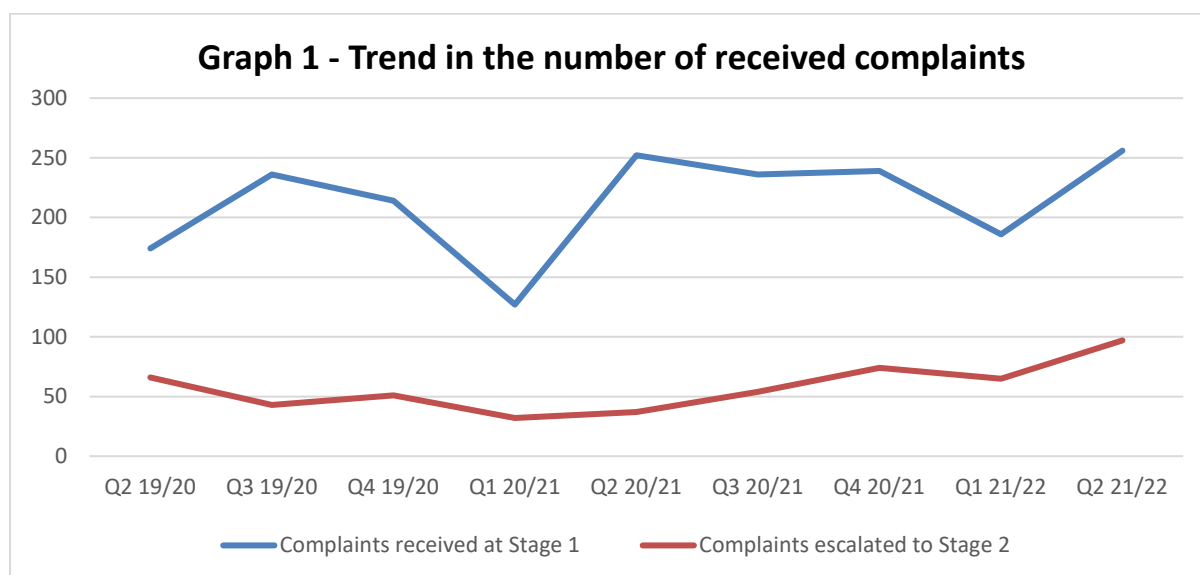


Appendix 1 – Quarterly report for Quarter 2 (01 July 2021 – 30 September 2021)

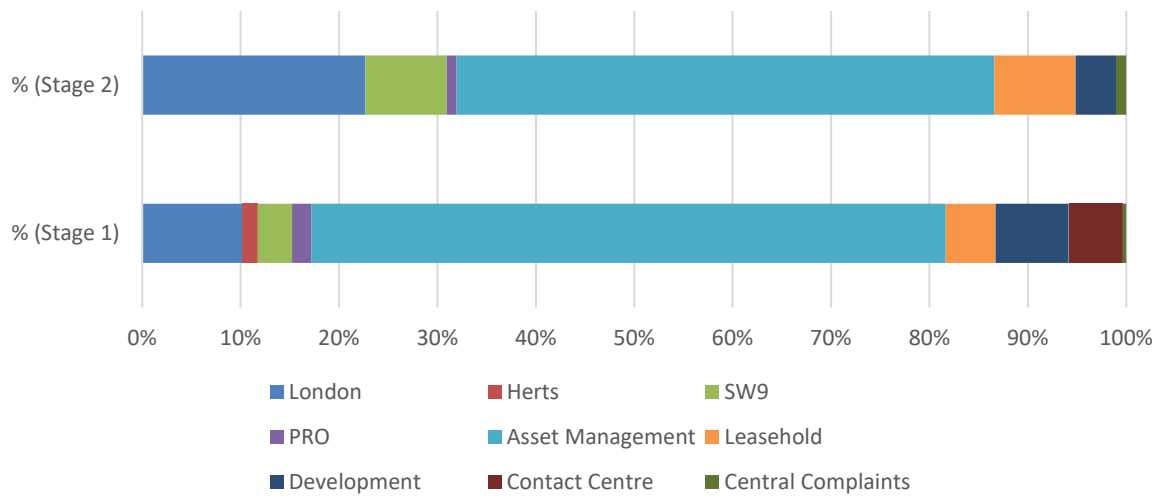


Quarter	Complaints received at Stage 1	Complaints escalated to Stage 2	Proportion of escalated complaints	Target
Q2 19/20	174	66	37.93%	10%
Q3 19/20	236	43	18.22%	10%
Q4 19/20	214	51	23.83%	10%
Q1 20/21	127	32	25.20%	10%
Q2 20/21	252	37	14.68%	10%
Q3 20/21	236	54	22.88%	10%
Q4 20/21	239	74	30.96%	10%
Q1 21/22	186	65	34.95%	10%
Q2 21/22	256	97	37.89%	25%

Graph 1 and the accompanying table shows stage 1 and 2 complaints received covering the period 01 July 2019 to 30 September 2021. Between 01 October 2020 and 30 September 2021, a total of 917 stage 1 complaints were received, this compares with 829 received for the equivalent period 12 months earlier.

We received 4 more Stage 1 complaints in the most recent Q2 2021 quarter compared to the previous Q2 quarter in 2020. There was a considerable jump in Stage 2 complaints received in the last quarter, compared to Q1. This is covered in more detail below.

Graph 2 - Total Received Broke Down by Dept - Q2



Total Received Broke Down by Dept - Q2	Stage 1	Stage 2	% (Stage 1)	% (Stage 2)
London	26	22	10.16%	22.68%
Herts	4	0	1.56%	0.00%
SW9	9	8	3.52%	8.25%
PRO	5	1	1.95%	1.03%
Asset Management	165	53	64.45%	54.64%
Leasehold	13	8	5.08%	8.25%
Development	19	4	7.42%	4.12%
Contact Centre	14	0	5.47%	0.00%
Central Complaints	1	1	0.39%	1.03%

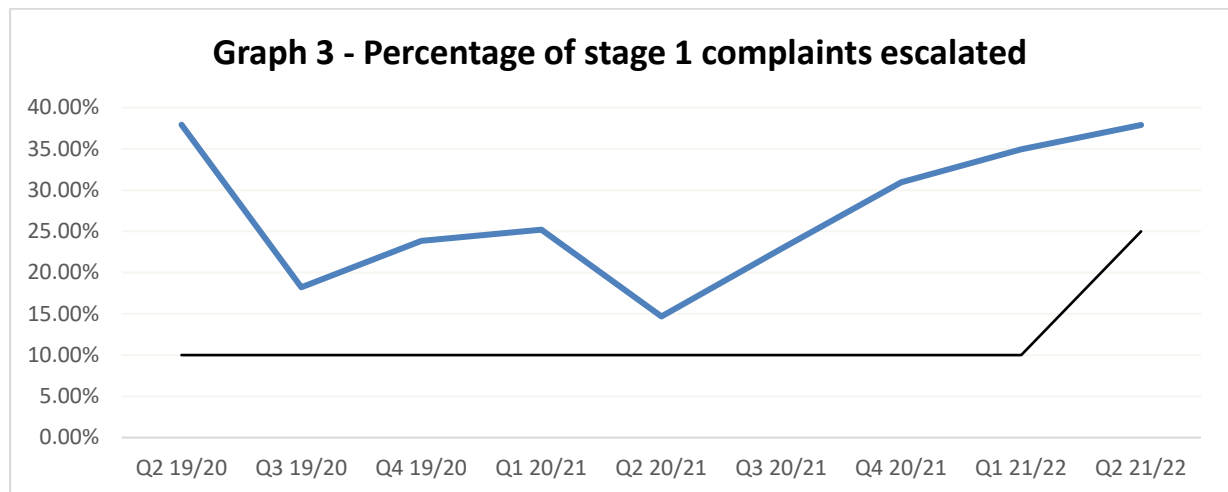
A departmental breakdown of complaints received in the quarter is set out in graph 2 together with the accompanying table. Because of the nature of the work, they are involved in, Asset Management accounts for at over 64% of the total complaints received. 113 of the Asset Management complaints are in respect of Responsive Repairs, followed by 36 from Planned Works and M+E with the remainder from Estate Services and Voids and Lettings.

In this quarter there were 9762 repairs raised for our two primary responsive repair contractors Wates and MCP. There were 113 complaints in the quarter for these contractors, meaning that approximately 1.15% of repairs attended by Wates/MCP lead to a complaint being logged.

In this quarter 68% of Asset Management complaints came from Responsive which is an increase of 10% on the last quarter.

In the London region of the 26 Stage 1 complaints received which is 3 less than the previous quarter, 20 complaints were for Neighbourhood and the rest were for Older Persons and Income.

Complaints that escalated from Stage 1 to stage 2



A total of 97 Stage 2 complaints were received in Q2 2021/22, 60 more than Q2 2020/21 and 25 more than the Q2 quarter in 2018/19. There was also a considerable jump from 65 in Q1 21/22 to 97 Stage 2 complaints in Q2 21/22, which can be linked to moving into the cooler, wetter months, and the increase in repairs complaints.

These numbers can also still largely be attributed to an overall increase in stage 1 complaints being received and the roll out of the Ombudsman's Complaint Handling Code and guidance and greater focus on complaint handling. We have continued to see more Ombudsman involvement and intervention by way of attempted mediation.

There has also been a more prescriptive approach to how complaint escalations have been reviewed the bar for rejecting stage 2 escalations being set very high. It is worth noting that although we have seen an increase in stage 1 to stage 2 escalations, we are still seeing an increase in satisfaction at stage 2, meaning we are able to resolve more complaints percentage wise at stage 2 than before.

Given the changing environment, we have considered a more achievable target for stage 1 to stage 2 escalations, which is now set at 25%, from 10%. Though 25% has still been surpassed for the past 3 quarters it represents a more reasonable target to aim for moving forwards.

Performance - complaints responded to on time

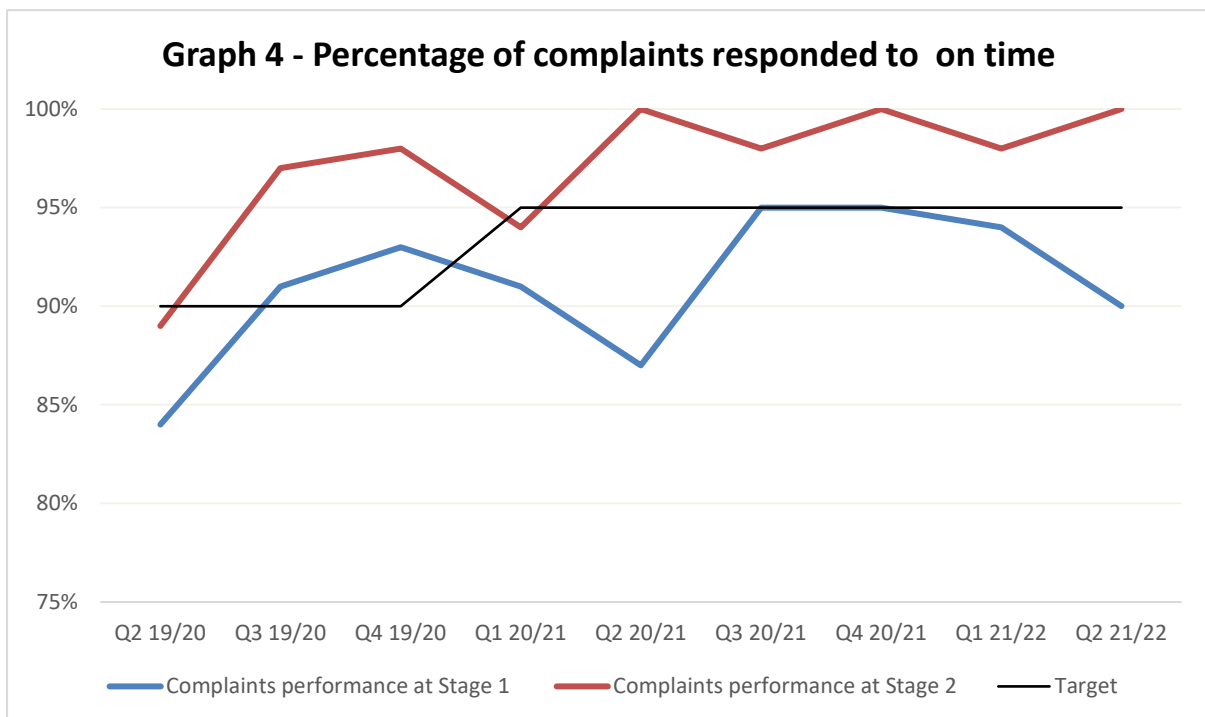
Performance dropped by 4% to 90% for Stage 1, and Stage 2 improved by 2% to 100%.

Overall, 92% of combined Stage 1 and Stage 2 complaints were issued on time, meaning the overall target of 95% was not achieved.

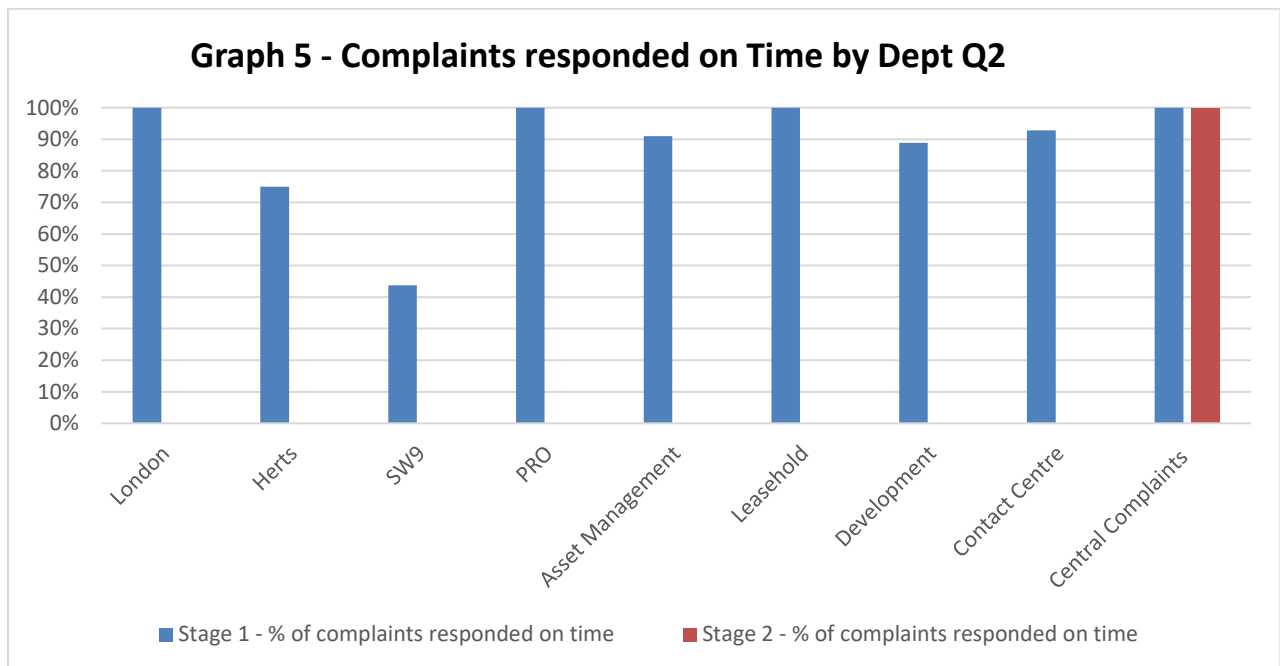
In the previous report Asset Management's overall performance was 96% which has decreased to 91% this quarter. Responsive repairs who deal with complaints about our two primary contractors Wates and MCP, resolved 125 out of 129 stage 1 complaints on time meaning 97% of their responses were issued on time, which was 2% less than last quarter. This is compared to Planned Works, Compliance and M & E who resolved 45 complaints where 40 were on time at a percentage of 89%, which is 4% increase on the last quarter.

All Stage 2 complaints are responded to by the Central Complaints team and of 87 complaints 87 were responded to on time at a percentage of 100%.

Quarter	Complaints performance at Stage 1	Complaints performance at Stage 2	Target
Q2 19/20	84%	89%	90.00%
Q3 19/20	91%	97%	90.00%
Q4 19/20	93%	98%	90.00%
Q1 20/21	91%	94%	95.00%
Q2 20/21	87%	100%	95.00%
Q3 20/21	95%	98%	95.00%
Q4 20/21	95%	100%	95.00%
Q1 21/22	94%	98%	95.00%
Q2 21/22	90%	100%	95.00%



Total Received Broken Down by Dept - Q2	Stage 1			Stage 2		
	No. on Time	No. Closed	Stage 1 - % of complaints responded on time	No. on Time	No. Closed	Stage 2 - % of complaints responded on time
London	43	43	100%			/
Herts	3	4	75%			/
SW9	7	16	44%			/
PRO	5	5	100%			/
Asset Management	172	189	91%			/
Leasehold	16	16	100%			/
Development	16	18	89%			/
Contact Centre	13	14	93%			/
Central Complaints	2	2	100%	87	87	100%
Total	277	309	90%	87	87	100%



Please note that all Stage 2 complaint responses are all completed by the Central Complaints Team.

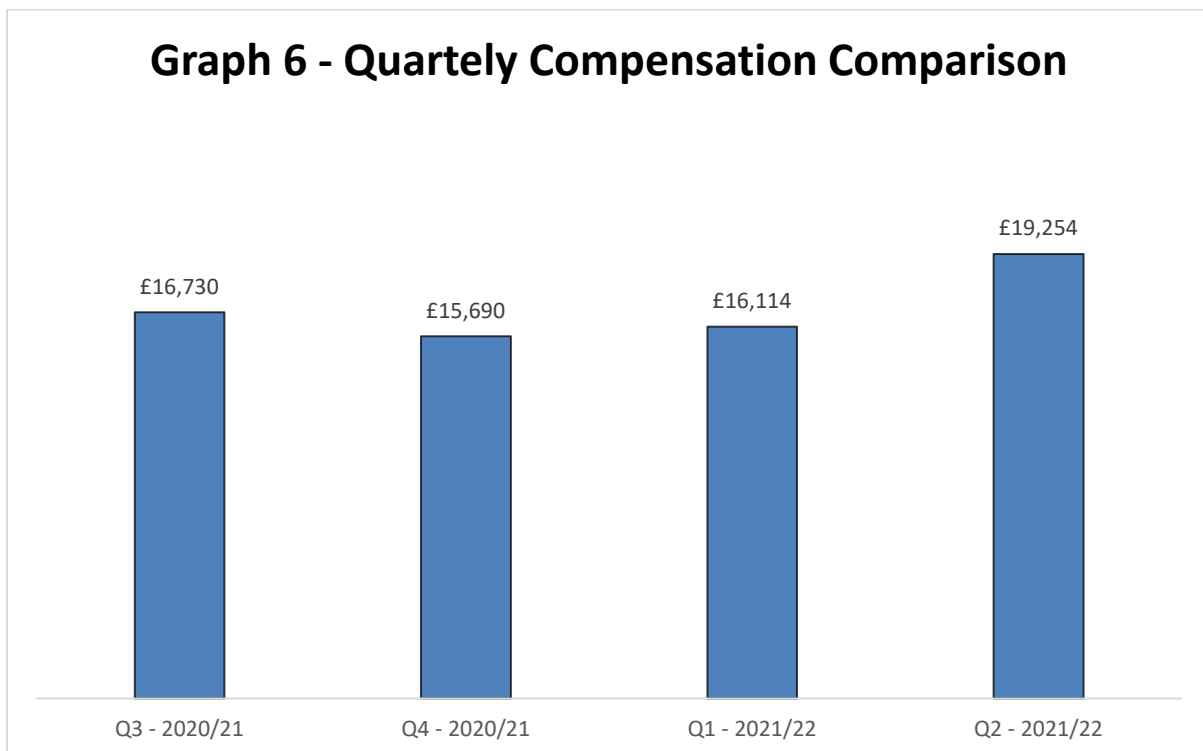
Compensation

Compensation can be awarded where, following an investigation, it is identified that our actions or lack of action had a significantly adverse effect on the resident. Compensation was awarded at Stage 1 in respect of 256 complaints closed at a total cost of £19,254 shown in graph 6 with a comparison to previous quarters.

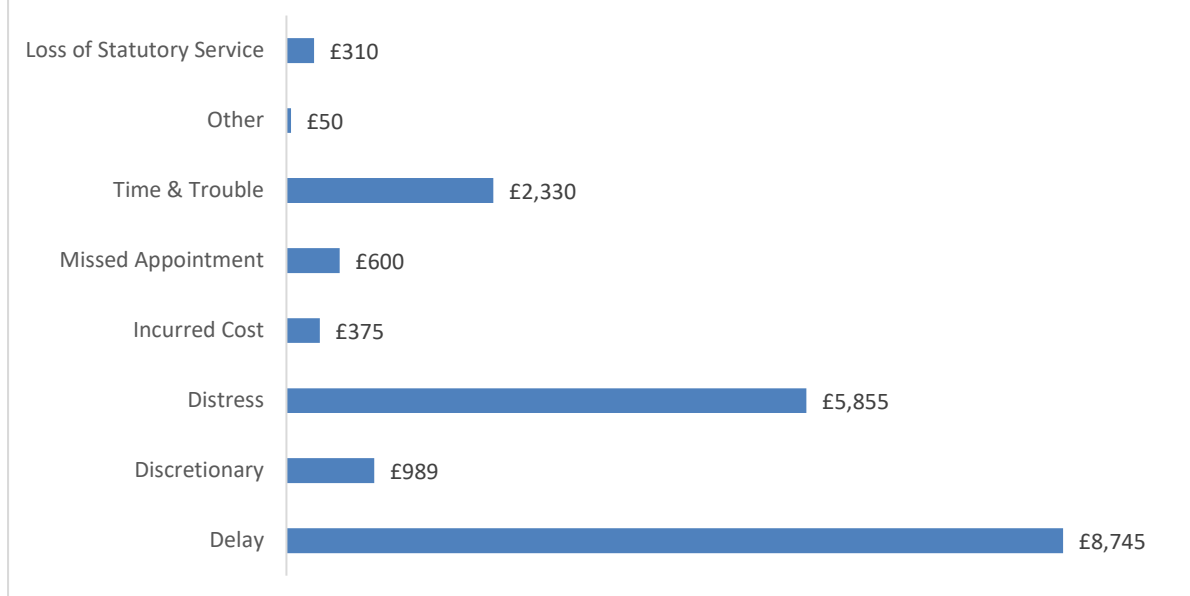
Once again delay was the highest payment with £8,745 compensation paid out although it accounted for less than half of the total amount this quarter at 45% which was 5% increase on last quarter. This is shown in graph 7 along with the rest of the breakdown of categories.

Each month our repairs team track the amount awarded for delays and request this money back from Wates and MCP. In this quarter (01 July 2021 – 31 September 2021) we are claiming back £23,606.50 worth of compensation so far. Full breakdown below. This figure accounts for both complaints and non-complaints related compensation recharged to a contractor.

Wates	MCP
July £4,382	July £4,730
August £1,318	August £2,473.50
September £2,995	September £7,708
Total for Q2 - £8,695	Total for Q2 - £14,911.50



Graph 7 - Q2 Stage 1 Compensation



MP and Cllr Enquiries

Total Received Broke Down by Dept - Q2	Enquiries Received	% (Enquiries)	No. on Time	No. Closed	% of enquiries responded on time
London	17	30.36%	16	16	100%
Herts	3	5.36%	2	2	100%
PRO	0	0.00%	0	0	-
Development	2	3.57%	2	2	100%
Leasehold + Finance	8	14.29%	8	8	100%
Repairs, estates and fire safety	17	30.36%	15	15	100%
Planned + M&E	2	3.57%	2	2	100%
Voids and Lettings	6	10.71%	5	5	100%
Building Safety	1	1.79%	1	1	100%
SW9	0	0.00%	0	0	-
Total	56	100.00%	51	51	100.00%

56 MP and Councillor enquiries were received in this quarter, compared to 55 received in Q1 2020/21. Of the 56 cases received, 51 were closed with 51 responded to on time meaning the percentage of enquiries being responded to on time was 100% which is 4% higher than Q1.

*The outstanding 5 enquiries were received late into the quarter and will be closed in the new quarter.

Housing Ombudsman activity and Decisions

5 information requests for formal investigations were received in the last quarter (Q2 2021/2022). This is 6 less than the last quarter (Q1 2021/2022).

4 determinations were received in the quarter, a summary of each is overleaf. There were no outright maladministration determinations but 1 Service Failure, which is classified as a lower form of maladministration and therefore further improvements are required.

Ombudsman Decision: No Maladministration

The complaint was about the handling of a reported mice infestation in the property.

The Ombudsman considered that we promptly responded to the resident's reports, carried out proofing work, and contacted the neighbour's landlord to resolve the issue. On top of this there was a request for reimbursement of costs of pest proofing works the resident took upon themselves. The Ombudsman found nothing in the evidence provided for this investigation to indicate that there were significant delays, or that the resident needed to carry out any additional proofing work. So, our offer to reimburse the resident partially was therefore reasonable.

Ombudsman Decision: No Maladministration and Service Failure

The complaint was about our handling of parking bay allocations. The resident explained that dedicated parking space was allocated to two other properties in error, and that they had been unable to use their bay as intended, and the matter had remained unresolved since July 2020.

The Housing Ombudsman found there was no maladministration in their parking bay allocation as there was no evidence that we had allocated the resident's parking bay to another resident.

They did find a service failure in our complaints handling though where there was a delay in sending the correct stage 2 response (owing to waiting for a legal opinion). It was also identified that originally another residents complaint response was sent to them in error. We were ordered to pay £100 compensation to the resident in light of the service failure.

Ombudsman Decision: Reasonable Redress

This complaint was about our contractors conduct. The resident detailed that she raised concerns with us following a visit by an operative. The resident stated that following the visit, their neighbours became aware of sensitive information about them which caused distress. The resident did not feel that the issue was appropriately investigated and stated that she had to unnecessarily chase for a response.

The ombudsman determined we identified that there was a failure by our contractor's operative and responded reasonably to the complaint about this. We also identified that there was a failure in our initial complaint handling and responded reasonably to this. we recognised the failures and then offered remedies to put this right. For both we acknowledged our service failures, and offered the resident:

- An explanation of our position and the steps we took to put things right
- We apologised for the occurrence of the incident and for the complaint handling
- Provided proportional compensation in recognition of the failures

Ombudsman Decision: Outside of Jurisdiction

The complaint was about our response to the resident's queries regarding their garden, primarily, whether it is private or shared. The resident had asked us to confirm that the (currently) shared garden was actually just for their use. They asked that we amended their tenancy agreement to reflect this. We disagreed, stating that the garden was indeed correctly allocated as shared with their neighbour.

The Ombudsman upon being provided evidence by us that the resident originally brought the issue about the garden dispute to them in 2015 agreed this was out of their jurisdiction. The original determination back in 2015 went in Network Homes favour.

They further stated whilst the issue may be an ongoing one, the matter cannot be considered by them, but the resident remained at liberty to seek further legal advice.

Examples of Service Improvements arising from complaints

Roofing matters

We are taking a different stance on roofing jobs. MCP have been covering Wates area for a long period of time and as a result of increasing volumes we noticed an increase in roofing complaints/poor availability for new roof leaks. So, as of 05/10 all new roofing orders that are not in their usual contract area (i.e. all West London roofing) we now reallocate all of these works to a number of different contractors working on our small contractor framework who are in a much better position to take the volumes without it hindering performance.

We are looking to carry out a similar exercise as a temporary measure for carpentry and potentially groundworks within Wates contract area as a result of resourcing issues.

Neighbourhood feedback

The following updates to existing process and the implication of some new processes have helped improve how the Neighbourhood Team work. These include;

- Each Team Lead checks every single stage 1 response before they go out for errors and tweaking where necessary to ensure the message is clear, consistent and not misconstrued by our residents.
- Staff training – the Neighbourhood Team regularly hold discussions on policy issues in team huddle sessions, usually on a weekly/bi-weekly basis (led by Foluke Ajayi – Head of Neighbourhood).
- Procedure and Policy updates – The Neighbourhood Team are in the process of updating various procedures and policy documents – making some of our processes easier and more helpful to our residents.
- Foluke Ajayi, Head of Neighbourhood Services London holds regular weekly panel meetings on ASB to advice on difficult cases and this had reduced complaints.
- Foluke also hold bimonthly succession and mutual exchange panels to go through all cases and ensure they are all being progressed in line with policy. This helps keep complaints at bay and escalations to the debt panel.

- The team holds regular residents meetings where issues are discussed, and concerns raised and are dealt with as well.
- Encourage the team to share best practices from other G15 organisations upon discussing with their G15 colleagues.

Report completed by

James Mahaffy, Complaints Manager, Adam Tolhurst, Complaints Officer and Emma Walton, Assistant Complaints Officer.