

# Complaints Reporting City Housing

December / Quarter 3 2021



# Transformation Activity

- Review of the Housing Management and Capital Investment and Repairs Service
  - Recommended over 50 changes and improvements
  - Following prioritisation, work is underway
  
- Six key areas
  1. **Customer engagement** - build effective relationships with our customers
  2. **Operational effectiveness** – including comprehensive Performance Management Framework
  3. **Workforce development** - enhancing learning and staff development
  4. **Asset Management and Building Safety** - evidence and enhance safety
  5. **Regulatory Compliance** – including consumer and safety regulation and White Paper
  6. **Strategy development** - clearly defined strategic aims

# Implementation Plan

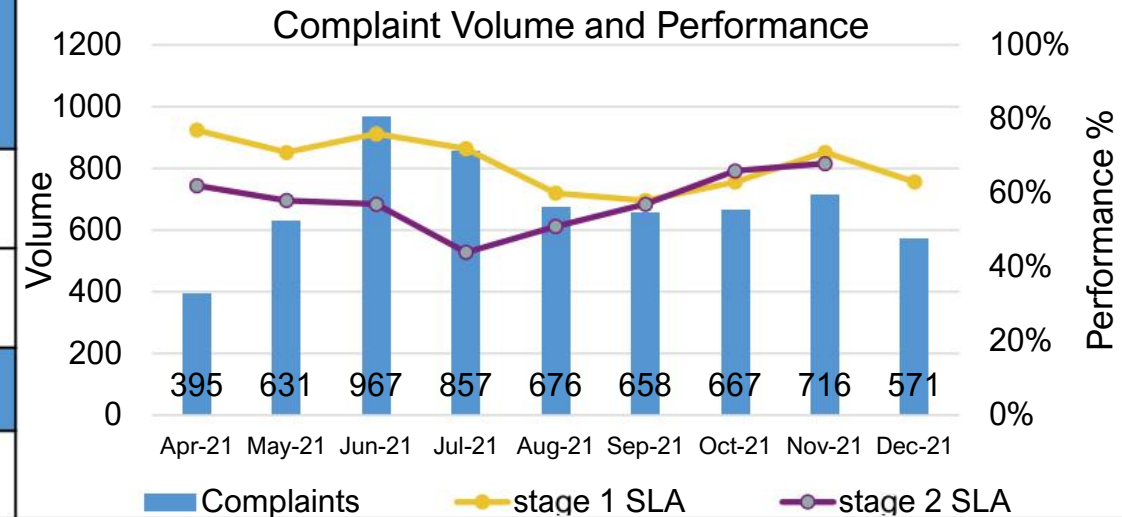
## Workstreams Overview



# City Housing Complaints Volume & Performance Report

December / Quarter 3 2021

Directorate	DEC 2021	NOV 2021	Month Trend	Year to date	Q1	Q2	Q3	Q4	Qtr Trend
<b>Citizen &amp; Member complaints</b>	<b>571</b>	716	↓	<b>6138</b>	1993	2191	<b>1954</b>	-	↓
<b>Member Enquiries</b>	<b>268</b>	305	↓	<b>2625</b>	686	1032	<b>907</b>	-	↓
Exempt Accommodation	<b>3</b>	1	↑	<b>22</b>	8	5	<b>9</b>		↑
Housing Management	<b>79</b>	79	→	<b>814</b>	236	337	<b>241</b>		↓
Housing Solutions & Support	<b>90</b>	204	↓	<b>1142</b>	188	479	<b>475</b>		↓
Housing Repairs	<b>399</b>	432	↓	<b>4160</b>	1561	1370	<b>1229</b>		↑
<b>Citizen and Member Complaint Performance</b>									
Stage 1 % closed within SLA (15 days)	63%	71%	↓	<b>68%</b>	75%	64%	<b>66%</b>		↑
Stage 2 % closed within SLA (20 days)	n/a	<b>68%</b>	↑	57%	58%	50%	<b>n/a</b>		↓



## Commentary:

### December:

- City Housing received 571 complaints in December which was 145 less than November.
- Performance for responding within 15 day SLA for Stage 1 complaints in December was 8% down compared to November.
- Performance for responding within 20 day SLA for Stage 2 complaints (reported a month in arrears) improved by 11% October/November.
- Linked to seasonal trends and contract changes, we have been forecasting an increase in Housing Repairs complaints in the coming months, although there was an 8% reduction, November to December.

### Quarter 3:

- City Housing received 1,954 complaints in Q3, 11% down on Q2 and 907 Member Enquiries, 12% down on Q2.

# Housing Repairs - Top 5 Root Causes by Contractor

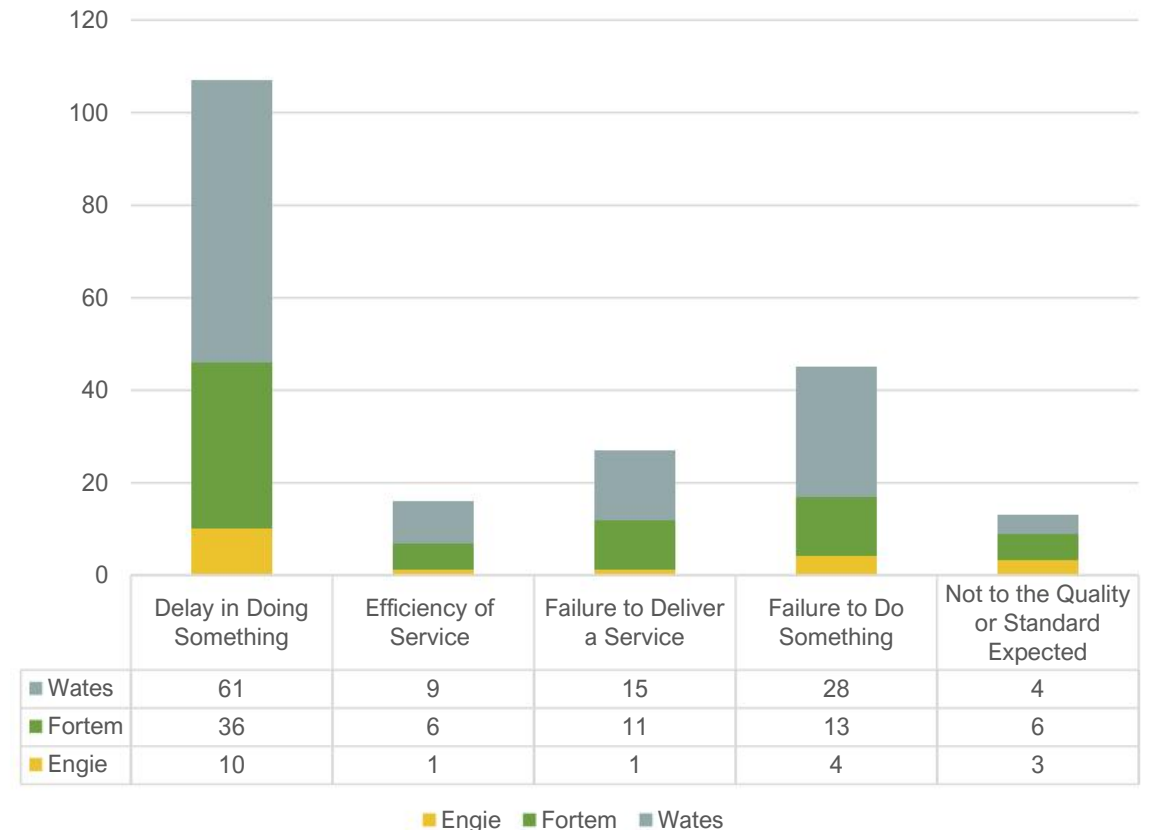
## Complaints Received as a % of Repairs Completed

- Fortem (22,000 properties) completed 5,519 repairs and we received 145 complaints - 2.62%.
- Wates (30,000 properties) completed 9,759 repairs and we received 214 complaints - 2.19%.
- Equans (Formerly Engie) (8,000) completed 2,783 repairs and we received 40 complaints – 1.43%.

## Common Themes:

- “Delay in Doing Something” – unreasonable timescale for repair.
- “Efficiency of Service” – Damaged caused when undertaking repairs.
- “Failure to Deliver a Service” – repairs outstanding.
- “Failure to Do Something” – repairs outstanding.
- “Not to the Quality or Standard Expected” – Failure to address the root cause of the repair.

December 2021



# Housing Management - Top 5 Root Causes

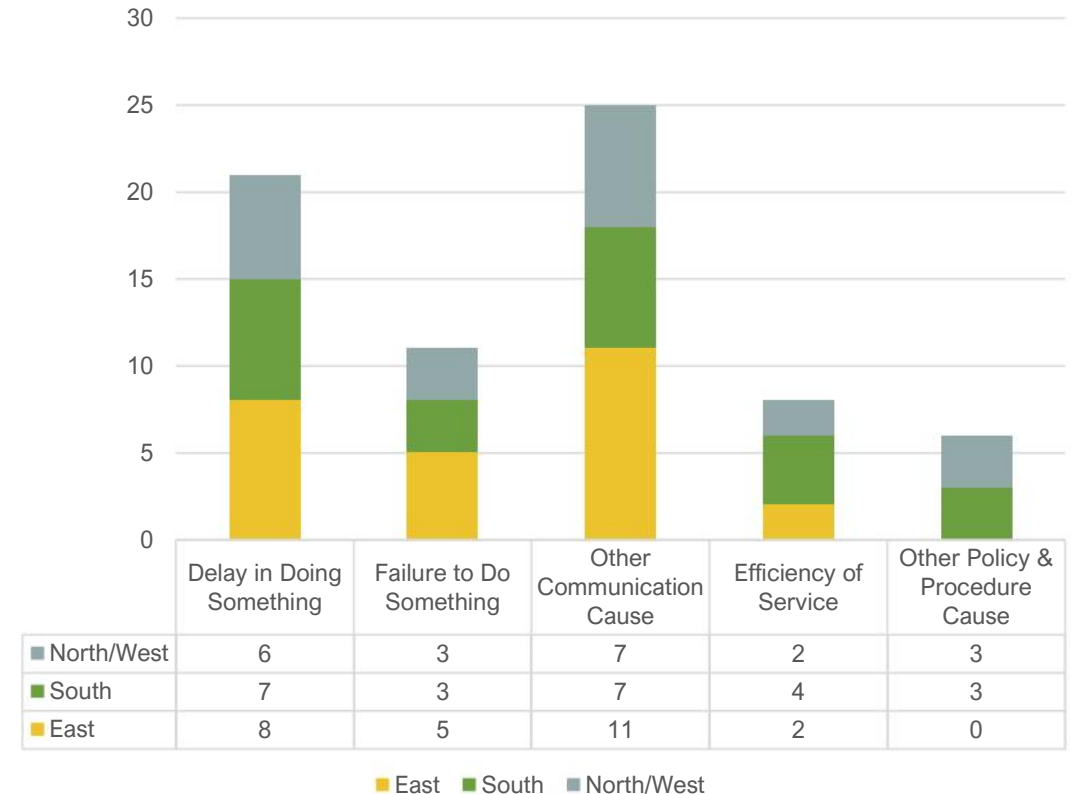
## Complaints Received as a % of Properties

- 60,000 properties, 79 complaints received – 0.13%

## Common Themes:

- “Delay in Doing Something” – Unreasonable timescale for addressing ASB and fly tipping matters.
- “Failure to Do Something” – Failure to complete a Notice to Quit accurately. Failure to carry out repairs delaying a mutual exchange.
- “Other Communication Cause” – Request for support in transferring a joint tenancy to a sole tenancy. Abandoned neighbouring property – condition of garden.
- “Efficiency of Service” – Failure to cut back trees and bushes. Failure to address ASB.
- “Other Policy and Procedure Cause” – Derelict garages unsightly and attracting vermin etc. Dumped rubbish in green spaces.

December 2021





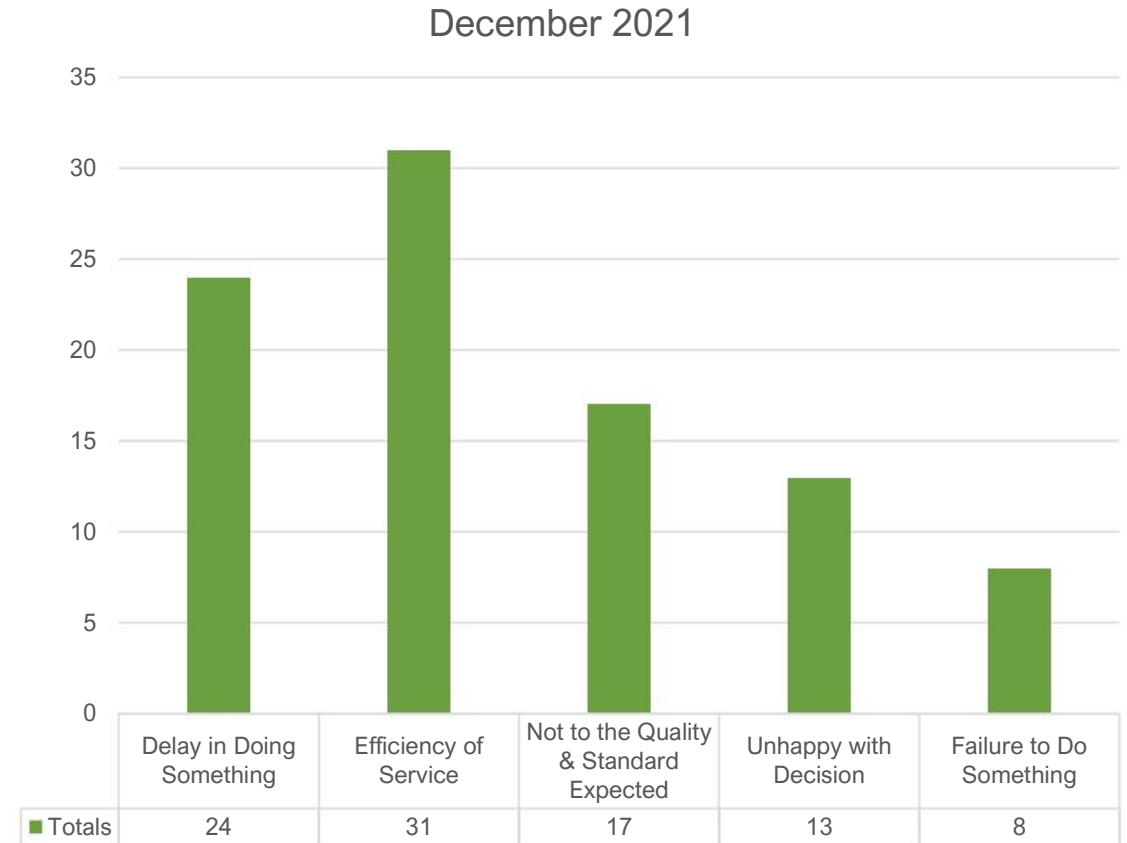
# Housing Solutions & Support - Top 5 Root Causes

## Complaints Received as a % of citizens in Temporary Accommodation and on the Housing Register

- 4,027 households in Temporary Accommodation and we received 19 complaints – 0.47%.
- 20,250 citizens on the Housing Register, 184 new tenancies let and we received 56 complaints relating to the housing register, reviews and allocations – 0.27%

### Common Themes:

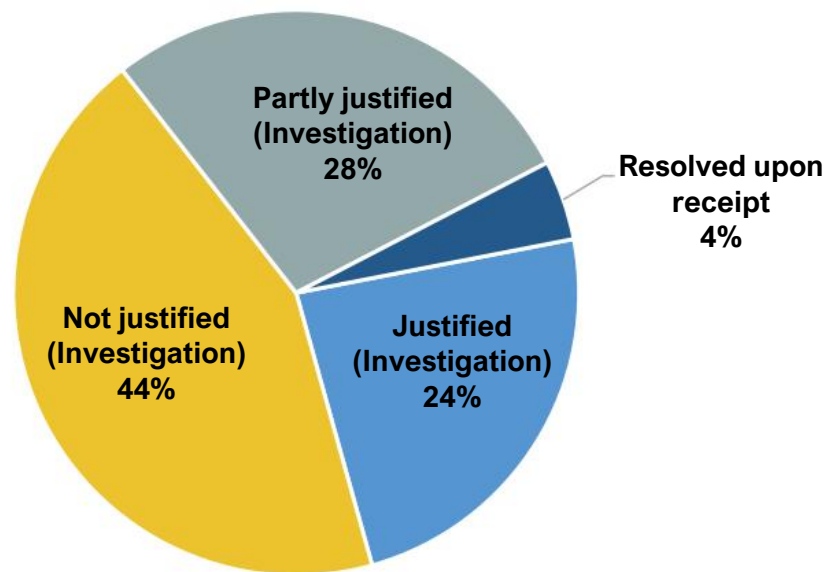
- “Delay in Doing Something” – Waiting for housing application to be assessed. Waiting for a review after appealing against the decision on a housing application.
- “Failure to Do Something” – Birmingham Choice account suspended in error. TA property unsuitable.
- “Unhappy with Decision” – Not meeting the criteria to be accepted on the BCC Housing Register. TA property unsuitable.
- “Efficiency of Service” – TA property unsuitable. Citizen did not agree to auto bids being placed.
- “Not to the Quality & Standard Expected” – TA property unsuitable.



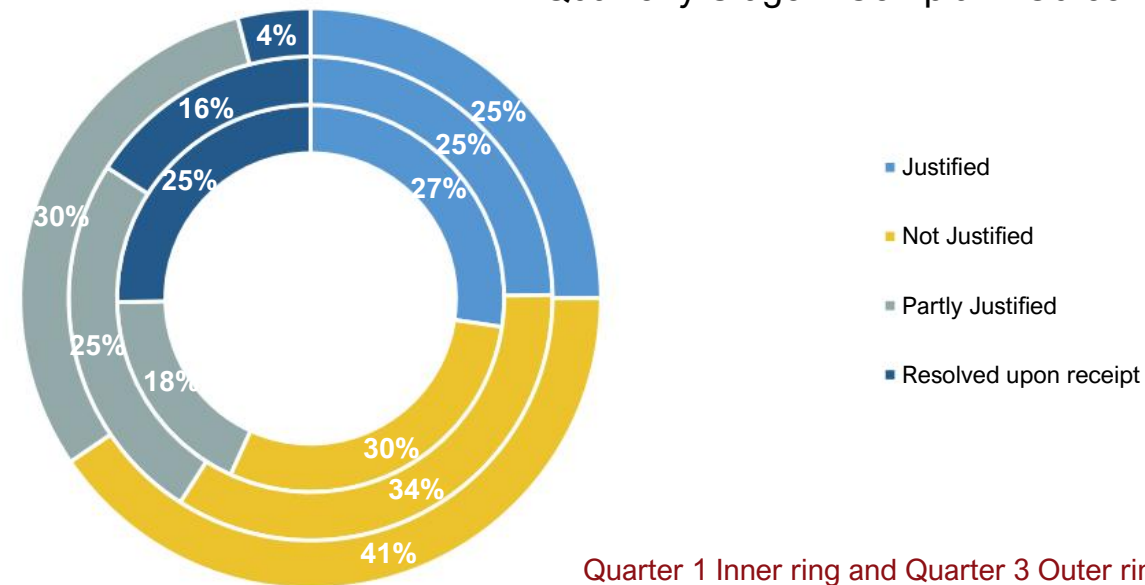
## City Housing Complaints Stage 1 Outcomes

December / Quarter 3 2021

2021 - December Stage 1 Complaint Outcomes



Quarterly Stage 1 Complaint Outcomes



### Commentary:

#### December:

- “Justified” complaints increased to 24% in December from 20% in November.
- “Not Justified” complaints increased by 2% in December, (complaint outcomes recorded as “Not Justified” relate to a situation that follows the correct policy or procedure).
- Partially justified complaints in December were down 2% on November.

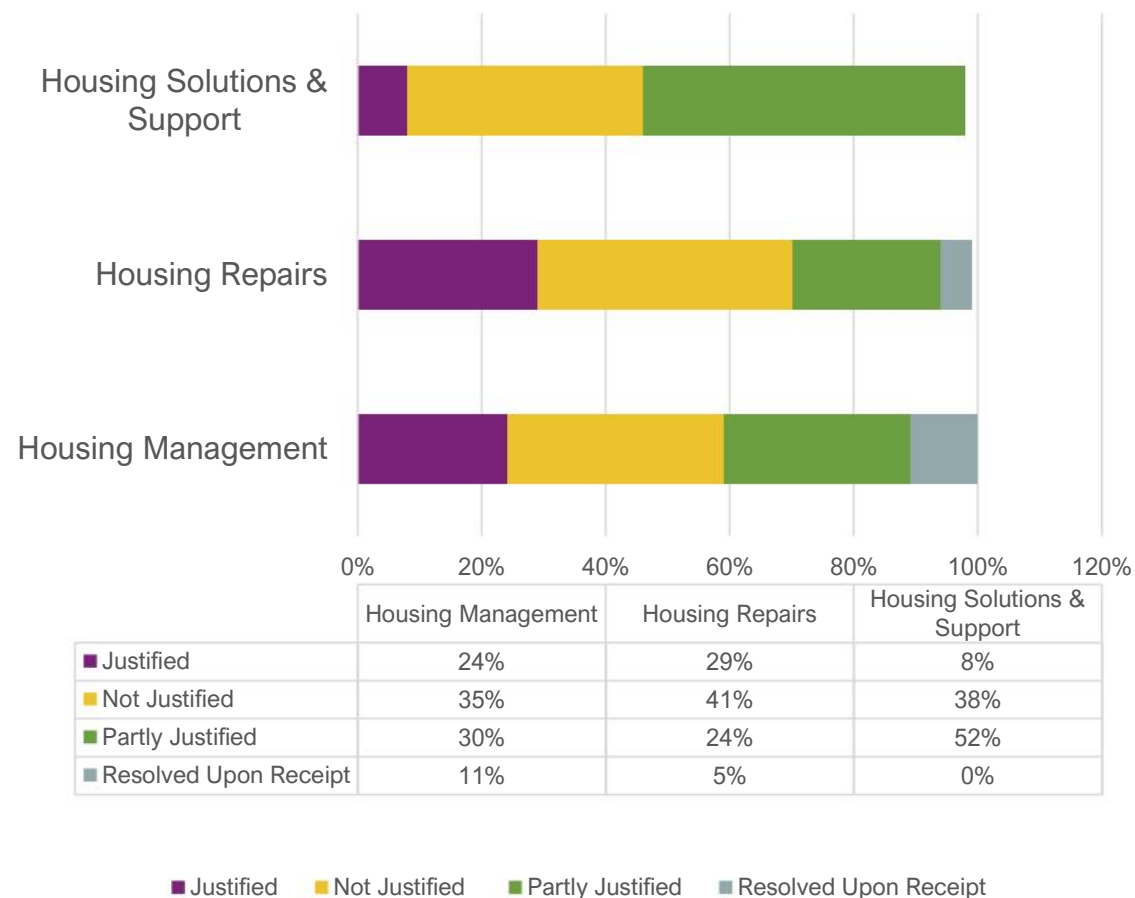
#### Quarter 3:

- “Justified” complaints remained consistent at 25% for Q2 and Q3.
- “Partly Justified” complaints increased from 25% in Q2 to 30% in Q3.
- “Not Justified” complaints increased from 34% in Q2 to 41% Q3.



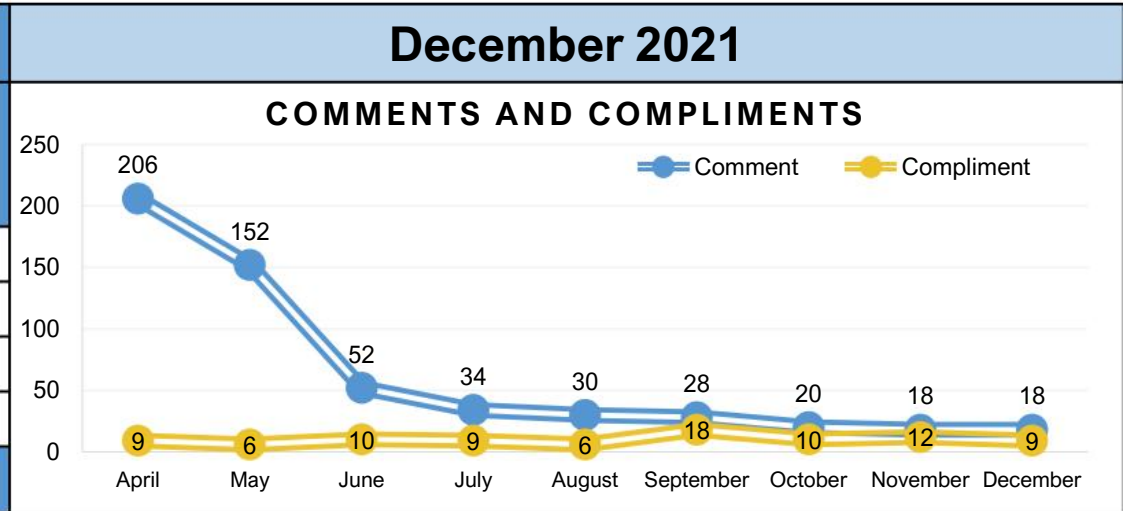
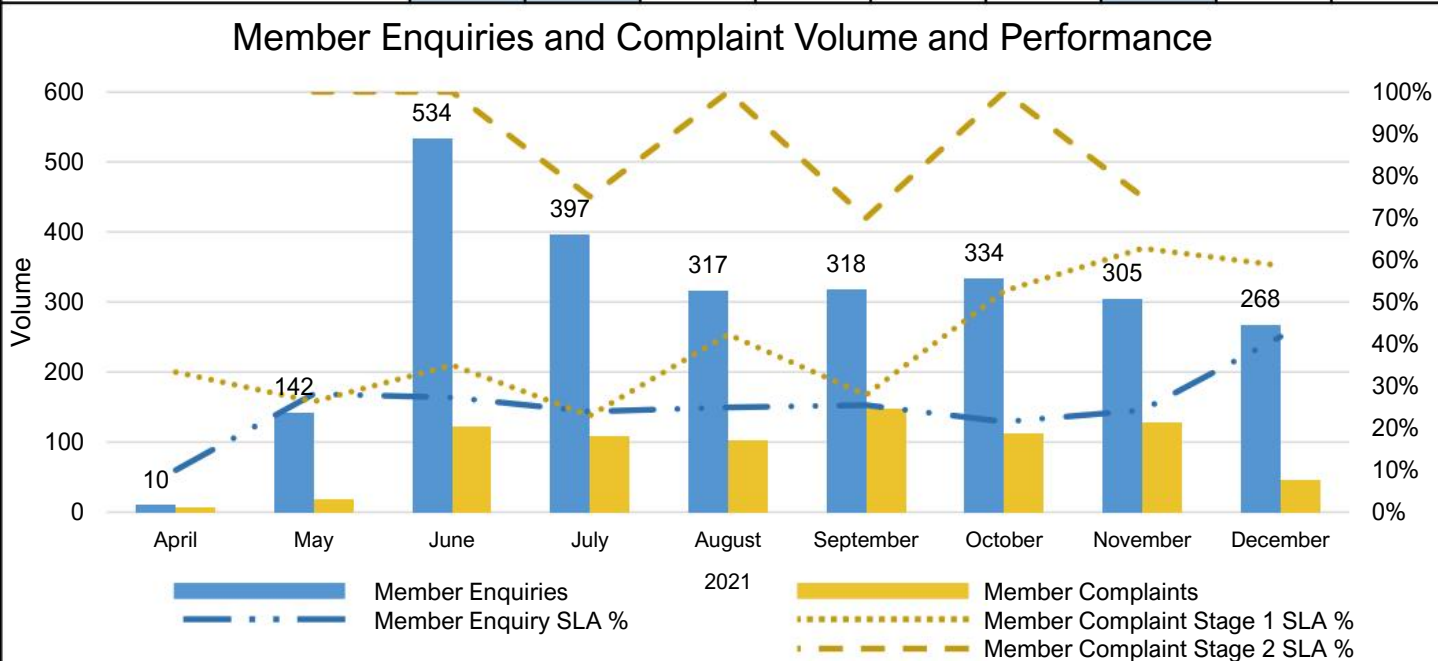
# City Housing Outcomes by Division – December 2021

	Justified	Not justified	Partly justified	Resolved upon receipt
Housing Management	13	19	16	6
Housing Solutions & Support	7	32	44	1
Housing Repairs	85	120	71	14
<b>Grand Total</b>	<b>105</b>	<b>171</b>	<b>131</b>	<b>21</b>



# Members Enquiries & Complaints / Comments & Compliments

Comment and Compliment Volume	DEC 2021	NOV 2021	Month Trend	Year to date	Q1	Q2	Q3	Q4	Qtr Trend
Comments	18	18	➡	558	410	92	56	-	⬇
Compliments	9	12	⬇	89	25	33	31	-	⬇
Member Enquiries	268	305	⬇	2625	686	1032	907	-	⬇
Members Complaints	46	129	⬇	795	148	360	287		⬇
Member Enquiries and Complaints Performance									
Enquiries % closed within SLA (10 days)	42%	24%	⬆	27%	27%	25%	28%		⬆
Stage 1 member complaints % closed within SLA (15d)	59%	63%	⬇	41%	34%	31%	58%		⬆
Stage 2 complaints % closed within SLA (20 days)	n/a	75%	⬇	87%	100%	75%	91%		⬆



- Commentary:**
- December:**
- 9 compliments were received in December, compared to 12 in November.
  - There was a 12% decrease in Member Enquiries with 268 received in December, compared to 305 in November.
  - There was a 64% decrease in Member Complaints with 46 received in December, compared to 129 in November.
  - Member Enquiries closed within the 10 day SLA was 42% in December, compared to 24% in November.
  - The percentage of Member Complaints responded to within the 15 day SLA was 59% in December compared to 63% in November.

- Quarter 3:**
- The number of Member Enquiries/Complaints reduced by 14%, Q2 to Q3.
  - Performance against SLA for Member Enquiries improved by 3% Q2 to Q3.
  - Performance against SLA for Stage 1 Member Complaints improved by 27% Q2 to Q3.
  - Performance against SLA for Stage 2 Member Complaints is at 91% for Q3 (this is an early indicator as the time has not yet passed).

# Next Steps

- Continue to use data to inform the changes required and help shape transformation within City Housing.
- Ensuring visibility for senior management of the key themes for high volume complaint areas and root causes.
- Ensuring quality of responses and response times are monitored.