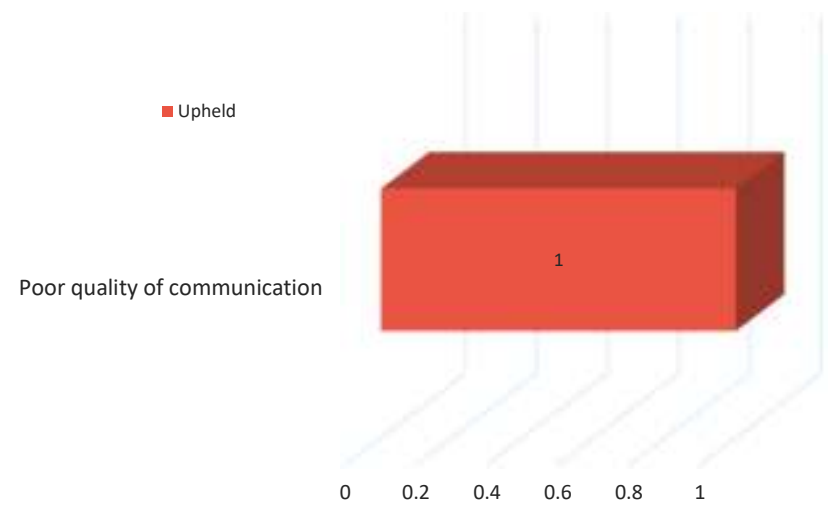


Complaint Performance – Neighbourhood Services

INVESTMENT QUARTER 3 24/25 ,STAGE 1 COMPLAINTS



INVESTMENT QUARTER 3 24/25 ,STAGE 2 COMPLAINTS



Complaint Performance | Neighbourhood Services

Lessons Learnt and Improvement Actions:

1. One Vision Housing staff to monitor fly-tipping in areas where previous issues have been reported.
2. One Vision Housing staff will respond to all customer enquiries within 48 hours in-line with service level agreement.
3. Staff to use more empathy.
4. One Vision Housing to focus on improving communication with customers, especially regarding critical matters e.g. Notices to Seek Possession.



Complaint Performance

Customer Access and Customer Service Centre

Complaints Summary:

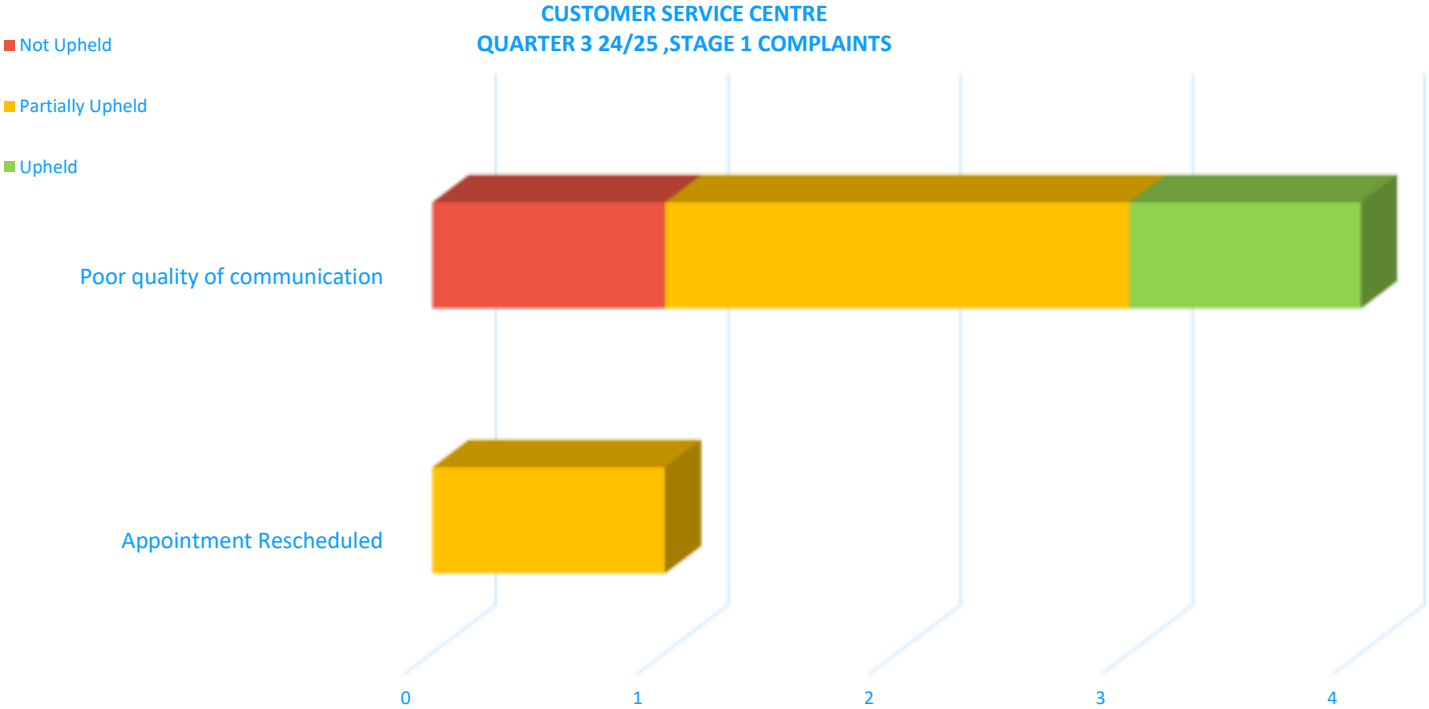
There was an increase in Stage One closed complaints in Quarter Three. The percentage of upheld Stage One complaints decreased to 80%.

The key issue identified was:

- 1. Poor Communication

Closed Complaints	Quarter 4. 2023/24	Trend	Quarter 1. 2024/25	Trend	Quarter 2. 2024/25	Trend	Quarter 3. 2024/25
Stage 1 Closed	1	↓	0	↑	3	↑	5
% Upheld	100%	↓	-	↑	100%	↓	80%
Stage 2 Closed	0	↓	0	-	0	-	0
% Upheld	0%	↓	-	-	-	-	-

Complaint Performance – Customer Access and Customer Service Centre



Complaint Performance

Customer Access and Customer Service Centre

Lessons Learnt and Improvement Actions:

1. Training has been given to Customer Service Advisors to ensure guidance documents are checked, and correct information is given to customers.
2. An auto-reply has been added to all emails sent to customers from the Customer Service Centre, advising customers they may receive a response to their email outside of 'normal' working hours due to all staff being agile.



Complaint Performance | Commercial Properties

Complaints Summary:

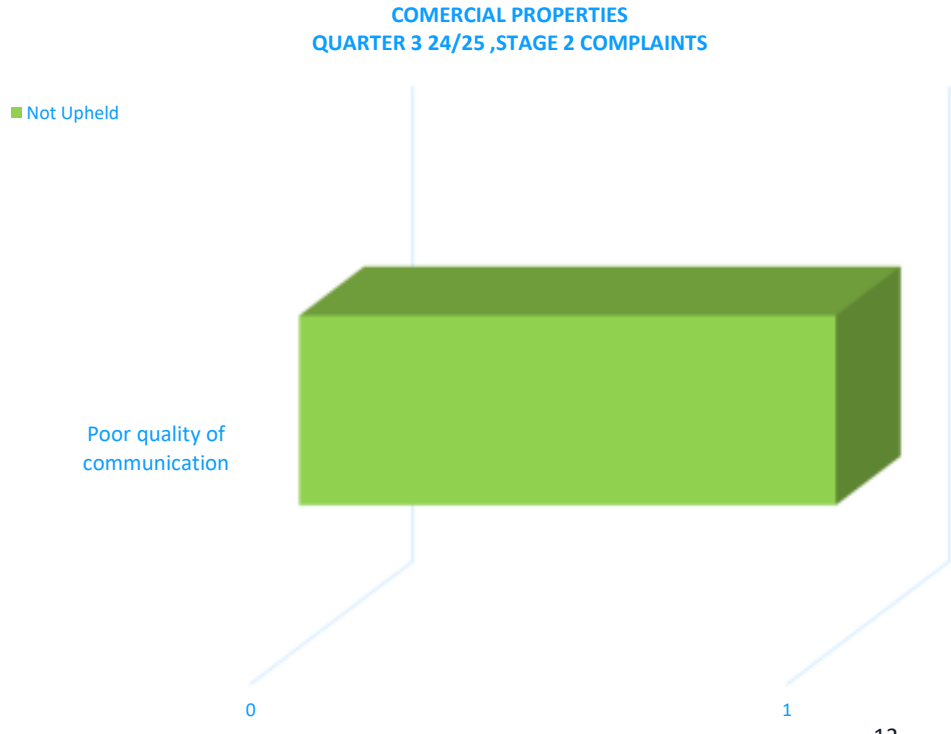
There was a rise in closed complaints from four in Quarter Two to seven in Quarter Three. The percentage of upheld complaints decreased to 67%.

The key issue identified was:

Disputed arrears/Service charges.

Closed Complaints	Quarter 4. 2023/24	Trend	Quarter 1. 2024/25	Trend	Quarter 2. 2024/25	Trend	Quarter 3. 2024/25
Stage 1 Closed	6	↓	5	↓	4	↑	6
% Upheld	66%	↑	80%	↑	100%	↓	67%
Stage 2 Closed	2	↔	2	↓	0	↑	1
% Upheld	50%	↔	50%	↓	-	↓	0%

Complaint Performance – Commercial Properties



Complaint Performance | Commercial Properties

Lessons Learnt and Improvement Actions:

1. All right to buy applications to be processed in-line with procedure.
2. Make customers aware of communal repairs taking place.
3. Respond to all customer enquiries within 48 hours in-line with service level agreements.



Complaint Performance- | Independent Living

Complaints Summary:

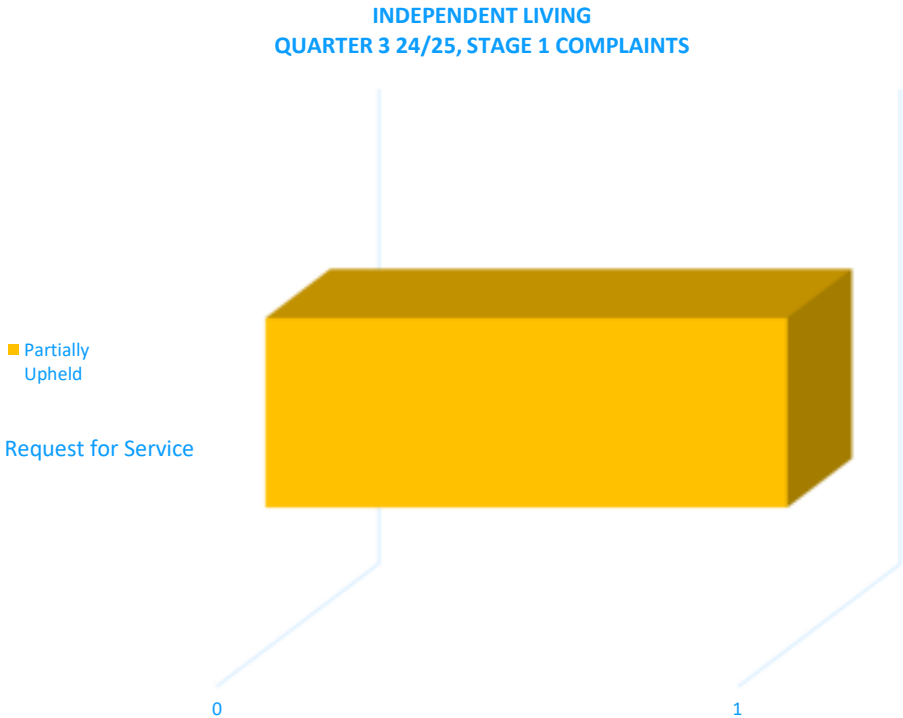
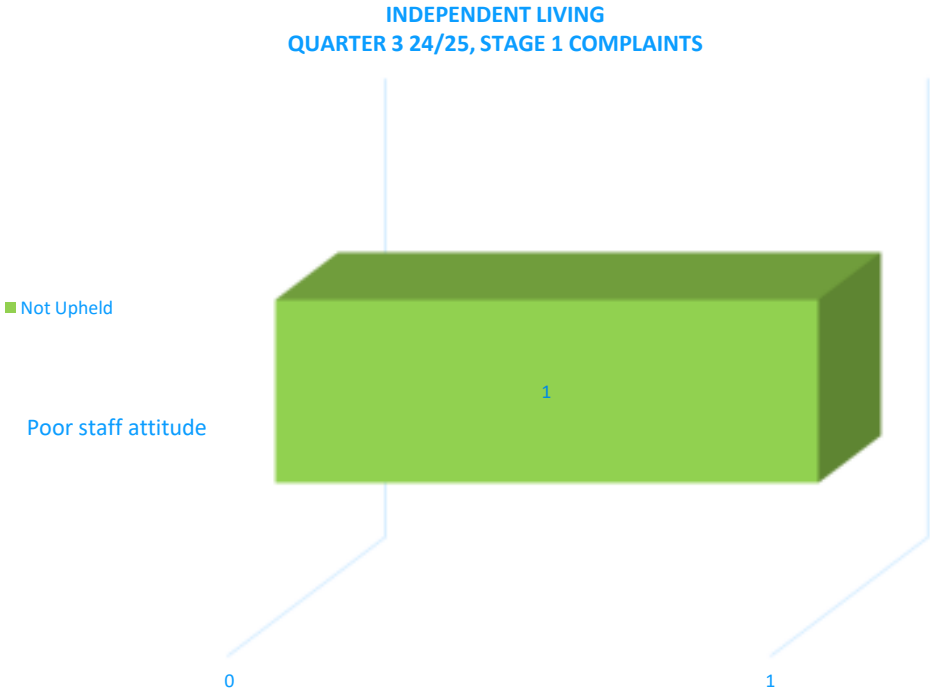
There was a decrease in Stage One closed complaints in Quarter Three. The percentage of upheld Stage One complaints decreased to 0%.

The key issue identified was:

- 1. Request for service

Closed Complaints	Quarter 4. 2023/24	Trend	Quarter 1. 2024/25	Trend	Quarter 2. 2024/25	Trend	Quarter 3. 2024/25
Stage 1 Closed	2	↑	5	↓	4	↓	1
% Upheld	50%	↑	60%	↑	75%	↓	0%
Stage 2 Closed	0	↔	0	↔	0	↑	1
% Upheld	-	↔	-	↔	-	↑	100%

Complaint Performance – Independent Living



Complaint Performance | Independent Living

Lessons Learnt and Improvement Actions:

1. All issues reported in Independent Living schemes, to be actioned within service level agreement.



End-to-End Review

As part of our robust Complaints process, our Quality & Assurance Co-Ordinator reviews complaints to identify areas for improvement in the complaints process to establish which complaints could have been avoided with a special focus on escalated or dissatisfied complaints.

Housing and Support Services

Total Escalations: Three - none were potentially avoidable.

Dissatisfied Complaints: None.

Main Areas Identified for Improvement:

Follow-Up Actions:

Ensure service level agreements are adhered to.

Correct Information:

Ensure Policies and Procedures are followed correctly to ensure correct information is given to customers.



Compensation | Quarter Three 24/25

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

Payments made in Quarter Three are detailed in the chart.

	Quarter 4. 2023/24	Quarter 1. 2024/25	Quarter 2. 2024/25	Quarter 3. 2024/25
Total Compensation or Gesture of Goodwill payments	£9,608	£10,351	£23,347	£20,933
% of complaints where a payment was made	30%	35%	61%	41%
Average payment per case	£146	£162	£228	£361
Average payment where case relates to repairs and maintenance	£158	£142	£161	£411
Average payment where case relates to (HASS)	£40	£380	£246	£123

Compliments | Quarter Three 24/25

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 Three 2024/25 for each Housing and Support Services.

Service Area	Quarter 4 2022/23	Quarter 1. 2024/25	Quarter 2. 2024/25	Quarter 3. 2024/25
Neighbourhood Services	5	6	8	8
Independent Living	-	2	4	3
Customer Access/Service	8	10	16	6
Community Safety/CCTV	-	5	2	6
Commercial Housing	-	1	2	-

