

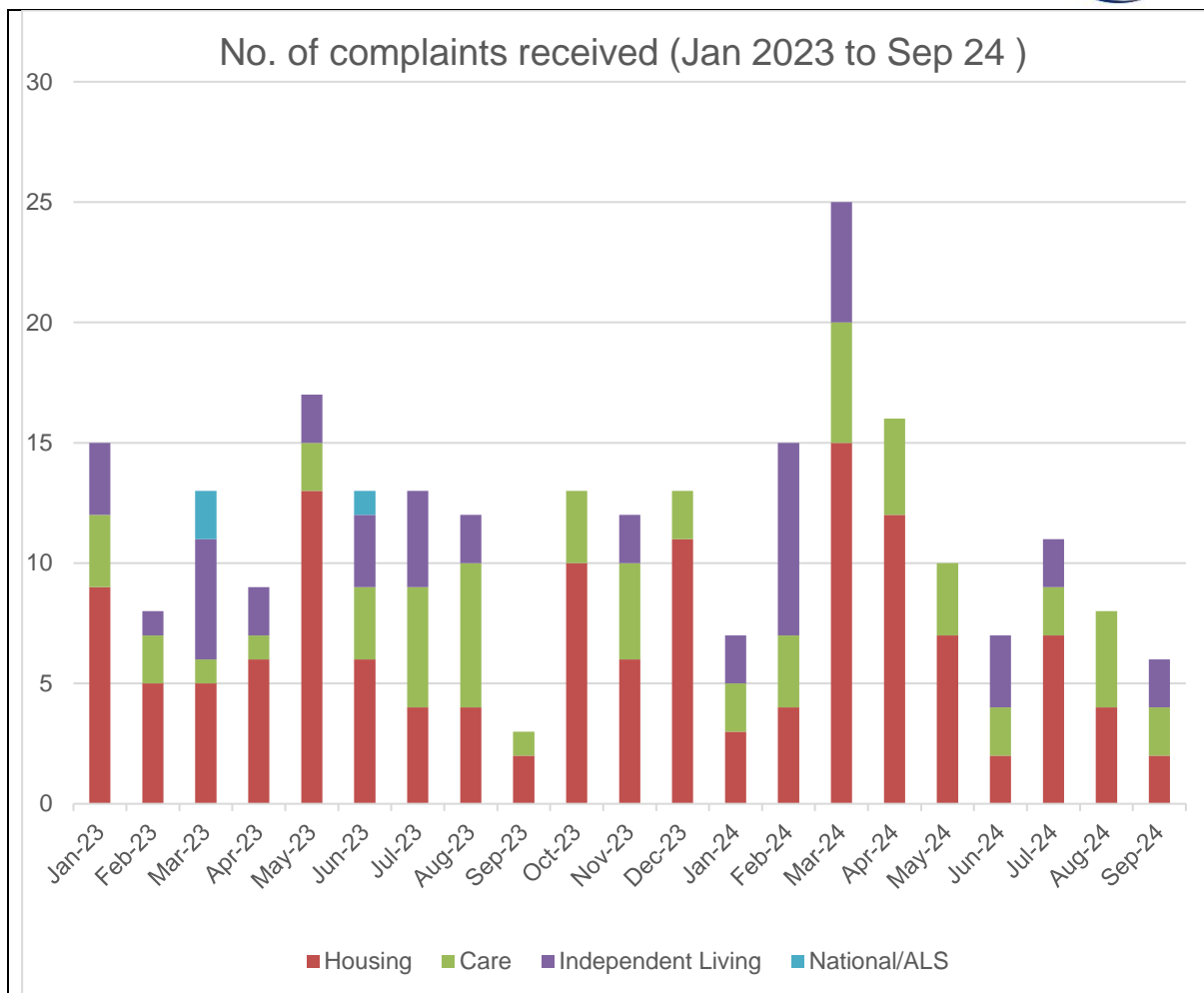


Corporate Health, Safety & Quality Meeting

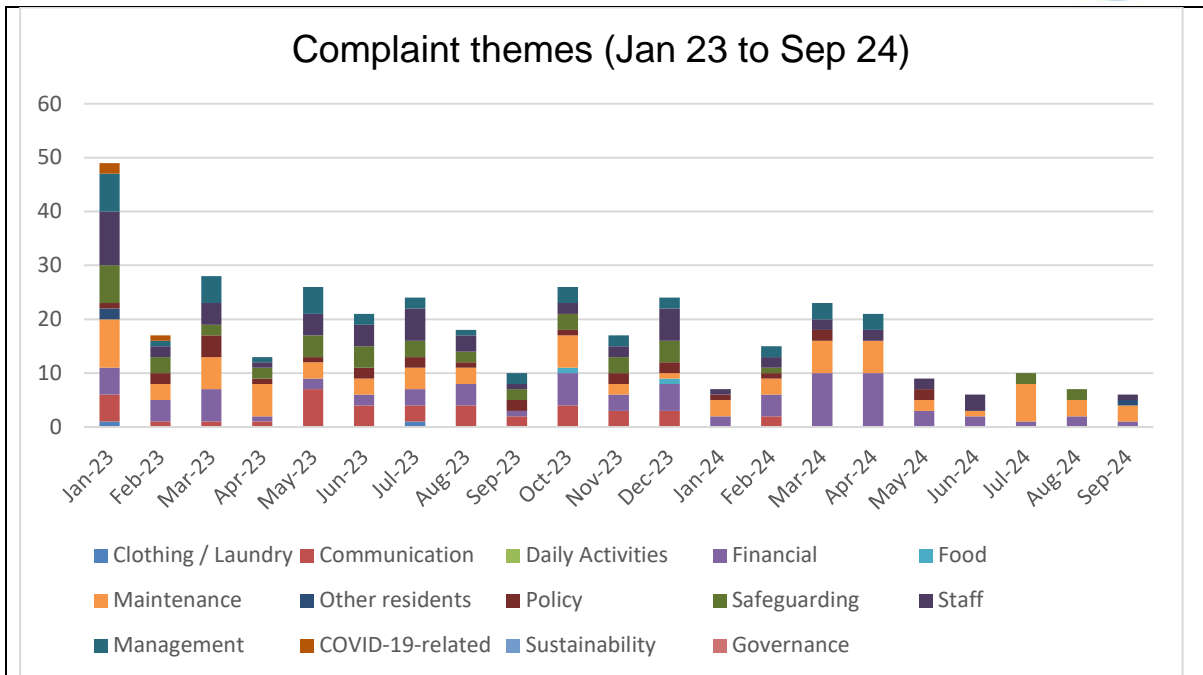
Date of meeting: 23rd October 2024
Agenda Item: 9

Title:	Complaints Report
Owner:	Housing Operations
Report author:	Jonathan Earnshaw
Reporting Period:	1 st July – 30 th September 2024

PURPOSE (add 'X' to appropriate box(es))	FOR INFORMATION X	FOR DISCUSSION	DECISION(S) REQUIRED
<p>Overview</p> <p>In the last quarter we received 25 formal complaints down from 33 the previous quarter.</p> <p>A review of how residents and/or their representatives can make complaints (the options available to them) has been concluded with improved signposting on our website to encourage feedback and a new 'we welcome your feedback' poster which will shortly be deployed to the Houses & Homes. In addition, coming down the track as part of the Customer experience focus will be a new 'Complaints Toolkit' with resources & guidance to support colleagues more effectively through Connect, a refreshed complaints e-learning and new complaint handling webinars for customer facing colleagues. A new complaints lessons learned approach was launched in August with some initial outputs shared later in this report.</p> <p>A collaboration with the residents panel continues with the panel reviewing some redacted complaints to be reassured on our complaint handling performance but to also gather feedback on what works well and where improvements they feel could also be made, this is in addition to sharing complaint performance information and outputs from our complaint's lessons learned approach too.</p> <p>Total number of complaints received. The total number of complaints by service type is provided in the graph below.</p>			



The graph below highlights the themes were identified from complaints received since January 2023. There may be multiple themes from a single complaint due to the complaint being related to a number of items.



Complaints data: for the period 1st October 2022 to 30th September 2024

The data in the table below is based on complaints received relating to Abbeyfield Living Society properties from residents or their representatives – and complaints received about ALS as a corporate body.

The data is split from 1 October 2022 (when policy changes came into effect)

	01/10/22 to 31/12/23	01/01/24 to 31/03/24	01/04/24 to 30/06/24	01/07/2024 to 30/09/2024	Trend (since last report)
No. of complaints received (average per month)	183 (13.1)	47 (15.6)	33 (11)	25 (8.3)	↓
No. which relate to damp/mould or risk of damp/mould	29	6	0	6	↑
Acknowledgement					
% acknowledged within target (2 working days)	90%	95%	95%	100%	↑
Stage 1					
% responded within target (10 working days)	74%	88%	100%	100%	↑
% responded within target (10 working days) or with agreed extension	95%	100%	100%	100%	↑
% of response letters which included details of how to escalate	99%	100%	100%	100%	↑
% of complaints fully upheld at Stage 1	33%	47%	49%	40%	↓
% of complaints partially upheld at Stage 1	32%	26%	25%	24%	↓
Stage 2					
% of complaints escalated to Stage 2	24%	11%	10%	8%	↓
% responded within target (15 working days)	71%	60%	100%	100%	↑
% responded within target or with agreed extension	98%	98%	100%	100%	↑
% of complaints fully upheld at Stage 2	14%	20%	25%	0%	↑
% of complaints partially upheld at Stage 2	26%	20%	50%	50%	↑
Ombudsman					
No. of complaints escalated to Housing Ombudsman or Local Government & Social Care Ombudsman	1	1	4	1	↓

Ombudsman Update

At the time of writing this report, we are awaiting an update on the three outstanding Housing Ombudsman cases where evidence was submitted in the previous quarter. However, we have received a final decision on the case which has been reviewed by the Local Government & Social Care Ombudsman (LGSCO)

The case relates to a resident who resided at Pratt House in Amersham. The LGSCO found:

Mrs X complained care staff did not correctly administer her sister's inhalers and delayed seeking medical assistance. Mrs X says she feels this may have contributed to the deterioration in her sister's health. A finding of 'injustice' was found by the LGSCO, and we have agreed to apologise to Mrs X, provide a financial remedy of £300, and make service improvements to prevent a reoccurrence.

Top Complaint Reasons

Main complaint reasons across the quarter (from the 25 complaints)

- **Maintenance – 12 (10 related to delays to repairs)**
- **Financial – 3 (service charge or associated fees)**
- **Safeguarding – 3 (care related concerns)**

Top Complaint Locations

- The Firs complex, **Nottingham – 4 (repair delays)**
- Norbreck, **Blackpool – 2 (damp and mould related)**
- High Lane, **Stockport – 2 (repair delays)**

Complaint Lessons Learned

A new complaint lessons learned approach was launched in August 2024, this initially is looking at fully upheld or partially upheld complaints and a Team's meeting takes place with key stakeholders once the complaint response has been issued.

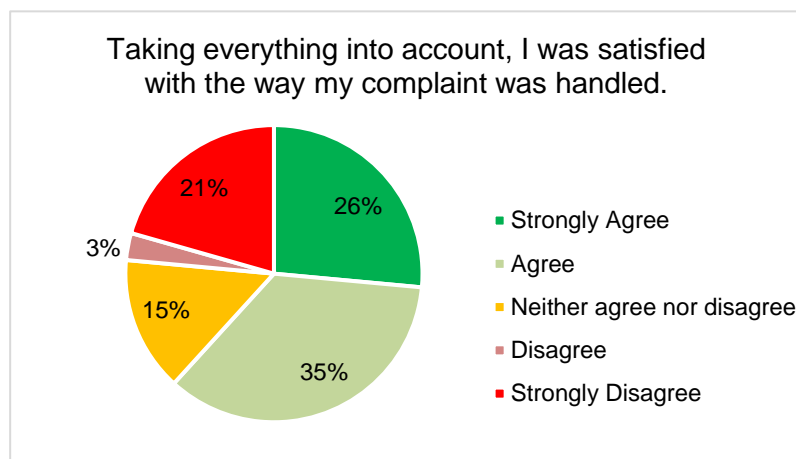
Though early days, we have already identified several learnings which have been captured and owners assigned to resolve – these include exploring if *mandatory haircare & footcare for care staff is possible*, *policy review of setting care fees at Lee House in the next finance review*, *the property services team feeding back to the project team on future resident preferences on lock replacement's at our locations following feedback*, and *reminding colleagues of the procedure to raise emergency repair jobs out of hours*.

In future sessions, we'll invite SHMs to join the review supporting greater local ownership and accountability.

Complaint Handling satisfaction

Whilst surveys have been issued for complaints received in 2024, the response rate is very low indeed – with only a handful of responses being received back over the last nine months and we are currently exploring ways in which we can encourage a greater response.

In total since 2021, 44 surveys have been returned. The survey uses a five-point scale from Strongly Agree to Strongly Disagree with space for additional comments.



- 78% answered 'Strongly Agree' or 'Agree' to 'My complaint was acknowledged in a timely way' (an increase from 76% last quarter).
- 72% answered 'Strongly Agree' or 'Agree' to 'The time taken to investigate the complaint was reasonable' (an increase from 70% last quarter).
- 70% answered 'Strongly Agree' or 'Agree' to 'I would use Abbeyfield's complaint process again if I has a similar concern in the future' (a increase from 66% last quarter).
- 45% answered 'Strongly Agree' or 'Agree' to 'From my perspective, the complaint is now closed' (an increase from 42% last quarter). The surveys have enabled further action to be taken to rectify complainant dissatisfaction, where this was not known.

Recommendation: (if any decision required)

N/A