Hull City Council

Neighbourhoods & Housing

Customer Feedback Insight Report

Quarter 3 (October-December 2025)

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 Transparency, Influence and Accountability Consumer Standard sets out that 'Tenants' complaints are addressed fairly, effectively and promptly'.

- Total feedback (336) received in Q3 is slightly lower than what we received in Q2 (348). This is mainly due to a decrease in the number of compliments received, as we did receive a higher number of Stage 1 complaints in Q3 (271) than we did in Q2 (250).
- Repairs continue to receive the most complaints - 67% (180) of the complaints received in Q3 were attributed to repairs.
- KWL continue to receive the most complaints by business area – 130 Stage 1 complaints in Q3 were attributed to them.
- 100% of Stage 1 complaints for non-repairs were completed within the parameters of the Ombudsman complaint handling code and what we report on (including extensions being granted) – 77% of these were completed within the initial 10 working days, without an extension. We include both figures within this report – the 100% refers to the overall completion rate and what we report on to the Regulator, however, we also include the 77% so that Heads of Service are kept informed of specific reasons that their teams require extensions to monitor and implement any service updates/improvements that may be required. This is the same when outlining the figures for any extensions throughout this report.
- 87% of the Stage 1 complaints for repairs were completed within the parameters of the Ombudsman complaint handling code and what we report on (including extension being granted) – 29% of these were completed within the initial 10 working days, without an extension. Further training and support has been provided to the team to ensure HOS guidelines are met.
- 68% of Stage 1 complaints were upheld or partially upheld in Q3 across N&H.
- 100% of the Stage 2 reviews for non-repairs were completed within the parameters of the Ombudsman complaint handling code and what we report on (including extensions being granted) – 90% of these were completed within the initial 20 working days without an extension.
- 97% of the Stage 2 reviews for repairs were completed within the parameters of the Ombudsman complaint handling code and what we report on (including extensions being granted) – 65% of these were completed within the initial 20 working days without an extension.
- 57% of Stage 2 reviews were upheld or partially upheld in Q3 across N&H.

- The most common category of complaints continues to be ‘quality of service’, with the figures rising in the number of complaints within this category throughout the year – 70% of the Stage 1 complaints received in Q3 were categorised as this.
- We received 61 compliments in Q3 – This has decreased from the 95 that were received in Q2.
- We received 4 suggestions in Q3.
- We received 3 Ombudsman final decisions in Q3.
- There is an upcoming change to the way housing complaints will be processed. Additional stages have been built into the existing complaints process in Granicus, so that all complaints can now be fully managed within the Granicus system. Investigating officers, including colleagues from KWL, will be asked to upload information from their complaint investigation directly into Granicus, rather than through email as they do currently. Using one system from the point a complaint is made through to closure creates a clear golden thread of information. This ensures everything relating to a complaint is kept together, making cases easier to track, review, and manage. We plan to go live with these changes in April and an official ‘go live’ date will be announced in due course. To support this change, training sessions for investigating officers will take place and accompanying training videos distributed.

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.
• Quarterly feedback relating to repairs is currently discussed in detail with KWL colleagues.
• The Insight Reports will also be shared with the Senior Management Team, Practice Management Team, Scrutiny and the Designated Tenant Panel.

3. Update on previous recommendations

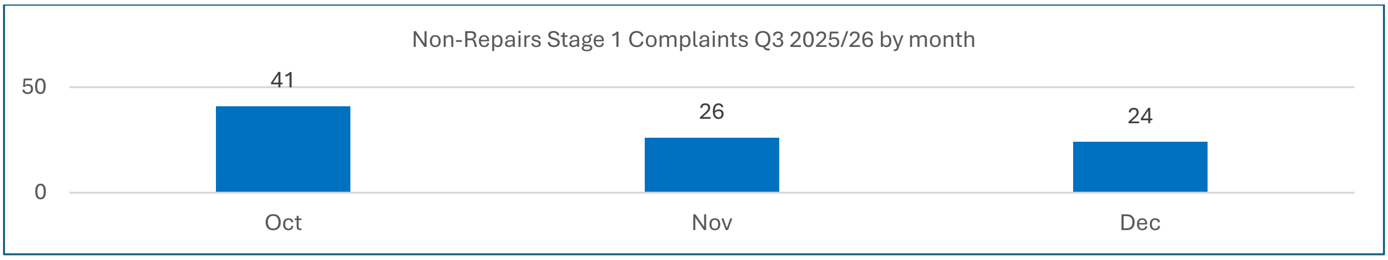
	Date	Recommendation	Owner	Update
1	Q2 2025/26	Considerations to be made around how Service Requests are managed within all areas to reduce complaints. This has been a consistent reason for complaints being raised in terms of them either not being picked up at all, or delays in responding to these.	Customer Feedback Team	A spreadsheet has been created with the view to investigate any complaints where issues with service requests have been raised – we have not received a large enough number to fully investigate this
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 25th with Housing Tenancy Managers as arranged.	Customer Feedback Manager	Training has been provided to Housing Tenancy Managers and Senior Tenancy Officers. Customer Feedback Manager to arrange with other teams.

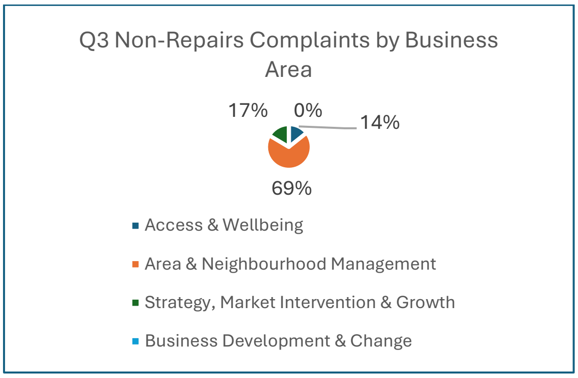
		Need to arrange with other business areas.		
3	Q2 2025/26	Importance on process for complaints being answered in target will be reiterated to the team to ensure meeting the HOS code.	External Relations Manager	Team has been briefed on HOS targets, monitoring will continue. Resource pressure has affected team. Recruitment completed to bolster team. Training underway, results will come through, but performance is still likely to be under for Q3/Q4. The introduction of a back-office process in Granicus from April will assist. The team are currently working in multiple systems to manage feedback
4	Q2 2025/26	HIS and KWL to agree the process for learning and service improvements identified via customer feedback.	External Relations Manager	Still under change control process with KWL. Further meeting on 5 March
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	Investigations taking place.

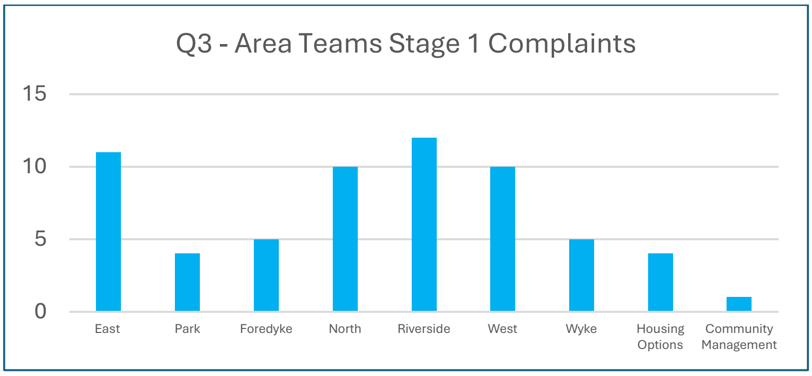
4. **Recommendations from this report**

	Date	Recommendation	Owner
1	Q3 2025/26	All staff who deal with complaints will need to ensure that they have received training for the upcoming changes to the way housing complaints will be processed. An email was circulated on 27th March 2026 regarding this.	All HoS
2	Q3 2025/26	If staff are out of the office (either on leave, sick or for another reason), we will need to be informed of this straight away so that complaints can be re-allocated accordingly and we can work towards still meeting the deadlines for complaint responses. This will be even more important when the Granicus changes come in from April as all of the re-assignment process will need to be done through the system, as opposed to via email.	All HoS
3	Q3 2025/26	Service improvements are needed to prevent future complaints by ensuring that service requests are monitored, actioned and responded to, tenants are being provided with updates, we are providing correct and consistent information, that professionalism is demonstrated at all times, that we consider and implement reasonable adjustments, that information and data is being input correctly, that delays are managed and prevented (where possible), that communication between teams improves.	All HoS

5. **Complaint feedback data and performance for Housing Non-Repairs Q3 (Oct-Dec 2025)**







5.1 **Summary of non-repairs Stage 1 complaints in Q3**

5.1.1 The number of complaints received in Q3 (91) remains consistent with the number received in Q2 (92).

5.1.2 Area & Neighbourhood Management continues to receive the highest number of complaints with 69% (63) of these being attributed to this area in Q3. This is consistent with the numbers received for this business area throughout the year so far.

5.1.3 The area team that has received the highest number of complaints is Riverside (12).

5.1.4 Access & Wellbeing have received 20% less complaints (13) than they did in Q2.

5.1.5 Strategy, Market Intervention & Growth have received the same number of complaints as they did in Q2 (15).

5.1.6 Business Development & Change have not received any complaints in Q3.

5.1.7 There were 2 Stage 1 complaints that were withdrawn in Q3, both for Access & Wellbeing. The reasons for withdrawing these complaints is below:

- Investigating Officer called to have a conversation regarding the medical priority which the complainant was happy with and asked for the complaint to be cancelled
- During a call with the Investigating Officer, the complainant advised the problem had been rectified and she had signed for the property since raising the complaint

5.2 **Non-Repairs Stage 1 complaints Q3 answered within target**
(KPI – Stage 1 Complaints – 10 working days)

Non-Repairs Complaints by Business Area	Q3 Stage 1 Complaints	Q3 % completed within 10 working days
Access & Wellbeing	13	46%
Area & Neighbourhood Management	63	89%
Strategy, Market Intervention & Growth	15	47%
Business Development & Change	0	100%

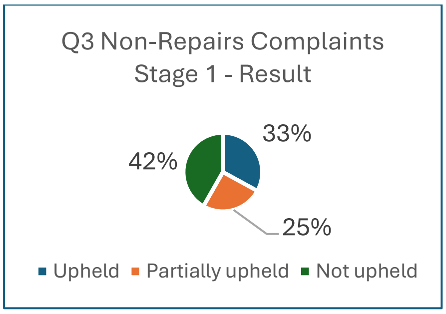
5.2.1 77% (70) of Stage 1 complaints were answered within 10 working days in Q3 – this has decreased from 83% in Q2.

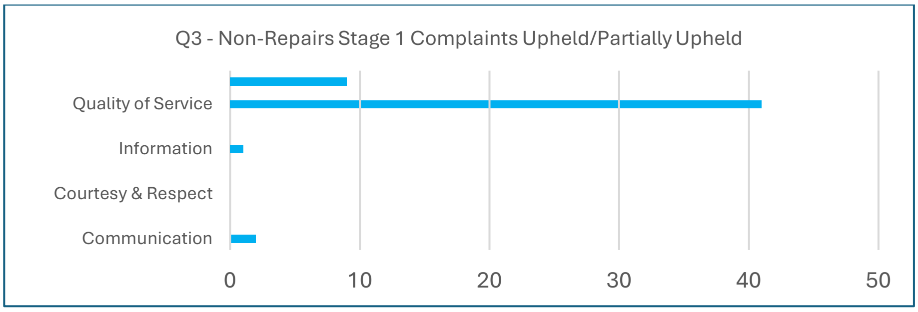
5.2.2 21 of the Stage 1 complaints had extensions granted in line with the Ombudsman's complaint handling code – **100%** of the Stage 1 complaints were therefore still completed within the overall target and parameters of the code.

5.2.3 The 21 cases where extensions were granted were compliant with the complaint handling code, with holding letters being sent out to keep customers informed. The details of the extensions are below:

Access and Wellbeing	Case is still under review and the Investigating Officer has requested an extension to allow more to to provide the stage 1 response
	The Investigating Officer needs to speak with the complainant before the stage 1 response can be issued
	Investigating Officer is the only mananger available due to annual leave and sickness. Assessment & Advice Team supporting with other complaint. Needs further time to review this case
	Investigating Officer is waiting to hear back from legal before she can send her stage 1 response
	Investigating Officer needs to speak to the caseworker who is not available until 25/11/2025. Complainant has been contacted to advise
	Investigating Officer is seeking advice relating to aspects of the complaint so requires more time
	The Investigating Officer is currently reviewing the case however, due to the upcoming bank holidays he will require more time to provide his stage 1 complaint response
Neighbourhoods and Housing Management	There are ten points on the complaint that need investigation from number of teams. The majority of information has been received. Waiting for info from Council tax
	Investigating Officer has a large volume of information to investigate and the complainant has added further points since the complaint was raised that also need to be considered
	Investigating Officer needs to speak to the Tenancy Officer dealing with this tenancy but she is on leave
	Complaint needs input from Major Projects. MP have requested an extension so they can provide a comprehensive response about the parking issues and what can/can't be done
	Investigating Officer is waiting for information from the Housing Investment Service before she can provide the stage 1 response
	Investigating Officer requires more time to investigate the allegations made about the tenancy officer.
	Investigating Officer has advised this case is complex as it relates to an SMT decision on the RTB and she need to liaise with officers that are now off for the festive season
Strategy, Market Intervention and Growth	Investigating Officer requires more time to investigate the concerns raised
	Investigating Officer requires more time to investigate the concerns raised
	Investigating Officer needs to speak to a member of staff about the complaint. He is currently unwell and not expected back until the new year
	Investigating Officer has requested more time - still gathering information for the complaint
	Investigating Officer needs more time to complete the investigation due to resource issues
	Investigating Officer is still liaising with contractors regarding the adaption work
	Extended to allow extra time due to bank holiday/concessionary day and for the investigating officer to liaise with Childrens OT services

5.3 Non-repairs Stage 1 complaint results





5.3.1 58% of Stage 1 complaints were upheld/partially upheld in Q3 (53). This has remained consistent with the numbers seen in Q2.

5.3.2 'Quality of service' continues to be the most common category of complaint – we upheld/partially upheld 41 complaints in this category in Q3, which is an increase from Q2.

5.3.3 The sub categories within 'quality of service' where we have upheld or partially upheld complaints in Q3 are:

Q3 Non-Repairs Stage 1 Complaint Upheld/Partially Upheld - Quality of Service Sub Categories	
Disagree with Assessment	1
Failure to respond	9
Increase/change in charge	1
Response times/delays	2
Service waiting time	8
Unhappy with Quality	18
Other	2

5.3.4 Some of the specific issues identified from the upheld or partially upheld complaints are:

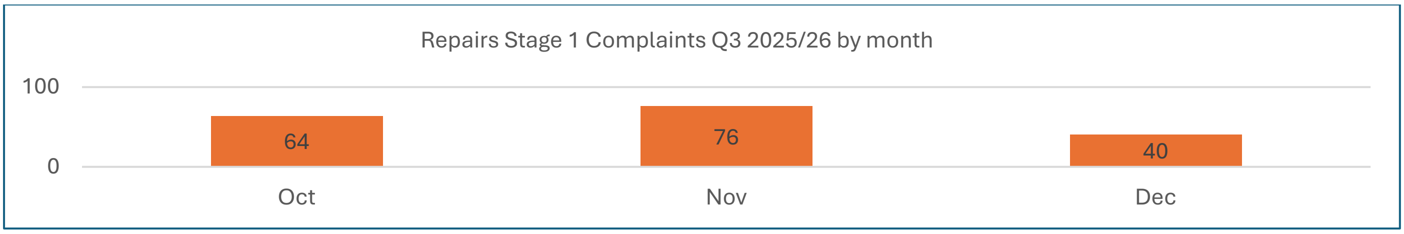
- Service requests not being acknowledged or actioned
- Long periods with no updates
- Customers having to chase for information
- Wrong or inconsistent information being provided
- Poor communication between internal teams
- Delays in adaptatons without progress or explanation

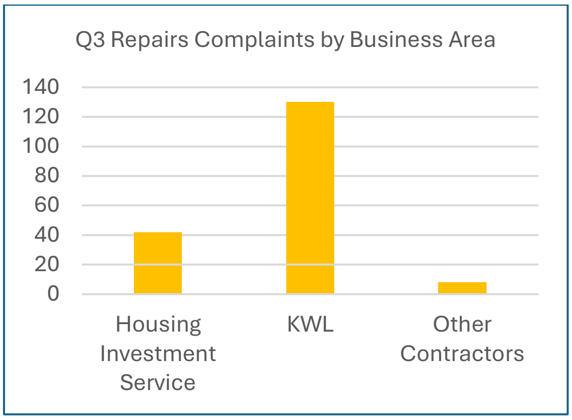
- Void properties not being ready, when promised
- Mutual exchanges being delayed due to missed repairs
- Delays with adaptations, processing refunds, changes in tenancy, direct lets and succession cases
- Incorrect data being input
- Failure to follow policy or procedure
- Adaptation work not completed correctly
- Contractors not following professional standards
- Property condition not meeting standards following void periods
- Reasonable adjustments not followed, where appropriate e.g. email only request

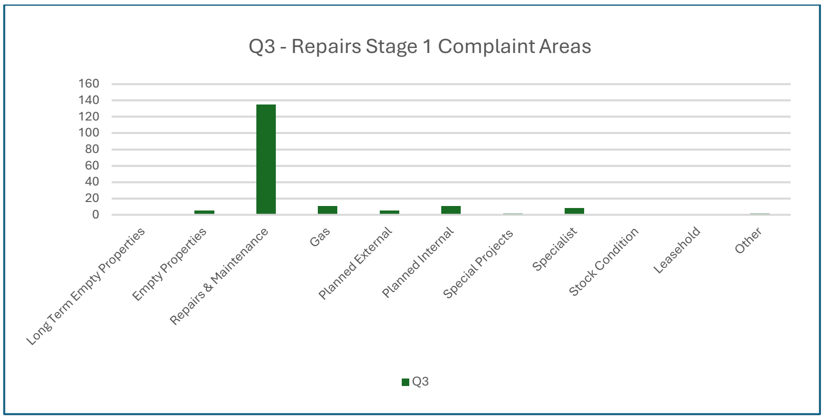
5.3.5 We offered a total of £3745 in compensation across 10 of the upheld/partially upheld complaints in Q3 in line with the N&H compensation guidelines/Ombudsman guidance. 2 of these were for Access & Wellbeing, and 8 were for Strategy, Market Intervention & Growth. The compensation was offered in recognition of the below:

- Financial loss and stress caused due to property offer being withdrawn last minute because of an error made
- Distress and inconvenience
- Adaptation works not being completed to the agreed standard
- Adaptation work causing faulty connection causing stress and anxiety
- Lack of communication from KWL causing inconvenience
- Lack of communication and delays with adaptations
- Time and trouble with energy supply issue when creating new tenancy

6. <u>Complaint feedback data and performance for Housing Repairs Q3 (Oct-Dec 2025)</u>







6.1 Summary of repairs Stage 1 complaints in Q3

6.1.1 The number of complaints received in Q3 (180) has increased by 13% from Q2 (158).
6.1.2 KWL continue to receive the highest number of complaints with 72% (130) of these being attributed to them in Q3. This is consistent with the numbers received for them throughout the year so far.
6.1.3 The specific complaint area that has received the highest number of complaints is Repairs & Maintenance (135).
6.1.4 Planned Internal complaints have decreased by 70% since Q2. There had been an increase in complaints linked to the delivery of planned internal works highlighted in the Q2 insight report and

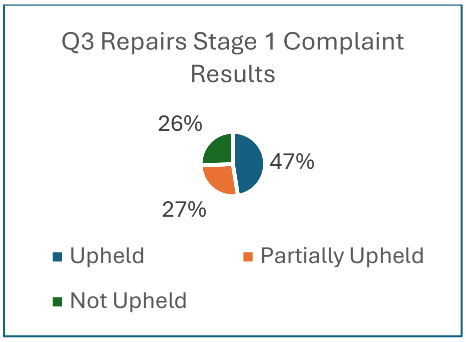
investigations were done by Programme Managers within HIS who are responsible for this area to identify service improvements.

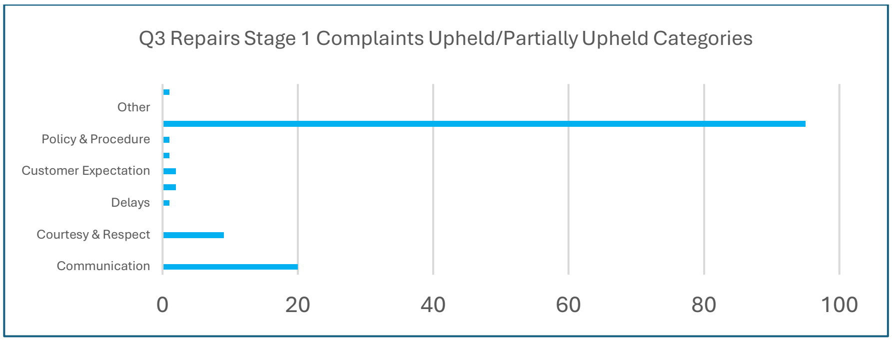
6.2 **Repairs Stage 1 complaints Q3 answered within target**

6.2.1 29% (135) of Stage 1 complaints were answered within 10 working days in Q3.
6.2.2 104 of the Stage 1 complaints had extensions granted in line with the Ombudsman's complaint handling code – **87%** of the Stage 1 complaints for repairs were therefore completed within the parameters of the Ombudsman complaint handling code (including extension being granted). Further training and support has been provided to the team to ensure HOS guidelines are met.
6.2.3 The cases where extensions were granted were compliant with the complaint handling code, with holding letters being sent out to keep customers informed. An outline of the rationale for extensions is below:

Resource levels due to sickness absence in team (increased workloads)
Complex cases requiring input from multiple sources
Extended to account for bank holiday/concessionary days

6.3 **Repairs Stage 1 complaint results**





6.3.1 74% of Stage 1 complaints were upheld/partially upheld in Q3 (133). This has increased from 68% that were upheld/partially upheld in Q2.
6.3.2 74% of the upheld/partially upheld complaints in Q3 were attributed to KWL (99). This has remained consistent with the previous quarter.
6.3.3 'Quality of service' continues to be the most common category of complaint – we upheld/partially upheld 95 complaints in this category in Q3, which is an increase from Q2.
6.3.4 The sub categories within 'quality of service' where we have upheld or partially upheld complaints in Q3 are:

Q3 Stage 1 Upheld/Partially Upheld Complaint - Repairs - Quality of Service sub-categories	
Disagree with Assessment	10
Other	1
Response time/delays	39
Unhappy with quality	34
Customer Expectation	
Range of service	
Agreed service not delivered	4
Service waiting time	4
Failure to respond	
Availability of Service	

6.3.5 Some of the specific issues identified from the upheld or partially upheld complaints are:

- Repairs taking too long to complete/missing repair targets
- Unhappy with the quality of work
- Unhappy with the initial assessment

- Failure to communicate
- Unclear communications

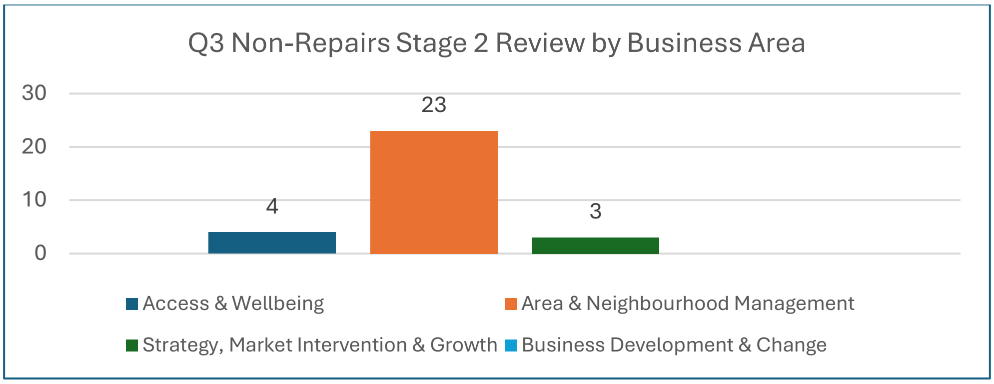
6.3.6 Whilst complaints regarding adaptations are investigated by non-repairs, the issues often involve KWL. Repairs monitor adaptation's complaints to ensure full oversight of all complaints involving KWL. There were 8 Stage 1 complaints during this quarter (5 upheld, 2 partially upheld and 1 not upheld). The Stage 1s that were upheld and partially upheld were categorised as service issues with quality and waiting times.

6.3.7 We offered a total of £3720 in compensation across 28 of the upheld/partially upheld complaints in Q3 in line with the N&H compensation guidelines/Ombudsman guidance. These payments are made by HCC regardless of if the complaint is attributable to a contractor.

7. <u>**Stage 2 Reviews Q3**</u>

7.1 Summary of non-repairs Stage 2 reviews in Q3

7.1.1 The number of Stage 2 reviews received in Q3 (30) has increased from 25 in Q2. This shows a contiunuous trend in the numbers of these rising.



7.1.2 Area & Neighbourhood Management continues to receive the highest number of reviews with 77% (23) of these being attributed to this area in Q3. The number of Stage 2 reviews for this area has increased by 35% since Q2.

7.1.3 Access & Wellbeing have received the same number of Stage 2 reviews (4) as they did in Q2.

7.1.4 Strategy, Market Intervention & Growth have received 2 less complaints (3) than they did in Q2.

7.1.5 Business Development & Change have not received any Stage 2 reviews in Q3.

7.1.6 There was 1 Stage 2 review that was withdrawn in Q3 for Area & Neighbourhood Management – the customer asked for this to be withdrawn, advising that they will possibly request this at a later date.

7.2 Non-Repairs Stage 2 reviews Q3 answered within target

(KPI – Stage 2 reviews – 20 working days)

Non-Repairs Stage 2 Reviews by Business Area	Q3 Number Stage 2 Reviews	% completed within target
Access & Wellbeing	4	100%
Area & Neighbourhood Management	23	91%
Strategy, Market Intervention & Growth	3	67%
Business Development & Change	0	100%
	30	90%

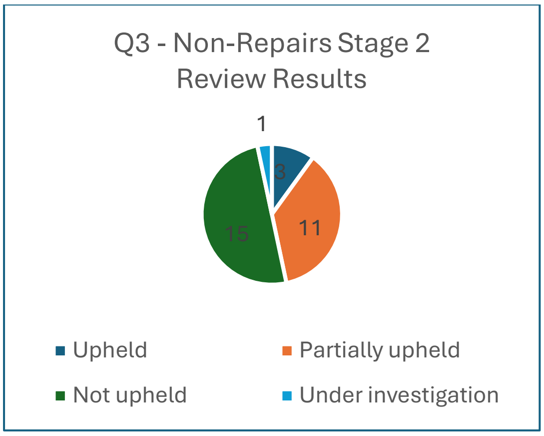
7.2.1 90% (27) of Stage 2 reviews were answered within 20 working days in Q3 – this has decreased from 96% in Q2.

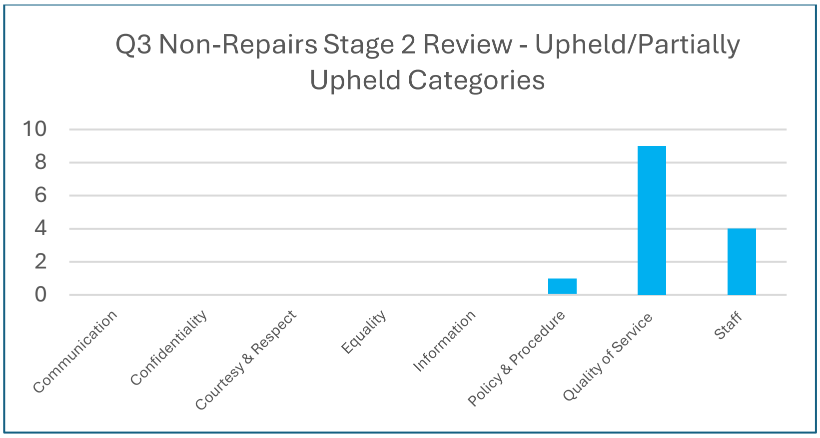
7.2.2 3 of the Stage 2 reviews had extensions granted in line with the Ombudsman's complaint handling code – **100%** of the Stage 2 reviews were therefore still completed within the overall target and parameters of the code.

7.2.3 The 3 cases where extensions were granted were compliant with the complaint handling code, with holding letters being sent out to keep customers informed. The details of the extensions are below:

Area & Neighbourhood Management	Investigating Officer had appointment booked to visit the tenant on 08/01/26 as feels it will be better to investigate the issue in person - has asked for an extension to allow time for this and the response
	Explained that this is due to the complexities of the case and the fact that the Investigating Officer is working with the Legal Team on this.
Strategy, Market Intervention and Growth	Investigating Officer advised more time is needed due to complexity of investigation and due to further, additional information being provided since the S2 was raised

7.3 Non-repairs Stage 2 review results





7.3.1 47% of Stage 2 reviews were upheld/partially upheld in Q3 (14). This has remained consistent with the numbers seen in Q2.

7.3.2 'Quality of service' continues to be the most common category of complaint – we upheld/partially upheld 9 reviews in this category in Q3, which has decreased slightly since Q2.

7.3.3 The specific issues identified from the upheld or partially upheld reviews follow on from the themes identified at Stage 1, however, also include customers not receiving updates following their Stage 1 complaint.

7.3.4 We offered a total of £950 in compensation across 6 of the upheld/partially upheld Stage 2 reviews in Q3 in line with the N&H compensation guidelines/Ombudsman guidance. This was mainly in recognition of distress and inconvenience and time and trouble.

7.4 Summary of repairs Stage 2 reviews in Q3

7.4.1 The number of Stage 2 reviews received in Q3 (37) has increased from 34 in Q2. This shows a contiunuous trend in the numbers of these rising.

7.4.2 20 of the Stage 2 reviews were attributed to Housing Investment Service, and the remaining 17 to KWL.

7.5 Repairs Stage 2 reviews Q3 answered within target

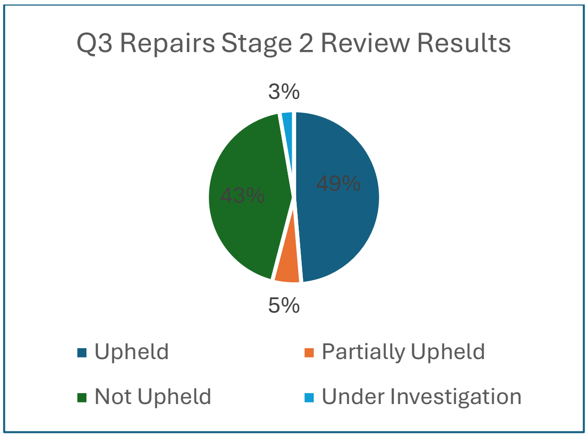
(KPI – Stage 2 reviews – 20 working days)

7.5.1 65% (24) of Stage 2 reviews were answered within the target set of 20 working days in Q3 – this has increased since Q2.

7.5.2 13 of the Stage 2 reviews had extensions granted in line with the Ombudsman's complaint handling code – **97%** of the Stage 2 reviews were therefore still completed within the overall target and parameters of the code. An outline of the rationale for extensions is below:

More time needed due to complexity of issue raised, and additional information provided during the course of the investigation
Inspection outcome required to ensure full investigation and outcome was available for the reply
Extended to account for bank holiday/concessionary days

7.6 **Repairs Stage 2 review results**



7.6.1 54% of Stage 2 reviews were upheld/partially upheld in Q3 (20).
7.6.2 We upheld/partially upheld 16 reviews in the category of 'quality of service' and 4 in the category of 'communication'
7.6.3 The specific issues identified from the upheld or partially upheld reviews follow on from the themes identified at Stage 1.
7.6.4 We offered a total of £2,358.38 in compensation across 7 of the upheld/partially upheld Stage 2 reviews in Q3 in line with the N&H compensation guidelines/Ombudsman guidance.
The compensation was offered in recognition of the below:

- Failure to leave tenant with cooking facilities during planned kitchen works
- Quality of work delivered that led to further inconvenience
- Failure to undertake a joint approach to investigation/remedial actions linked to damp/mould
- Repairs completed out of target, leading to inconvience, time and trouble/distress

8. <u>Other Customer Feedback</u>

8.1 **Compliments**

8.1.1 Non-repairs received 23 compliments in Q3 – these were all categorised as 'Staff'
8.1.2 Repairs received compliments in Q3 – 14 of these were categorised as 'Courtesy and respect' and 24 as 'quality of service'
8.1.3 All compliments continue to be featured in the In-House Staff newsletter, along with case studies.

8.2 **Suggestions**

8.2.1 We received 4 suggestions in Q3, all logged under Area & Neighbourhood management.
8.2.2 The reasons for the suggestions are below:

- Car parking spots being marked in a main court to prevent parking issues – Tenancy Officer attended to consider parking bays
- Bring out your rubbish days (BOYRD) to be more evenly selected – explanation provided as to how these are funded and co-ordinated and provided alternatives of disposal of unwanted items and rubbish.
- Fence being installed in front garden to prevent privacy issues – confirmed this would not be permitted as it is a shared communal space.
- Report of a possible abandoned property – Sent to be investigated with relevant teams.

9. Designated Tenant Panel

9.1 Customer Feedback Manager met with the DTP on 27 January 2026 to present and discuss the Q2 2025/26 Insight Report.

9.2 There have been 0 Designated Tenants Complaints Panels in Q3

10. Ombudsman

10.1 Housing Ombudsman

10.1.1 There was 1 final decision received from the Housing Ombudsman (HOS) in Q3:

The resident complained a leak was making her home damp. She said an operative had been out to look but left without completing any repairs. The resident said the walls needed replastering, but the leak needed to be addressed first

Final decision - There was a delay to the repairs needed to fix the leak. This was caused to some extent by factors outside of the landlord's control. We acknowledged it had taken too long to address the problem. We apologised and offered the resident compensation in line with policy which the HOS thought was appropriate in the circumstances.

There was service failure in the complaint handling by failing to escalate the complaint to Stage 2 in a timely manner. The resident was incorrectly advised the complaint could not progress whilst repairs were still in progress. The team have been briefed and clarification provided that complaints can escalate regardless of any outstanding works.

10.1.2 There was another decision received, however we have challenged the decision, as has the tenant and the HOS are currently reviewing this. We should be in a position to provide a further update in the next quarterly insight report.

10.1.3 There were 2 'Learning from Severe Maladministration Reports' from the Housing Ombudsman circulated to relevant members of staff within Q3:

- October – Focus on Damp and Mould
- November – Focus on Leaks

10.2 Local Government Ombudsman

10.2.1 There was 1 final decision received from the Local Government Ombudsman (LGO) in Q3:

The case was upheld due to fault and injustice in December 2025. The LGO upheld the complaint about how the Council considered the request for support with adaptations to the home to benefit a disabled child. They found the Council wrongly refused to consider awarding a Disabled Facilities Grant (DFG) based on the cost of the proposed adaptations. While they could not say the adaptations would have necessarily proceeded, this fault resulted in avoidable delay and uncertainty for the customer.

The key learnings for this case were shared with the relevant staff and included:

- Government guidance states that we should aim to achieve completion of cases within 6 months of initial contact, even for ‘complex’ cases
- Communication needs to improve – with regular updates and clear expectations being set out
- Further consideration needs to be given to offering compensation to ensure that this fully recognises any injustice
- We are unable to refuse to pay a DFG for cost alone - the test of whether it is ‘reasonable or practicable’ to award a DFG is one that looks at the age and condition of the home
- We can award DFGs to the ceiling amount, even without knowing how any excess costs might be paid for. This is so long as the applicant understands it will not pay that amount until works complete
- We cannot rely on ballpark figures and need to fully set out calculations for each case
- We must ensure that we are following government guidance on DFG delivery which identifies 5 key stages to delivering adaptations and ensure that all stages are completed.
- The current policy is outdated and there needs to be further clarity on maximum discretionary grant and loan amounts, T&Cs for loans, relocation grants and flexibility, protocol for high-cost adaptations and the decision-making process for discretionary funding
- There needs to be involvement with relevant teams e.g. children’s services in the decision making

Some of the orders have already been completed (on time) including an apology being provided to the customer, further compensation of £1250 being paid, a multi-disciplinary team (MDT) being formed to reconsider how the property may be adapted and the introduction of a policy/protocol specifically to consider cases where adaptations needed by households with disabled family members will cost more than the DFG ceiling amount.

There are still 2 orders due in March and June 2026 which include the MDT completing a DFG application to identify the adaptations needed and completing a review of our current housing renewal policy to make its content clearer. Work is currently being undertaken to meet these order deadlines; however, we are in regular contact with the Ombudsman as we are at an impasse currently, that is preventing the March remedy being completed and we are working with the Ombudsman to resolve this matter.

11. **Learning from complaints**

11.1 Key learning from complaints shows that ‘quality of service’ continues to be the predominant complaint category and requires continued focus.

11.2 Communication failures, delays, standard of work are also big drivers of complaints across multiple teams.

11.3 Service improvements are needed to tackle:

- Ensuring that service requests are monitored, actioned and responded to
- Providing tenants with updates
- Providing correct and consistent information
- Always ensuring professional communication
- Considering and implementing required reasonable adjustments
- Data being input correctly – checks being carried out
- Better communication between teams, departments
- Managing and preventing delays

11.4 Complaints within this quarter did highlight issues with properties being let in poor condition following void periods and works.

11.5 Further work and consideration is needed when dealing with vulnerable tenants to prevent complaints.

11.6 Key learnings are shared with relevant staff when we receive final decisions from Ombudsman cases.

11.7 At the Service Improvement Board on 1 December 2025, it was agreed that KWL will start producing a quarterly report that will be circulated with the Neighbourhoods and Housing Customer Insight Report. KWL's report will show:

- Summary of all the expressions of dissatisfaction received
- Where dissatisfaction is identified, KWL will provide trend analysis and learning identified from complaints upheld/partially upheld
- For cases where the customer does not want to pursue a formal complaint, KWL will provide summary of issues, what actions were taken, any learning identified
- Report to be provided to: HIS Operational Meetings, Alliance Team, Core Group and Service Improvement Board

This will provide further transparency and accountability, supporting the N&H commitment to the Regulators standards. KWL provided an interim update that was shared with the Service Improvement Board, and it has been agreed that we will receive a Q3 report from KWL by 30 April 2026.

External Relations Manager will be working with them between now and then to agree the specific format of this report, however it will be consistent with this quarterly insight report.

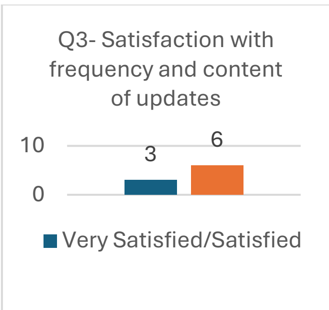
12. **Freedom of Information/Subject Access Requests**

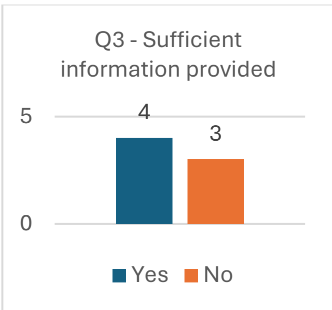
12.1 We received 73 FOI/SAR requests in Q3, which has increased from Q2 (66). The volume of these remains high, and continues to occupy a proportion of people's time, both to process these and collate the information.

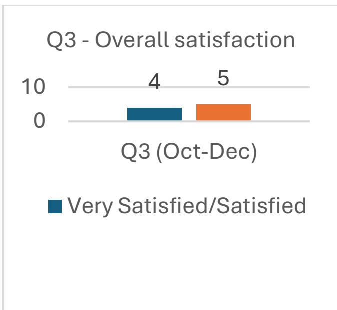
12.2 The information requested in FOI/SAR's often spans several business areas and requires a degree of cooperation and coordination to collate the information required. The Customer Feedback Team will coordinate the collation of information and invariably submit the final response to Information Governance.

13. **Customer Satisfaction Surveys**

13.1 There were 68 surveys sent out in Q3 across N&H. We received responses for 10 of these which is a 15% response rate. Some of the responses did not answer all questions.







13.2 The key theme seen in the negative feedback from the surveys was that the communication and being updated could be better.

13.3 There was positive feedback received in terms of complaints being dealt with quickly and staff being helpful in assisting with raising a complaint.

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.

14.3 SMT should also share key learnings from customer feedback with their teams so that these can be effectively implemented.

15. **Recommendations**

	Date	Recommendation	Owner
1	Q3 2025/26	All staff who deal with complaints will need to ensure that they have received training for the upcoming changes to the way housing complaints will be processed. An email was circulated by Amber Peet on 27th March 2026 regarding this.	All HoS
2	Q3 2025/26	If staff are out of the office (either on leave, sick or for another reason), we will need to be informed of this straight away so that complaints can be re-allocated accordingly and we can work towards still meeting the deadlines for complaint responses. This will be even more important when the Granicus changes come in from April as all of the re-assignment process will need to be done through the system, as opposed to via email.	All HoS
3	Q3 2025/26	Service improvements are needed to prevent future complaints by ensuring that service requests are monitored, actioned and responded to, tenants are being provided with updates, we are providing correct and consistent information, that professionalism is demonstrated at all times, that we consider and implement reasonable adjustments, that information and data is being input correctly, that delays are managed and prevented (where possible), that communication between teams improves.	All HoS