



Annual Complaints Performance and Service Improvement Report

2024

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1. Introduction

- 1.1 We are committed to ensuring a positive complaints culture exists throughout Oadby and Wigston Borough Council, in which we listen to our customers and learn from their experiences. Learning from complaints and making service improvements as a result of them is one of the most important parts of the complaints handling process.
- 1.2 It is encouraging to see the progress Oadby & Wigston Borough Council has made over the past year to ensure we comply with the Housing Ombudsman’s Complaint Handling Code but we know there is still work to be done and we will continue to ensure that we learn from complaints and take positive action to improve the way in which complaints are dealt with and how they are used to improve services and create a positive experience for our residents.

2. Purpose of the Report

- 2.1 The purpose of this report is to provide our complaints performance for 2023-24. The report outlines the actions we will take to ensure we improve the way in which we manage complaints and how we use the feedback to improve our services.
- 2.2 The report also refers to our self-assessment against the Housing Ombudsman’s Complaint Handling Code, which landlords are required to complete on an annual basis, and the actions we will take to ensure compliance.

3. Complaint Handling Performance

- 3.1 The following tables provides a breakdown of complaint handling performance. It is worth noting that the majority of the complaints received were related to the repairs service.

Overview of Complaints received during 2023-24	
Number of stage 1 complaints received	28
Percentage of stage 1 complaints per 1000 properties*	23.6%
Percentage of stage 1 complaints responded to within 10 working days	85.7%
Number of stage 2 complaints received	7
Percentage of stage 2 complaints per 1000 properties*	5.9%
Percentage of stage 2 complaints responded to within 20 working days	85.7%

- 3.1 We produce a bi-annual complaints report for scrutiny and challenge which is presented to the Service Delivery Committee. The report covers housing/landlord complaints and other corporate complaints. The most recent report was presented to the Committee on 11th June 2024, details can be found at:

www.oadby-wigston.gov.uk/pages/complaints_reports

4. Housing Ombudsman

Determinations

- 4.1 A determination is where the Ombudsman has investigated a customer's complaint, reviewed what we did, has found if we got something wrong and tells us what we need to do to put it right.
- 4.2 Oadby & Wigston Borough Council did not receive any determinations in 2023-24.

Individual Landlord Performance Reports

- 4.2 The Housing Ombudsman is committed to openness and transparency. An important part of this is using data to provide residents with more information and insight and learning for landlords to improve their services.
- 4.2 The Housing Ombudsman 2022-23 individual landlord performance reports have been published for landlords with **5 or more findings** determined between 1 April 2022 and March 2023. Further details can be found at:

<https://www.housing-ombudsman.org.uk/landlords/>

- 4.3 No individual landlord performance report for Oadby & Wigston Borough Council was published for 2022-23.

5. Service Improvements and Learning

- 5.1 Learning from complaints and making improvements as a result of them is one of the most important and valuable parts of the complaints process. Sometimes themes occur from across several complaints, and we will use those themes to make changes and improvements.
- 5.2 The following table identifies the common themes identified from complaints received during 2023-24.

Overview of reasons for complaints made during 2023-24

Housing Team	Reason for complaint	Number	Percentage
Housing Options	Staff attitude	2	17.8%
	Housing waiting list issue	1	
	Unhappy with temporary accommodation	1	
	Unhappy with request for move decision	1	
Repairs & Maintenance	Staff attitude	1	50%
	Failure of service by contractor	6	
	Lack of communication	1	
	Property maintenance	6	
Tenancy & Estates	Property issues	1	28.6%
	ASB issues	3	
	Staff attitude	3	
	Missing items in property	1	
	Total number of complaints not accepted due to classified as service request	1	3.6%

5.3 The table below provides an overview of the actions Oadby & Wigston Borough Council will take to address the common themes identified.

Theme	Action	Target Date
Staff attitude and lack of communication	All housing staff to undertake 'Putting Customers First' refresher training	QTR 3 December 2024
Failure of service by contractor	Contractors to carry out reminder training about customer service & communication with customers	QTR 3 December 2024
Property maintenance quality of service	A review of the repairs and maintenance team structure	QTR March 2025
ASB issues	Customer service and new housing staff to undertake training to identify a complaint and service request	QTR 3 December 2024

6. Self-Assessment

6.1 As part of its legal duty to monitor landlord compliance with The Complaint Handling Code, the Housing Ombudsman has instructed landlords to conduct a self-assessment against the code annually. The self-assessment is an opportunity for Oadby & Wigston Borough Council to reflect on the current approach, ensure we comply with the Code and take forward any opportunities to improve service delivery. Oadby & Wigston Borough Council must submit the annual self-assessment and service improvement plan to the Housing Ombudsman and publish it on our website.

6.2 In summary, the self-assessment is split into 9 sections and there are a number of points that Oadby & Wigston Borough Council must comply with. There are several points where Oadby & Wigston Borough Council needs to make some improvements to ensure full compliance. Our self-assessment has been published on our website:

https://www.oadby-wigston.gov.uk/pages/housing_policies_procedures_and_useful_documents

7. Service Improvement Plan

7.1 Oadby & Wigston Borough Council has developed a Service Improvement Plan (SIP) for complaints that encompasses the opportunities identified in the self-assessment.

7.2 The SIP will be maintained and overseen by the Housing Manager although all services within the Housing Service will be involved in the delivery and success of the SIP.

7.3 The Housing Ombudsman requires landlords to create and publish the SIP as part of the oversight and scrutiny required by the Complaint Handling Code.

7.4 Appendix 1 shows the SIP which shows 6 points where Oadby & Wigston Borough Council needs to make improvements to be fully compliant along with the actions to address those points.

Appendix 1 - SIP

Complaint Handling Code Ref	Action	Responsible Person	Target Date	Completion Date
n/a	Review the Compliments, Comments and Complaints Policy against the Complaint Handling Code to ensure the revised Compliments, Comments and Complaints Policy encompasses the requirements set out within the Complaint Handling Code	Strategy & Performance Officer	QTR 2 September 2024	
6.1	Draft a process in line with Housing Ombudsman guidance. Landlords must have processes in place to consider which complaints can be responded to as an early as possible, and which require further investigation. Landlords must consider factors such as the complexity of the complaint and whether the resident is vulnerable or at risk. Most stage 1 complaints can be resolved promptly, and an explanation, apology or resolution provided to the resident	Housing Manager	QTR 3 December 2024	
9.7	Provide the Member Responsible for Complaints (MRC) with: <ul style="list-style-type: none"> ○ Regular updates on the volume, categories, and outcomes of complaints, alongside complaint handling performance ○ Regular reviews of issues and trends arising from complaint handling ○ Regular updates on the outcomes of the ombudsman’s investigations and progress made in complying with orders related to severe maladministration findings <p>The annual complaints performance and service improvement report.</p>	Housing Manager / Strategy & Performance Officer	QTR 2 September 2024 QTR 3 December 2024 QTR 4 March 2025	

Complaint Handling Code Ref	Action	Responsible Person	Target Date	Completion Date
8.1	<p>Produce an annual complaints performance and service improvement report which will include:</p> <ul style="list-style-type: none"> ○ The annual self-assessment against the Housing Ombudsman and Local Government & Social Care Ombudsman’s complaint handling codes ○ A qualitative and quantitative analysis of our complaint handling performance. This will also include a summary of the types of complaints we have refused to accept ○ Any findings of non-compliance with the complaint handling code by the relevant ombudsman ○ The service improvements made as a result of the learning from complaints ○ Any annual report about our performance from the relevant ombudsman <p>Any other relevant report or publication produced by the ombudsman in relation to our work.</p>	Housing Manager / Strategy & Performance Officer	QTR 1 June 2025	
8.2	<p>Report the annual complaints performance and service improvement report to the Council’s Senior Leadership Team and publish on the complaints section of the council’s website. The Council’s Senior Leadership Team’s response to the report to be published alongside this.</p>	Housing Manager / Strategy & Performance Officer	QTR 1 June 2025	
9.3	<p>Report back on wider learning and improvements from complaints to stakeholders, such as residents’ panels, staff, and relevant committees.</p>	Housing Manager / Strategy & Performance Officer	QTR 1 June 2025	

Appendix 2 – Council Senior Leadership Team Approval

Recommendations

1.1 The Council's Senior Leadership Team approve the Annual Complaints Performance and Service Improvement Report.

1.2 The Council's Senior Leadership Team note paragraph 1.2 of the report and commit to supporting the delivery of the necessary service improvements as set out in the Service Improvement Plan.

It is encouraging to see the progress Oadby & Wigston Borough Council has made over the past year to ensure we comply with the Housing Ombudsman's Complaint Handling Code but we know there is still work to be done and we will continue to ensure that we learn from complaints and take positive action to improve the way in which complaints are dealt with and how they are used to improve services and create a positive experience for our residents

1.3 That the Annual Complaints Performance and Service Improvement Report is presented to the Council's Service Delivery Committee.