

Neighbourhoods & Housing

Customer Feedback Insight Report

**Quarter 2
(July-September 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'.

- Total feedback (348) received in Q2 is higher than what we received in Q1 (281). This is due to an increase in both complaints and compliments **(see 5.1)**
- Repairs continue to receive the most complaints. Repairs have received 63% of the total Stage 1 complaints in Q2 **(see 5.1)**
- Q2 – 63% of Stage 1 complaints upheld or partially upheld **(see 6.1)**
- Q2 - 96% of Stage 1 complaints completed within the parameters of the HOS complaint handling code **(see 5.2):**
Repairs – 93%
Non-Repairs – 100%
- Q2 – 64% of Stage 2 reviews upheld or partially upheld **(see 7.4)**
Q2 – 86% of Stage 2 reviews completed within the parameters of the HOS complaint handling code **(see 7.3):**
Repairs – 76%
Non-Repairs – 100%
- The most common complaint category across repairs and non-repairs continues to be 'Quality of Service' with 70% of complaints across N&H in Q2 being categorised as this **(see 5.3.2, 5.4.2)**
- Q2 – 95 Compliments received – 38% increase from Q1 **(see 11.1)**
- In terms of other feedback, there has been 1 suggestion received in Q2, and 2 concerns **(see 5.1)**
- In September, a decision was made by the Corporate Feedback Team that concerns would be removed as a feedback type **(see 8.2)**
- We received 4 Ombudsman final decisions in Q2 – 3 of which were upheld and 1 not upheld **(see 10.1, 10.2)**

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, 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 17).**
- Each Repairs quarterly Feedback Insight Report is currently discussed in detail with KWL colleagues.
- The Insight Reports will also be reviewed with the Senior Management Team, Practice Management, Scrutiny and the Designated Tenant Panel.

3. Update on previous 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	HoS – Strategy, Market Intervention & Growth	Discussed at SMT on 2 September 2025 Continuing to monitor this
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	Customer Feedback Team	CFT currently investigating this and collating further information – ongoing
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	Customer Feedback Manager	Complaints process updated in September 2025 – relevant webpages updated, N&H complaint handling toolkit updated, HOS updated.

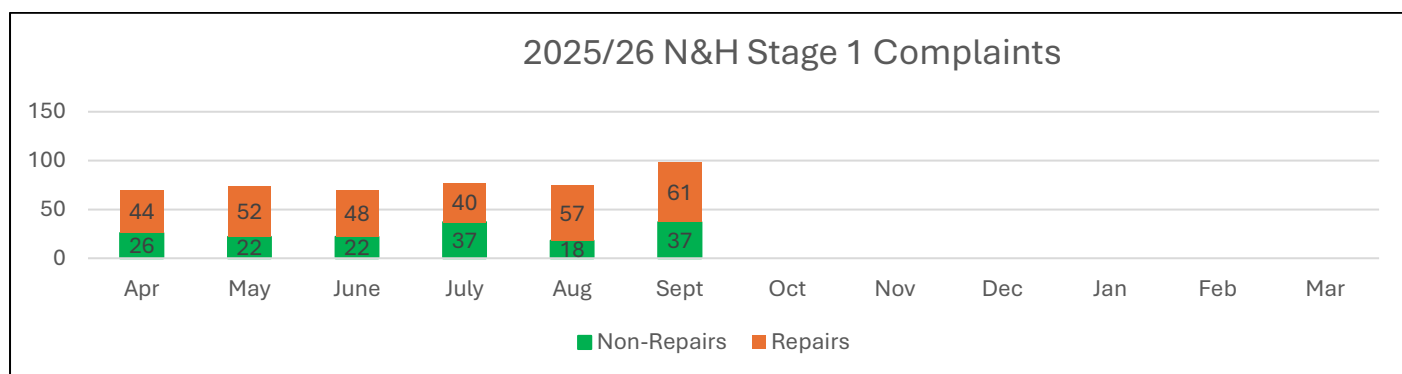
4. Recommendations from this report

	Date	Recommendation	Owner
1	Q2 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 – <i>ongoing from Q1</i>	Customer Feedback Team
2	Q2 2025/26	Additional training to be arranged with complaint actioning officers. Customer Feedback Manager to complete additional training for complaint Actioning Officers from November 2025 onwards starting 25 th with Housing Tenancy Managers as arranged with Operations Manager. Need to arrange with other business areas	Customer Feedback Manager
3	Q2 2025/26	Importance on process for complaints being answered in target will be reiterated to the team to ensure meeting the HOS code.	External Relations Manager
4	Q2 2025/26	HIS and KWL to agree the process for learning and service improvements identified via customer feedback.	External Relations Manager
5	Q2 2025/26	There has been increase in complaints with planned works. HIS Programme Manager investigating further to see what service improvements are required.	External Relations Manager

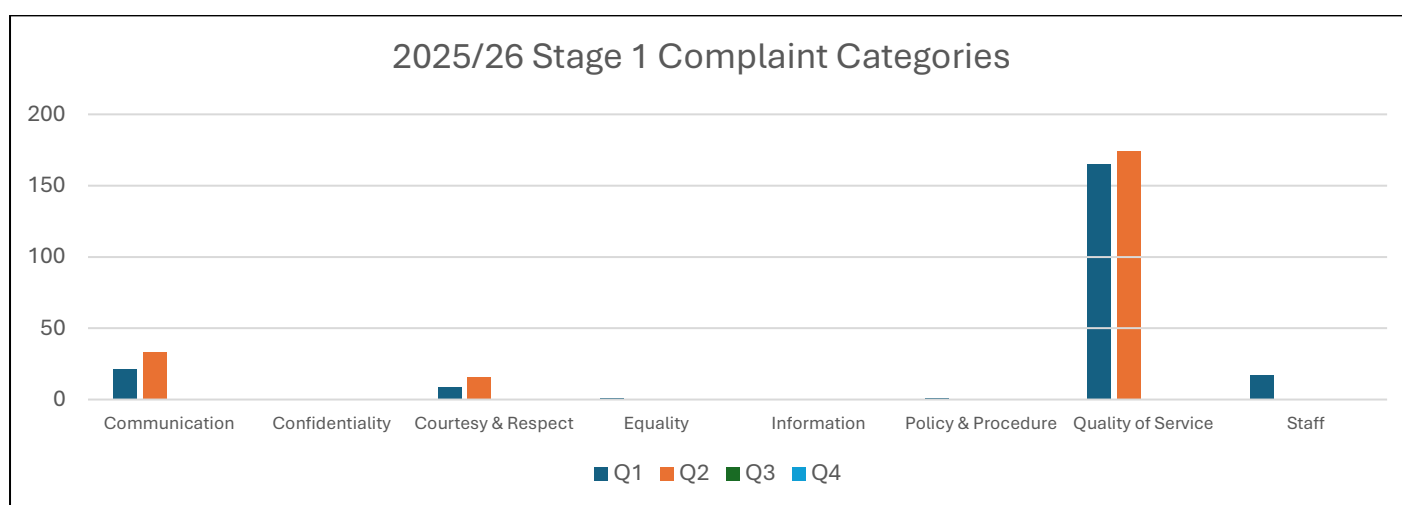
5. Feedback data and performance for Neighbourhoods & Housing 2025/26

5.1 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			4
Compliments	137	101	124	116	262	364	65	95			160
Suggestion		6	13	11	22	29	0	1			1
Complaints Stage 1	791	746	908	754	861	870	214	250			464
Total	974	891	1051	894	1161	1283	281	348	0	0	629
Complaints Stage 2 (accepted/rejected)	76	60	77/38*	71/30*	82/37*	162	52	59			111



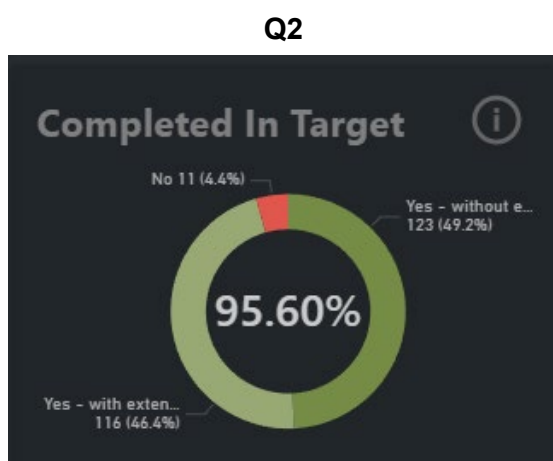
N&H Stage 1 Complaints by business area 2025/26	Q1	Q2	Q3	Q4	Total
Housing Investment Service	57	44			101
KWL	80	112			192
Other Contractors	7	2			9
Strategy, Market Intervention & Growth	8	15			23
Business Development & Change	0	2			2
Access & Wellbeing	9	16			25
Area & Neighbourhood Management	53	59			112
Total	214	250	0	0	464



5.1.1 Complaints continue to form the bulk of all feedback (250 received in Q2), with the highest category for complaints continuing to relate to 'Quality of Service', and the business area receiving the most complaints being KWL (112).

- 5.1.2 The number of Stage 1 complaints received in Q2 (250) is higher than the number received in Q1 (214).
- 5.1.3 Business Development & Change received 2 complaints in Q2 – this area has only received 8 complaints over the last 5 years. Both complaints related to the My Housing App.
- 5.1.4 The number of Stage 2 Review Requests continues to increase, rising by 12% in Q2 from Q1.
- 5.1.5 The number of compliments continues to demonstrate a positive trend. There has been a 38% increase in compliments received in Q2 from Q1.
- 5.1.6 In relation to other feedback – we received 2 concerns and 1 suggestion in Q2.

5.2 Stage 1 Complaints answered within target



- 5.2.1 Our Power BI data has been updated in order to clearly show the breakdown of complaints answered:
- Within 10 working day target (without extension) – 123
 - With extension (10 additional working days, in line with HOS complaint handling code) – 116
 - Outside of target dates – 11
- 5.2.2 This shows that 96% of Stage 1 complaints were completed within the parameters of the HOS complaint handling code:
Repairs – 93%
Non-Repairs – 100%
- 5.2.3 There were 116 Stage 1 complaints that were completed with an extension. These were compliant with the code in terms of holding letters being sent out to keep tenants informed.
- 5.2.4 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 Q2 insight reports.
- 5.2.5 There were 11 Stage 1 complaints that were not completed in target, or with an extension – these were all for Repairs.

5.3 Stage 1 Complaints – Repairs

- 5.3.1 There was a total of 158 Stage 1 complaints received for repairs in Q2, which has increased from 144 received in Q1.
- 5.3.2 The most common complaint category within cases that have either been upheld or partially upheld continues to be 'Quality of Service' with complaints showing dissatisfaction with delays and the quality of work delivered - this remains a focus.
- 5.3.3 67% (106) Stage 1 complaints were upheld or partially upheld in Q2, with the highest number being attributed to KWL.
- 5.3.4 There has been an increase in complaints linked to the delivery of planned internal improvements by KWL. Programme Managers within HIS who are responsible for this area are investigating further to identify service improvements.

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 17)**.

5.4 Stage 1 Complaints – Non-Repairs

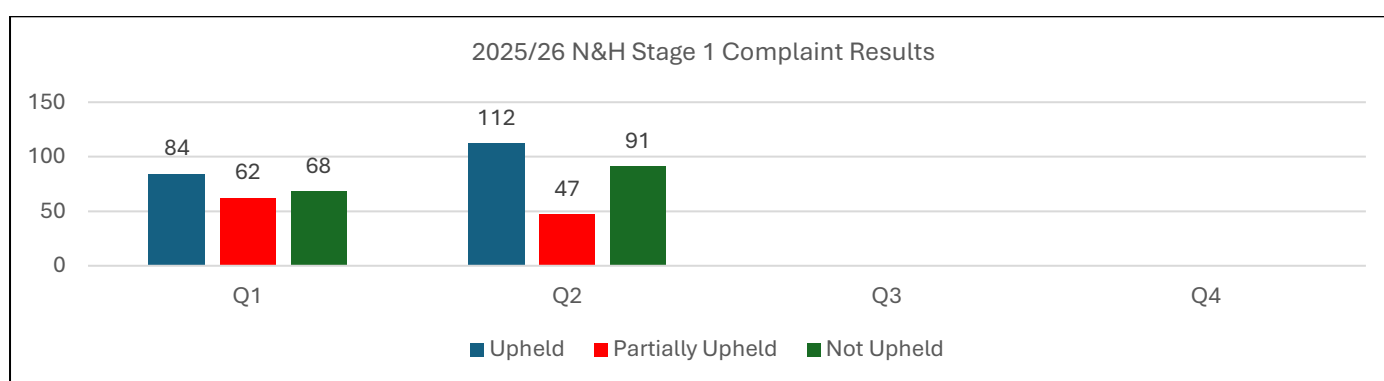
5.4.1 There was a total of 92 Stage 1 complaints received for non-repairs in Q2, which has increased from 70 in Q1.

5.4.2 The most common complaint category within cases that have either been upheld or partially upheld continues to be 'Quality of Service' with complaints showing dissatisfaction with our failure to respond and being unhappy with overall quality.

5.4.3 55% (51) Stage 1 complaints were upheld or partially upheld in Q2. This has decreased from 70% in Q1.

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 17)**

6. Stage 1 Complaints – Results



6.1 64% of all N&H Stage 1 complaints in Q2 have been upheld or partially upheld, which has decreased slightly from Q1 (68%)

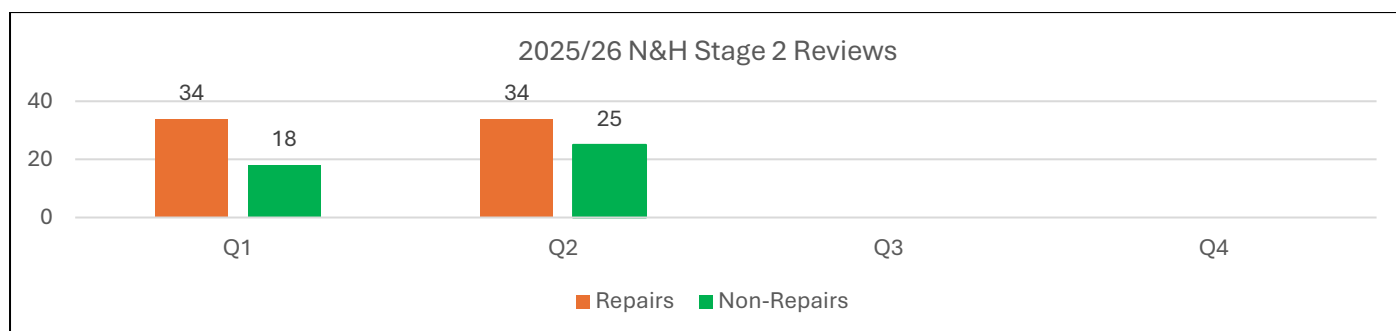
6.2 In terms of financial implications, a financial gesture of goodwill was offered (in line with N&H compensation guidelines/HOS guidance) for the following in Q2:

- Repairs – 23 Stage 1 complaints – Total of £5529
- Non-Repairs – 6 Stage 1 complaints – Total of £2250

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 17)**.

7. Stage 2 Reviews

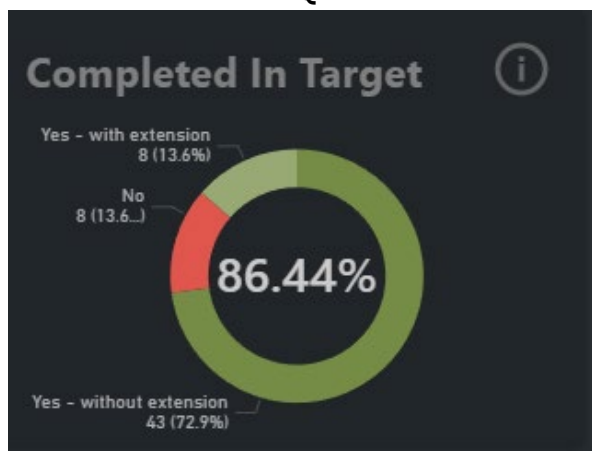
7.1 There were 59 Stage 2 reviews in Q2, which has slightly increased from the previous quarter (52).



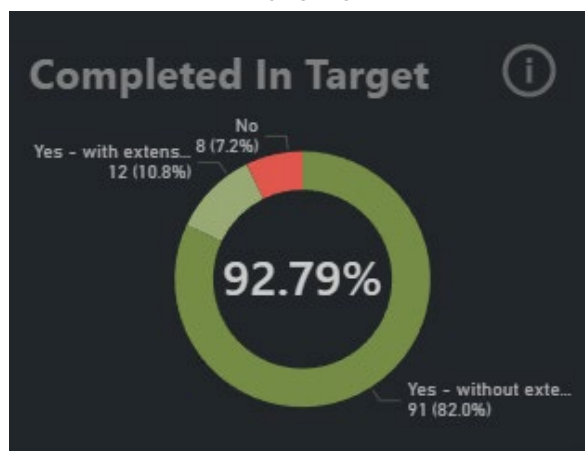
7.2 The continued increase in Stage 2 reviews remains largely because, as per the complaint handling code, we must accept any request for a Stage 2, as well as us being proactive in escalating, where necessary. There have also been a few repeat complainants raising Stage 2 complaints within Q2.

7.3 Stage 2 Reviews answered within target

Q2



2025/26



7.3.1 In Q2 - 86% of Stage 2 reviews completed within the parameters of the HOS complaint handling code:

Repairs – 76%

Non-Repairs – 100%

7.3.2 There were 8 Stage 2 reviews that were completed with an extension. These were compliant with the code in terms of holding letters being sent out to keep tenants informed.

7.3.3 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 Q2 insight reports.

7.3.4 There were 8 Stage 2 reviews that were not completed in target, or with an extension – these were all for Repairs.

7.4 Stage 2 Review Results

7.4.1 In Q2, 64% of all Stage 2 Reviews for N&H have been either upheld or partially upheld, which has increased slightly from 56% in the previous quarter.

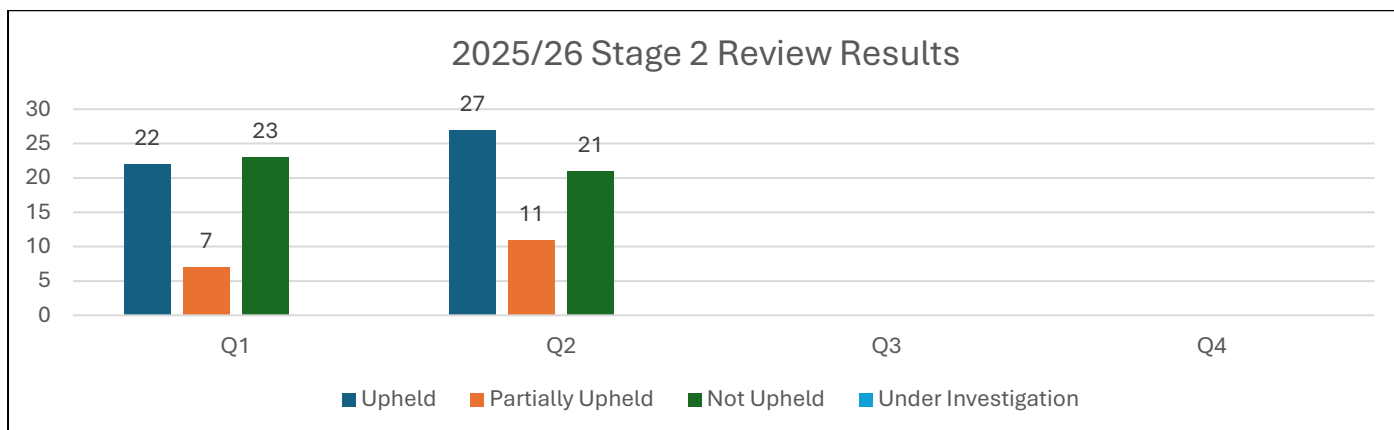
7.4.2 As per the Stage 1 complaints, 'Quality of Service' is the predominant category of the reviews that were upheld or partially upheld.

7.4.3 A more detailed summary of the Stage 2 review data and feedback can be found in **appendix A and appendix B (see section 17)**.

7.4.4 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 Q2:

- Repairs – 13 Stage 2 Reviews – Total of £3480
- Non-Repairs – 5 Stage 2 Reviews – Total of £1450

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 17)**.



8. Other Customer Feedback

- 8.1 N&H received 2 concerns in Q2 (1 for Repairs and 1 for Non-Repairs)
- 8.2 In September, a decision was made by the Corporate Feedback Team that concerns would be removed as a feedback type. This decision was made following criticism from the Housing Ombudsman Service when they completed a review and following an assessment on the low volume of them received into the authority. Moving forward any complaints that would have been reclassified to concerns will now need to be responded to as complaints. It is anticipated that this should not increase workload significantly. The complaints process and relevant webpages have been updated following this decision.
- 8.3 There was 1 suggestion received in Q2 – this was for non-repairs.

9. Designated Tenant Panel

- 9.1 Customer Feedback Manager met with the DTP on 16 September 2025 to present and discuss the Q1 2025/26 Insight Report and the HOS Self-Assessment.
- 9.2 There have been 0 Designated Tenants Complaints Panels in Q2.

10. Ombudsman

- 10.1 There were 3 final decisions received from the Housing Ombudsman (HOS) in Q2:
- *Upheld – Service Failure in handling residents request for a fence to be replaced or repaired, and unreasonable delays.*
 - *Upheld – Maladministration in handling the residents damp and mould concerns and associated repairs, delays with management of repairs, inconsistencies with application of repairs policy, not being proactive in updating the resident and poor communication.*
 - *Not Upheld – No Maladministration in the handling of repairs or response to residents reports about mental health.*
- 10.2 There was 1 final decision from the Local Government & Social Care Ombudsman (LGO) in Q2:
- *Upheld – Fault and Injustice for delay in installing a level access shower in the home and poor quality of works.*
- 10.3 There were 3 'Learning from Severe Maladministration Reports' circulated to relevant members of staff within Q2.
- *July – Focus on anti-social behaviour*
 - *August - Focus on window complaints*
 - *September – Focus on 'silent' severe maladministration areas*
- 10.4 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 sent us outlined a total of 22 recommendations. Customer Feedback Manager and Customer Feedback Team Leader spent time updating the process, the relevant webpages were updated, and an update was sent to the HOS confirming this.

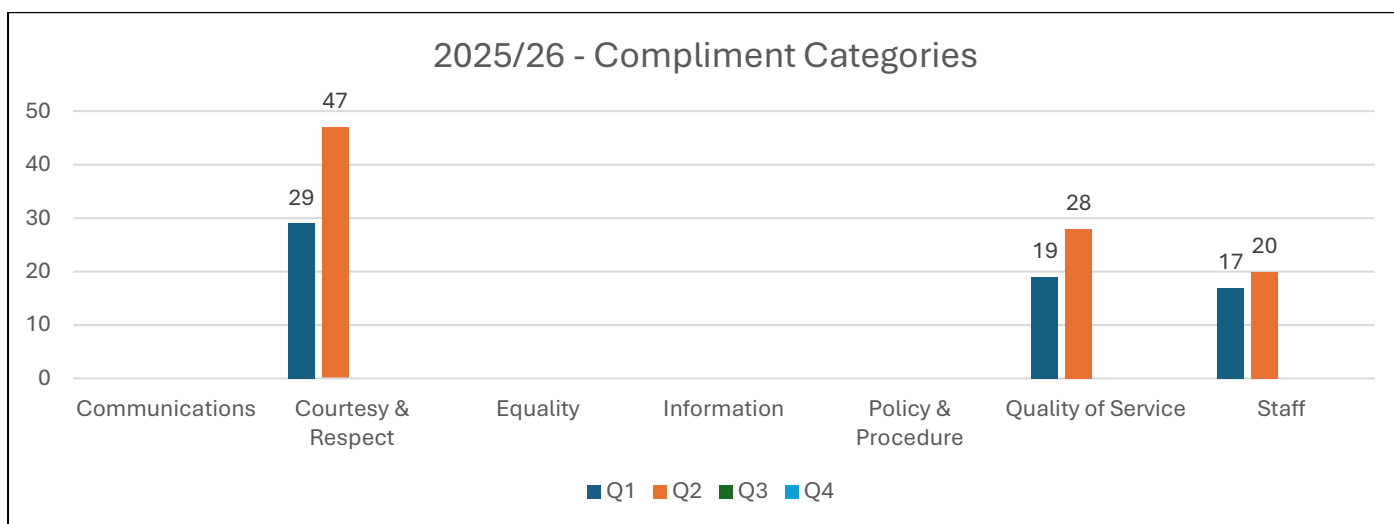
- 10.5 The HOS Self-Assessment was due to be submitted to the HOS by the end of September. Customer Feedback Manager submitted this on time following this being reviewed with Corporate Feedback Team, SMT Designated Tenant Panel and Audit Committee.
- 10.6 We received contact from the HOS on 23 October 2025 requesting a Governing Body Statement to the Self-Assessment. It was not made clear that this was a requirement when completing the submission, however, this is something that the Corporate Feedback Team are currently dealing with and is due to be submitted to HOS by 26 November 2025.
- 10.7 The HOS published their Annual Complaint Review in September 2025 – this report showed that there has been an improvement in our maladministration rate from 86% in 2023-24 down to 67% in 2024/25, and that this is lower than the national rate.
- 10.8 We received an email from Cllr Collinson following the report to the Audit Committee in September advising that we have a much lower rate than other urban authorities of Housing landlord complaints upheld by the Ombudsman and that this should be recognised positively.

11. Learning from Complaints

- 11.1 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
 - Ensuring that all service requests are actioned and responded to
 - Improving the quality of repair and adaptation works being completed
 - Managing delays with adaptations
 - Providing accurate information
- 11.2 Other areas in which improvements can be made are:
- Staff ensuring that they always remain professional, provide good quality help and support, and show empathy and understanding
 - Communicating visits and avoiding ad-hoc visits, where possible
 - Ensure accurate records are kept
- 11.3 Joint learning continues to be carried out with KWL and this will include agreeing a the process for learning and service improvements identified via customer feedback.

12. Compliments

- 12.1 We received 95 compliments in Q2 – this is a 38% increase from Q1 and demonstrates the continuing and positive trend seen in this area of customer feedback.



12.2 Compliment categories

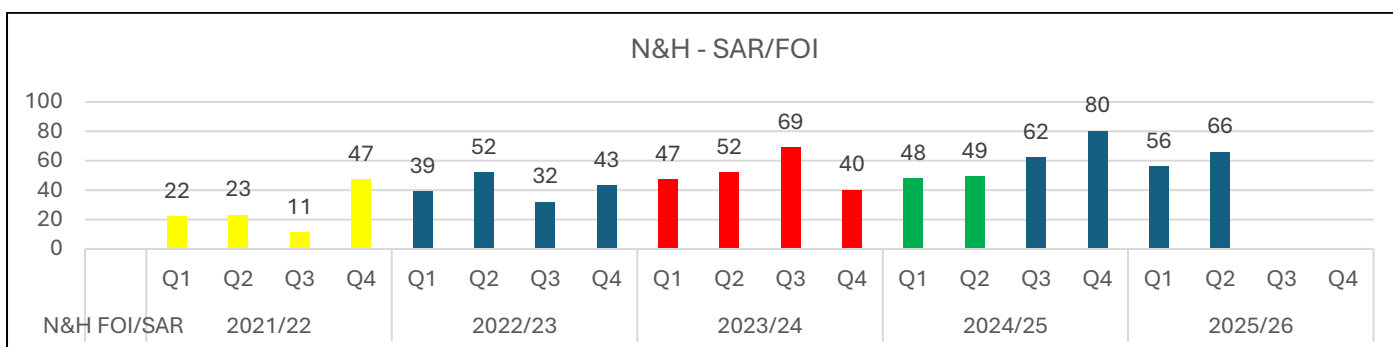
12.2.1 All 20 compliments for non-repairs have been categorised as ‘Staff’ and have been passed to the relevant people.

12.2.2 In relation to repairs, the breakdown of compliments are:

- KWL (71)
Courtesy & Respect (44)
Quality of Service (27)
- Housing Investment (4)
Courtesy & Respect (3)
Standard of Work (1)

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

13. Freedom of Information/Subject Access Requests

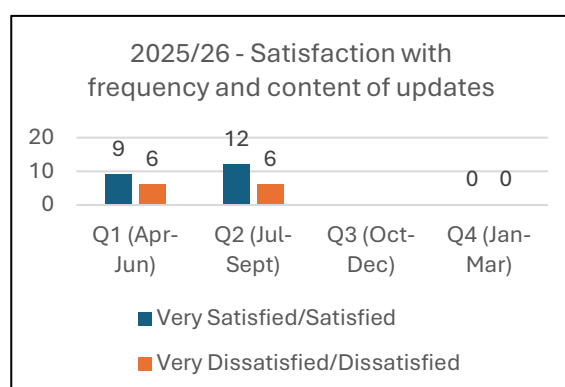
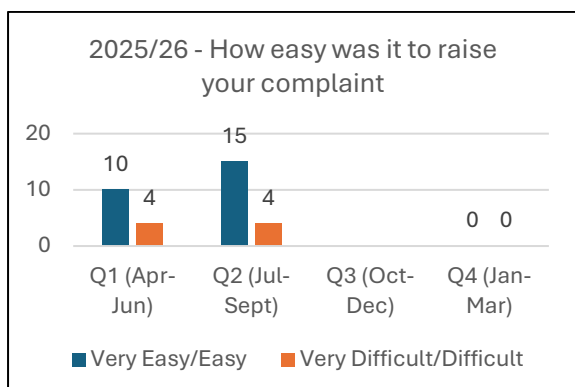


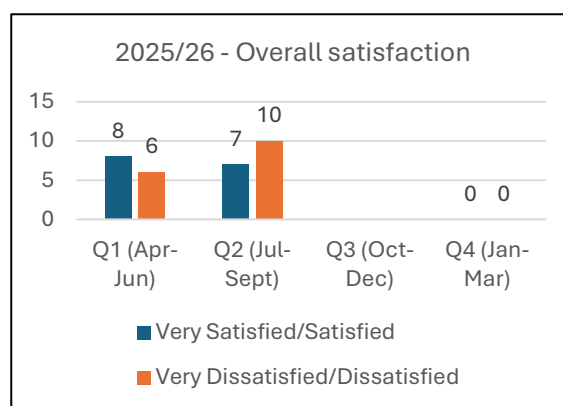
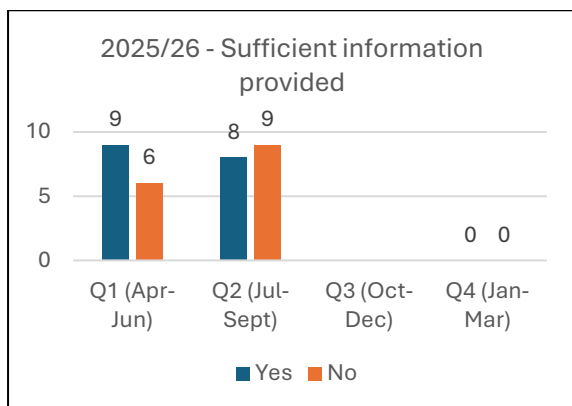
13.1 We received 66 FOI/SAR requests in Q2, which has increased from Q1. The volume of these remains high, and continues to occupy a proportion of people’s time, both to process these and collate the information.

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. Customer Satisfaction Surveys

14.1 There were 149 surveys sent out in Q2 across N&H. We received responses for 20 of these which is a 13% response rate. Some of the responses did not answer all questions.





14.2 Some of the key points we can take from negative comments are:

- Further investigations into what workmen are doing rather than just taking their word for it
- Ensure appointments are followed through with
- Ensure tenants are kept informed and updated
- Ensure it is easy for tenants to contact us throughout complaint process
- Ensure correspondence is of a high standard

15. **Conclusions**

15.1 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.

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

16. **Recommendations**

	Date	Recommendation	Owner
1	Q2 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 – <i>ongoing from Q1</i>	Customer Feedback Team
2	Q2 2025/26	Additional training to be arranged with complaint actioning officers. Customer Feedback Manager to complete additional training for complaint Actioning Officers from November 2025 onwards starting 25 th with Housing Tenancy Managers as arranged with Operations Manager. Need to arrange with other business areas	Customer Feedback Manager
3	Q2 2025/26	Importance on process for complaints being answered in target will be reiterated to the team to ensure meeting the HOS code.	External Relations Manager
4	Q2 2025/26	HIS and KWL to agree the process for learning and service improvements identified via customer feedback.	External Relations Manager
5	Q2 2025/26	There has been increase in complaints with planned works. HIS Programme Manager investigating further to see what service improvements are required.	External Relations Manager

17. **Appendices**

- ***Appendix A*** - 'Non-Repairs' Customer Feedback Insight Report – Quarter 2 July-September 2025/26
- ***Appendix B*** – 'Repairs' Customer Feedback Insight Report – Quarter 2 July-September 2025/26