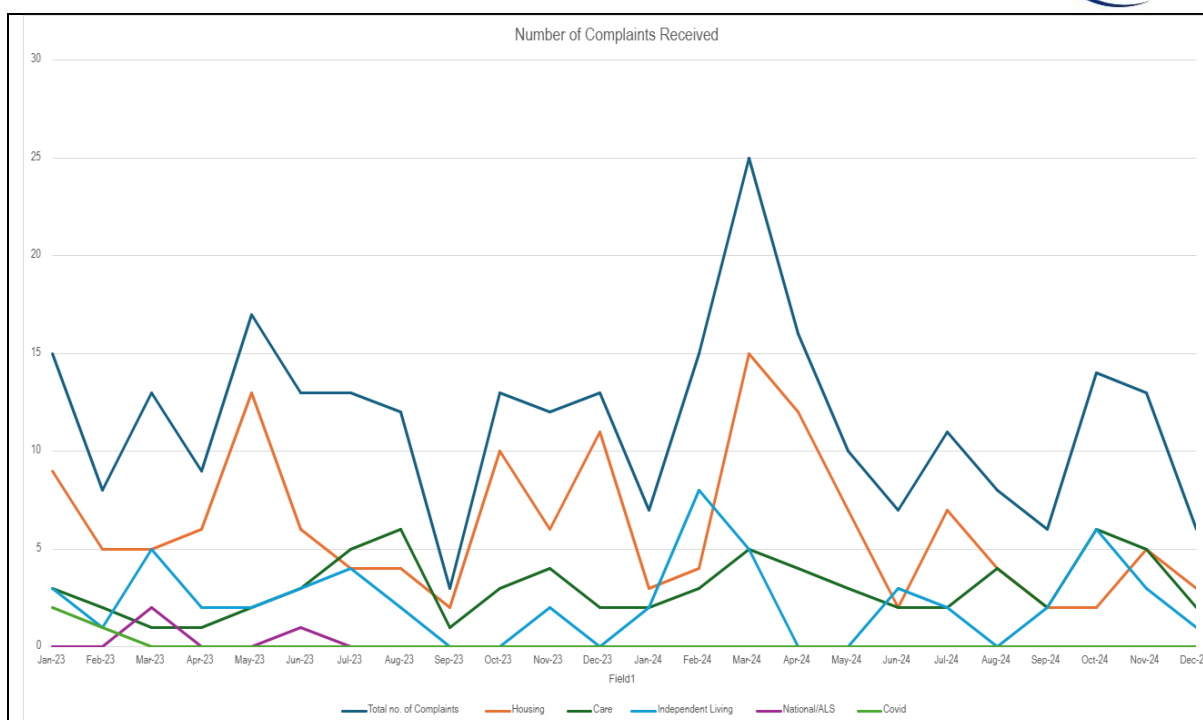


Corporate Health, Safety & Quality Meeting

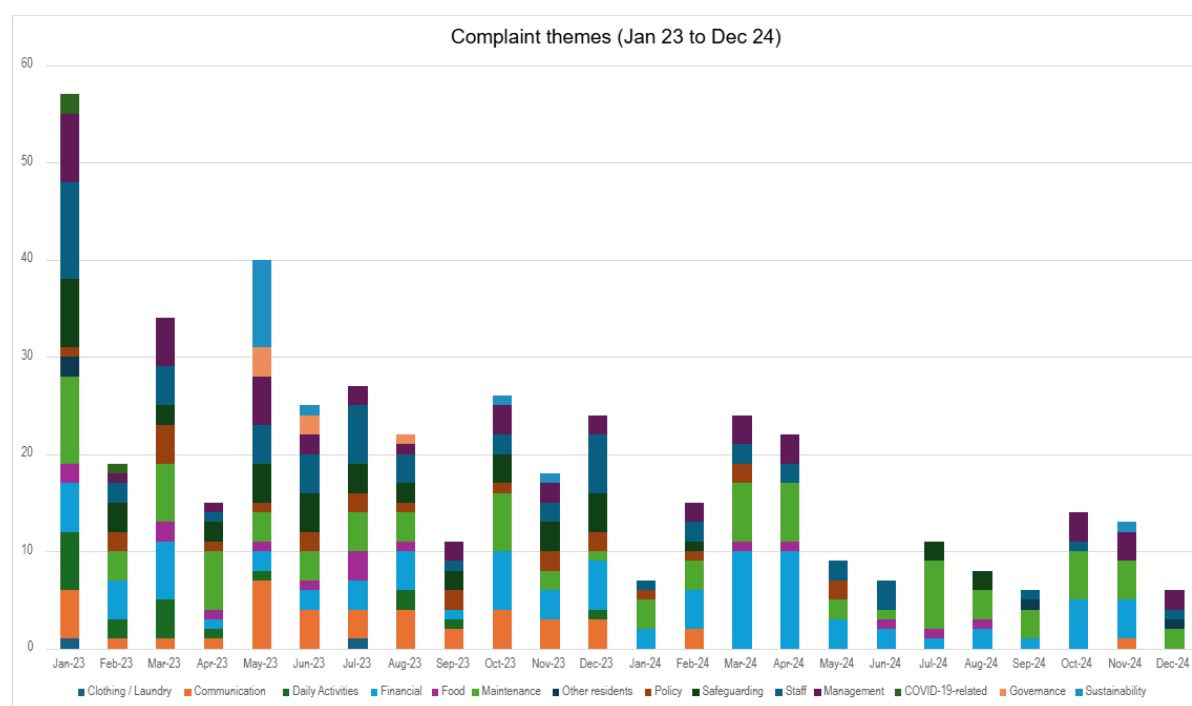
Date of meeting: 29th January 2025
Agenda Item: 9

Title:	Complaints Report
Owner:	Customer Experience
Report author:	Jonathan Earnshaw
Reporting Period:	1 st October – 31 st December 2024

PURPOSE (add 'X' to appropriate box(es))	FOR INFORMATION X	FOR DISCUSSION	DECISION(S) REQUIRED
<p>Overview</p> <p>In the last quarter we received 33 formal complaints (10 Housing, 13 Care & 10 Independent Living) up from 25 the previous quarter.</p> <p><i>As part of the national conversation on complaints</i> in Autumn 2024 we launched a brand new 'Compliments & Complaints' website page with improved signposting to encourage feedback. A new 'We welcome your Feedback' poster was rolled out across our Housing locations and will follow in our Care homes shortly.</p> <p>A new dedicated 'Compliments & Complaints' page on Connect was launched with resources & guidance to support colleagues more effectively and in December we launched a brand-new mandatory 'Complaint handling e-learning' course for all colleagues with four webinars planned for 2025 on sharing best practice, hints, and tips on what complaint handling & the use of feedback to drive service improvements.</p> <p>Collaboration with the residents panel continues with the panel reviewing some redacted complaints to be reassured on our complaint handling performance but to also gather feedback on what works well and where improvements they feel could also be made, this is in addition to sharing complaint performance information and outputs from our complaint's lessons learned approach too.</p> <p>Total number of complaints received. The total number of complaints by service type is provided in the graph below.</p>			



The graph below highlights the themes were identified from complaints received since January 2023. There may be multiple themes from a single complaint due to the complaint being related to a number of items.



The data in the table below is based on complaints received relating to Abbeyfield Living Society properties from residents or their representatives – and complaints received about ALS as a corporate body.

The data is split from 1 October 2022 (when policy changes came into effect)

	01/01/24 to 31/03/24	01/04/24 to 30/06/24	01/07/2024 to 30/09/2024	01/10/2024 to 31/12/2024	Trend
No. of complaints received (average per month)	47 (15.6)	33 (11)	25 (8.3)	33 (11)	↑
No. which relate to damp/mould or risk of damp/mould	6	0	6	2	↓
Acknowledgement					
% acknowledged within target (2 working days)	95%	95%	100%	90%	↓
Stage 1					
% responded within target (10 working days)	88%	100%	100%	100%	↑
% responded within target (10 working days) or with agreed extension	100%	100%	100%	100%	↑
% of response letters which included details of how to escalate	100%	100%	100%	100%	↑
% of complaints fully upheld at Stage 1	47%	49%	40%	24%	↓
% of complaints partially upheld at Stage 1	26%	25%	24%	45%	↑
Stage 2					
% of complaints escalated to Stage 2	11%	10%	8%	9%	↑
% responded within target (15 working days)	60%	100%	100%	100%	↑
% responded within target or with agreed extension	98%	100%	100%	100%	↑
% of complaints fully upheld at Stage 2	20%	25%	0%	0%	↓
% of complaints partially upheld at Stage 2	20%	50%	50%	33%	↓
Ombudsman					
No. of complaints escalated to Housing Ombudsman or Local Government & Social Care Ombudsman	1	4	1	1	↓

Ombudsman Update

At the time of writing this report, we are awaiting an update on four outstanding Housing Ombudsman cases where evidence was submitted in the previous quarter for three of the cases and this quarter for one of the cases.

Having received a final decision in the last few days of the previous quarter from the Local Government & Social Care Ombudsman (LGSCO) full compliance with their determination was achieved in Q3 which included issuing a full apology, making a financial remedy payment of £300 and to make service improvements to prevent a reoccurrence.

On 4 November 2024, the Housing Ombudsman, Richard Blakeway made contact to commend ALS for its no maladministration rate from cases reviewed in 2023-24 as 1 of only 2 organisations nationally and said, *'You and your staff deserve considerable recognition for this outcome and based on the cases that we handled in 2023-24, this indicates a positive complaint handling culture within your organisation'*.

Top Complaint Reasons

Main complaint reasons across the quarter (from the 33 complaints)

- **Maintenance – 11 (7 related to delays to repairs)**
- **Financial – 9 (service charge increases & loss of personal items)**
- **Management – 8 (local management concerns, lack of communication)**

Top Complaint Locations

- **Girton Green – 4 (Internal works, loss of pool)**
- **Winnersh – 4 (management, loss of personal items, personal care)**
- **Burnham Court– 3 (Loss of in-house care services, service charges impact)**

Complaint Lessons Learned

Launched in August 2024, this process is looking at fully upheld or partially upheld complaints and a Team's meeting takes place with key stakeholders once the complaint response has been issued at either stage 1 or stage 2.

We have already identified several learnings which have been captured and owners assigned to resolve – these include exploring if *mandatory haircare & footcare for care staff is possible*, *policy review of setting care fees at Lee House in the next finance review*, *the property services team feeding back to the project team on future resident preferences on lock replacement's at our locations following feedback*, and *reminding colleagues of the procedure to raise emergency repair jobs out of hours and delays to responding and actioning repairs*. In addition, with an increase in contact from residents and family members at The

<p><i>Firs complex in Nottingham, an action plan was developed to identify outstanding property related issues driving dissatisfaction which is reviewed monthly by key stakeholder colleagues to discuss and review progress on the outstanding issues.</i></p> <p>The sessions take place with ROMs, SHMs, CHMs & team members from support teams including property services to support ownership and accountability with actions captured, assigned, tracked, and followed up for progress updates.</p> <p>Complaint Handling satisfaction</p> <p>Whilst surveys have been issued for complaints received in this quarter, the response rate is very low indeed – with only a handful of responses being received back and we are currently exploring ways in which we can encourage a greater response with further details hoping to be provided in the next report.</p>
<p>Recommendation: (if any decision required)</p> <p>N/A</p>