

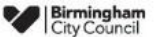
HOUSING AND NEIGHBOURHOODS OVERVIEW AND SCRUTINY COMMITTEE – 16 FEBRUARY 2023

CITY HOUSING DIRECTORATE

LOCAL GOVERNMENT OMBUDSMAN REVIEW APRIL 2022 – DECEMBER 2022



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Housing Ombudsman (H.O.) Paragraph 49/50 Investigation

- H.O. Independent Adjudicator monitored housing repair cases closed by them between March 2022 and September 2022.
- Cases date back to the period 2017 to 2021 (prior to the launch of the new Corporate Complaints Process).
- Special Report published on 17 January 2023.
- Recommendations come under four key headings: Response to Repairs, Record Keeping, Complaint Handling and Compensation. Deadline for compliance is 17 April 2023.
- Robust action plan is in place and meetings are planned with the H.O to review progress.

LGO – Breakdown of Closed Matters – 21/22 and 22/23

1 April 2022 – 31 December 2022

Total Closed Matters	76			
Total Upheld	27	36%	Compensation Paid	£39,211.00

1 April 2021 – 31 March 2022

Total Closed Matters	121			
Total Upheld	42	35%	Compensation Paid	£15,510.00

- Early indicators suggest that the number of matters closed and upheld is consistent for the year 2021/2022 and 2022/2023.
- Upheld matters as a % of matters closed is: 35% for 2021/2022. 36% for 2022/2023.
- However, compensation paid has increased by 153% with 3-months until year-end.
 - **Temporary Accommodation** has increased from £0 to £16,400.00.
 - **Housing Solutions & Support** has increased by 104% from £7,860 to £16,036.00.
 - **Housing Repairs** has increased by 48% from £4,450.00 to £6,575.00
- There are matters remaining for 22/23 which have not yet been closed.

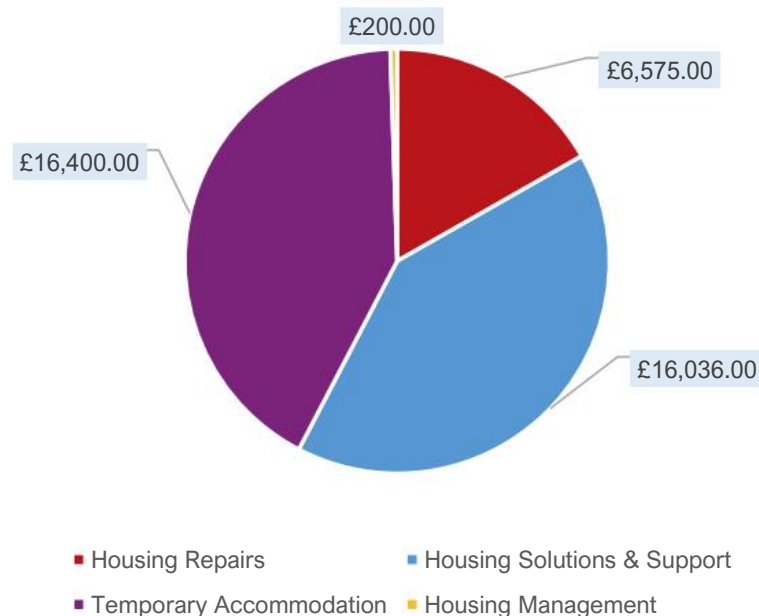
LGO – Breakdown of Closed Matters

April 2022 – December 2022

Total Closed Matters	76
Total Upheld	27
% Upheld	36%

Closed After Initial Enquiry Out of Jurisdiction	14
Closed After Initial Enquiry No Further Action	15
Not Upheld	11
Premature Complaints	8

Compensation Paid - £39,211.00



Housing Solutions & Support – Matters Upheld – 11

Complaint refers to accommodation issues	MI = Maladministration Injustice (upheld)	£2,300.00
Complaint refers to ASB, disability parking issues and BCC officer's behaviour concerns	MI = Maladministration Injustice (upheld)	£7911 (+250 per month until she is rehoused in suitable accommodation)
Complaint about the Council placed family of 6 in one room in a Bed & Breakfast hotel for 5½ months after they became homeless on 1/9/20	MI = Maladministration Injustice (upheld)	£1,700.00
Complaint refers to refusal of Housing application	MI = Maladministration Injustice (upheld)	£100.00
Complaint refers to Housing Allocation scheme	MI = Maladministration Injustice (upheld)	NIL
The complaint refers to issues making a housing application	Upheld: Fault and Injustice	£1,050.00
The complaint refers to issues with housing allocation	Upheld: Fault and Injustice	£1,200.00
The complaint refers to handling of complaint	Upheld: Fault and Injustice	£250.00
The complaint refers to delays in complaint process	NMI = No maladministration but Injustice found	£500.00
The complaint issues with housing allocation	MNI = Maladministration, no injustice (upheld)	NIL
The complaint refers to issues with housing accommodation	Upheld: Fault and Injustice	£1,025.00
	Total Compensation	£16,036.00

Temporary Accommodation Matters Upheld - 2

The complaint refers to issues with TA, issues with housing repairs and overcrowded	MI = Maladministration Injustice (upheld)	£12,050.00
The complaint refers to being placed in unsuitable temporary accommodation	NAFM&I = No Further Action - Upheld: mal & inj	£4,350.00
	Total Compensation	£16, 400.00

Housing Management Matters Upheld - 1

Complaint about housing and problems with renting a garage	MI = Maladministration Injustice (upheld)	£200.00
	Total Compensation	£200.00

Housing Repairs Matters Upheld - 13

The complainant refers to a damaged fence and the delay in repairing it	MF - Maladministration and Failure	£250.00
Complaint refers to repairs in the kitchen	MI = Maladministration Injustice (upheld)	£250.00
The complaint is about how the landlord has handled a gas safety check	MI = Maladministration Injustice (upheld)	£275.00
Complaint regarding repairs to the roof of the property	MF - Maladministration and Failure	450 (plus 500 for goodwill) Total - 950
Complaint regarding the length of time the Landlord is taking to repair her heating and hot water system	MI = Maladministration Injustice (upheld)	£250.00
Complaint, refers to escalation requests and the landlord's responses at each stage of its complaint procedure	MI = Maladministration Injustice (upheld)	£500.00
Complaint refers to repairs to the property	Severe Maladministration	£1,050.00
The complaint is about handling of repairs	MI = Maladministration Injustice (upheld)	£450.00
Complaint about the handling of the residents reports of damp & mould request for compensation and complaint handling	Severe Maladministration	£2,050.00
The complaint refers to repair/replacement of doors	NMI = No maladministration but Injustice found	£150.00
The complaint is about the landlord's response to repairs to the heating and hot water system	MI = Maladministration Injustice (upheld)	£300.00
The complaint refers to handling of complaint over housing disrepair	MNI = Maladministration, no injustice (upheld)	£100.00
The complaint refers to issues with disrepair issues	MI = Maladministration Injustice (upheld)	NIL
	Total Compensation	£6,575.00

Key Actions and Improvements

Significant areas of service improvement being progressed:

- The City Housing Directorate Transformation Programme
- Investment in housing stock via:
 - Asset Management Strategy;
 - HRA Business Plan (increased level of investment into stock)
 - Route to Zero (whole housing retrofit programme);
 - Improving overall quality of homes to meet decent homes standard;
- Implementation of:
 - Target Operating Model;
 - Comprehensive Temporary Accommodation Strategy;
 - Housing Strategy;
 - Changes and improvements from the self-assessment action plan against the new social housing legislation;

Key Actions and Improvements – Cont.

- Closer working with the LGO and the Social Housing Regulator.
- Linked to the H.O. Paragraph 49 a robust action plan is in place which focusses on response to repairs, record keeping, complaint handling and compensation.
- Independent review commissioned into complaints management.
- Underperforming contractor demobilised.
- Clearly defined process now in place for Complaint Handlers to escalate contractor performance issues to both BCC and contractor senior management.
- Complaints Manager's meet with both contractors on a weekly basis to review root cause and undertake deep dives.
- Ongoing training for complaint handler's.