



Winchester

City Council

Annual complaints performance and Improvement Report 2023/2024

1. Introduction

The aim of this report is to provide Information on our annual complaint's performance for housing services for 2023/2024 (1st April 2023-31st March 2024).

47% of residents told us they are happy with our handling of complaints In the Tenant Satisfaction Survey (TSM) carried out between May and June 2023. We will always aim to deliver a good service to our residents, however, recognise sometimes things can go wrong. Where this happens, we aim to provide a positive complaint handling service to residents and seek feedback on the process.

2. Complaint Handling Codes

The Housing Ombudsman (HO) Complaint Handling Code came into effect from 1 April 2024 under the Social Housing (Regulation) Act 2023, providing a set of standards for Landlords to comply with.

In addition to the statutory code there was a non-statutory complaint handling code Issued by The Local Government and Social Care Ombudsman (LGO).

2. Self-assessment

The Housing Ombudsman require Landlords to submit an annual self-assessment on how we are performing by 30 June 2024. This year's self-assessment can be found on our website [Housing Ombudsman self-assessment 2024](#).

There Is also a requirement set out In the Housing Ombudsman code to publish annually our complaints performance and Improvement plan alongside a response from our governing body (Cabinet Committee Housing).

3. Non-compliance with the Complaints Handling code

We have 5 areas of non-compliance linked to policies, performance reporting and scrutiny of our complaints performance reported in June 2024 when submitting our self-assessment. Action to become compliant are captured on the self-assessment action plan which is published on our website [Self-assessment action plan 2024](#)

The complaint handling process

5.15 - our policy on restricting contact due to unacceptable behaviour is currently under review. Once formally approved we will be compliant with this standard.

Putting things right

8.1 - we are reviewing our complaints performance data to enrich this. Training for staff on accurate record keeping and a review of our systems will help us achieve this.

8.2 - due to the pre-election period we are unable to publish a response to the self-assessment in June 2024. This report has been reviewed by the Portfolio Holder for Housing on behalf of Cabinet Committee for Housing for this financial year. In future the report will be presented to the Committee for formal review and comment in line with the Complaints Handling Code.

Scrutiny & oversight: continuous learning and Improvement

9.5 – Due to pre-election period, we are unable to confirm the appointment of a Member Responsible for Complaints (MRC) at the time of the self-assessment. This has now been actioned with the Portfolio Member for Housing being appointed to the role of Member Responsible for Complaints.

9.7 – Whilst we do report on complaints performance currently, the data we collate and report on is under review. We are working with our newly formed TACT Board and Consumer Standard Groups to develop our complaints performance data & insights.

3. Complaints performance

- We received a total of 148 complaints for the period 1st April 2023-31st March 2024 compared to 177 complaints in 2022/23. A decrease of 29 complaints.
- 101 (68%) of complaints were completed in time, an increase of 2% from the previous year of 66% of all complaints completed on time.
- This highest number of complaints received were related to repairs and maintenance 98 (68%) compared to 94 (53%) in 2022/23.
- 21 complaints were escalated to Stage 2(14%) compared to 22 complaints in 2022/23.
- 101 complaints were upheld (68%) compared to 82 complaints upheld in 2022/23.

Complaint type	Total received	Upheld	% upheld	Partially upheld	% partially upheld
Housing - Allocations	1	1	100%		
Housing - Anti-social behaviour	1			1	100%
Housing - Fire Safety	5	5	100%		
Housing - Housing Options**	2	0	0%	0	0%
Housing - Leaseholders	1	1	50%	1	50%
Housing - Neighbourhood	5	1	20%	2	40%
Housing - New Homes	1	0	0%	1	100%
Housing - Other	13	6	46%	4	31%
Housing - Out of Hours	2	1	50%	1	50%
Housing - Private Sector Housing	1	1	50%	1	50%
Housing - Property Services - Boiler/Heating	8	7	88%	1	12%
Housing - Property Services - Compensation	7	7	100%		
Housing - Property Services - Contractor	15	12	80%	3	20%
Housing - Property Services - Damp & Mould	12	10	83%	2	17%
Housing - Property Services - Planned maintenance	4	1	25%	2	50%
Housing - Property Services - Service failure	23	19	83%	3	13%
Housing - Property Services - Windows	3	1	33%	2	67%
Housing - Rents and Service Charges	1	1	100%		
Housing - Repairs and Maintenance General	25	20	80%	3	12%
Housing - Right to buy	1	1	100%		
Housing - Sheltered Services**	1				
Housing - Staff & Customer Services	8	4	50%	3	38%
Housing - Tenancy Management	5	2	40%	1	20%

*** these service areas had no complaints upheld during this period*

4. Complaints Improvement plan

Our key priorities for Improving complaints handling are set out below. More detail on our Improvement plan can be viewed In our complaints action plan [self-assessment action plan 2024](#)

Action required	By when
Review our training offer for staff responsible for complaints handling. Roll out complaint's awareness training for all housing services staff	January 2025
To review and update our complaints policy and procedures to ensure we meet all the standards of the Complaints handling code	November 2024
Improve our record keeping on complaints and local resolutions	March 2025
Use complaints data, insight and learning to help inform service improvements	June 2025
Share learning from complaints with staff and residents to improve service delivery and outcome for residents	June 2025
Work with our resident groups to scrutinise our complaints performance and hold us to account	March 2025
Introduce a standard objective in relation to complaints handling for all relevant staff	April 2025

5. Next steps

Learning from complaints and promoting a positive complaint handling culture across housing services are a key focus for service Improvement. The data and insights we get from complaints provide valuable Information In conjunction with our Tenant Satisfaction survey data and other tenant feedback. Ensuring we have ways to triangulate, scrutinise and improve our complaints performance through more detailed analysis of themes, trends and wider sector learning Is a priority for the coming year.

We will achieve this through working closely with our corporate team members, Senior Leadership team, Member Responsible for Complaints, Tenants and staff to develop more critical analysis of complaints and ensure we can demonstrate, and measure Impact of changes made as a result of complaints.

We will ensure we are fully compliant with the Housing Ombudsman Complaints Handling Code for 2025.

Response from Cabinet Member for Housing Cllr Chris Westwood (MRC Member Responsible for complaints)

I am content with the report, have been briefed on the self-assessment. In the future the TACT board will receive quarterly information on complaints and an annual report will be taken by cabinet committee housing.

