

Housing

Complaints report April 2023 to March 2024

Author: Gerry Quigley

Contact: housingcompliance@luton.gov.uk

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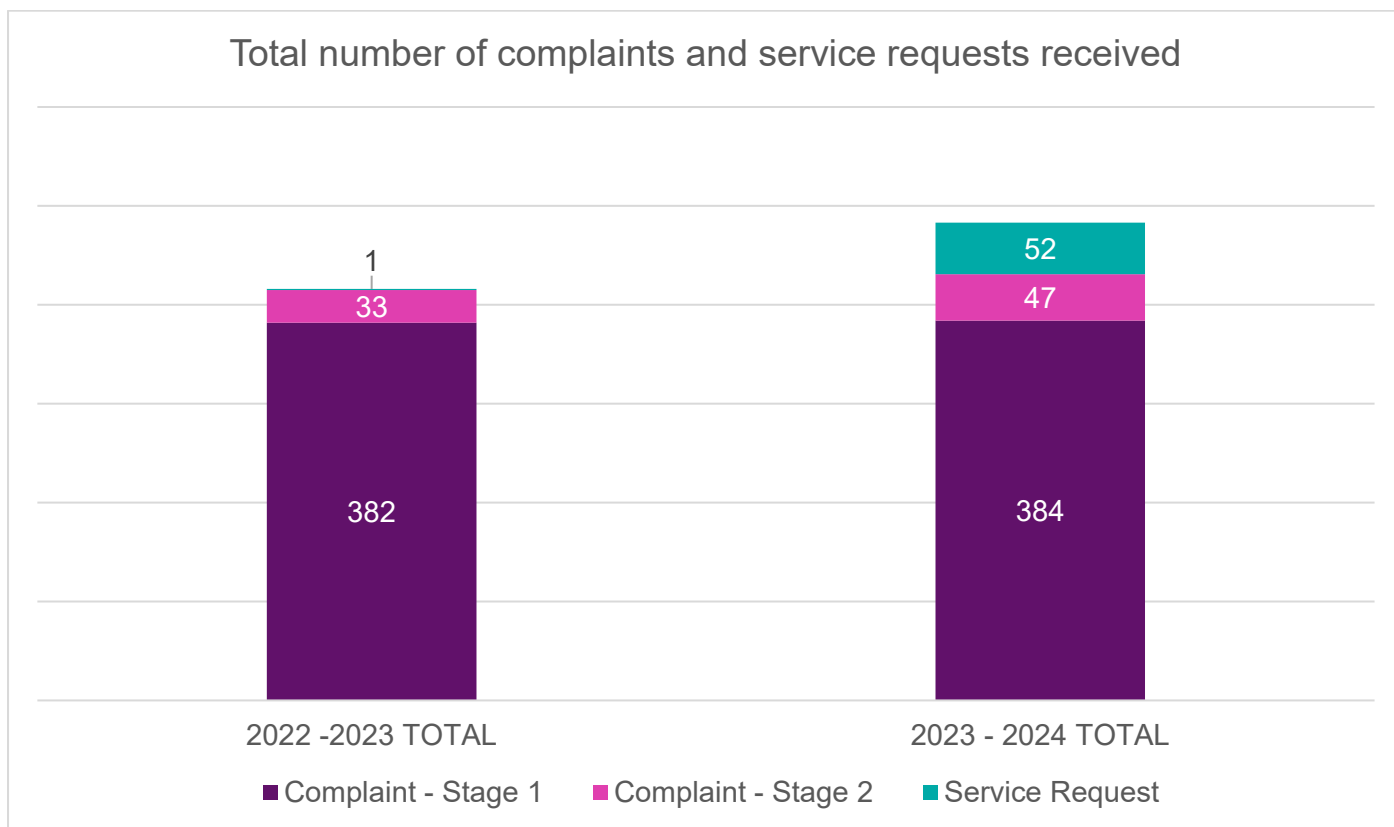
Important items of note

- All data in this report is correct as of 23 September 2024, some figures for previous periods included in this report may differ from data of previous reports. This is due to cases being ever changing and being updated, this can include things like: re-allocating to different services, case being closed and cases being re-opened. This may mean that figures in this report may subsequently differ to any future reports.
- Some cases now get marked as 'service requests' rather than proceeding to a stage 1 complaint. This may make it appear as if lot fewer enquiries were received compared to previous years. Service requests still need to be responded to in a timely manner and are now included in this report. Reports on theme for service requests aren't included as they are all marked as service requests.
- When a complaint is classified as a service request this is reviewed and agreed by a service manager. It is also discussed with the complainant and confirmed in writing.
- When looking at timescales and themes for complaints, this includes all service requests, stage 1 complaints and stage 2 complaints.
- In previous reports 'themes' were manually categorised, however they are now only what the complainant has selected when sending in their enquiry or what the most appropriate selection was when manually logged on caseworker.

Description of service area

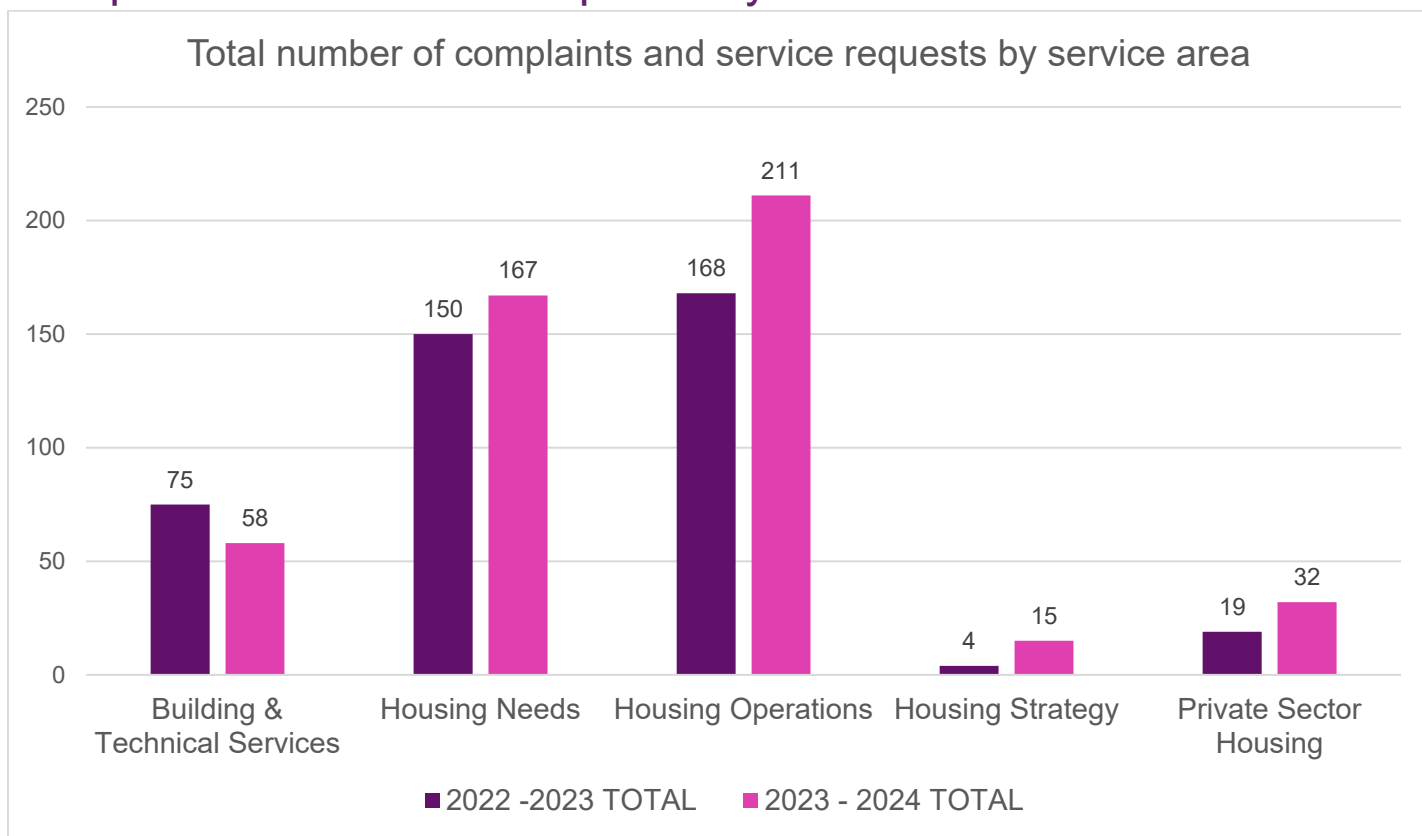
- Building and technical services (BTS) are responsible for answering complaints relating to housing repairs.
- Housing needs respond to complaints relating to waiting times on the housing register, bidding for properties this also includes homeless solutions.
- Housing operations will respond to complaints for tenants living in council housing including those in temporary accommodation.
- Housing strategy complaints are mainly around new homes and latent defects. Claire Astbury would also respond to stage 2 complaints for the wider housing service as an independent reviewer.
- Private sector housing will respond to complaints from constituents that own their homes and also from those renting privately.

Complaints and service requests



Across the wider housing service 2024, shows a slight increase in stage 1 complaints, however 14 stage 1 escalated to stage 2. This increase is a reflection on encouraging tenants to let us know they are dissatisfied. Since the Housing Ombudsman was given new powers and have raised the profile of complaints being a positive way of learning from our short comings as a service.

Complaints and service requests by service



The largest increase of service request and complaints in 2023 -2024 is shown to be housing needs and housing operations, again this can be attributed to the increased publicity by the Housing Ombudsman making complaints a focus for housing providers.

	2022/23 total	2023/24 total
Building and Technical Services		
Complaint stage 1	70	50
Complaint stage 2	5	6
Service request	0	2

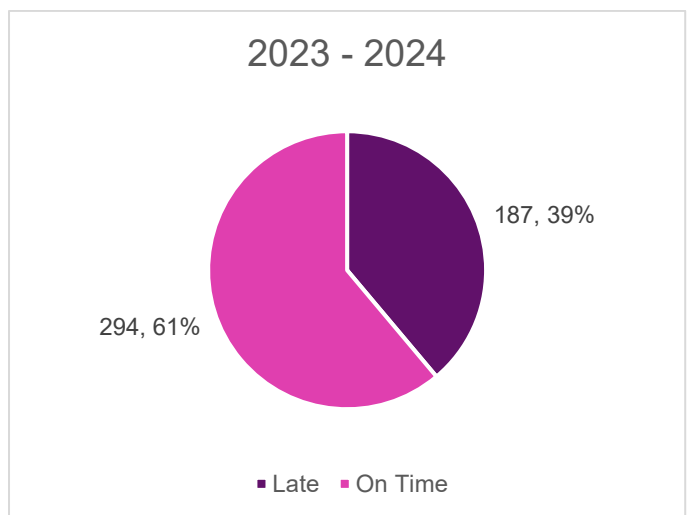
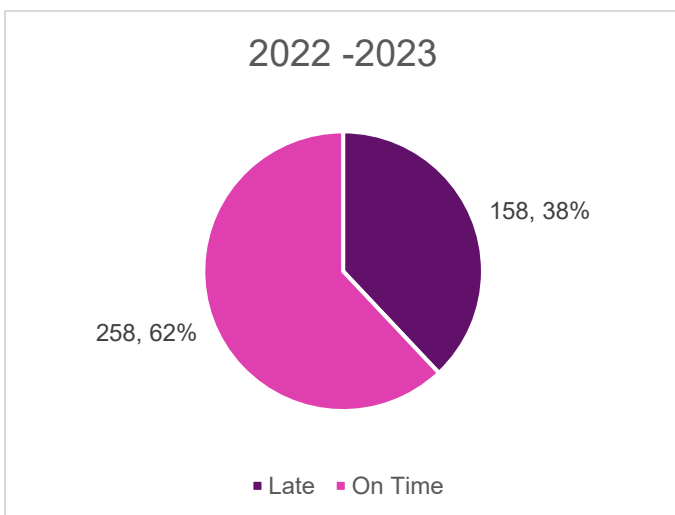
Housing Needs		
Complaint stage 1	139	143
Complaint stage 2	11	16
Service request	0	8

Housing Operations		
Complaint stage 1	156	171
Complaint stage 2	12	22
Service request	0	18

Housing Strategy		
Complaint stage 1	3	8
Complaint stage 2	1	1
Service request	0	6

Private Sector Housing		
Complaint stage 1	14	12
Complaint stage 2	4	2
Service request	1	16

Complaints and service requests completed timescale



In 2024 we are seeing a slight increase in complaints being responded to on time. Under the Housing Ombudsman complaint handling code the response time for stage 1 complaints has been reduced to 10 working days and for stage 2 this is 20 working days. Housing services is putting extra focus on this and introduced a complaints handling group and it is predicted that a further increase of on time responses will be evidence in the coming year.

Complaints timescale	2022 to 2023	2023 to 2024
Building and Technical Services	75	56
Late	20	18
On time	55	38
Percentage on time	73.33%	67.86%

Housing Needs	150	159
Late	84	97
On time	66	62
Percentage on time	44.00%	38.99%

Housing Operations	168	193
Late	41	35
On time	127	158
Percentage on time	75.60%	81.87%

Housing Strategy	4	9
Late	4	4
On time	0	5
Percentage on time	0.00%	55.56%

Private Sector Housing	18	14
Late	8	12
On time	10	2
Percentage on time	55.56%	14.29%

Service requests timescale	2022 to 2023	2023 to 2024
Building and Technical Services	0	2
Late	0	0
On time	0	2
Percentage on time	0%	100.00%

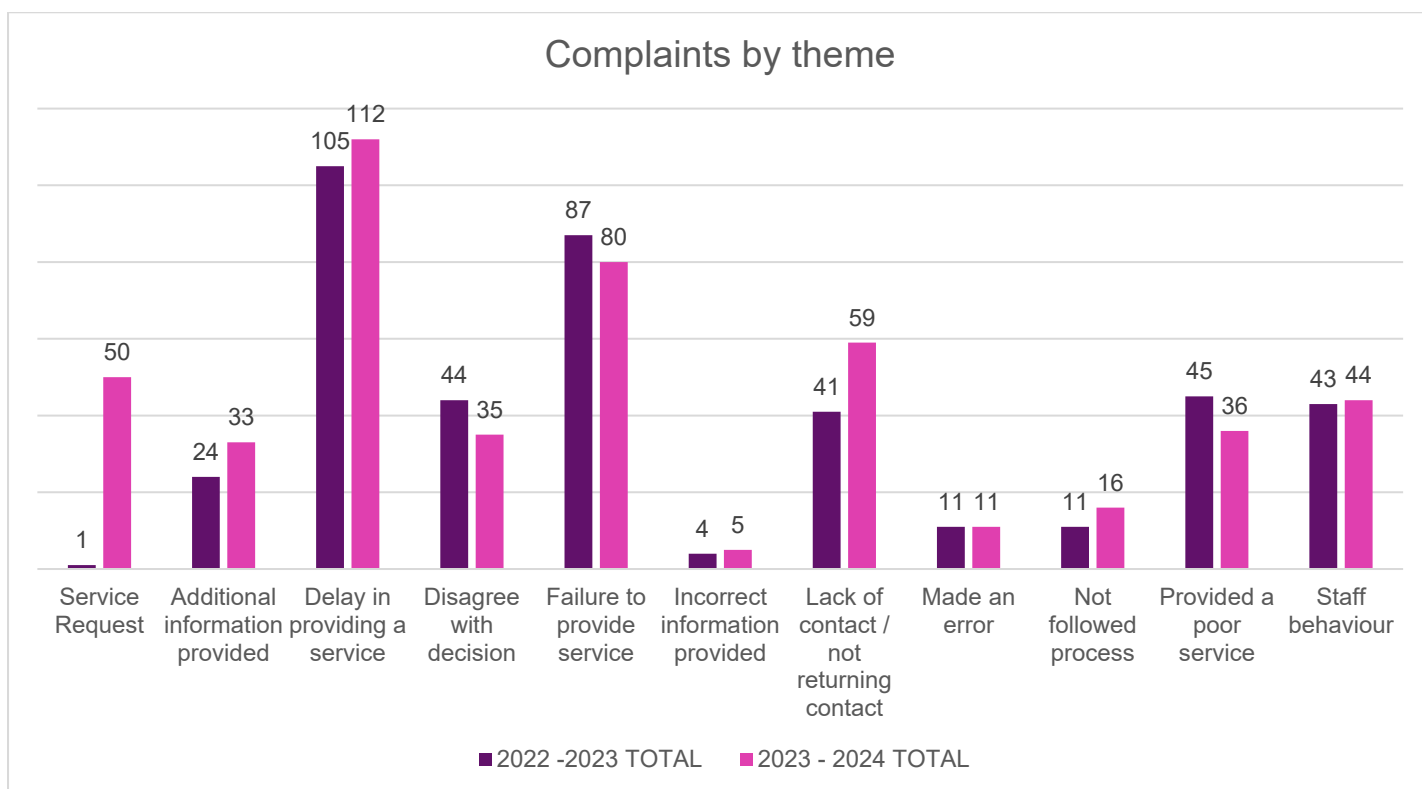
Housing Needs	0	8
Late	0	4
On time	0	4
Percentage on time	0%	50.00%

Housing Operations	0	18
Late	0	3
On time	0	15
Percentage on time	0%	83.33%

Housing Strategy	0	6
Late	0	2
On time	0	4
Percentage on time	0%	66.67%

Private Sector Housing	1	16
Late	1	12
On time	0	4
Percentage on time	0.00%	25.00%

Complaints by theme



Looking at the highest theme's we can see this is across delays, lack of contact and failure to provide service. With teams not being at full capacity this has put additional pressure on officers to meet the demands of service. The introduction of Civica Cx will allow customers more self-service access and will remove a lot of manual tasks freeing up time for officers to provide an improved service.

	2022/23 total	2023/24 total
Building and Technical Services	75	58
Service request	0	2
Additional information provided	2	4
Delay in providing a service	21	19
Disagree with decision	6	0
Failure to provide service	31	17
Incorrect information provided	0	1
Lack of contact / not returning contact	3	3
Made an error	0	4
Not followed process	2	1
Provided a poor service	7	5
Staff behaviour	3	2

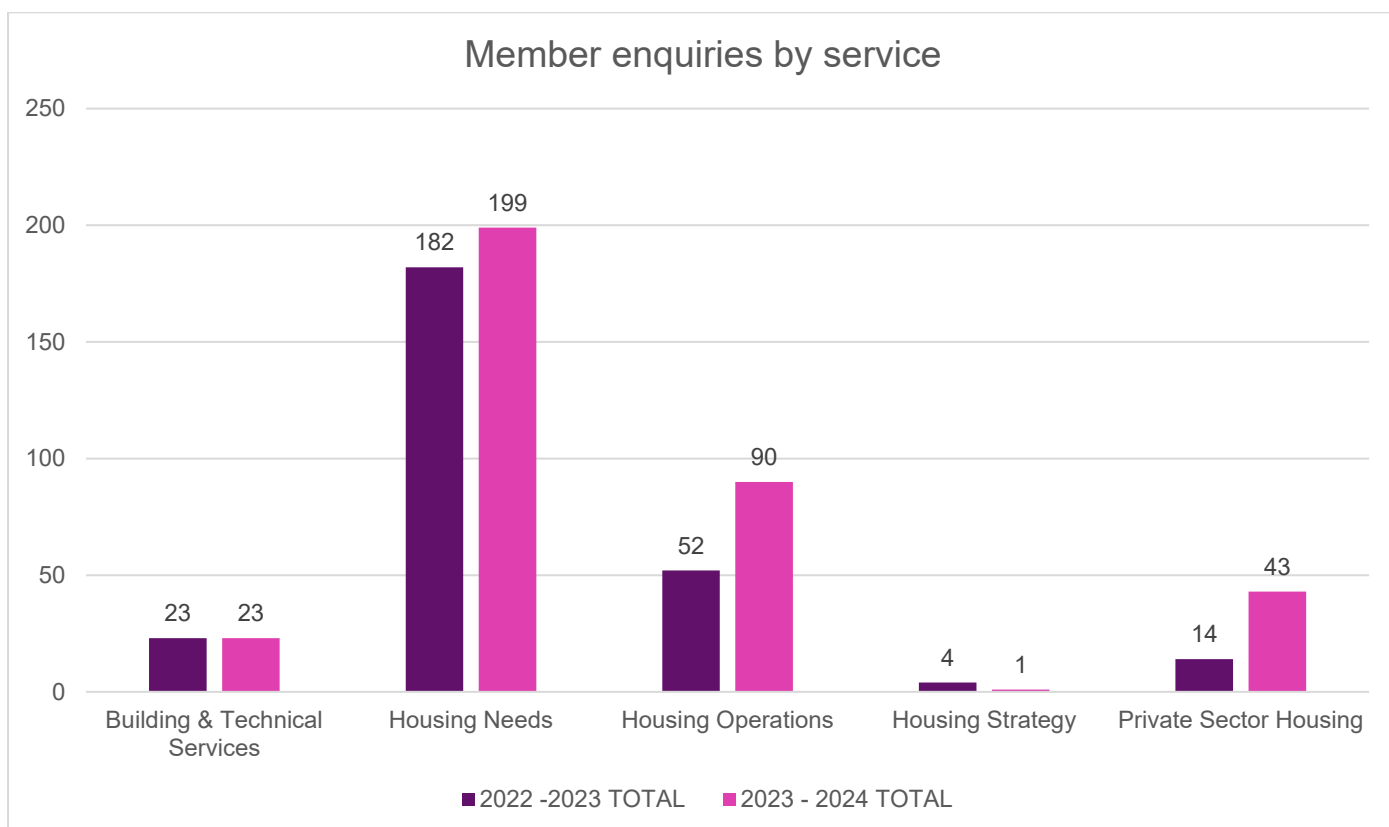
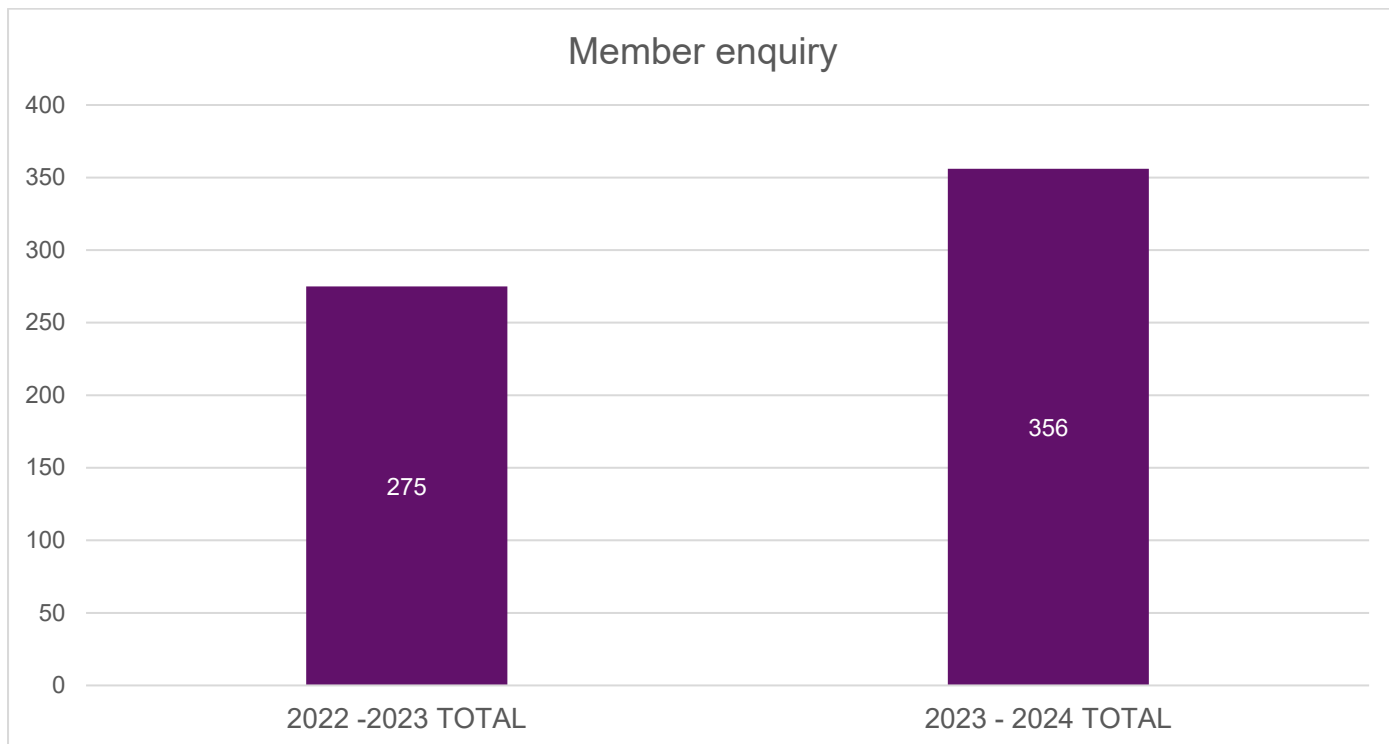
	2022/23 total	2023/24 total
Housing Needs	150	167
Service request	0	8
Additional information provided	8	11
Delay in providing a service	42	45
Disagree with decision	19	16
Failure to provide service	32	26
Incorrect information provided	1	3
Lack of contact / not returning contact	21	32
Made an error	3	1
Not followed process	7	8
Provided a poor service	13	6
Staff behaviour	4	11

	2022/23 total	2023/24 total
Housing Operations	168	211
Service request	0	18
Additional information provided	10	16
Delay in providing a service	40	41
Disagree with decision	17	17
Failure to provide service	18	31
Incorrect information provided	3	1
Lack of contact / not returning contact	13	23
Made an error	8	6
Not followed process	1	6
Provided a poor service	25	23
Staff behaviour	33	29

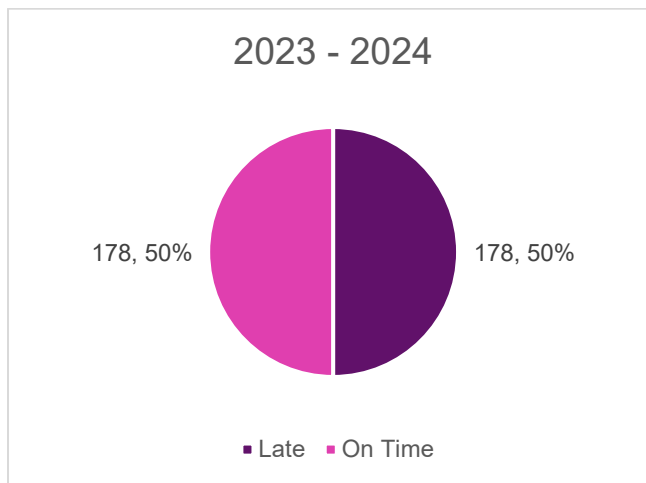
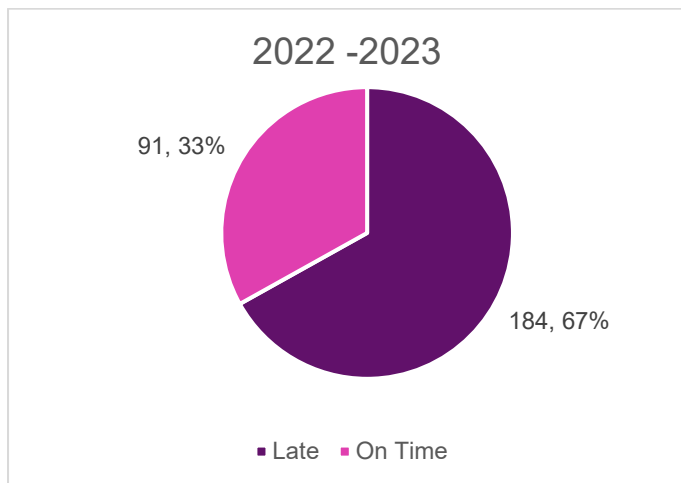
	2022/23 total	2023/24 total
Housing Strategy	4	15
Service request	0	6
Additional information provided	1	0
Delay in providing a service	1	5
Disagree with decision	0	1
Failure to provide service	1	2
Lack of contact / not returning contact	1	1

	2022/23 total	2023/24 total
Private Sector Housing	19	30
Service request	1	16
Additional information provided	3	2
Delay in providing a service	1	2
Disagree with decision	2	1
Failure to provide service	5	4
Lack of contact / not returning contact	3	0
Not followed process	1	1
Provided a poor service	0	2
Staff behaviour	3	2

Member enquiries



Member enquiries completed timescale



Service	2022 to 2023	2023 to 2024
Building and Technical Services	23	23
Late	11	2
On time	12	21
Percentage on time	52.2%	91.3%

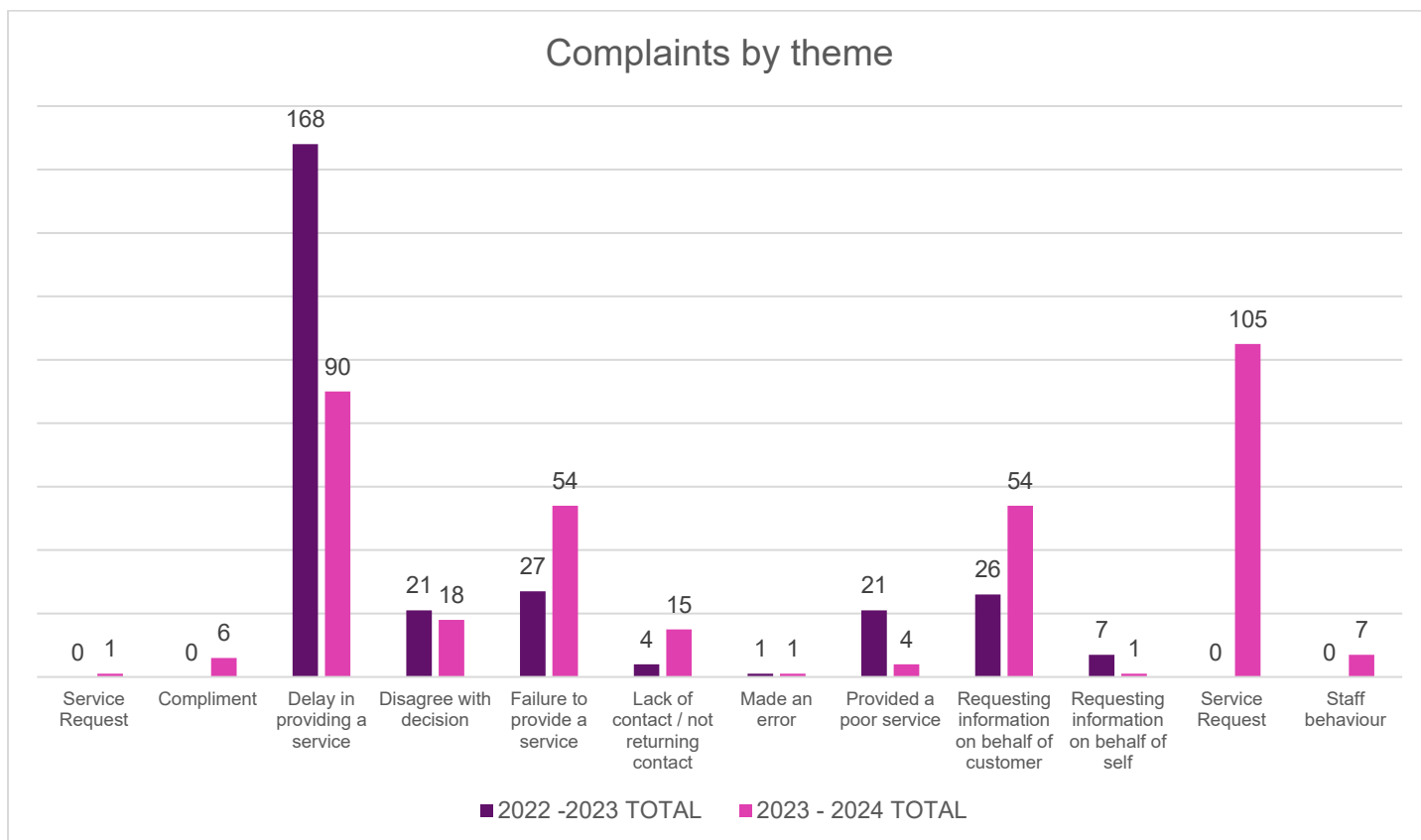
Housing Needs	182	199
Late	134	130
On time	48	69
Percentage on time	26.4%	34.7%

Housing Services	52	90
Late	32	15
On time	20	75
Percentage on time	38.5%	83.3%

Housing Strategy	4	1
Late	2	0
On time	2	1
Percentage on time	50.0%	100.0%

Private Sector Housing	14	43
Late	5	31
On time	9	12
Percentage on time	64.3%	27.9%

Member enquiries by theme



	2022 to 2023	2023 to 2024
Building and Technical Services	23	23
Compliment	0	1
Delay in providing a service	17	5
Failure to provide a service	2	6
Lack of contact / not returning contact	1	1
Provided a poor service	1	1
Requesting information on behalf of customer	2	1
Requesting information on behalf of self	0	1
Service request	0	6
Staff behaviour	0	1

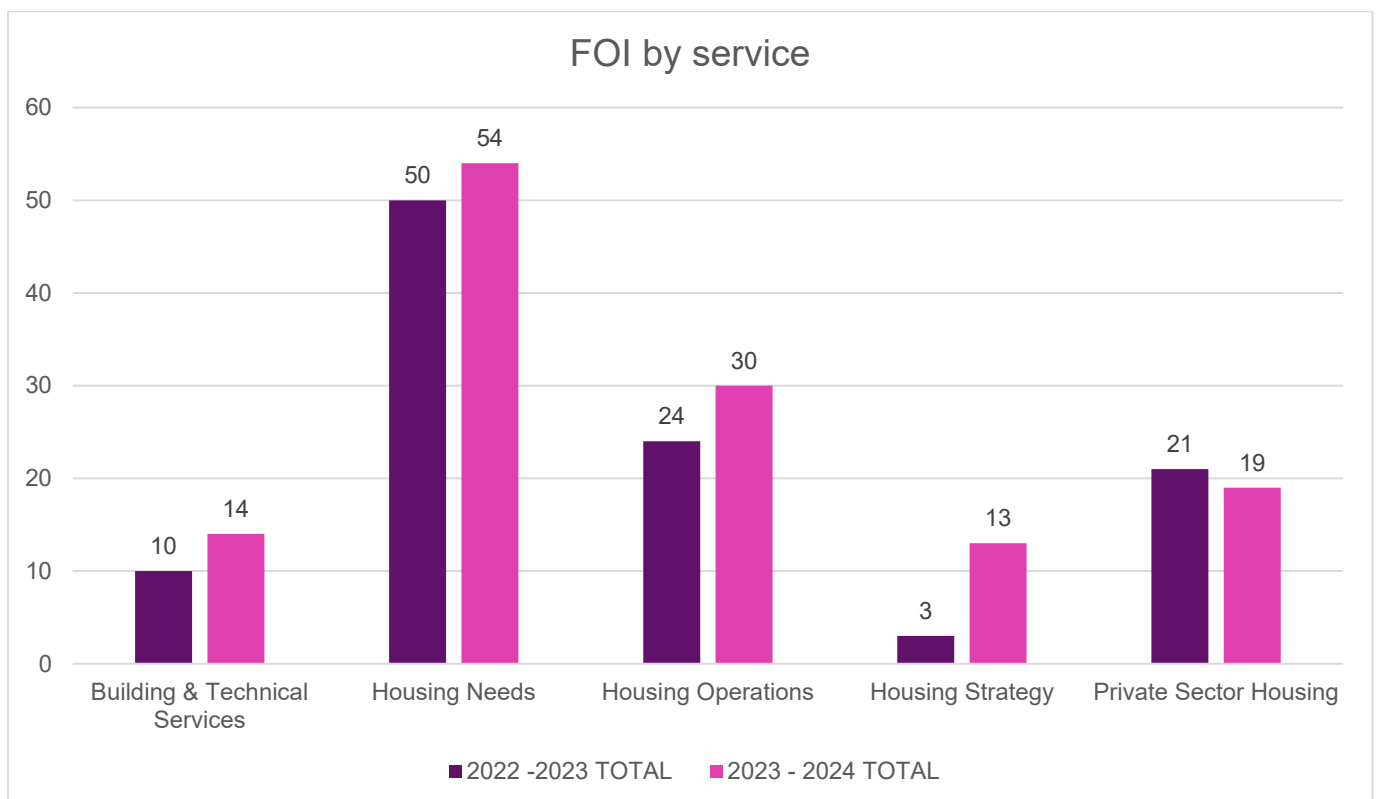
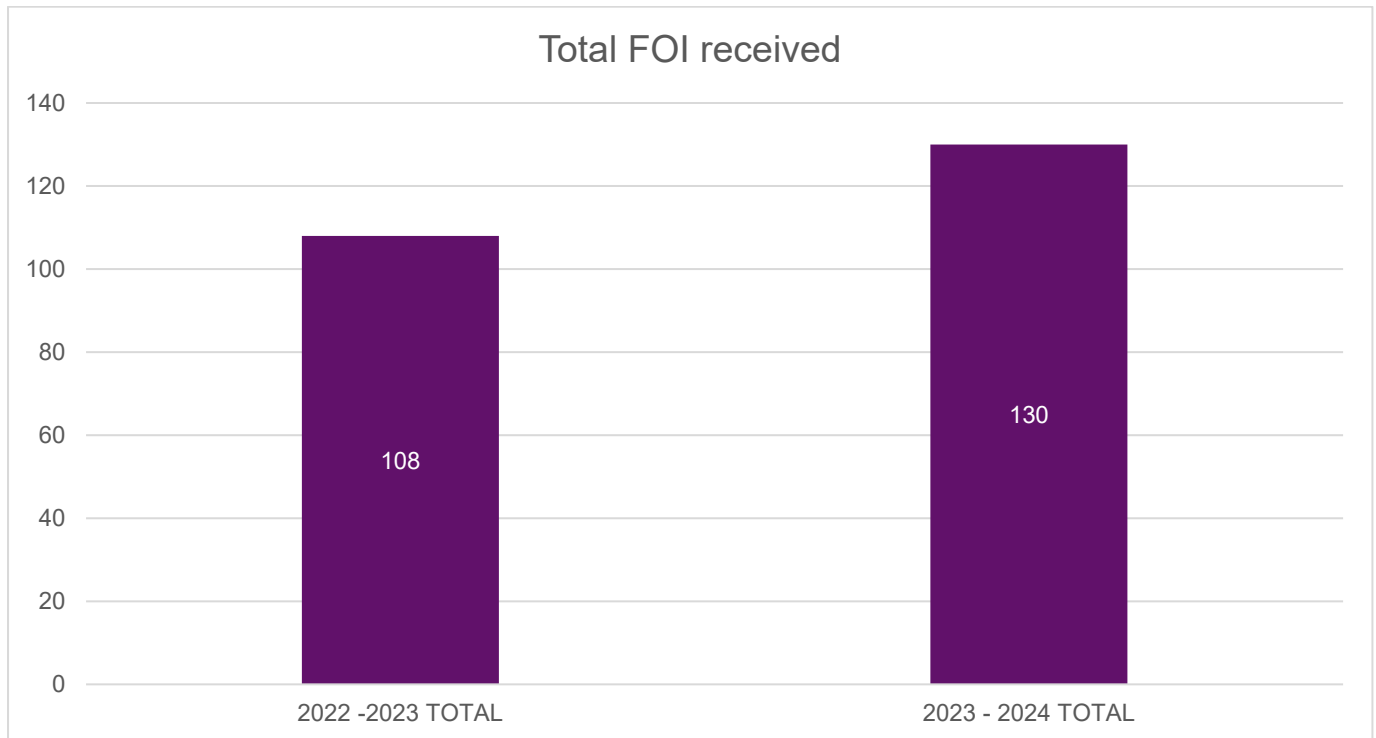
	2022 to 2023	2023 to 2024
Housing Needs	182	199
Compliment	0	3
Delay in providing a service	107	54
Disagree with decision	16	11
Failure to provide a service	19	28
Lack of contact / not returning contact	3	6
Provided a poor service	15	2
Requesting information on behalf of customer	17	27
Requesting information on behalf of self	5	0
Service request	0	63
Staff behaviour	0	5

	2022 to 2023	2023 to 2024
Housing Services	52	90
Compliment	0	1
Delay in providing a service	32	23
Disagree with decision	4	2
Failure to provide a service	4	13
Lack of contact / not returning contact	0	6
Made an error	1	1
Provided a poor service	5	1
Requesting information on behalf of customer	5	17
Requesting information on behalf of self	1	0
Service request	0	25
Staff behaviour	0	1

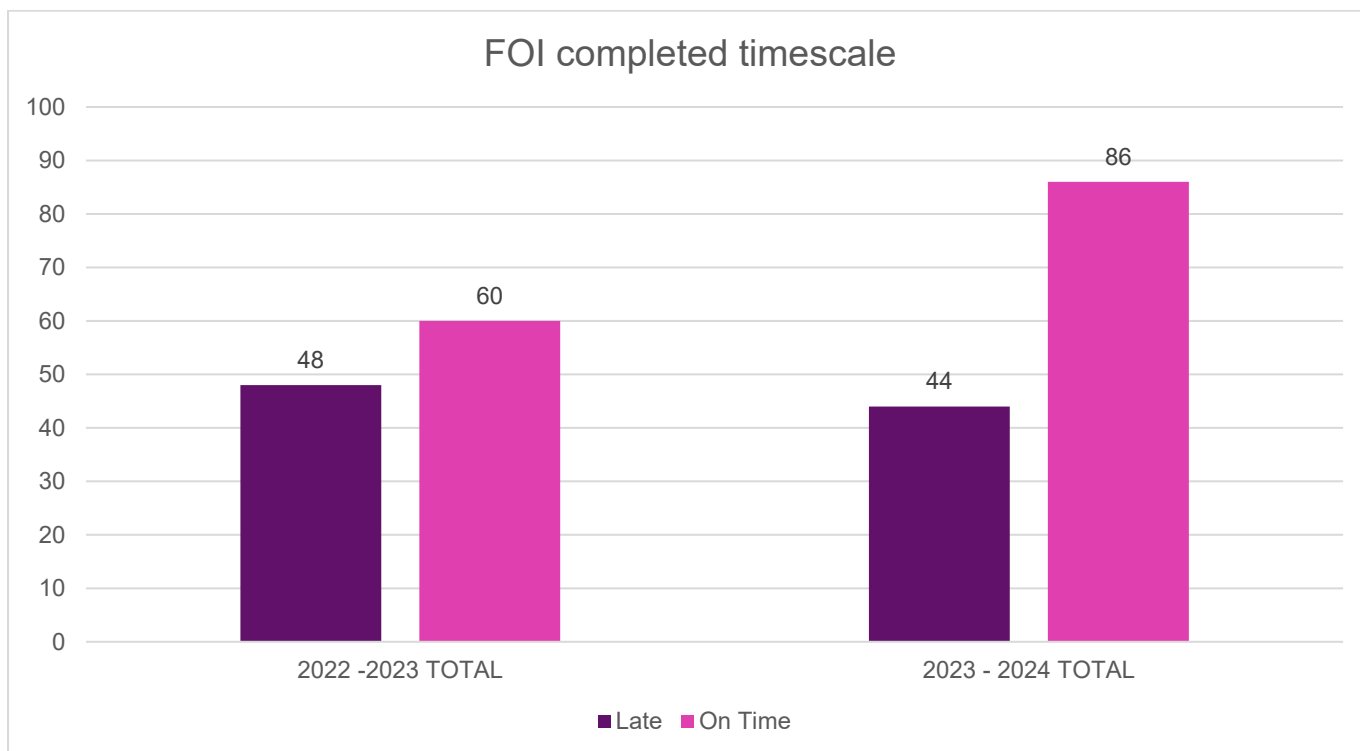
	2022 to 2023	2023 to 2024
Housing Strategy	4	1
Delay in providing a service	2	1
Disagree with decision	1	0
Requesting information on behalf of customer	1	0

	2022 to 2023	2023 to 2024
Private Sector Housing	14	43
Service request	0	1
Compliment	0	1
Delay in providing a service	10	7
Disagree with decision	0	5
Failure to provide a service	2	7
Lack of contact / not returning contact	0	2
Requesting information on behalf of customer	1	9
Requesting information on behalf of self	1	0
Service request	0	11

Freedom of information requests (FOI)



FOI completed timescales



Service	2022 to 2023	2023 to 2024
Building and Technical Services	10	14
Late	0	3
On time	10	11
Percentage on time	100.0%	78.6%

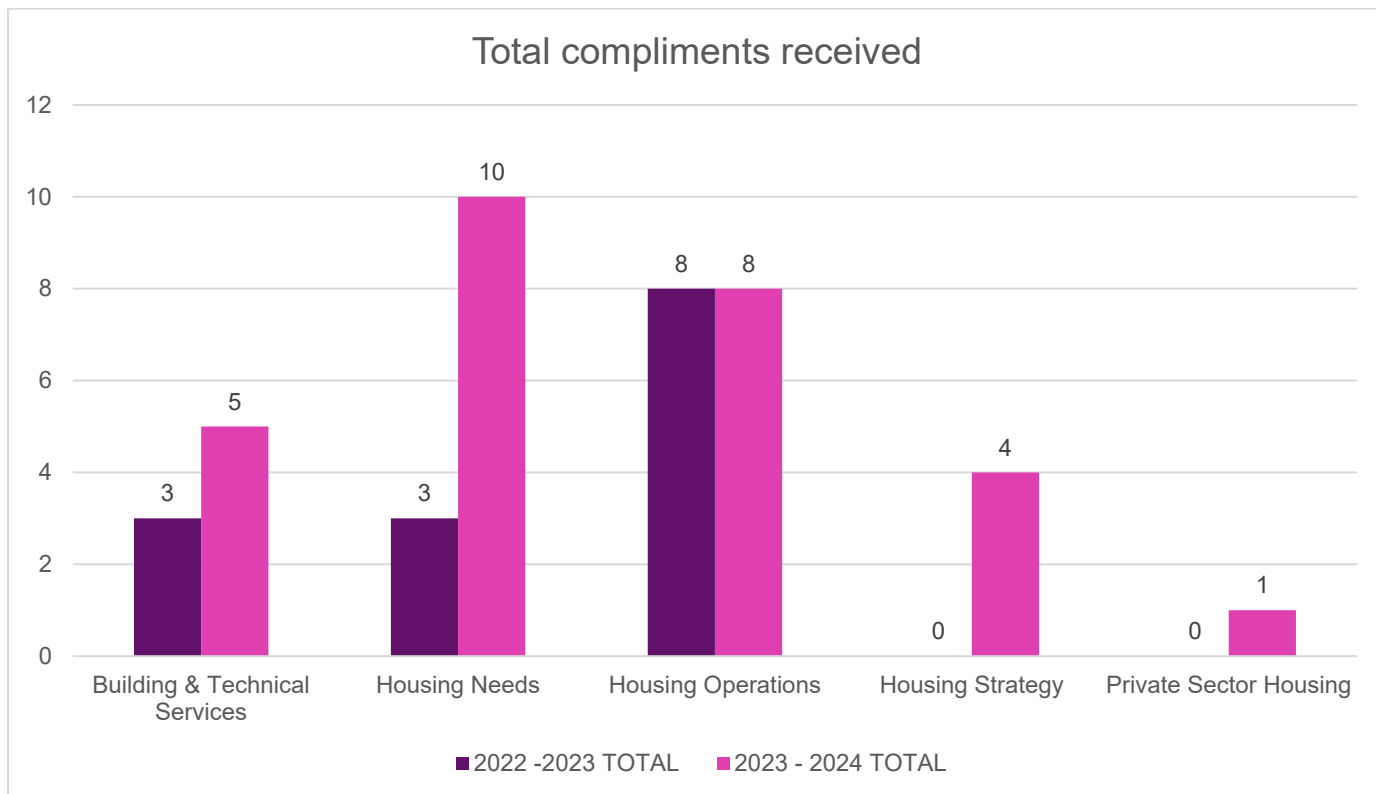
Housing Needs	50	54
Late	29	17
On time	21	37
Percentage on time	42.0%	68.5%

Housing Operations	24	30
Late	6	5
On time	18	25
Percentage on time	75.0%	83.3%

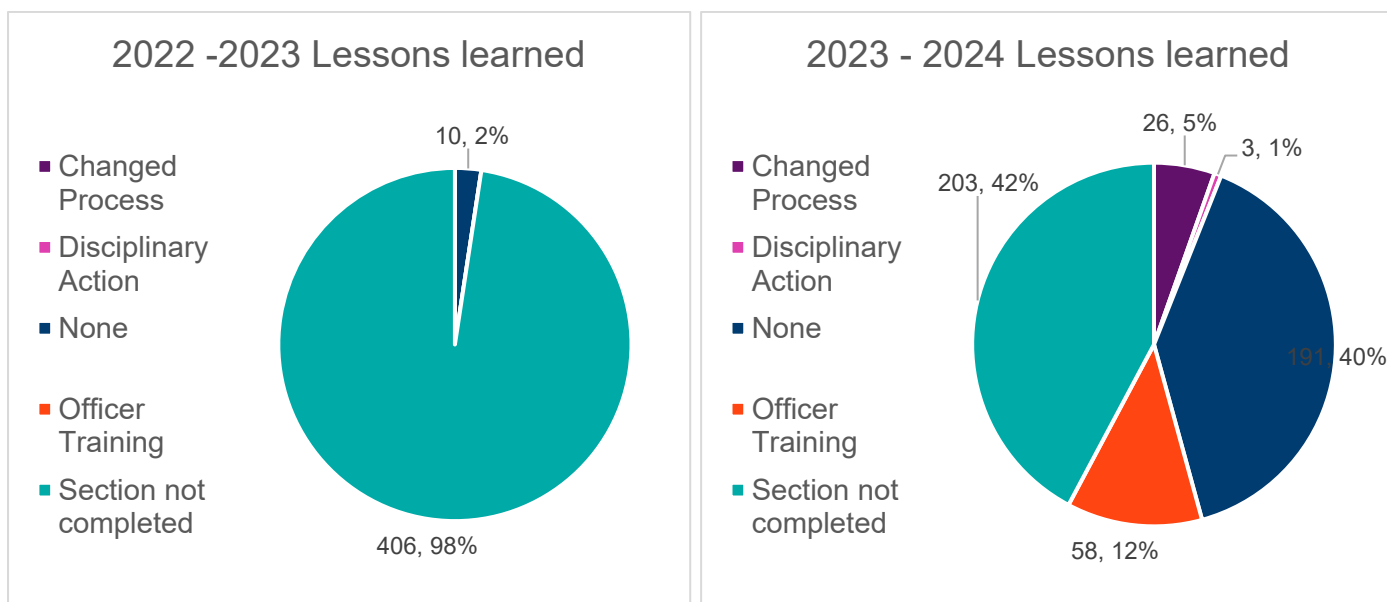
Housing Strategy	3	13
Late	0	2
On time	3	11
Percentage on time	100.0%	84.6%

Private Sector Housing	21	19
Late	13	17
On time	8	2
Percentage on time	38.1%	10.5%

Compliments



Lessons learned



Out of 431 complaints received in 2023/24 only 18 per cent (87) of the complaints had lessons learned recorded against them. Of the 87 lessons learned, 58 indicated that officer training is required, 26 indicate that a change of process is required and the rest (3) indicated disciplinary action is required. From these the following was highlighted from 'Change in process':

- More automation needed in order to speed up the various application processes.
- Introduction of a compliance team to make sure that contact is made to resolve issues first time

- Aim for caseloads to be monitored more closely to ensure timely processing
- Change of contractors who didn't provide a satisfactory standard of work
- Review of the process for managing defects on homes bought for use as council housing

From 'officer training' there was multiple instances where code of conduct training was needed.

Service	2022/23 total	2023/24 total
Building and Technical Services	75	58
Changed process	0	1
None	1	6
Officer training	0	1
Section not completed	74	50

Housing Needs	150	167
Changed process	0	14
None	0	70
Officer training	0	30
Section not completed	150	53

Housing Operations	168	211
Changed process	0	8
Disciplinary action	0	3
None	9	103
Officer training	0	27
Section not completed	159	70

Housing Strategy	4	15
Changed process	0	1
None	0	5
Section not completed	4	9

Private Sector Housing	19	30
Changed process	0	2
None	0	7
Section not completed	19	21