



Annual Complaints Performance and Service Improvements report

2024



SUMMARY

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FOREWORD

We are pleased to see the tenant voice at the forefront of improvements within the social housing sector with the launch of the Regulator of Social Housing's new Tenant Satisfaction Measures.

It's pleasing to see that over the last year ForHousing has put positive steps in place, focused on listening to tenants and made improvements on their approach to handling complaints.

The Customer Committee was pleased to review and approve ForHousing's Annual Complaints Performance and Service Improvement Report. This acknowledges the progress that has been made throughout the year.

In this document you'll see lots of examples of improvements to benefit tenants. The centralisation of ForHousing's complaints service should bring efficiency and consistency in their complaint handling.

Complaints give ForHousing opportunities to listen and learn to make positive service improvements. Following our review of this document, the Committee made the following recommendations:

- More analysis on compensation awards versus complaints logged
- Identify those tenants who have contacted ForHousing through different services for example complaints and disrepair claims. Work with those tenants to resolve issues and to prevent the need for future complaints
- Assurance was given to the Customer Committee that when appropriate, appeals against Housing Ombudsman Determinations were logged in cases where ForHousing had not failed

- Disabled tenants logged fewer complaints and the committee has recommended that further analysis takes place to understand any underlying issues with accessing the complaints service
- Members noted that complaint types did not mirror the Housing Ombudsman's reported top three complaint types and queried if ForHousing recorded ASB differently to other providers. It was noted that ASB cases were not logged as complaints initially but would be logged as such should the customer be dissatisfied with the way their case had been handled.

ForHousing also presented their self-assessment which measures themselves against the Housing Ombudsman Complaint Handling Code 2024.

The Customer Committee approved the annual self-assessment and confirmed compliance with the code.

Graeme Foster

Chair
(on behalf of ForHousing
Customer Committee)



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INTRODUCTION

We know we can always do better. We work with tenants to listen to them and take action to improve the services we deliver.

Below is an overview of our performance of our complaints handling process and annual performance for 2023/2024. It also shows how we've used what you tell us to make changes to deliver improved services and increase tenant satisfaction.

Our complaints process has two stages (stage 1 and stage 2) and you can escalate a complaint to the Housing Ombudsman if you ever feel dissatisfied in our responses at each stage.

There are many ways to make a complaint; on our website, by phone through our Customer Connect Hub, visiting an office or to any ForHousing colleague.

Summary of complaints – 2023 - 2024

Below is a snapshot of complaints we received and investigated

	Stage 1 complaints received	Stage 1 complaints withdrawn by customer	Cases not accepted as complaints (policy exclusions, HR matters etc.)	Total Stage 1 complaints investigated	Stage 2 complaints escalated and investigated	Total complaints received and investigated (Stage 1 and 2)
2022-23	1309	N/A	N/A	1309	106	1415
2023-24	2876	174	30	2672*	288	3164
Variance on previous year	120% increase			104% increase	172% increase	123% increase

* Cases opened in late March 2024 (21 cases) which are still open and being investigated have been removed from this total.

Stage 1 complaints

The majority of complaints related to the Repairs and Maintenance (R&M) services, making up around 72% of all reported issues. This aligns with an increase in repair work, with the number of repairs carried out rising by approximately 11%, from 64,478 in 2022/23 to 72,265 in 2023/24.

The top 3 themes of dissatisfaction were:

- No follow on work where it was required
- Quality of service
- Missed appointments

The average time to investigate a stage 1 complaint, including any agreed extensions with customers was

10.6 days

Outcome of stage 1 complaints

Number and % of Cases 2023-24

Upheld: 2448

92%

8%

Not upheld: 224

Stage 2 complaints

The highest number of these complaints relates to our Repairs and Maintenance service at 80% of those received at this stage.

The average time to investigate a stage 2 complaint, including any agreed extensions with customers was

21.3 days

Outcome of stage 2 complaints

Number and % of Cases 2023-24

Upheld: 252

88%

12%

Not upheld: 36

Housing Ombudsman cases

Where tenants were dissatisfied with our complaints process there were 16 cases escalated to the Housing Ombudsman. The determinations found by them for the 16 homes were:

Determination	Number
Service failure	7
Maladministration	27
Severe maladministration	3

*Some of the cases may include more than one determination within a home. For example a determination for our handling of repairs to the home and a determination in our handling of a complaint

Improvements

Our aim is to encourage a positive complaint handling culture, listening to tenants, to deliver customer focused services.

Through complaints we have made improvements in the following areas:

- Improved communication for repair appointments
- Centralised damp inspection process
- Increased our number of surveyors
- Specialised Neighbourhood Officer to co-ordinate temporary moves
- Review of the relet standard
- Pest control and process review
- Improve the data we hold on tenants living in our homes so we can tailor the appropriate services for their needs (getting to know you)
- Centralised complaints team
- Training for complaints handlers
- Real-time complaints survey
- Outbound telephony service
- Redesign of our processes



If you would like to view the full report provided to the Housing Ombudsman visit the **Complaints and Performance** page on our website

www.forhousing.co.uk/wp-content/uploads/2024/06/Annual-Complaints-and-Service-Improvement-Report-2024_V1.pdf

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