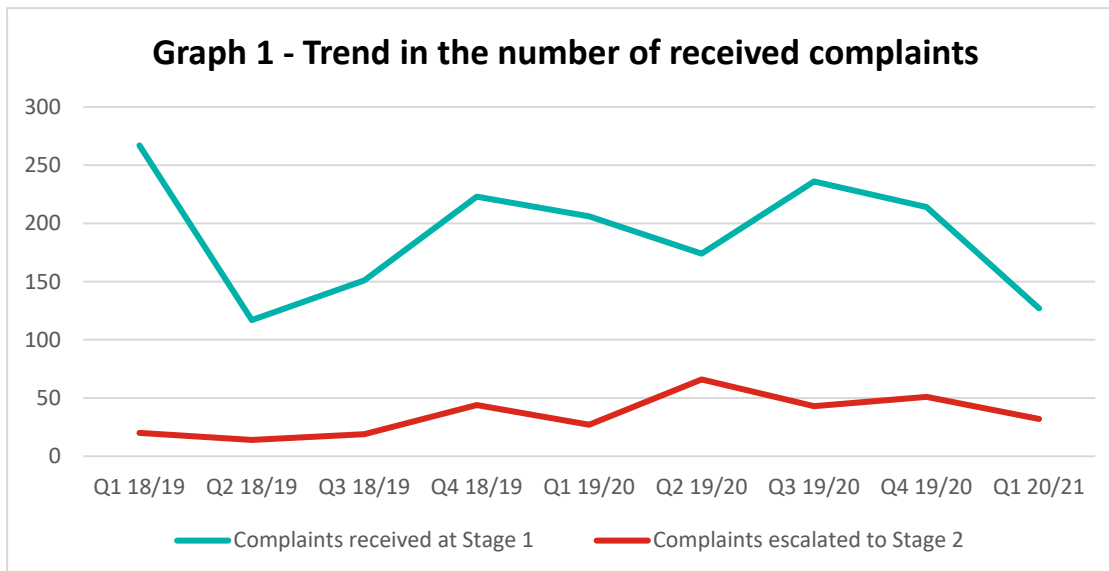


Complaints report for Quarter 1, 2020 (April to June 2020)

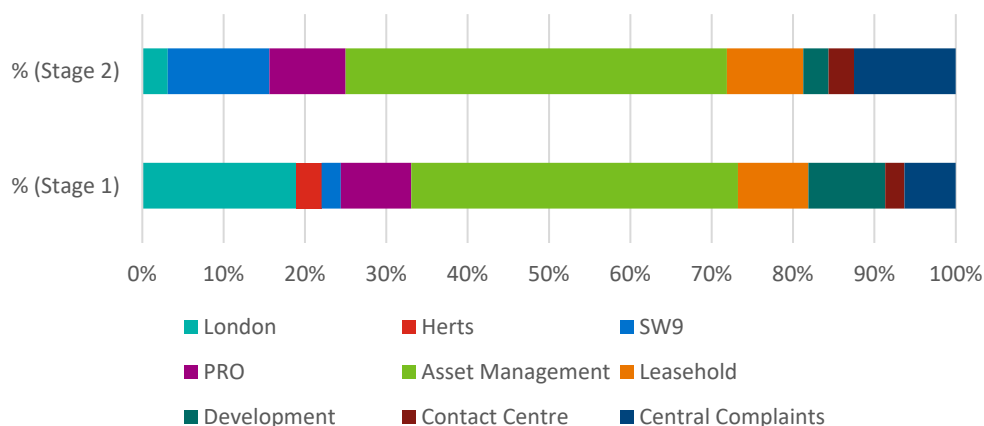


Quarter	Complaints received at Stage 1	Complaints escalated to Stage 2	Proportion of escalated complaints	Target
Q1 18/19	267	20	7.49%	10%
Q2 18/19	117	14	11.97%	10%
Q3 18/19	151	19	12.58%	10%
Q4 18/19	223	44	19.73%	10%
Q1 19/20	206	27	13.11%	10%
Q2 19/20	174	66	37.93%	10%
Q3 19/20	236	43	18.22%	10%
Q4 19/20	214	51	23.83%	10%
Q1 20/21	127	32	25.20%	10%

Graph 1 and the accompanying table shows stage 1 and 2 complaints received covering the period April 2018 to June 2020. Between July 2019 and June 2020, a total of 751 stage 1 complaints were received, this compares with 697 received for the equivalent period 12 months earlier.

There was a 40% drop in the number of Stage One complaints received in this quarter compared to the previous quarter. This could largely be attributed to covid-19 lockdown where our repairs service was significantly reduced.

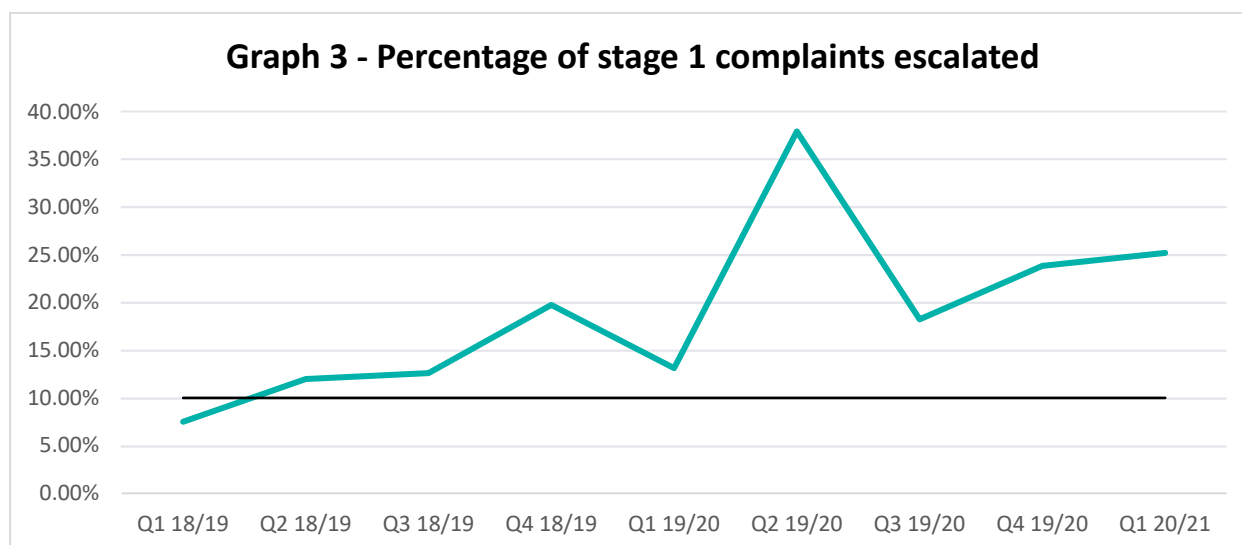
Graph 2 - Total Received Broke Down by Dept - Q1



Total Received Broke Down by Dept - Q1	Stage 1	Stage 2	% (Stage 1)	% (Stage 2)
London	24	1	18.90%	3.13%
Herts	4	0	3.15%	0.00%
SW9	3	4	2.36%	12.50%
PRO	11	3	8.66%	9.38%
Asset Management	51	15	40.16%	46.88%
Leasehold	11	3	8.66%	9.38%
Development	12	1	9.45%	3.13%
Contact Centre	3	1	2.36%	3.13%
Central Complaints	8	4	6.30%	12.50%
Total	127	32	100.00%	100.00%

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 40% of the complaints received. 30 of the Asset Management complaints are in respect of Responsive Repairs, followed by 24 from Planned Works and M+E with the remainder from Estate Services and Voids and Lettings. This is followed by 19% of Stage One complaints received concerning London Region service areas, with 23 complaints being for Neighbourhood and 1 for Income.

Complaints that escalated from Stage 1 to stage 2



A total of 32 Stage 2 complaints were received in the quarter, 19 less than Q4 19/20. The reduction of 38% in Stage Two complaints received could also be attributed to the covid-19 lockdown. The overall escalation rate of 25% was broadly in line with the rate for the year as a whole.

MP and Cllr Enquiries

Total Received Broke Down by Dept - Q1	Enquiries Received	% (Enquiries)	No. on Time	No. Closed	% of enquiries responded on time
London	11	21.57%	11	11	100%
Herts	1	1.96%	1	1	100%
PRO + PSL	4	7.84%	4	4	100%
Development	4	7.84%	4	4	100%
Leasehold + Finance	8	15.69%	8	8	100%
Responsive Repairs and Estates	9	17.65%	8	8	100%
Planned + M&E	4	7.84%	4	4	100%
Voids and Lettings (London)	9	17.65%	7	8	88%
Governance	1	1.96%	1	1	100%
Total	51	100.00%	48	49	97.96%

51 MP and Councillor enquiries were received in this quarter, compared to 65 received in Q4 19/20. Of the 49 cases closed, 48 were responded to on time meaning the percentage of enquiries being responded to on time was above 97%.

Housing Ombudsman activity and Decisions

Seven decisions were received in the quarter, a summary of each is below. Ten information requests for formal investigations were also received.

- 1. No Maladministration, Maladministration, Service Failure** - A tenant made a complaint about our handling of reports of anti-social behaviour (ASB) allegedly perpetrated by the resident's daughter and our subsequent decision to serve a Notice of Seeking Possession (NOSP) on the resident; the residents request for assistance to move to another property; and the resident's complaint regarding the above. The Ombudsman found no maladministration by us in respect of our investigation into the reports of ASB and its decision to serve a NOSP; maladministration by us in our handling of the residents request for assistance with a move and application for assessment of their priority banding; and service failure by us in respect of our complaints handling.

The Ombudsman ordered that we pay the resident £150 compensation for our failure to comply with our Allocations and Lettings Policy regarding banding and management transfers and £100 compensation in respect of our poor complaints handling, in acknowledgment of the time and trouble taken to pursue the complaint and the stress and inconvenience caused. The Ombudsman recommends that we review our policies and procedures regarding:

- management transfer to ensure it is clear what information is relevant to a refusal to grant approval and why.
- complaints handling to ensure they are clear and provide training for staff on what constitutes a complaint and how to respond.

- 2. Reasonable Redress (No Maladministration)** – A leaseholder complained about an error with the amount in the setting up of their service charge direct debit. The Ombudsman found that we made an offer of redress to the complainant which, in the Ombudsman's opinion, resolves the complaint satisfactorily. We apologised for the error and offered £50 which was reasonable.

The facility to pay by direct debit is an arrangement we offer to spread the cost of the service charge across the year. Whilst our processing of accounts should be accurate, the responsibility to pay the service charge each financial year rests with the leaseholder and the complainant was therefore responsible for ensuring that their monthly payments covered her full liability. Once the error was identified, we apologised and offered compensation of £50. This was reasonable redress for the error. We were not obligated to clear the arrears which had accrued due to the under-collection of the service charge each month as it is the complainant's responsibility to ensure the service charge is paid.

- 3. Reasonable Redress (No Maladministration)** – A tenant complained about our response to reports of disrepair in the shower room floor; and the size of the bathtub. The Ombudsman considers that we had made an offer of redress to the complainant that

satisfactorily resolves the complaint about the flooring in the shower room. They also found no maladministration by us in respect of the complaint about the bathtub.

We recognised that the overall time taken to resolve the disrepair in the shower room was significant. The Ombudsman felt that we made a reasonable offer of compensation that adequately reflected the length of time repairs remained outstanding. We are legally required to provide facilities for sanitation and to keep them in good repair. The legislation does not set a minimum size for bathtubs. As there is no suggestion that the bath was in disrepair or that the complainant has a disability requiring a reasonable adjustment, we were within our rights to decline to replace the bath, which it stated was a standard size.

- 4. Reasonable Redress (No Maladministration)** – A tenant complained about our response to their reports regarding the length of time that it took to repair their faulty front door. The Ombudsman found there was reasonable redress made by us to the complainant in respect of the complaint which resolved the complaint satisfactorily.

We aimed to reply to the complainant's reports regarding the length of time that it took to repair their faulty front door in line with their tenancy agreement and our responsive repairs and compensation policies. We did so by organising for the door to be made safe, apologising to the resident, explaining our complaints handling delay, going on to arrange for the door to be repaired, explaining our contractor's reasons for their delay in doing so, referring then to our insurance team and awarding them discretionary compensation.

- 5. No Maladministration** – A leaseholder complained about the way in which we had investigated allegations of Anti-Social Behaviour (ASB) made about the leaseholder. The leaseholder was unhappy that we would not disclose the details of the person who made allegations against them as well as with our decision not to review what they believed to be evidence to counter the allegation.

The Ombudsman reviewed the evidence and found that we followed the necessary steps to investigate the allegations made against the leaseholder. Where insufficient evidence was found, we appropriately closed the case with no further action and communicated this to both the leaseholder and the complainant. In the Ombudsman's opinion, our actions were proportionate and appropriate in the circumstances. The Ombudsman found no maladministration in respect of the way in which we investigated allegations of Anti-Social Behaviour (ASB) made about the leaseholder.

- 6. Maladministration** – A tenant complained of the way we responded to their reports of noise nuisance of a neighbour. They also complained about the level of service provided by us following their reports of noise nuisance. The Ombudsman found maladministration by us in relation to our handling of both the resident's reports of ASB and her associated formal complaint.

The resident had been put to considerable inconvenience in having to repeatedly chase and prompt responses from the us on their ASB reports and complaint. We failed to

address and recognise the considerable frustration and inconvenience our mishandling had had on the resident. The Ombudsman found that we had failed to act in accordance with our ASB, complaints and compensation policies in our handling of the resident’s reports of ASB and their complaint. This resulted in delays and omissions in our response to the alleged ASB and complaint, causing stress and inconvenience to the resident which had yet to be sufficiently recognised. The Ombudsman ordered we pay the resident £400 compensation.

- 7. No Maladministration** – A leaseholder complained about our handling of their request for service charge information and our handling of, and responses to, their complaints. The Ombudsman found we had suitably remedied our handling of the complainant’s request for service information. They found there was no maladministration in respect of our handling of, and responses to, the complainant’s complaints.

Performance - complaints responded to on time

This quarter saw the introduction of the new performance target to respond to 95% of Stage One and Stage Two complaints within 10 and 20 working days respectively.

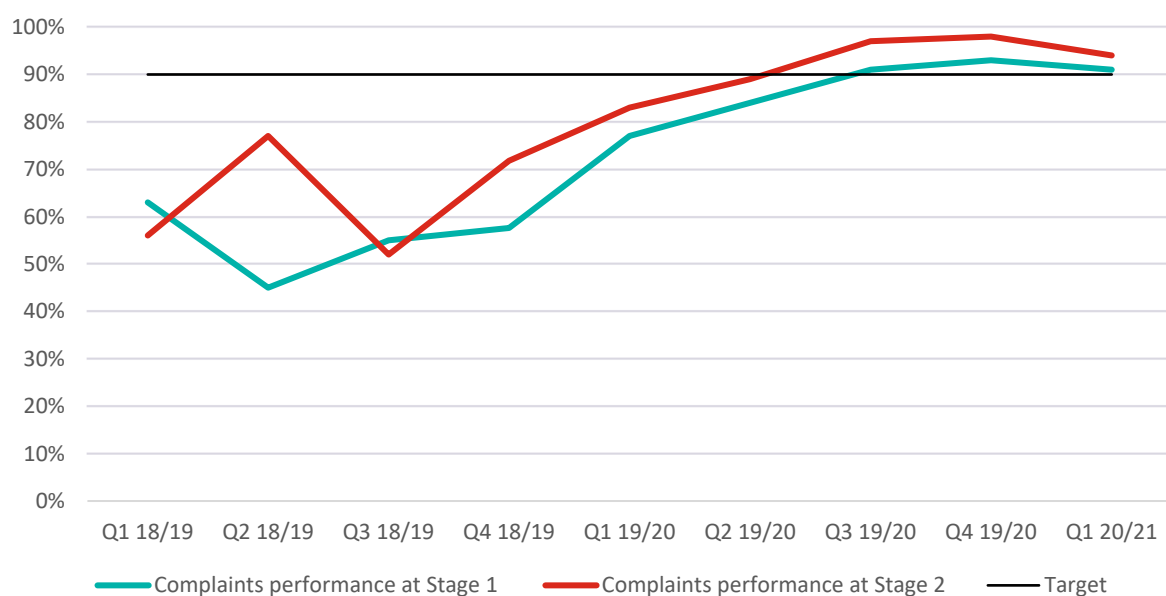
Performance dropped by 2% and 4% respectively for Stage One and Stage Two complaints compared to the previous quarter however levels above 90% were still maintained. 91% of Stage One complaints were responded to on time and 94% of Stage Two complaints were responded to on time. This is also an increase of 14% for Stage One complaints and an increase of 11% for Stage Two complaints compared to Q1 19/20.

Once again, Asset Management’s performance was especially noteworthy, given that they accounted for 47% of all responses and answered 95% of their complaints on time. The Responsive Repairs team had a 100% within SLA response rate.

All Stage Two complaints are responded to by the Central Complaints team and of 34 complaints closed, 32 were on time.

Quarter	Complaints performance at Stage 1	Complaints performance at Stage 2	Target
Q1 18/19	63%	56%	90.00%
Q2 18/19	45%	77%	90.00%
Q3 18/19	55%	52%	90.00%
Q4 18/19	58%	72%	90.00%
Q1 19/20	77%	83%	90.00%
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%

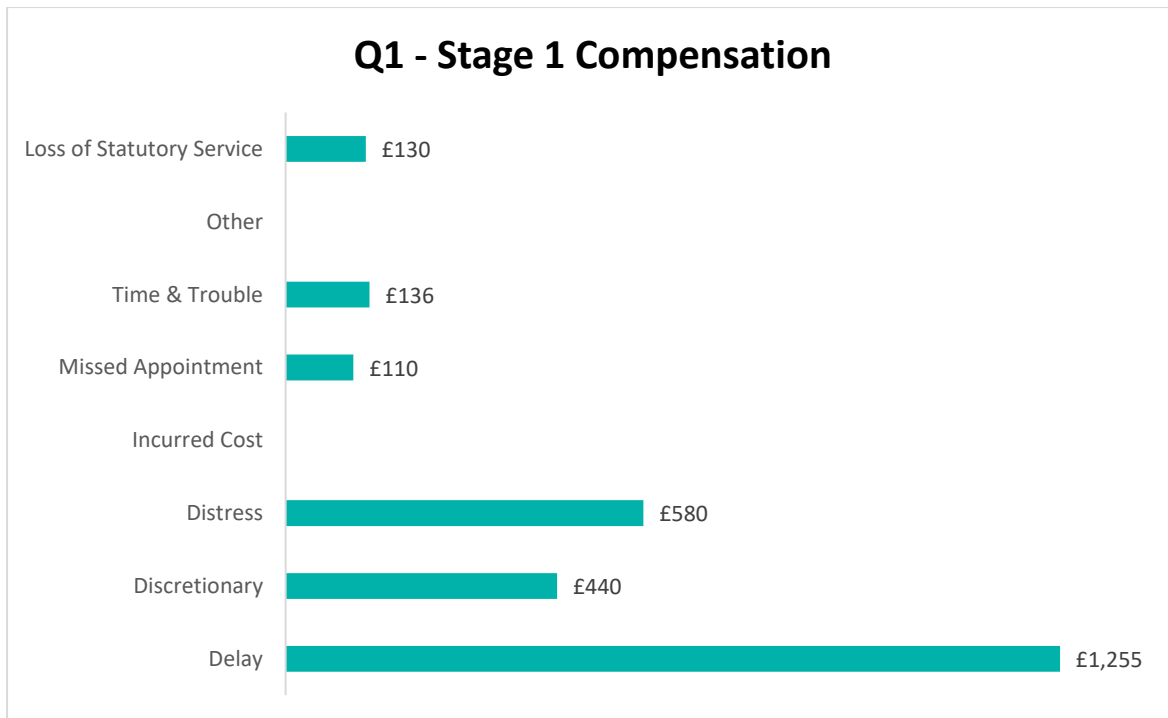
Graph 4 - Percentage of complaints responded to on time



Total Received Broke Down by Dept - Q1	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	27	33	82%	/	/	/
Herts	5	5	100%	/	/	/
SW9	7	7	100%	/	/	/
PRO	14	15	93%	/	/	/
Asset Management	94	99	95%	/	/	/
Leasehold	17	20	85%	/	/	/
Development	10	12	83%	/	/	/
Contact Centre	7	7	100%	/	/	/
Central Complaints	9	11	82%	32	34	94%
Total(s)	190	209	91%	32	34	94%

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 23 complaints at a total cost of £2651.



Examples of Service Improvements arising from complaints (“you said/we did”)

Process improvement – Attending scheduled appointments

Several residents have complained that contractors had failed to attend agreed appointments.

Initially, contractors would take a picture of the resident’s front door to evidence attempted attendance, however, many residents complained or stated they were at their residence all day. Now a new process has been put in place so that in the event the contractor is unable to gain entry, they will contact the NH repair team who will attempt to ring the resident who reported the repair. This is logged centrally so that a clear audit trail of attempts to attend and contact the resident is held.

Process improvement – Leasehold team processing payments

The Leasehold team has had several complaints/concerns re delayed payments/refunds to residents, so a central spreadsheet was put together and managed by the Leasehold team to record, check and if required chase payments to ensure they are promptly issued in line with the SLA in place – a simple, but effective way of monitoring things, meaning meant the Leasehold team are able to provide a more efficient service and in turn has seen a reduction in complaints made due to this issue.

Providing feedback when things have gone wrong

All contractors/staff that are subject to/part of a complaint investigation are sent a copy of the complaint response (sent to the resident). Any repeat problems are also recorded on a spreadsheet held by the repairs team, who have confirmed that repeat issues may mean that training and potentially disciplinary actions are to be considered. This provides a clear audit trail and documents repeat issues with contractors, with a view to roll out additional training and/or disciplinary action if required.

New Complaints Manager

James Mahaffy joined Network Homes on 20th April, taking over as Complaints Manager from Phillip Mears who officially left the role on 15th May 2020. The Central Complaints Team has also moved to the Business Performance and Partnerships Directorate. This quarter also saw the introduction of a Complaints Officer within the Mechanical and Electrical team.

Report completed by

Heather Robbins, Complaints Officer, and James Mahaffy, Complaints Manager