



Johnnie Johnson Housing **Annual Complaints Report**

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Executive Summary

As per the Housing Ombudsman Service (HoS) Complaint Handling Code, Clause 8: Landlords must produce an annual complaints performance and service improvement report for scrutiny and challenge, which must include:

- a) the annual self-assessment against this Code to ensure their complaint handling policy remains in line with its requirements.
- b) a qualitative and quantitative analysis of the landlord's complaint handling performance. This must also include a summary of the types of complaints the landlord has refused to accept;
- c) any findings of non-compliance with this Code by the Ombudsman;
- d) the service improvements made as a result of the learning from complaints;
- e) any annual report about the landlord's performance from the Ombudsman; and
- f) any other relevant reports or publications produced by the Ombudsman in relation to the work of the landlord.

Customer Considerations

Providing transparent information and learning from complaints and wider feedback is crucial to delivering outstanding services for customers; as such, the next Johnnie Johnson Housing (JJH) Assurance Panel bitesize assessment will focus on complaints communication. All actions from this assessment will be incorporated into the Homes and Services operational delivery plans for monitoring and implementation.

Risk Management

By publishing an Annual Complaints report which details volumes, themes and service improvements, customers will have insight into JJH's welcoming complaints culture and furthermore, all work undertaken to engage with Residents mitigates JJH RISK OS 01a Insufficient Customer voice and influence at every level of decision making across the organisation and JJH RISK OH 03a Poor Delivery of Services to/Effective Engagement with Customers leading to reduced satisfaction and a breakdown in trust in the relationship by providing ongoing insight into how services are received.

Work is also being undertaken to align with Sanctuary's risk map and any changes as a result of this work, this will be reflected in future reports.

Value for Money

Operational monitoring, reviews and reporting of complaint volumes, trends and lessons learned, create ongoing time efficiencies for colleagues by increasing first point resolution of complaints; it is anticipated that through thorough complaint handling, there will be less escalated complaint and determinations from the HoS which could bear monetary compensation.

1.Strategic Context

1.1 To remain compliant with the HoS Complaint Handling Code, JJH must produce and publish an Annual Complaints report by 30 June 2024. Within Section 2 of this report, the draft content and Board statement are provided for review.

1.2 The Board are asked to approve the Annual Complaints report and accompanying Board statement.

2. Annual Complaints Report

2.1 Overall Complaints Information

2.1.1 In the period of April 2023 to March 2024, Johnnie Johnson Housing (JJH) received a total of 358 complaints. These were logged either in person by our Community Housing Officers (CHO), or through our Customer Experience team.

2.1.2 The breakdown below demonstrates the split of Stage One complaints, Stage Two complaints and Complaints per 1,000 properties. Complaints per 1,000 properties is a metric used by the Regulator for Tenant Satisfaction Measure (TSM) submissions of which JJH has reported as part of the wider Sanctuary Group. The below numbers are specific to JJH:

Stage	Volume	Complaints per 1,000 Properties	Responded to within timescale
Stage 1	326	66	77%
Stage 2	32	6	82%

Please note the above includes all complaints related to Low Cost Rental Accommodation (LCRA), Low Cost Home Ownership (LCHO) and Leasehold properties.

2.2 Thematic Breakdown

2.2.1 When a complaint is made to JJH, the colleague who logs the complaint must assign the complaint to the relevant service area to be investigated and must also select the theme of the complaint for our records. This happens with each complaint to identify and act on trends that arise.

The below data demonstrates the three highest service areas and themes for complaints. Please note the below numbers are combined Stage One and Stage Two complaints.

Service area	Volume
Responsive repairs	190
Neighbourhoods	70
Planned maintenance	25

Theme	Volume
Time taken to resolve	79
Poor communication	67
Customer Service	55

On a monthly basis, complaint numbers, service areas and theme breakdowns are reported to the JJH Executive team and are communicated quarterly to the Board as well as the JJH Assurance Panel, made up of residents from all tenures and from across all the JJH stock regions.

2.3 Lessons Learned and Service Improvements

2.3.1 In 23/24, JJH prioritised the implementation of a new complaints system to improve our overall complaint process handling, document storage and data analysis.

The new system went live in November 2023 and has enhanced our complaint handling in a number of ways:

- Integrated into the JJH housing management system ensuring better and more controlled information management
- A new case management approach that helps investigators complete tasks within the required Service Level Agreement (SLA) and meet the Ombudsman Code timelines.
- Document storage that allows users to save emails, reports, surveys and documents directly onto the complaint, thus improving our record keeping and enhancing the investigation quality for the customer.
- Ability to report through a Power BI function that allows for enhanced data analysis which can deep dive into service area, theme, stages, regions which improves our understanding of trends and root causes of complaints.
- Lessons learnt and actions linked to the complaint can be centrally stored with defined timelines and owners, all of which can be reported.

2.3.2 JJH enrolled all colleagues on a comprehensive training programme for the new system, which explained to colleagues the process on how to log a complaint. This demonstrates our welcome complaint approach and allows maximum access for customers to log a complaint.

2.3.3 Repairs has been identified as the highest area of JJH complaints, as such, JJH holds a weekly complaints analysis and lessons learnt meeting with our partner, Fortem Solutions, when we investigate the common themes of responsive repair complaints and identify improvements that could be made. As the second highest area of a complaints, a bi-weekly meeting with the neighbourhood leaders teams is held to identify lessons learnt and service improvements based on what customers are telling us.

These include:

- Improved process for the rearranging or cancelling repairs relating to communal repairs, and how these are communicated to residents
- Enhanced data capture process through the JJH and Fortem call centres when reporting a repair, to ensure communication around the repair slot is better managed
- Improved training for operatives when attending repairs in communicating the need for follow on or enhanced works
- Improvement in process for communicating staff changes and relevant team members to residents within our homes.

2.3.4 In 23/24, there were no complaints recorded that JJH refused to accept, and none recorded that were refused to be escalated.

2.4 Housing Ombudsman Service (HoS)

2.4.1 In the period of 23/24 JJH received the following determinations from the Housing Ombudsman Service:

- 2 x Maladministration for Complaint handling
- 1 X Maladministration for End of Tenancy
- 1 X Maladministration for handling of scheme cleaning quality reports
- 1 X Maladministration for handling of Antisocial Behaviour

The above was received as part of six overall determination in 23/24 that the landlord received for complaints dating back to 2022.

2.4.2 The Housing Ombudsman made a number of recommendations and orders, all of which JJH has complied with which included:

- Payments of compensation
- Process and policy reviews
- Evidence of improved quality assessment inspections
- Improved information management process.

3. JJH Complaints Self-Assessment

3.1 The JJH Complaints self-assessment was reviewed in May 2024 in accordance with statutory HoS Complaints Handling Code. The JJH Talk to Us (Complaints) Policy was also reviewed and updated in line with the Code; this was approved by JJH Executive in March 2024.

3.2 The draft self-assessment is attached to the overall Voice of the Customer report as Appendix 4.

4. Board Statement

4.1 “As an ‘welcoming’ complaints organisation, it is positive to see all the work undertaken by JJH colleagues to provide effective complaint handling and analyse to further improve services to residents. We strive to listen to the voice of the customer from all feedback mechanisms, but complaints in particular, is an area to pay attention to and work with residents to get communication and services right; this includes JJH’s Assurance Panel carrying out a ‘bitesize assessment’ on complaint communication in Qtrs. 1 and 2 2024/25. We embrace lessons learnt and continue to support the Housing Ombudsman Service’s approach to working with landlords to review procedures and themes and hear our resident’s feedback.”

