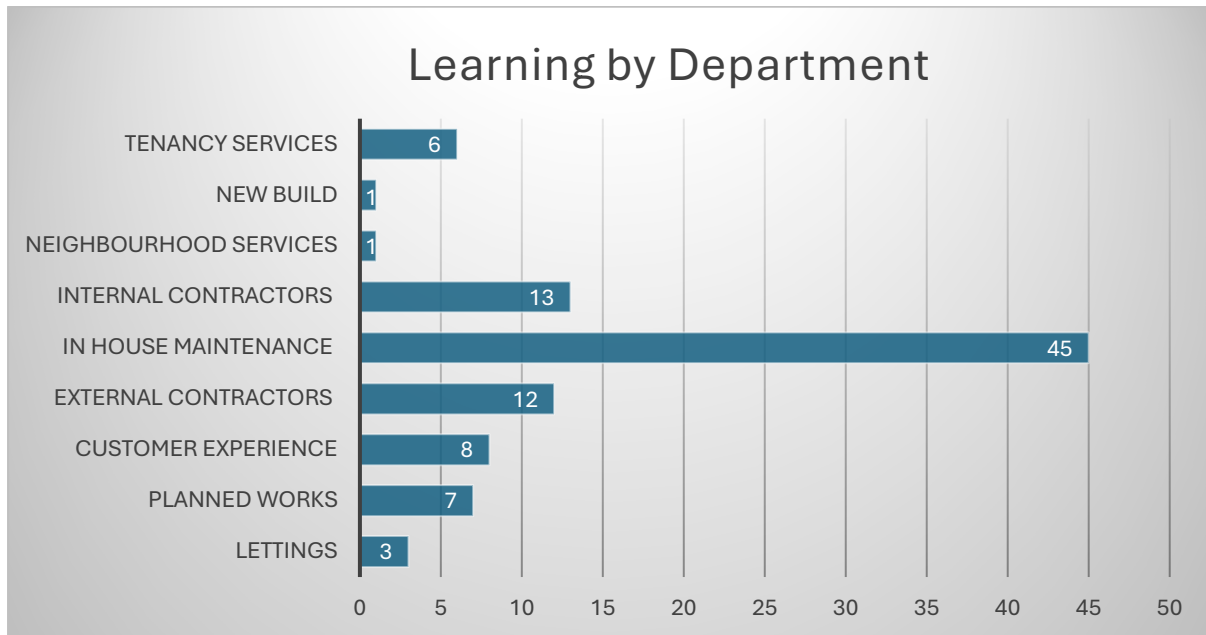


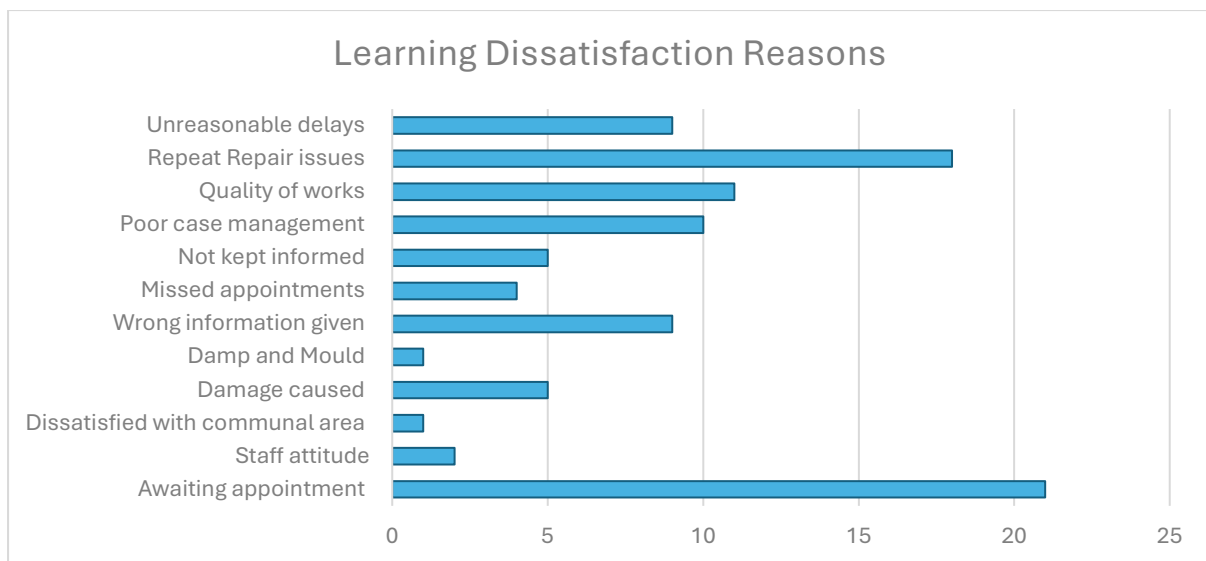
Complaint Learning Summary 2023/2024

There have been 96 complaints where learning and service improvement has been identified. The table below shows the departments associated with the identified learning.

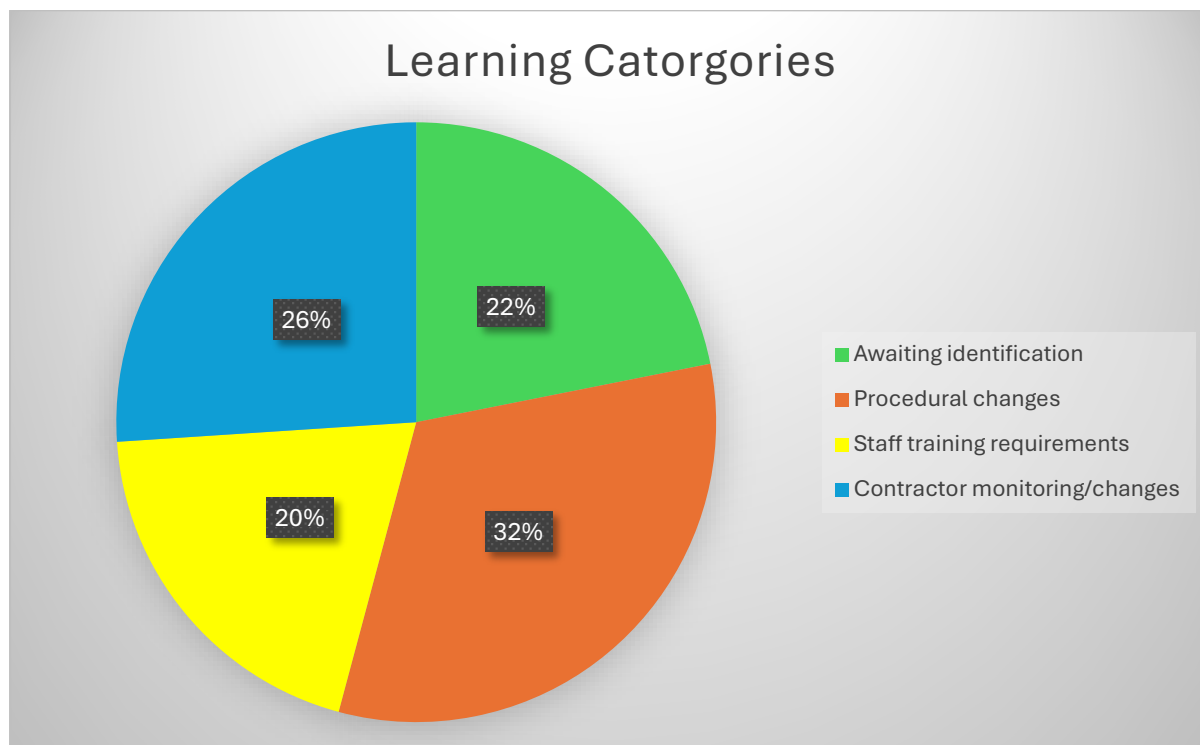


It is clear much of the identified learning is associated with the Maintenance Service delivery. This has been confirmed by the determinations received from the Housing Ombudsman.

Further analysis shows the reason or source of the dissatisfaction and the key focus areas are for Awaiting appointment (communication and timescale), Repeat or unresolved repairs, Quality of works and unreasonable delays. These are all linked to the Maintenance and contractor experiences. Across Landlord Services and Customer Experience the trends are linked to communication, not keeping customers informed, poor case management and incorrect advice given. The table shows the learning dissatisfaction reasons.



The learning has been categorised and 78% of the learning identified can be attributed to 3 key areas of change or improvement needed, these are required procedural changes, Contractor monitoring and management and finally staff training. There are several cases of learning still being progressed and are unidentified but early data shows they will follow the same trends. This is in line with the work that is being carried out by the Strategic Repairs Action Group and further supports the work and the actions that have been identified.



A summary of the changes that have been made so far in line with the learning trends are:

- Implemented extra resource to reduce repair appointment times.
- Implementing resource to manage complex cases or where there needs to be multiple repairs and trades involved.
- We have created a minimum data Standard for the repairs journey
- We have recognised the need for accurate data and housekeeping within the repair appointment system and carried out a data cleansing exercise
- Increased resource with a focus on contractor performance
- Implemented new contractor Service Level agreements.
- Automatic alert emails to contractors when jobs are going out of priority
- Created a new Customer Communication plan throughout a repair journey to also include contractor repairs.
- Recruited a permanent Damp and Mould Manager.
- Reviewing the damp and mould procedures to further improve the customer journey and accurate recording of cases.
- Increased productivity focus within the maintenance service.