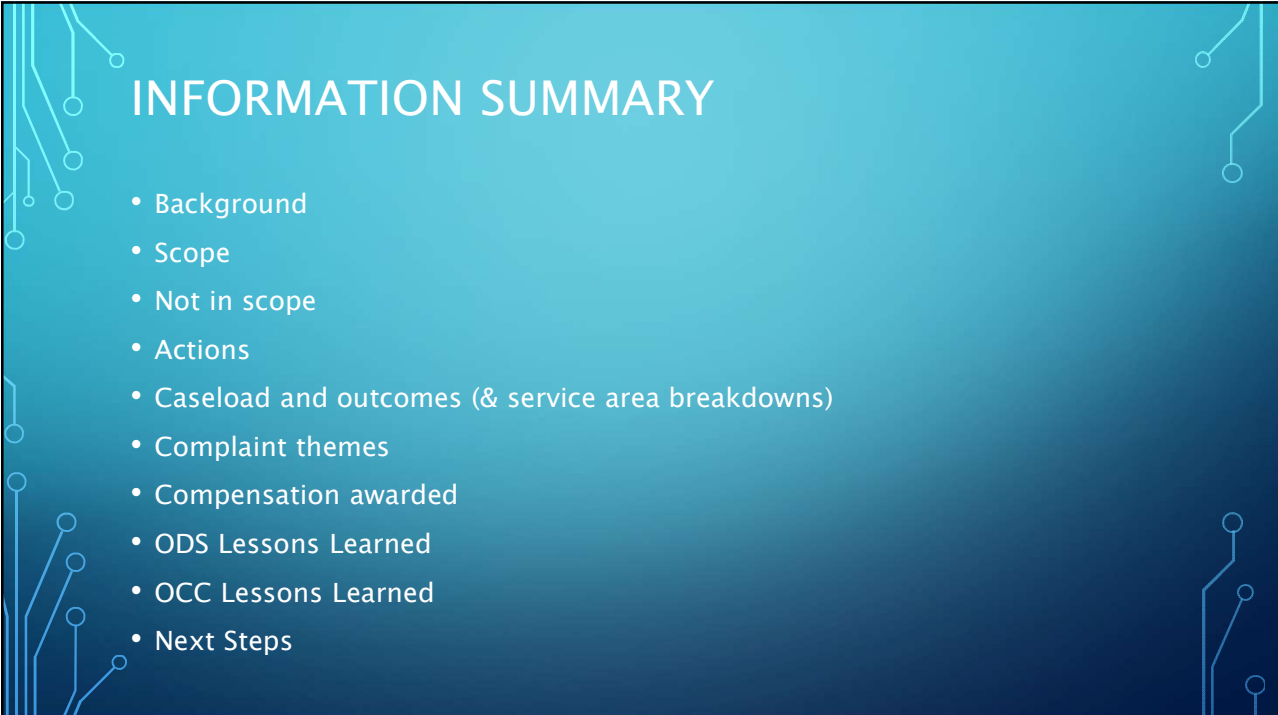




Housing & Homelessness Panel
02 August 2023

Complaints and Customer Care
Landlord Related Issues

October 2022 To March 2023



INFORMATION SUMMARY

- Background
- Scope
- Not in scope
- Actions
- Caseload and outcomes (& service area breakdowns)
- Complaint themes
- Compensation awarded
- ODS Lessons Learned
- OCC Lessons Learned
- Next Steps

Background

- Housing Ombudsman launches Complaint Handling Code July 2020
- Updated and strengthened April 2022
- Universal definition of a complaint
- Providing easy access to the complaints procedure and ensuring residents are aware of it, including their right to access the Housing Ombudsman Service
- The structure of OCC complaints procedure – only two stages and clear timeframes set out for responses
- Ensuring fairness in complaint handling with a resident-focused process
- Taking action to put things right and appropriate remedies
- Creating a positive complaint handling culture through continuous learning and improvement
- Demonstrating learning in annual reports
- Annual self-assessment against the Code

Scope

- All complaints relating to the housing landlord function that would be covered by the Housing Ombudsman
- Complaint Handling
- Day to day repairs
- Estate Management
- OX Place
- Planned Maintenance
- Anti-social behaviour (excluding statutory nuisance)
- Tenancy and Leasehold Management, Involvement and Sustainment
- Oxford Direct Services
- Incomes (Rent team)
- Contact Centre

Not in Scope

- All complaints relating to the housing landlord function covered by the Local Government & Social Care Ombudsman
- Housing Allocations
- Homelessness
- General Housing Advice
- Housing Benefit cases
- Housing Grants
- Statutory Noise Nuisance & ASB not within the remit of a social landlord
- Sales, including the Right to Buy
- Planning & Building Control
- Parks and Communal Estate Maintenance

Actions

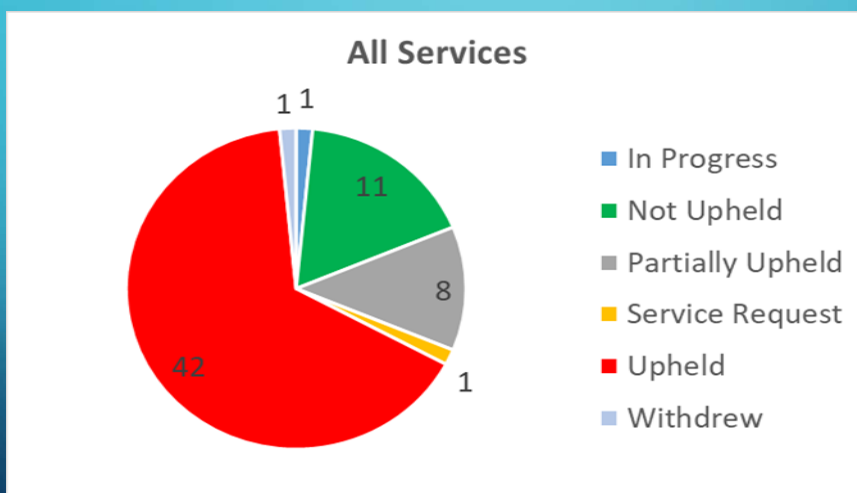
- ✓ Updated corporate complaints process, aligned to Housing Ombudsman Code
- ✓ Clear definition/parameters of complaints adopted
- ✓ Two stage process now in place
- ✓ Procedure clearly set out, including response times
- ✓ Clear guidance on unreasonable behaviour & vexatious complaints
- ✓ Dedicated Customer Care & Complaints Officer in Landlord Services
- ✓ Improved tracking and management of cases
- ✓ Integrated working with ODS Complaints and Customer Care Officer
- ✓ Joint working with LGA Ombudsman Complaints Officer
- ✓ Designing joint OX Place Complaints Process
- ✓ Shared lessons learned
- ✓ Ongoing complaints publicity campaign

Caseload & Outcomes – October To March 2023 OCC & ODS

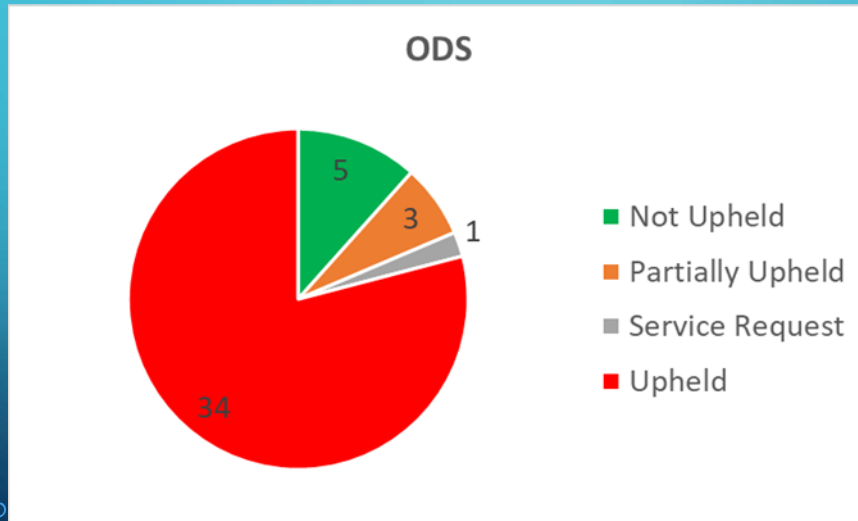
Complaint Outcome	Numbers
In Progress	1
Not Upheld	11
Partially Upheld	8
Service Request	1
Upheld	42
Withdrew	1
Total	64

Complaint Stages	
Stage 1 Complaint	61
Stage 2 Complaint	3
Grand Total	64

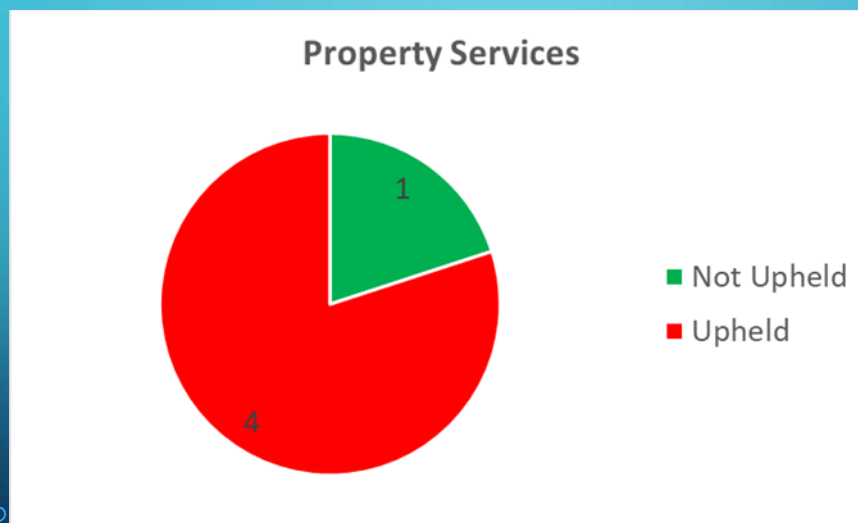
Complaint Outcomes



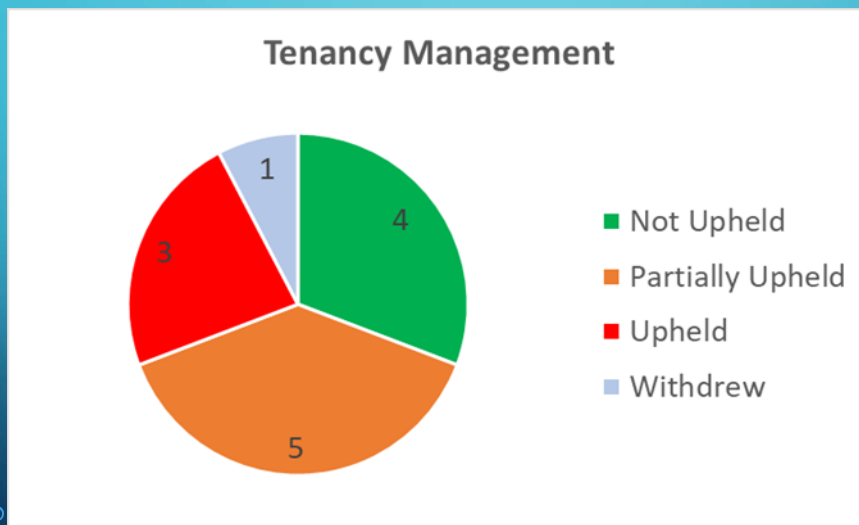
Complaint Outcomes ODS



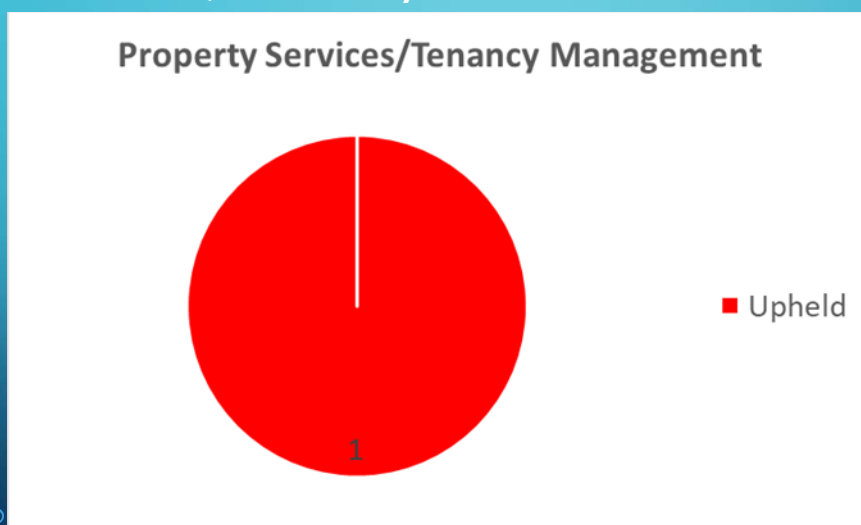
Complaint Outcomes Property Services



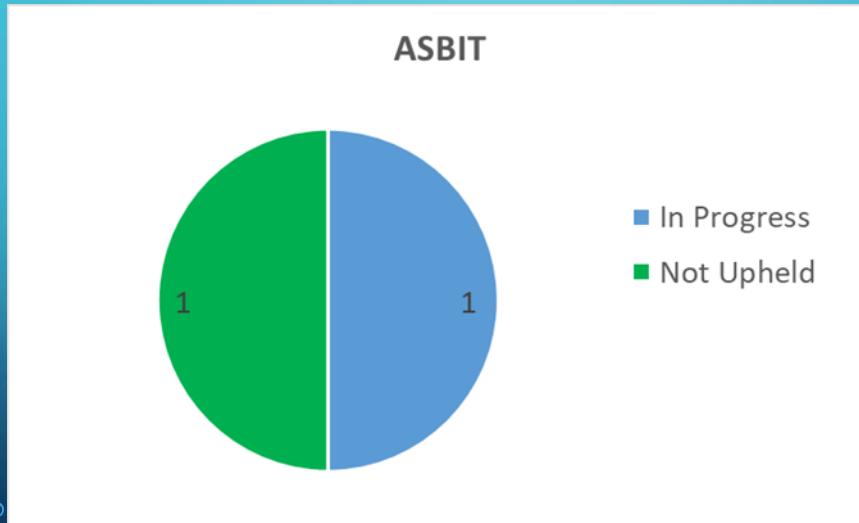
Complaint Outcomes Tenancy Management



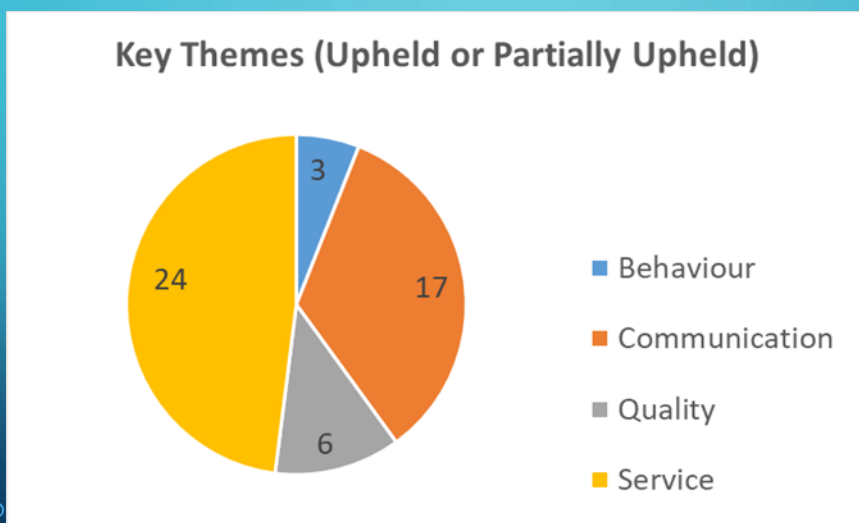
Complaint Outcomes Property Services/Tenancy



Complaint Outcomes ASBIT



Complaint Themes



Compensation Awarded

- Out of pocket expenses, reparation, inconvenience, damages, time & trouble
- Aligned with Ombudsman payments
- Four awards in period

Oct-22	£0.00
Nov-22	£1,301.76
Dec-22	£50.00
Jan-23	£0.00
Feb-23	£0.00
Mar-23	£1,230.00
Total	£2,581.76

ODS Lessons Learned

- ✓ Additional training required on assertiveness, conflict management, implementing an escalation process when customers not satisfied
- ✓ EQIA review on complaints, vulnerable customers and accessibility of service.
- ✓ Consistency on compensation awards offered
- ✓ Action notes not consistently picked up or responded to. Additional training and oversight to be implemented to improve percentages
- ✓ Sub-contractor delays – better communications with customers required, with clear and recorded timescales
- ✓ ODS – Better clarity on job priorities
- ✓ Multi-order work team established
- ✓ Complaints Handling – Incorrect information provision, no apparent stage 2 enquiries, no apparent compensation awards – oversight agreement with OCC

OCC Lessons Learned

- ✓ New tenancy welcome visits introduced after mutual exchange completions
- ✓ New tenancy six- week welcome visits target set to 100%
- ✓ Improved communications and processes for new build handovers between developers, OX Place, housing, ODS and contractors
- ✓ Improved system managed defect process for new builds, including contractor performance
- ✓ Internal training on communication etiquette for tenants, members and senior managers
- ✓ Improved system record keeping on all contacts with tenants and actions between OCC & ODS
- ✓ Provide training from HQN on writing complaints letters to secure consistent outcomes

Next Steps

- Publication of Annual Report to include summary of complaints and lessons learnt
- Website to be updated to include case studies – "You said, we did"
- Ongoing Complaints Ambassador Review Group
- Publication of Complaints annual self-assessment on website
- Publication of Complaints TSM results on website
- Customer Care & Complaint Manager to be recruited as part of LLS Transformation
- Extension of existing complaint system on QL to housing & property services complaints
- Corporate consideration of a complaints solution to embed existing joint working arrangements

This page is intentionally left blank