

Your Comments Count

Summary April 2022 to March 2023

Data within this report has been compared to Apr 2021 to March 2022



Investigations

957 Informal complaints

24.29% increase



We agreed
67.92%

407 Stage 1 complaints

190.71% increase



We agreed
68.40%

70 Stage 2 complaints

133.33% increase



We agreed
77.14%

10 Housing Ombudsman

We've received 3 determinations so far, 2 no maladministration & 1 offer of reasonable redress. We reached local resolution with 1 of the cases which resulted in the tenant withdrawing.

% related to repairs

Informal complaints
79.97%

Stage 1 complaint
61.79%

Stage 2 complaint
65.71%

Response times



66.58%

Stage 1

within 10
working days



90.00%

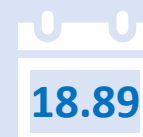
Stage 2

Within 20
working days



11.94

Average no. days
responded by



18.89

128 Stage 1 Complaints withdrawn

This is in addition to 407 stage 1 complaints

141.51% increase



1,149

Compliments

19.20% decrease



109 Property Services

28 of these were reraised
back to stage 1



19 Estate &
Customer Services

Top 3 services complained about (stage 1)



1
48% Planned repairs
 56%*

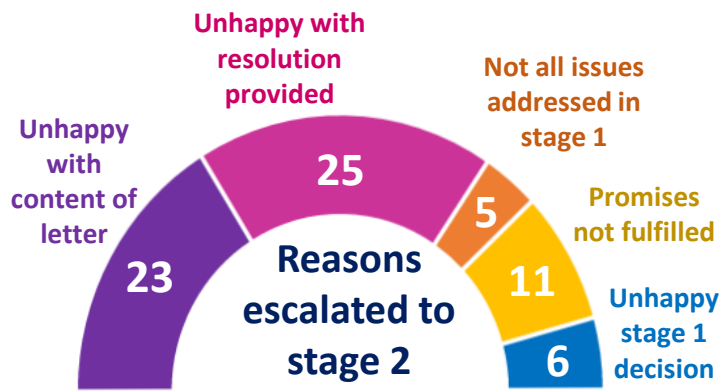


2
15% Routine repairs
 41%*



3
10% Staff conduct
 44%*

*% upheld / upheld in part

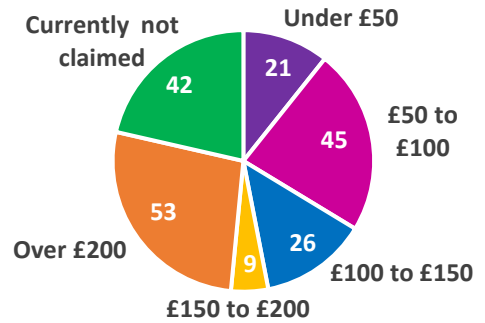


£32,602.48
Compensation paid
 £20,106.48 increase

196 Compensation Payments



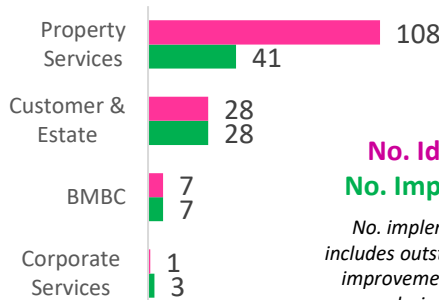
172 relate to Property Services



161 Service improvements identified
 79.92% increase

Service Improvements

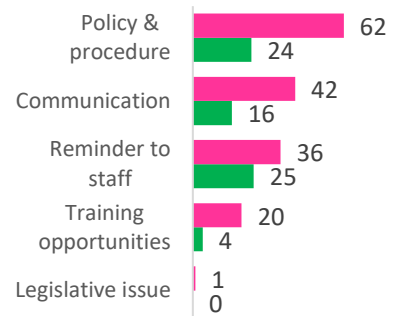
By division...



No. Identified
No. Implemented

No. implemented also includes outstanding service improvements identified during 21/22

By type...



What are we doing to get better...



Working with services to improve pace of implementing of service improvements



Training staff to improve quality of stage 1 responses



To continue working with our new service improvement panel with a focus on learning



Learning from sector including Housing Ombudsman published cases