

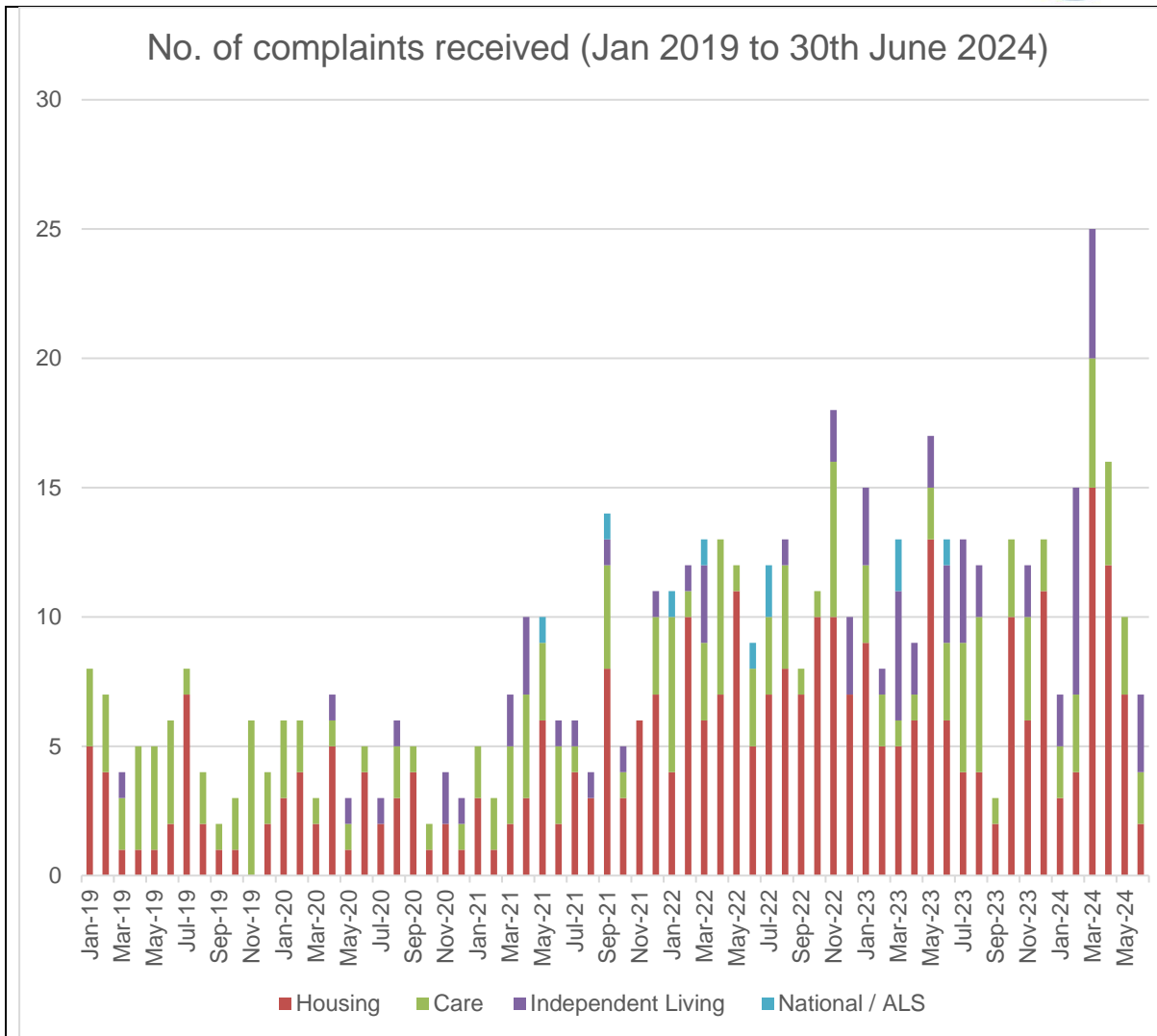


## Corporate Health, Safety & Quality Meeting

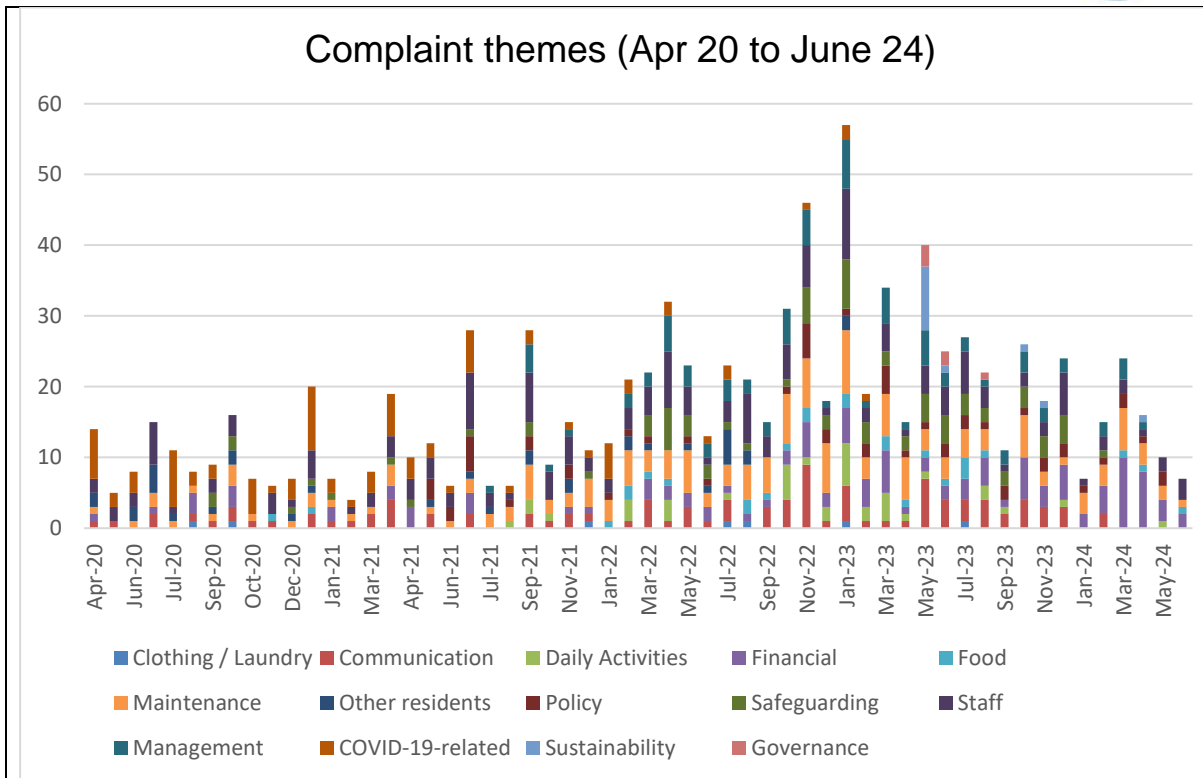
Date of meeting: 23<sup>rd</sup> July 2024

|                          |   |
|--------------------------|---|
| <b>Title:</b>            | <b>Complaints Report</b>                              |
| <b>Owner:</b>            | Housing Operations                                    |
| <b>Report author:</b>    | Jonathan Earnshaw                                     |
| <b>Reporting Period:</b> | 1 <sup>st</sup> April 2024-30 <sup>th</sup> June 2024 |

| <b>PURPOSE</b> (add 'X' to appropriate box(es))   | <b>FOR INFORMATION</b> | <b>FOR DISCUSSION</b> | <b>DECISION(S) REQUIRED</b> |
|---|------------------------|-----------------------|-----------------------------|
|   | X                      |                       |                             |
| <p><b>Overview</b></p> <p>In the last quarter we received 33 formal complaints down from 47 last quarter. During the quarter we also completed our complaints self-assessment, as a requirement of the Complaint handling code which came into effect on 1<sup>st</sup> April 2024</p> <p>The latest version of the self-assessment and a copy of our Annual Complaint Handling &amp; Service Improvement report can be found on our website. The report will also be signposted in the weekly digest shortly.</p> <p>A strategic review of how residents and/or their representatives can make complaints (the options available to them) is in progress. As part of this review, a complaints working group has been established and has met twice in the last month to consider awareness and training opportunities to promote effective complaint handling to colleagues as a priority, a draft of the proposed content is currently being prepared and will be submitted to the Director's of Housing &amp; Care in the next couple of weeks. In addition, the complaints review is also examining content for Connect by proposing a 'Complaints Toolkit' with resources &amp; guidance to support colleagues more effectively. A new lesson's learned approach will be launched shortly, focusing on upheld and partially upheld complaints to help drive improvements and share best practice.</p> <p>A collaboration with the residents panel will also see the panel being regularly updated on our complaints performance and examining outputs from the lessons learned process.</p> <p><b>Total number of complaints received.</b><br/>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 2019. 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 1 Jan 2021 to 30<sup>th</sup> June 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 between 1 January to 30 September 2022, and from 1 October 2022 (when policy changes came into effect), 1<sup>st</sup> January 2024 to 31<sup>st</sup> March 2024 and 1<sup>st</sup> April 2024 to 30<sup>th</sup> June 2024.

|   | 01/01/22<br>to<br>30/09/22 | 01/10/22<br>to<br>31/12/23 | 01/01/24<br>to<br>31/03/24 | 01/04/2024<br>to<br>30/06/2024 | Trend<br>(since<br>last<br>report) |
|---|----------------------------|----------------------------|----------------------------|--------------------------------|------------------------------------|
| No. of complaints received<br>(average per month)   | 103<br>(11.4)              | 183<br>(13.1)              | 47<br>(15.6)               | 33<br>(11)                     | ↑                                  |
| No. which relate to<br>damp/mould or risk of<br>damp/mould  | 10                         | 29                         | 6                          | 0                              | ↓                                  |
| <b>Acknowledgement</b>  |                            |                            |                            |                                |                                    |
| % acknowledged within<br>target (2 working days)  | 93%                        | 90%                        | 95%                        | 100%                           | ↑                                  |
| <b>Stage 1</b>  |                            |                            |                            |                                |                                    |
| % responded within target<br>(10 working days)  | 58%                        | 74%                        | 88%                        | 100%                           | ↑                                  |
| % responded within target<br>(10 working days) or with<br>agreed extension                            | 86%                        | 95%                        | 100%                       | 100%                           | ↑                                  |
| % of response letters which<br>included details of how to<br>escalate                                 | 86%                        | 99%                        | 100%                       | 100%                           | ↑                                  |
| % of complaints fully upheld<br>at Stage 1  | 50%                        | 33%                        | 47%                        | 49%                            | ↑                                  |
| % of complaints partially<br>upheld at Stage 1  | 32%                        | 32%                        | 26%                        | 25%                            | ↓                                  |
| <b>Stage 2</b>  |                            |                            |                            |                                |                                    |
| % of complaints escalated<br>to Stage 2   | 17%                        | 24%                        | 11%                        | 10%                            | ↓                                  |
| % responded within target<br>(15 working days)  | 61%                        | 71%                        | 60%                        | 100%                           | ↑                                  |
| % responded within target<br>or with agreed extension   | 94%                        | 98%                        | 98%                        | 100%                           | ↑                                  |
| % of complaints fully upheld<br>at Stage 2  | 28%                        | 14%                        | 20%                        | 25%                            | ↑                                  |
| % of complaints partially<br>upheld at Stage 2  | 33%                        | 26%                        | 20%                        | 50%                            | ↑                                  |
| <b>Ombudsman</b>  |                            |                            |                            |                                |                                    |
| No. of complaints escalated<br>to Housing Ombudsman or<br>Local Government & Social<br>Care Ombudsman | 1                          | 1                          | 1                          | 4                              | ↑                                  |
|   |                            |                            |                            |                                |                                    |

## Escalation to the Ombudsman

In this last quarter period, we have responded to four Ombudsmen evidence requests – three for the Housing Ombudsman & one from the Local Government & Social care Ombudsman.

We haven't yet received any determinations following these evidence requests.

## Top Complaint Reasons

Main complaint reasons across the quarter:

- **Financial – 13**
- **Maintenance – 6 (3 due to repair delays)**
- **Staff - 5**

## Top Complaint Locations

- Lee House, **Wimbledon – 5**
- Burnham Court, **Malmesbury – 5**

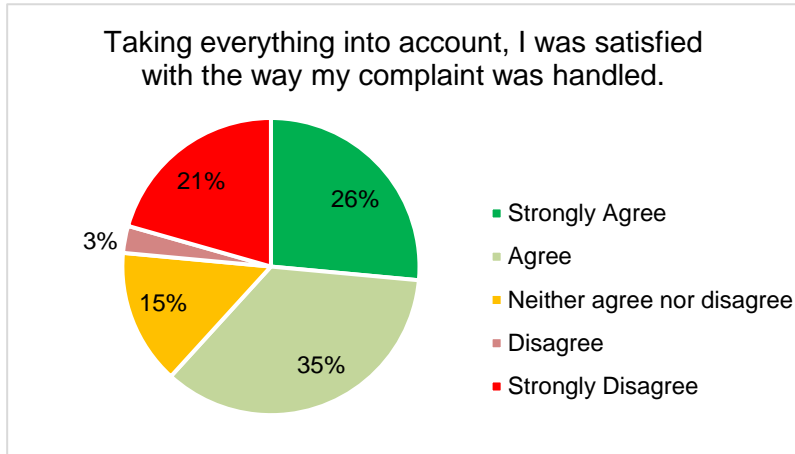
Ivy House **Wellington**, The Firs **Nottingham** & Castleton Esk Moors **Whitby** all attracting 2 complaints each in the last quarter.

## Complaint Handling satisfaction

Since January 2021, all complainants have been sent a satisfaction survey after the final response letter (normally Stage 1, unless the complainant indicates their wish to escalate the complaint). Following a recent change, complaint handling satisfaction surveys are issued six weeks following the final response letter at either stage 1 or stage 2.

56% of complainants were surveyed in 2023 and only 7 completed surveys were received back. 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.

In total since 2021, 41 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.

A full review of this survey, the questions asked, and its approach is part of the wider complaints review.

**Recommendation: (if any decision required)**

N/A