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| **Date of Meeting:** | 9th December 2024 |
| **Agenda item:** | 17 |
| **Report prepared by:** | Paul Fagan, Housing Services Manager  Nikki Homewood, Director of Advice and Support Services  Rachael Kenny, Director of Mental Health and Support Services |
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| **Subject:** | Complaint Report 2023/24 |

1. **Purpose of Report**
   1. This report provides the Board with the Complaint figures for 2023/24.
2. **Decisions Required by the Board**
   1. The Board is asked to note the report and, in accordance with Housing Ombudsman requirement, provide a response to the report which must be published by 31st December 2024.
3. **Points to Note**
   1. Sarah Butler is the current Member Responsible for Complaints.
   2. It is noted that quarterly data on complaints is being provided to the OPC from April 2024.
   3. 50% of complaints in 2023/24 were either fully or partially upheld.
   4. A number of lessons have been learned/ improvements have been made as a result of complaints received in 2023/24.
   5. Complaint trends will continue to be analysed in future years.
4. **Complaint Data**

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| --- | --- |
|  | **2023/24** |
| **No. of Complaints Reported** | 30 |

**Outcome of Complaints**

|  |  |
| --- | --- |
|  | **2023/24** |
| **% Resolved at Stage 1** | 77% |
| **% Resolved at Stage 2** | 23% |
| **% Responded to within agreed time** | 93% |
| **% With an extended timeframe** | 7% |
| **% Fully upheld** | 33% |
| **% Partially upheld** | 17% |
| **% Not upheld** | 50% |
| **% Complainant satisfied with outcome**  (where known) | 100% |

**Nature of Complaints**

|  |  |
| --- | --- |
|  | **2023/24** |
| **% Maintenance Issue** | 27% |
| **% Client to client Issue** | 13% |
| **% Service Delivery** | 40% |
| **% Communication Issue** | 7% |
| **% Other** | 13% |

1. **Lessons Learnt / Areas of Improvement Identified** 
   1. Damp issue in property inspected by a specialist and is being monitored weekly. Alternative accommodation within the property also provided.
   2. Ensure we act quickly regarding damp issues.
   3. Prompt communication to be provided in future regarding updates to internet issues.
   4. Regular reminders to be sent to clients regarding noise levels in the property and behaviour towards neighbours.
   5. Reminders to clients about the behaviour expectations of their visitors. Staff to check CCTV for potential issues.
   6. Questions to be asked about client potential food allergies. Posters to be put up to note when a client has an allergy.
   7. Reminder to clients and support agencies regarding keeping communal clean.
   8. Regular check of former tenant rent accounts to ensure relevant standing orders are cancelled and that any credits required are paid back in a timely manner.
   9. Training session held with team and individuals regarding the importance of communication with tenants, and to working with tenants to better understand their needs, particularly for disabled access to properties.
   10. Ensure relevant parts of an antisocial behaviour cases are referred to partner agencies for support in a timely fashion.

**Paul Fagan, Nikki Homewood and Rachael Kenny**

**December 2024**