

Neighbourhoods & Housing

Customer Feedback Insight Report

**Quarter 1
(April - June 2025)**

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1. Executive Summary

Information in this report is based on analysis of feedback received through the Council's formal feedback scheme and via official routes into the Council. Reports are produced quarterly, with the 4th quarter report also providing annual data and context.

The Regulator of Housing's Transparency, Influence and Accountability Consumer Standard requires that 'Tenants' complaints are addressed fairly, effectively and promptly'.

- Repairs continue to receive the most complaints. Repairs have received 67% of the total Stage 1 complaints in Q1.
- Q1 – 68% of Stage 1 complaints upheld or partially upheld.
- 89% of Stage 1 complaints answered within 10 working days
Repairs – 88%
Non-Repairs – 91%
- Q1 – 56% of Stage 2 Reviews upheld or partially upheld
- 94% of Stage 2 Reviews answered within 20 working days
Repairs – 97%
Non-Repairs – 100%
- The most common complaint category across repairs and non-repairs continues to be 'Quality of Service'.
- Q1 – 65 Compliments received -
- In terms of other feedback, there have been no suggestions received in Q1, and only 2 concerns.

2. Background

- The Neighbourhoods & Housing (N&H) feedback process is part of the wider HCC feedback scheme. Letters and documents to residents/complainants conform to corporate templates and the corporate GovService IT software is used to record Complaints, Concerns, Compliments and Suggestions.
- Feedback within N&H is divided into 2 areas;
 - i. 'Repairs' – encompassing Asset Management and Compliance (HIS)
 - ii. 'Non-Repairs' – encompassing all other areas of N&H

For ease and collective understanding, the terms 'Repairs' and 'Non-Repairs' are used throughout this document.
- External Relations Manager manages Repairs feedback.
- Customer Feedback Manager manages Non-Repairs feedback and has oversight of all N&H feedback.
- Repairs and Non-Repairs each produce a quarterly Feedback Insight Report which feeds into this full N&H Quarterly Feedback Insight Report (***each of these reports are separate appendices – see section 16***).
- Each Repairs quarterly Feedback Insight Report is currently discussed in detail with KWL colleagues.
- They will also be reviewed with the service's Practice Manager going forward.

3. Update on previous recommendations

	Date	Recommendation	Owner	Update
1	Q4 2024/25	There is currently a review being undertaken on the Allocations Policy. We could look to work more closely with the teams involved in this from a Customer Feedback perspective to identify what	Customer Feedback Manager	This was discussed at SMT on 20 May 2025. Housing Access Manager advised would let Customer Feedback

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		customers are happy with, through compliments received and what they are not happy with, through complaints receive		Manager know if there was any information that would assist with this.
2	Q4 2024/25	All Actioning Officers need to have a full understanding of the complaints process, especially when speaking with tenants/customers as part of their complaint investigations, to ensure that all information provided in relation to this is fully accurate.	All Actioning Officers	This was discussed at SMT on 20 May 2025. It was discussed that it may be beneficial for some simple and quick training could be done on this for Actioning Officers. Customer Feedback Manager delivered a presentation on Customer Feedback and the Complaints process at the Tenant Forum on 22 July 2025 that may be beneficial to share.

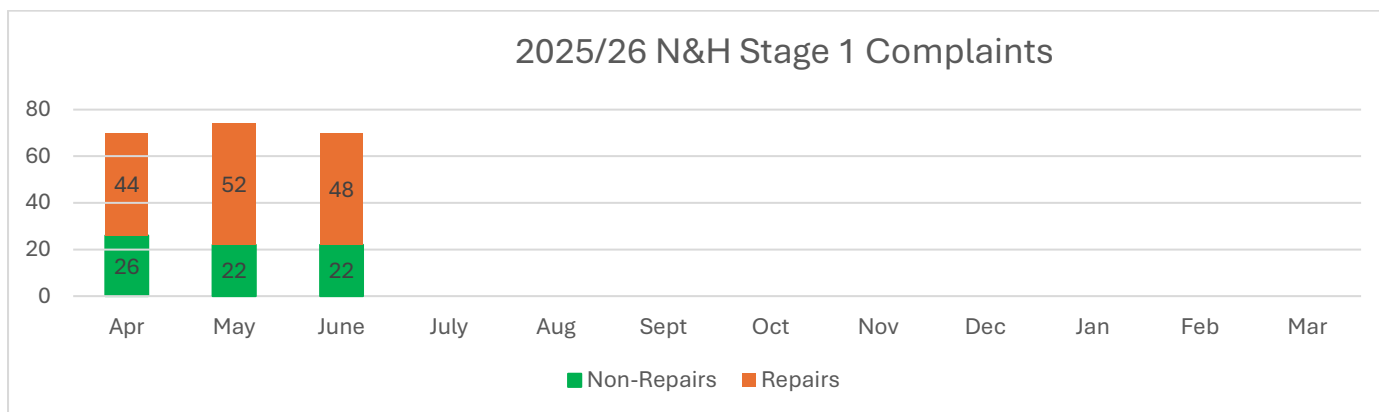
4. Recommendations from this report

	Date	Recommendation	Owner	Update
1	Q1 2025/26	Considerations to be made around how to increase the percentage of the complaints answered within target for Strategy, Market Intervention & Growth (see 5.2.3)	HoS (Strategy, Market Intervention and Growth)	
2	Q1 2025/26	Considerations to be made around how Service Requests are managed within all areas to reduce complaints. This has been a consistent reason for complaints being raised in terms of them either not being picked up at all, or delays in responding to these (see 10.1)	All HoS	
3	Q1 2025/26	Work to be undertaken on reviewing and updating the complaints policy/process and related webpages in response to recent review and recommendations received by Housing Ombudsman (see 9.4)	Customer Feedback Manager	

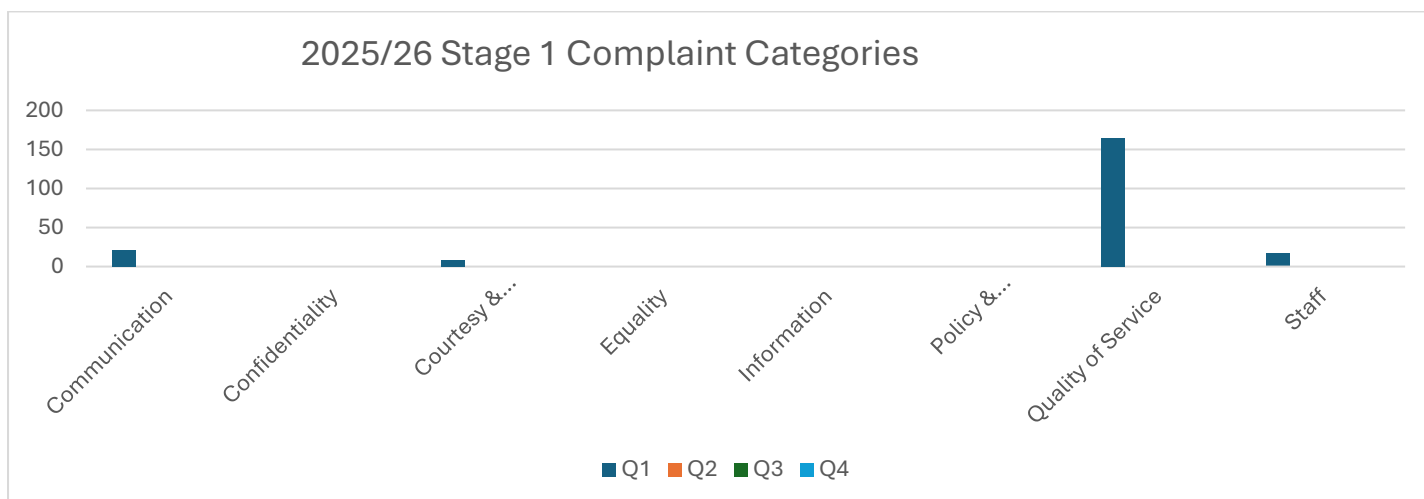
5. Feedback data and performance for Neighbourhoods & Housing 2025/26

5.1.1 Feedback by year and quarter:

Feedback Received	2019/20	2020/21*	2021/22	2022/23	2023/24	2025/26	2025/26				
							Q1	Q2	Q3	Q4	Total
Comments	26	20									
Concerns	20	18	6	13	16	20	2				2
Compliments	137	101	124	116	262	364	65				65
Suggestion		6	13	11	22	29	0				0
Complaints Stage 1	791	746	908	754	861	870	214				214
Total	974	891	1051	894	1161	1283	281	0	0	0	281
Complaints Stage 2 (accepted/rejected)	76	60	77/38*	71/30*	82/37*	162	52				52



N&H Stage 1 Complaints by business area 2025/26	Q1	Q2	Q3	Q4	Total
Housing Investment Service	57				57
KWL	80				80
Other Contractors	7				7
Strategy, Market Intervention & Growth	8				8
Business Development & Change	0				0
Access & Wellbeing	9				9
Area & Neighbourhood Management	53				53
	214	0	0	0	214



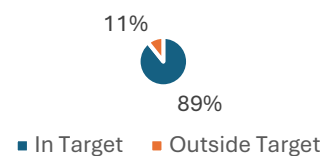
- 5.1.2 Complaints continue to form the bulk of all feedback, with the highest category for complaints continuing to relate to 'Quality of Service', and the business area receiving the most complaints being KWL.
- 5.1.3 The number of Stage 1 complaints received so far in 2025/26 (214) is slightly lower than the previous quarter (247).
- 5.1.4 The number of Stage 2 Review Requests continues to increase, rising by 12% in Q1 from the last quarter. There was a paper sent to HoS (Contracting & Investment) on 6 August 2025 outlining the reasons for this following an action from the Service Improvement Board.
- 5.1.5 The number of compliments continues to demonstrate a positive trend. We have received the same number of compliments in Q1 (65) as we did in the previous quarter.

5.2.1 Stage 1 Complaints answered within target

HOS and LGSCO KPIs - answer Stage 1 complaints with 10 working days

Stage 1 Complaints	Q1	Q2	Q3	Q4	Total
Non Repairs within 10 working days	64				64
Non Repairs over 10 working days	6				6
					70
Non Repairs completion rate	91%				
Repairs within 10 working days	127				127
Repairs over 10 working days	17				17
					144
Repairs completion rate	88%				

2025/26 Stage 1 complaints answered within 10 working days



- 5.2.1 89% of Stage 1 complaints in Q1 have been answered within target, which is a slight increase from 84% in the previous quarter.
- 5.2.2 The reasons for extensions are reported on and circulated each month, however, the summary of these is provided in the separate repairs and non-repairs Q1 insight reports.
- 5.2.3 In terms of non-repairs, Strategy, Market Intervention & Growths completion rate within 10 working days (50% in Q1) continues to lag behind other business areas. This follows on from the trend seen in 2024/25 and is the reason for this being a recommendation from this report.

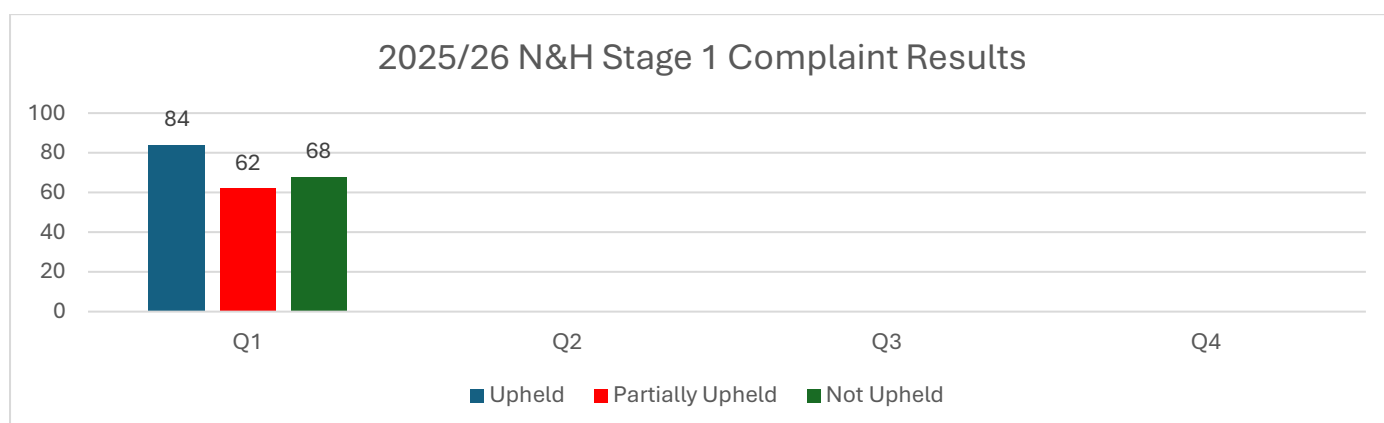
5.3 Stage 1 Complaints – Repairs

- 5.3.1 There was a total of 144 Stage 1 complaints received for repairs in Q1, which has decreased from 160 the previous quarter.
- 5.3.2 The most common complaint category within cases that have either been upheld or partially upheld continues to be 'Quality of Service' and this remains a focus.
- 5.3.3 67% (97) Stage 1 complaints were upheld or partially upheld in Q1, with the highest number being attributed to KWL.
- 5.3.4 A more detailed summary of the Stage 1 complaints data and feedback for repairs can be found in **appendix B (see section 16)**

5.4 Stage 1 Complaints – Non-Repairs

- 5.4.1 There was a total of 70 Stage 1 complaints received for non-repairs in Q1, which has decreased from 87 in the previous quarter.
- 5.4.2 The most common complaint category within cases that have either been upheld or partially upheld is 'Quality of Service'.
- 5.4.3 70% (49) Stage 1 complaints were upheld or partially upheld in Q1, which is an increase of 22% from the previous quarter, and is substantially higher than any quarter in 2024/25.
- 5.4.4 A more detailed summary of the Stage 1 complaints data and feedback for non-repairs can be found in **appendix A (see section 16)**

6. Stage 1 Complaints – Results



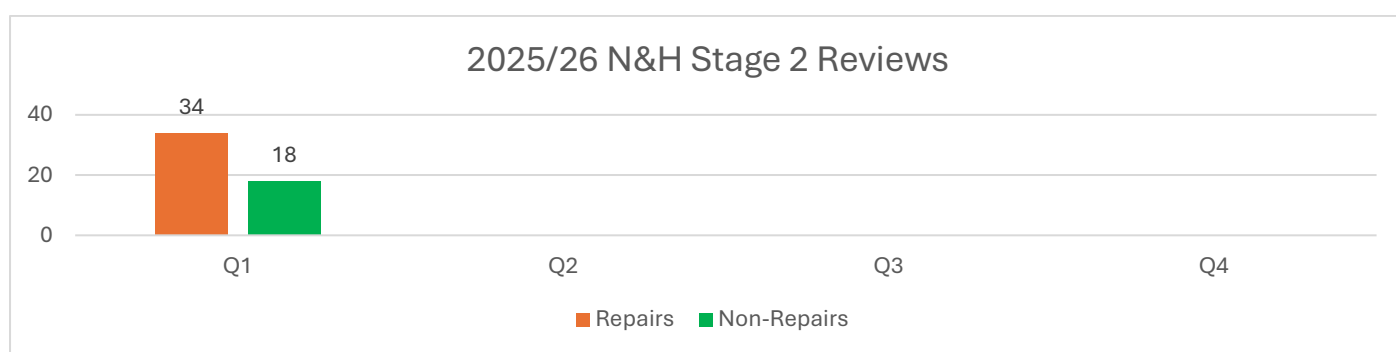
- 6.1 68% of all N&H Stage 1 complaints in Q1 have been upheld or partially upheld, which is an increase of 17% from the previous quarter.
- 6.2 In terms of financial implications, a financial gesture of goodwill was offered (in line with N&H compensation guidelines/HOS guidance) for the following in Q1:

Repairs – 18 Stage 1 complaints – Total of £5590
Non-Repairs – 2 Stage 1 complaints – Total of £3000

A more detailed summary for the reasons for offering the financial gestures of goodwill can be found in **appendix A and appendix B (see section 16)**.

7. Stage 2 Reviews

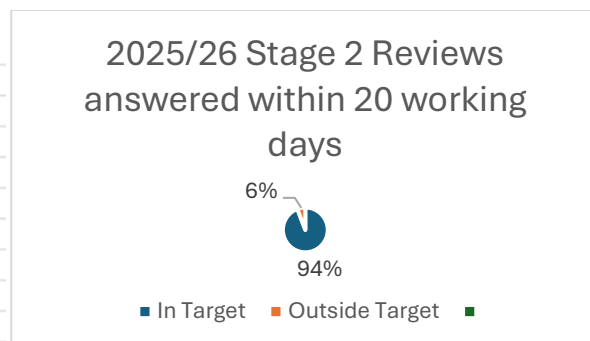
- 7.1 There were 52 Stage 2 Reviews in total in Q1, which is an increase from the previous quarter (46).



7.2 Stage 2 Reviews answered within target

HOS and LGSCO KPIs -_answer Stage 2 Reviews within 20 working days

Stage 2 Reviews	Q1	Q2	Q3	Q4	Total
Non Repairs within 20 working days	18				18
Non Repairs over 20 working days	0				0
					18
Non Repairs completion rate	100%				
Repairs within 20 working days	31				31
Repairs over 20 working days	3				3
					34
Repairs completion rate	97%				

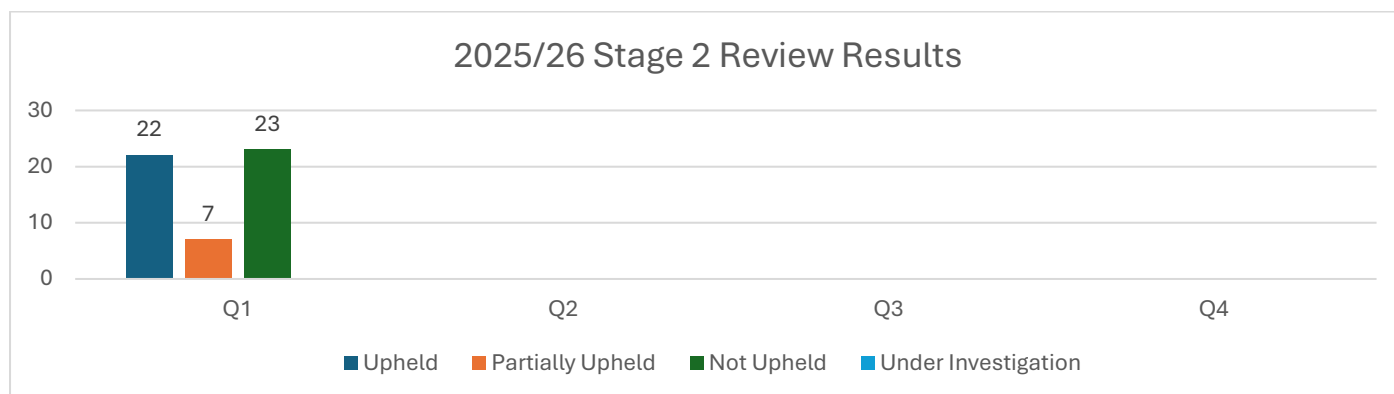


- 7.2.1 In Q1, 94% of Stage 2 Reviews were completed within target, which is an increase of 16% from the previous quarter.
- 7.2.2 The reasons for extensions are reported on and circulated each month, however, the summary of these is provided in the separate repairs and non-repairs Q1 insight reports.
- 7.2.3 In terms of non-repairs, all business areas have achieved their target on these, resulting in a 100% completion rate, which has remained consistent from the previous quarter.

7.3 Stage 2 Review Results

- 7.3.1 In Q1, 56% of all Stage 2 Reviews for N&H have been either upheld or partially upheld, which has decreased slightly from 61% in the previous quarter.

- 7.3.2 As per the Stage 1 complaints, 'Quality of Service' is the predominant category of the reviews that were upheld or partially upheld.



8. Designated Tenant Panel

- 8.1 Tenant Experience, Influence and Support Manager met with the DTP on 3 July 2025 to determine if they wish to continue to offer their services. They confirmed that they do wish to continue, as they are aware of the length of time dealings with the Ombudsman can take, and they want to continue to offer the opportunity for local resolution.
- 8.2 Customer Feedback Manager met with the DTP on 24 July 2025 to present the Q4 2024/25 Quarterly Insight Report and discuss this. These meetings will continue to take place regularly, with the next meeting booked in on 16 September 2025 (to discuss the Q1 2025/26 Insight Report and the HOS Self Assessment).
- 8.3 There have been 0 Designated Tenants Complaints Panels in Q1.

9. Ombudsman

- 9.1 There was 1 final adjudication from the Housing Ombudsman (HOS) in Q1 received in May 2025. The decision was that the complaint was resolved intervention. We offered to apologise and pay £250 compensation for the handling of gas service appointments and delays in responding to complaints. We also agreed to update the tenants' contact preferences. Both the HOS and the tenant have confirmed they are satisfied and that the actions taken to remedy the matters raised will resolve the complaint satisfactorily.
- 9.2 There were 0 final adjudications from the Local Government & Social Care Ombudsman (LGO) in Q1.
- 9.3 There were 2 'Learning from Severe Maladministration Reports' circulated to relevant members of staff within Q1.
- April – Focus on the 'Big 6 Building Safety Compliance Areas'
 - May – Focus on 'what makes good communication in complaint handling'
- 9.4 The Housing Ombudsman (HOS) contacted us in June 2025 advising that they were conducting a review of our complaints policy. We received an update from them on 30 July 2025 confirming that the review had been conducted and that they have made recommendations because of this. The document that they have sent us outlines a total of 22 recommendations. Customer Feedback Manager and Customer Feedback Team Leader have spent time updating the process and requested changes are made to the website that satisfy these recommendations. An update was sent to the HOS.
- 9.5 The next Self-Assessment is due to be submitted to the HOS by the end of September. Customer Feedback Manager is currently in the process of updating this document, which will include all relevant updates and changes from the recent review of the complaints policy carried out by HOS.

9.6 Customer Feedback Manager is due to meet with the Designated Panel on 16 September 2025 to go through the HOS Self-Assessment, and will also circulate this to Heads of Service for a review, and for any feedback or comments to be made and implemented before submission of the document to HOS.

10. Learning from Complaints

10.1 Key areas of learning from complaints show that 'Quality of Service' continues to be the predominant complaint category and continues to require focus. Improvements within this category can be made by:

- Keeping tenants updated (especially in relation to delays with adaptations and repairs)
- Ensuring that all service requests are actioned and responded to
- Improving the quality of repair works being completed

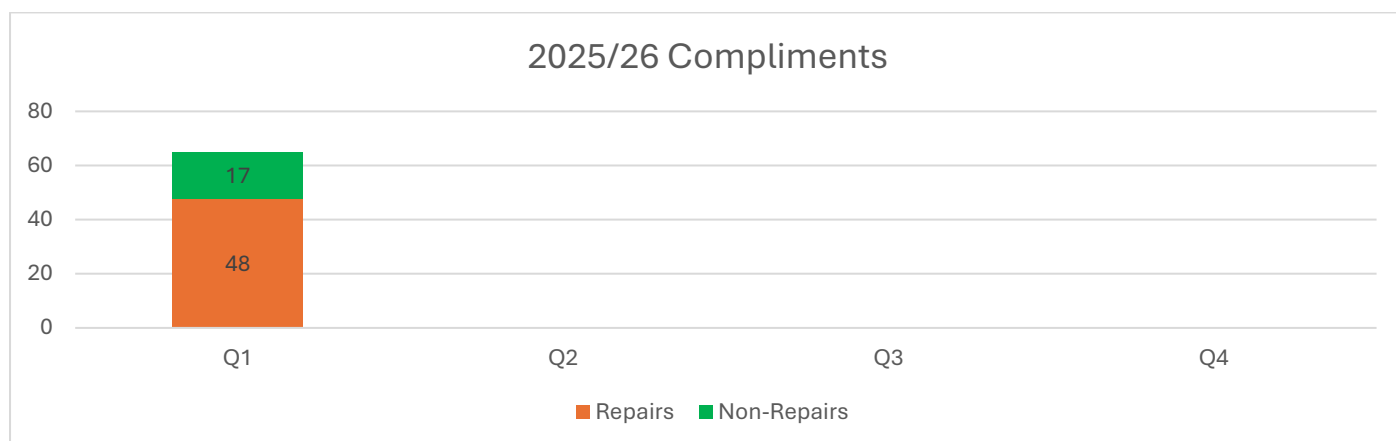
10.2 Other areas in which improvements can be made are:

- Ensuring we provide clear and good quality communications
- Staff ensuring that they always remain professional, provide good quality help and support, and show empathy and understanding

10.3 Joint learning carried out with KWL continues to identify improvements are required in the follow-on process (where KWL have attended but further works are required). This is contributing to delays in work being completed, or where orders are cancelled in error.

11. Compliments

11.1 We received 65 compliments in Q1 – this is the same number that we received in the previous quarter, demonstrating a level of consistency and continuing the positive trend seen in this area of customer feedback.



11.2 Compliment categories

11.2.1 All 17 compliments for non-repairs have been categorised as 'Staff' and have been passed to the relevant people.

11.2.3 In relation to repairs., the breakdown of compliments are:

- KWL (45)
Courtesy & Respect (27)

Quality of Service (18)

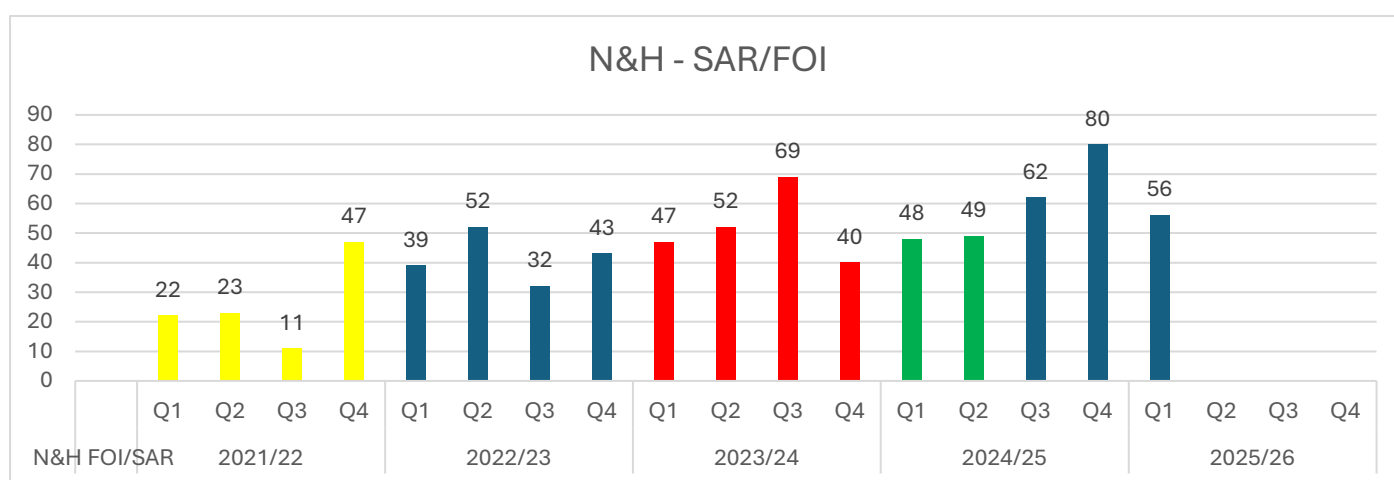
- Housing Investment (3)
Courtesy & Respect (3)

11.3 All compliments continue to be featured in the In-House Staff newsletter, along with case studies.

12. N&H Culture Change Programme

12.1 This section of the report provides information and updates on on-going work relating to values and culture change within Neighbourhoods & Housing, incorporating the Stop Social Housing Stigma (SSHS) campaign, learning and development etc. Customer Feedback Manager is finalising the proposal for this programme and will provide further information and updates on this as this progresses.

13. Freedom of Information/Subject Access Requests



13.1 As much as the number of FOI/SAR's received in Q1 has decreased from the previous month, the volume of these remains high, and continues to occupy a proportion of people's time, both to process these and collate the information.

13.2 The information requested in FOI/SAR's often spans several business areas and requires a degree of cooperation and coordination to collate the information required. The Customer Feedback Team will coordinate the collation of information and invariably submit the final response to Information Governance.

14. Conclusions

14.1 Feedback received by N&H continues to be well-managed and regularly reviewed to promote learning and meet the requirements of the RSH and Housing Ombudsman.

14.2 SMT should continue to monitor complaint handling and completion times to ensure proper focus and prioritisation of complaint investigation and response.

15. Recommendations

	Date	Recommendation	Owner	Update
1	Q1 2025/26	Considerations to be made around how to increase the percentage of the complaints answered within target for Strategy, Market Intervention & Growth (see 5.2.3)	HoS – Strategy, Market Intervention & Growth	

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2	Q1 2025/26	Considerations to be made around how Service Requests are managed within all areas to reduce complaints. This has been a consistent reason for complaints being raised in terms of them either not being picked up at all, or delays in responding to these (see 10.1)	All HoS	
3	Q1 2025/26	Work to be undertaken on reviewing and updating the complaints policy/process and related webpages in response to recent review and recommendations received by Housing Ombudsman (see 9.4)	Customer Feedback Manager	

16. Appendices

- **Appendix A** - 'Non-Repairs' Customer Feedback Insight Report – Quarter 1 April – June 2025/26
- **Appendix B** – 'Repairs' Customer Feedback Insight Report – Quarter 1 April – June 2025/26