



Complaint Performance Housing & Support Services: Quarter 3 22/23

Report Compiled by **Katie Chandley**
Customer Complaints Coordinator

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Introduction

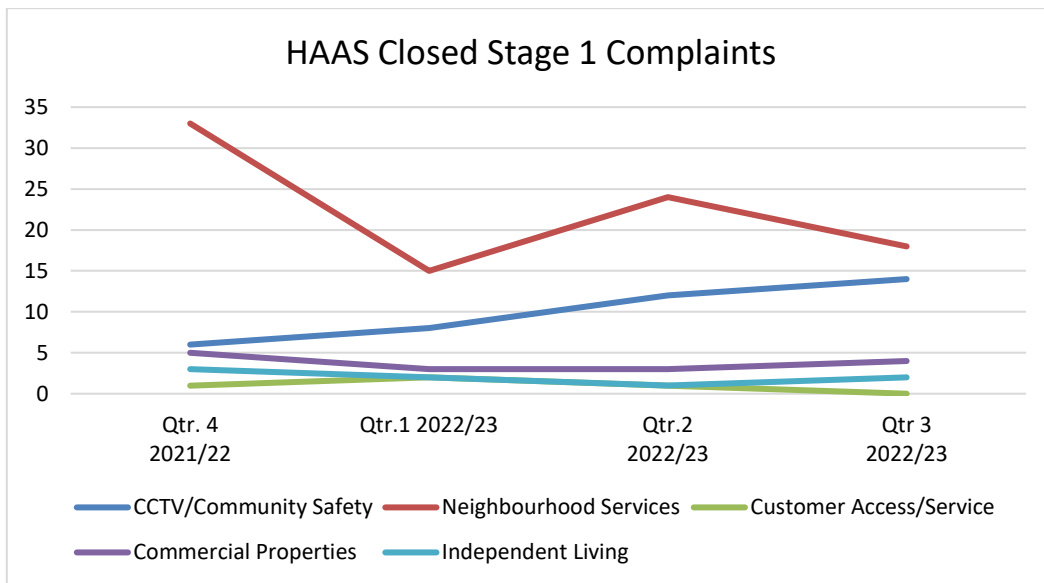
While we try to make sure that we do everything right first time, sometimes we get things wrong and customers may want to make a complaint. Although we try to ensure that our customers don't feel that they need to make a complaint we welcome them as they give us an opportunity to improve our services. 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 October 2022 to 31st December September 2022 specifically for One Vision Housing's Housing & Support Services Teams.

If you require any clarification or further detail, please contact Katie Chandley
Katie.chandley@sovini.co.uk

Executive Summary



Trends Identified:

- Decrease in the number of Neighbourhood complaints from 24 (Q2) to 18 (Q3).
- No Customer Service/Access complaints in Q3.
- The Commercial and Leaseholder complaints have received 4, an increase of 1.
- Increase in the number of CCTV/Community Safety (ASB) complaints from 12 (Q2) to 14 (Q3),
- There were 10 complaints escalated from stage 1 to stage 2 in Q3 an increase from 1 in Q2, 44% were upheld.
- All stage 2 complaints were responded to within target time and average handling time has from 8.4 to 10.1.

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.

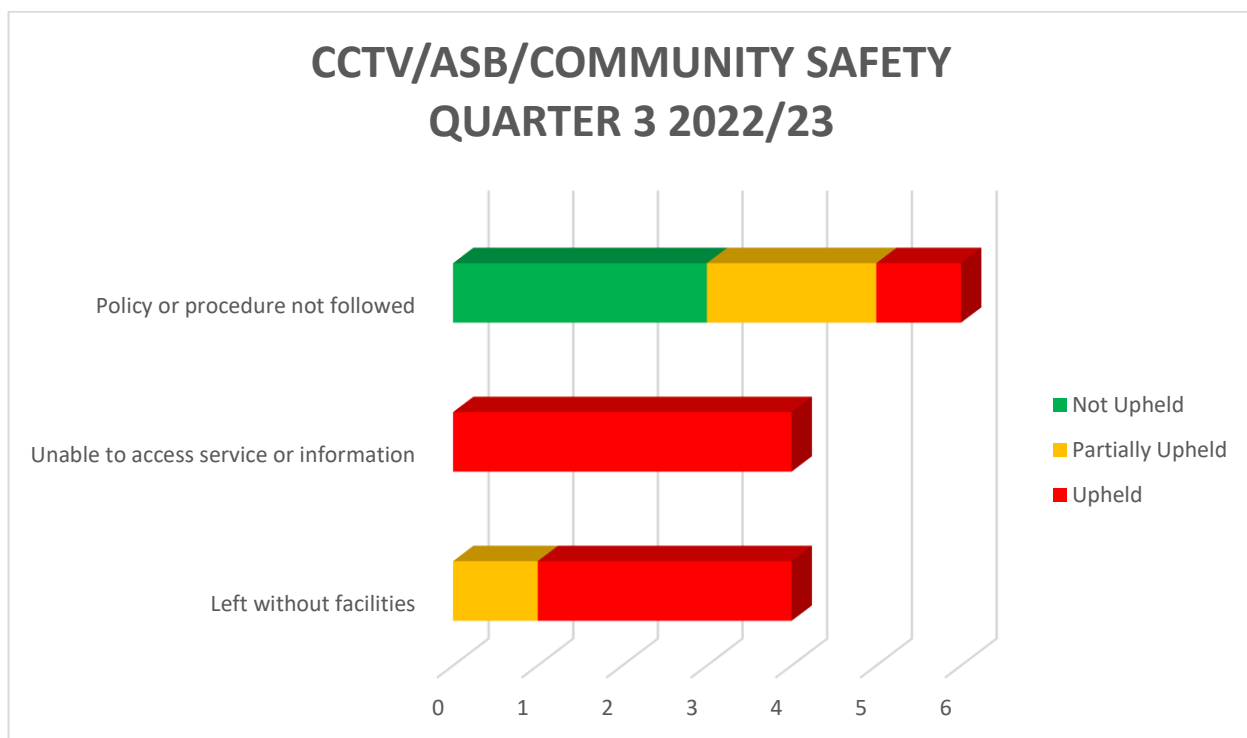
	Qtr. 4 21/22	Trend	Qtr. 1 22/23	Trend	Qtr. 2 22/23	Trend	Qtr.3 22/23	Trend
Number of Stage 1 complaints closed	37	↑	27	↓	32	↑	28	↓
% of complaints resolved at Stage 1	78%	↓	90%	↑	72%	↓	64%	↓
% of Stage 1 complaints responded to within target time	97%	↓	96%	↓	100%	↑	100%	↔
Average number of working days to resolve a Stage 1 complaint	9.1	↑	8.4	↓	8.4	↔	9.4	↑
% of Stage 1 complaints upheld or partially upheld	54%	↑	59%	↑	66%	↑	71%	↑
Number of Stage 2 complaints closed	8	↑	3	↓	9	↑	10	↑
% of Stage 2 complaints responded to within target time	100%	↔	100%	↔	89%	↓	100%	↑
Average number of working days to resolve a Stage 2 complaint	9	↓	8.1	↓	8.4	↓	10.1	↑
% of Stage 2 complaints upheld or partially upheld	50%	↓	0%	↓	56%	↑	44%	↓

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 21/22	Trend	Qtr. 1 22/33	Trend	Qtr. 2 22/23	Trend	Qtr. 3 22/23	Trend
% of customers satisfied with complaint handling	66%	↑	65%	↓	53%	↓	73%	↑
% of customers satisfied with complaint outcome	67%	↑	78%	↑	33%	↓	51%	↑

Community Safety/CCTV

	Quarter 4 2021/22		Quarter 1 2022/23		Quarter 2 2022/23		Quarter 3 2022/23	
Received	6	↑	8	↑	12	↑	14	↓
% Upheld	66%	↑	34%	↓	75%	↑	78%	↑



Fault Category Review

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

The most common category for complaints was policy or procedure not followed, however the category with the most upheld was unable to access service or information.

‘CCTV’ (in relation to the new outsourced out of hours service) received 9 complaints, 8 of which were upheld.

The lessons learnt are:

- Regular meetings between SPS and the sub-contractor to discuss the issues raised (not being able to get through, IVR too long, out of hours operatives not sent) and for the sub-contractor to make improvements.

‘ASB’ received 5 complaints, 3 of which were upheld.

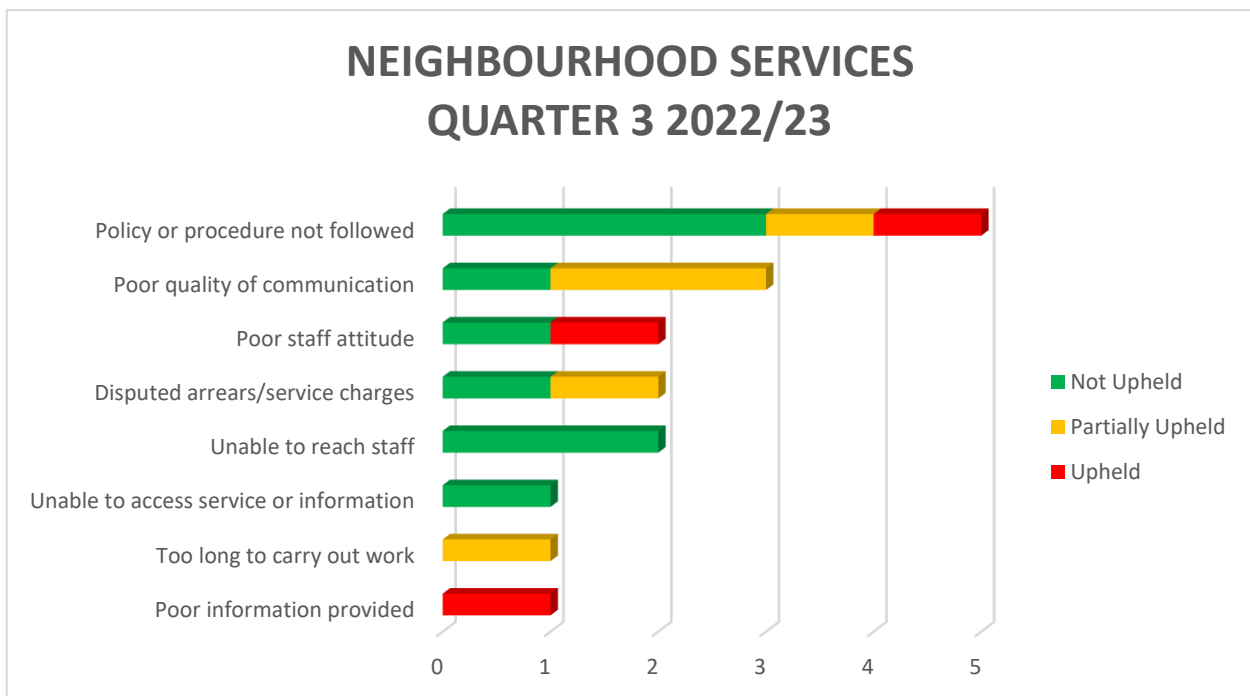
The lessons learnt are:

- For staff to respond to all communication when submitted with in a timely manner, even if it is a holding response.

- For REACT cases to be opened if there is repeated ASB complaints.

Neighbourhood Services

	Quarter 4 2021/22		Quarter 1 2022/23		Quarter 2 2022/23		Quarter 3 2022/23	
Received	33	↑	15	↓	24	↑	18	↓
% Upheld	49%	↔	53%	↑	55%	↑	44%	↑



Fault Category Review

Neighbourhoods have seen a decrease in the number and the upheld percentage.

The most common category for complaints was policy or procedure not followed.

The lessons learnt are:

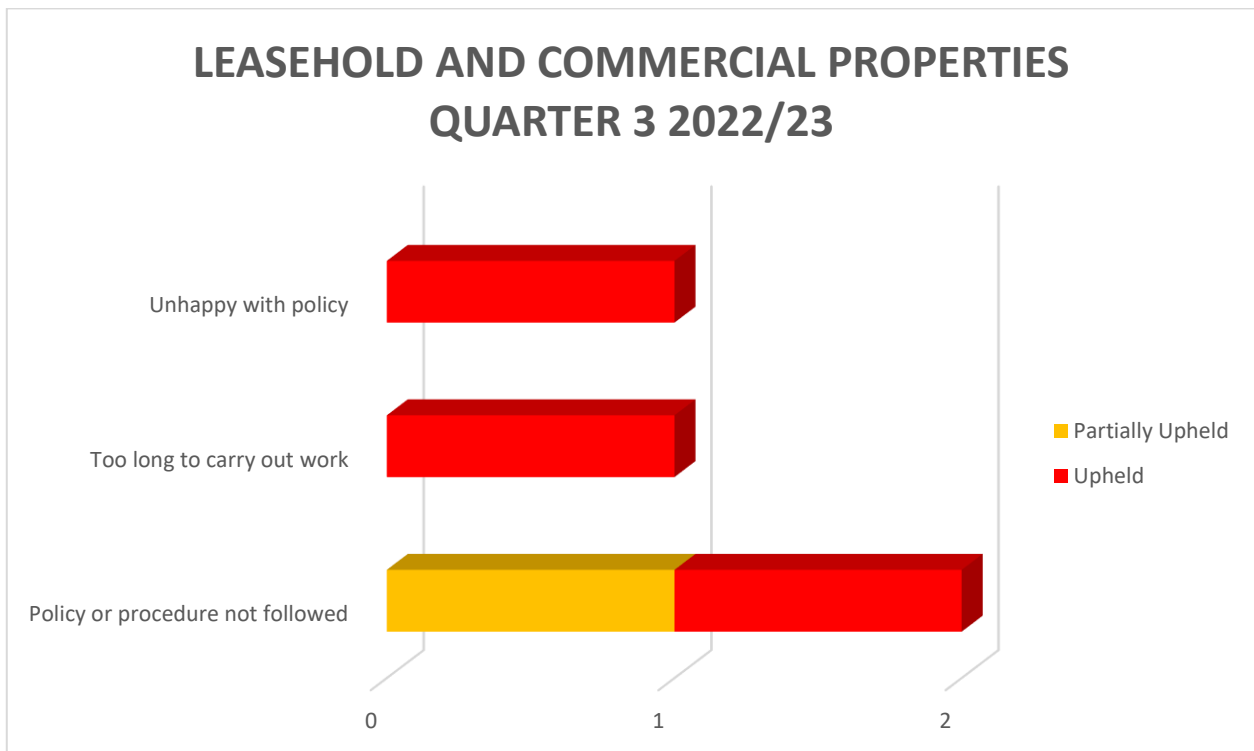
- To review the way direct debits are updated when rent is increased to avoid direct debits being taken twice.
- Staff to respond within 48 hours service level agreement
- To ensure Policy and Procedure is followed in relation to ASB.
- Ensure letters are sent the correct method particularly time critical, to make sure they arrive on time.

Customer Access/Service

	Quarter 4 2021/22		Quarter 1 2022/23		Quarter 2 2022/23		Quarter 3 2022/23	
Received	1	↓	2	↑	1	↓	0	↓
% Upheld	100%	↑	100%	↔	100%	↔	N/A	↓

Leasehold and Commercial Properties

	Quarter 4 2021/22		Quarter 1 2022/23		Quarter 2 2022/23		Quarter 3 2022/23	
Received	5	↑	3	↓	3	↔	4	↑
% Upheld	60%	↓	66%	↑	100%	↑	100%	↔



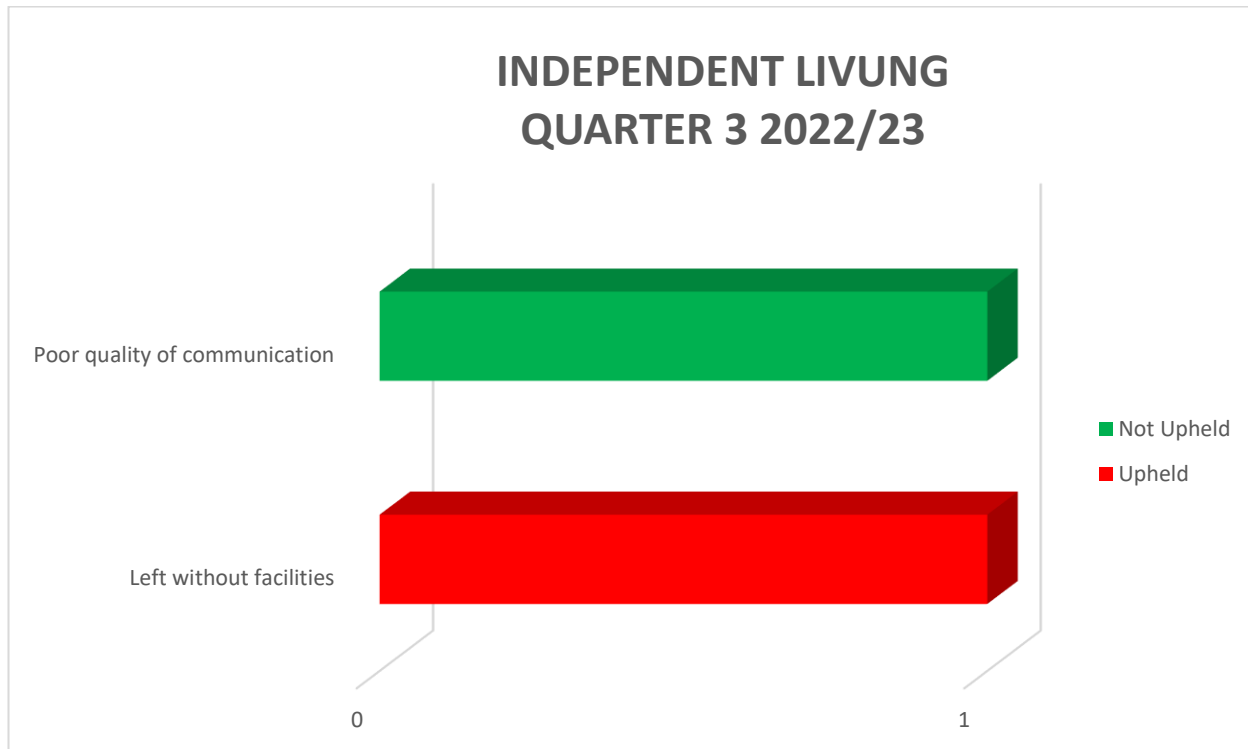
Fault Category Review

The Commercial Properties team have seen the same number of complaints.

The lessons learnt are:

- For all contacts to be responded to within 48 hours or a holding email to be sent and make sure policy is adhered to..

	Quarter 4 2021/22		Quarter 1 2022/23		Quarter 2 2022/23		Quarter 3 2022/23	
Received	3	↑	2	↓	1	↓	2	↑
% Upheld	33%	↑	50%	↑	0%	↓	50%	↑



Fault Category Review

The Independent Living team have seen an increase in the number of complaints raised and the uphold percentage.

The lessons learnt are:

- For requests for pendants to be handled within service level agreement.

End to End Reviews

We have completed end to end reviews of complaints where the complainant was either dissatisfied or the compliant 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	8	3
Dissatisfied	4	3

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

- Agreed follow up action was not completed, and outcome response should have been on the letter templates.
- Letters – brief, not empathetic and grammar poor.
- Poor record keeping (notes and letter).

Compliments

The below table shows the number of compliments recorded by the Performance and Customer Insight Team throughout Quarter 3 2022/23 for each Housing and Support Services.

	Quarter 4 2021/22		Quarter 1 2022/23		Quarter 2 2022/23		Quarter 3 2022/23	
Neighbourhood Services	16	↑	3	↓	9	↑	4	↓
Independent Living	9	↑	1	↓	2	↑	1	↓
Customer Access/Service	16	↑	8	↓	5	↓	16	↑
Aids & Adaptations	-	↔	-	↔	-	↔	-	↔
Community Safety/CCTV	8	↑	-	↓	-	↔	1	↑

