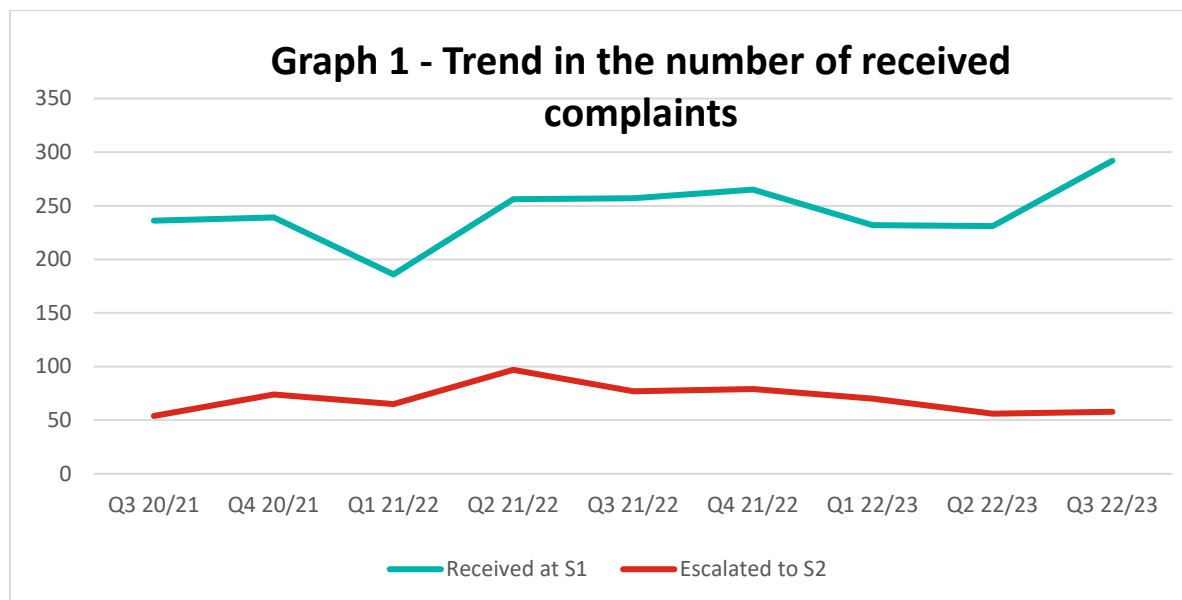
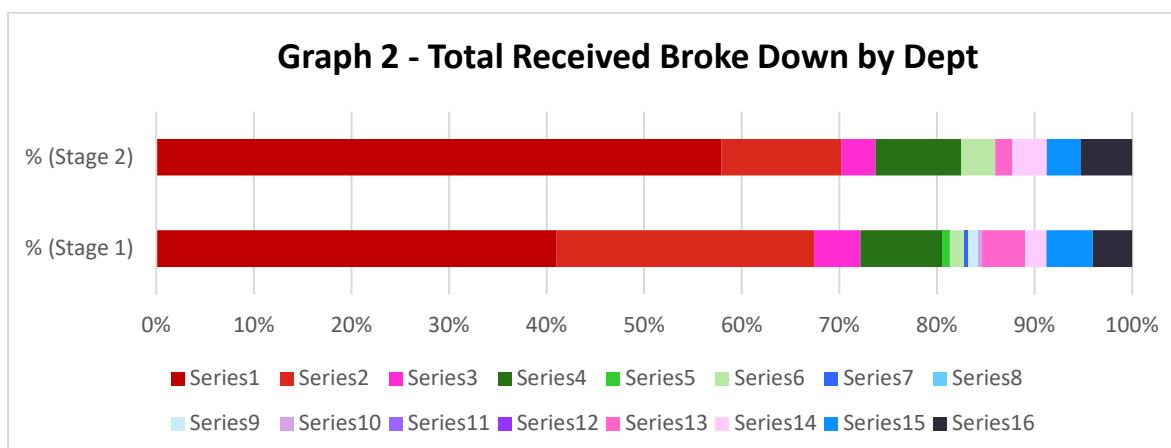


Quarterly report for Quarter 3 (01 October – 31 December 2022)



Quarter	Received at S1	Escalated to S2	Proportion of escalated complaints	Target
Q3 20/21	236	54	22.9%	10%
Q4 20/21	239	74	31.0%	10%
Q1 21/22	186	65	34.9%	10%
Q2 21/22	256	97	37.9%	10%
Q3 21/22	257	77	30.0%	10%
Q4 21/22	265	79	29.8%	10%
Q1 22/23	232	70	30.2%	25%
Q2 22/23	231	56	24.2%	25%
Q3 22/23	292	58	19.9%	25%

Graph 1 and the accompanying table shows Stage 1 and 2 complaints received covering the period 01 October 2022 to 31 December 2022. Comparison with the previous quarter a year ago Q3 21/22 shows an increase of 35 Stage 1 complaints and a decrease of 19 Stage 2 complaints.



	Total Received by Dept	Stage 1	Stage 2	% (Stage 1)	% (Stage 2)
1	Responsive Repairs	112	33	38.4%	56.9%
2	Planned Works, M & E	72	7	24.7%	12.1%
3	Leasehold Services	13	2	4.5%	3.4%
4	Neighbourhood - London	23	5	7.9%	8.6%
5	Neighbourhood - Hertford	2	0	0.7%	0.0%
6	Voids & Lettings - London	4	2	1.4%	3.4%
7	Voids & Lettings - Hertford	1	0	0.3%	0.0%
8	Income - Hertford	0	0	0.0%	0.0%
9	Income - London	3	0	1.0%	0.0%
10	Intermediate Rent	1	0	0.3%	0.0%
11	Older Persons	0	0	0.0%	0.0%
12	Supported Housing	0	0	0.0%	0.0%
13	SW9	12	1	4.1%	1.7%
14	Central Complaints	6	2	2.1%	3.4%
15	Development	13	2	4.5%	3.4%
16	Contact Centre	17	1	5.8%	1.7%
17	Estates Services	11	3	3.8%	5.2%
18	Miscellaneous	2	0	0.7%	0.0%
	Total	292	58	100.0%	

A departmental breakdown of complaints received in the quarter is set out in graph 2 together with the accompanying table. Because of the nature of the work, they are involved in Asset Management accounts for 63% of the total complaints received at Stage 1. Asset Management is made up of Responsive repairs (38.4%) and Planned Works, M&E (24.6%) as shown in table above. There was an increase of 8% on the previous quarter Q2 22/23.

Responsive Repairs had 112 at Stage 1, 6 less than last quarter, followed by 72 Stage 1 from Planned Works and M&E, which is an increase of 32 more than last quarter.

In this quarter there were 12,325 repairs raised for all responsive repair contractors. This includes our small new framework contractors Chas Berger, Close Brothers and R Benson (Roof repairs only). Of which the Responsive Repair Teams manage complaints at Stage 1.

Of the 12,325, jobs raised, 11, 336 were for our main contractors Wates and MCP. This is an increase of 726 on the last quarter.

There were 103 complaints in the quarter for these responsive repair contractors, meaning that approximately 0.84% of repairs lead to a complaint being logged. Below are tables which provide a full breakdown of the jobs raised for each contractor.

COMPLAINTS VS JOBS RAISED	<u>Wates</u>		
	Complaints	Jobs raised	%
October	14	1980	0.71%
November	13	2621	0.50%
December	14	1723	0.81%

COMPLAINTS VS JOBS RAISED	<u>MCP</u>		
	Complaints	Jobs raised	%
October	13	1500	0.87%
November	12	1825	0.66%
December	15	1687	0.89%

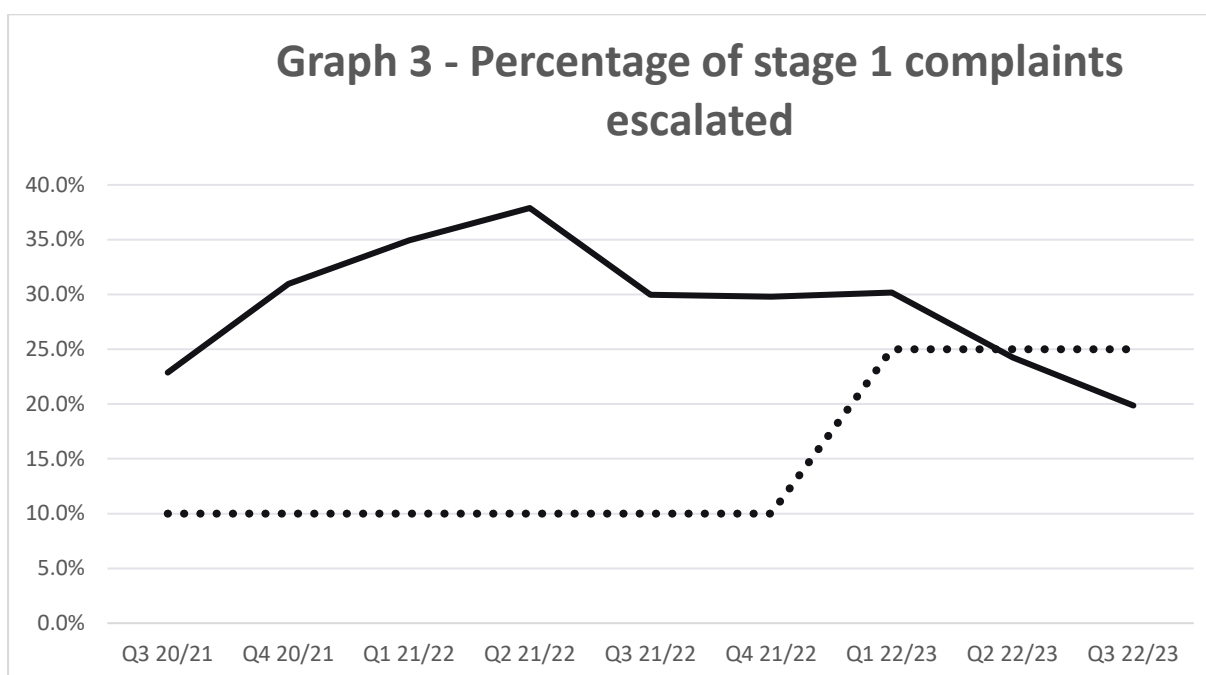
COMPLAINTS VS JOBS RAISED	<u>Chas Berger</u>		
	Complaints	Jobs raised	%
October	0	7	0.0%
November	0	6	0.0%
December	3	5	60.0%

COMPLAINTS VS JOBS RAISED	<u>R Benson</u>		
	Complaints	Jobs raised	%
October	2	77	2.6%
November	4	206	1.9%
December	7	107	6.5%

COMPLAINTS VS JOBS RAISED	<u>Close Brothers</u>		
	Complaints	Jobs raised	%
October	2	306	0.7%
November	2	84	2.4%
December	2	191	1.0%

COMPLAINTS VS JOBS RAISED	<u>Combined</u>		
	Complaints	Jobs raised	%
October	31	3870	0.8%
November	31	4742	0.7%
December	41	3713	1.1%
Quarter 3 Total	103	12,325	0.84%

Complaints that escalated from Stage 1 to Stage 2



A total number of 292 Stage 1 complaints were received in Q3 2022/23, 61 more than Q2 2022/23 (231) and 35 more than Q3 2021/22 (257). There were 58 Stage 2 complaints logged, which was 2 more than Q2 2022/23 (56) and 19 less than the Q3 quarter in 2021/22 (77).

Performance - complaints responded to on time

Performance increased by 4% to 97% for Stage 1 the highest since Q4 2020/21. The increase in Stage 1 performance can be attributed to more focus on complaints given the ever-increasing media and Government spotlight.

Given this there has also been increased learning and focus on trying to resolve the complaint as early as possible into the complaints process. Additional feedback and coaching has been provided to assist those completing a complaint investigation (at Stage 1) understand the importance of explaining/detailing their findings so the resident feels we have understood their concerns. More emphasis has also been placed on ensuring compensation is awarded in line with our compensation policy and the rationale behind compensation awards is shared with residents. Generally, with greater feedback, residents have been more satisfied with the responses they have been receiving, leading to less escalations to Stage 2 (more on this below).

We have to note though that SW9 show 0 complaints closed in this quarter (Q3), there were 4 complaints that were closed late (due December, closed January) and as such these will pull through into Q4. Given this, and the fact that there have been other SW9 Stage 1 responses (3) that have been issued late in Q4, we will likely see a drop from 97% in the next quarter.

Stage 2 decreased by 6% to 91%. In contrast to Stage 1s this was the lowest since Q4 2020/21. A full investigation into the 5 Stage 2 responses has shown that all but one of the late responses was unavoidable. The one remaining avoidable late Stage 2 was due to an oversight in handover over the Christmas holiday period.

Overall, 96% of combined Stage 1 and Stage 2 complaints were issued on time, meaning the overall target of 95% was still achieved.

Responsive repairs resolved 100 out of 101 Stage 1 complaints on time meaning 99% of their responses were issued on time, which was the same as last quarter (Q2). This is compared to Planned Works, Compliance and M & E who resolved 52 out of 55 of complaints on time, which is a 5% decrease on the last quarter (Q2).

Out of the 241 Stage 1 complaints closed in Q3 we determined the outcomes as below:

Month	Upheld	Not Upheld	Partially Upheld
October	35	19	13
November	38	16	30
December	39	20	30
Totals	112	55	73

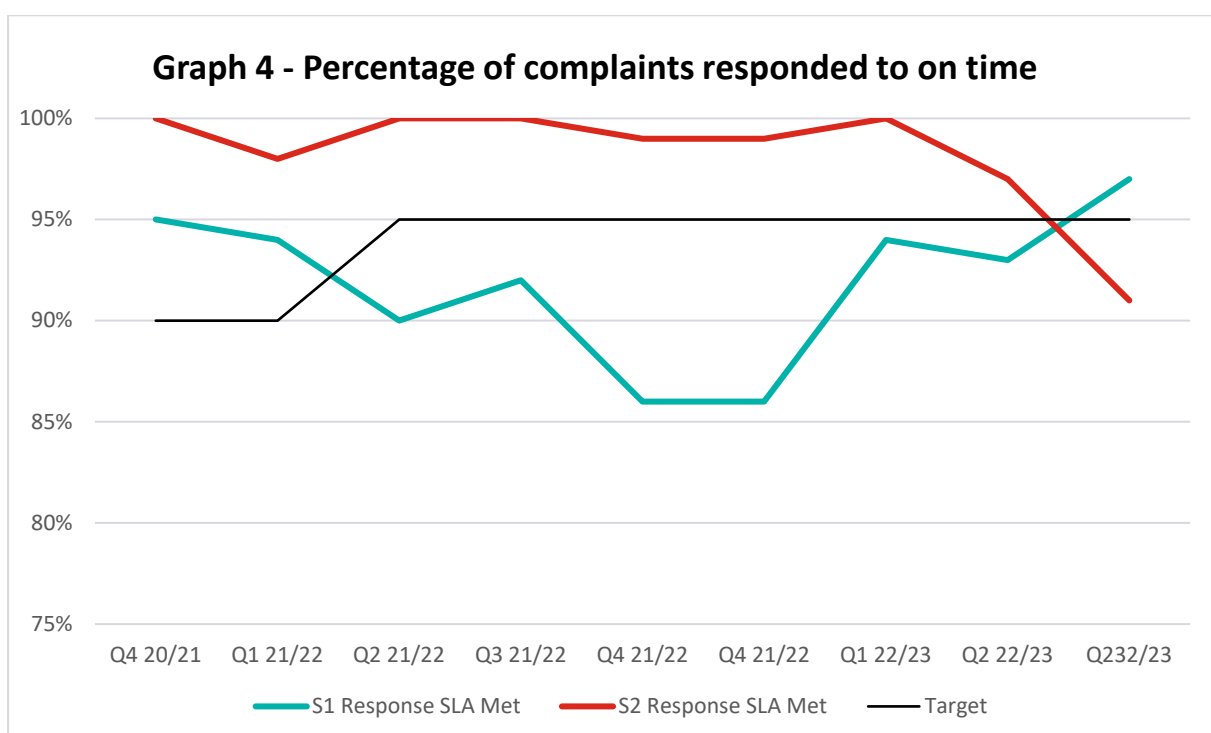
We upheld 77% of our Stage 1 complaints (including upheld and partially upheld), and one was outside of jurisdiction. The level of complaints upheld is in line with Ombudsman outcomes, and important to note.

Out of the 57 Stage 2 complaints closed in Q3 we determined the outcomes as below:

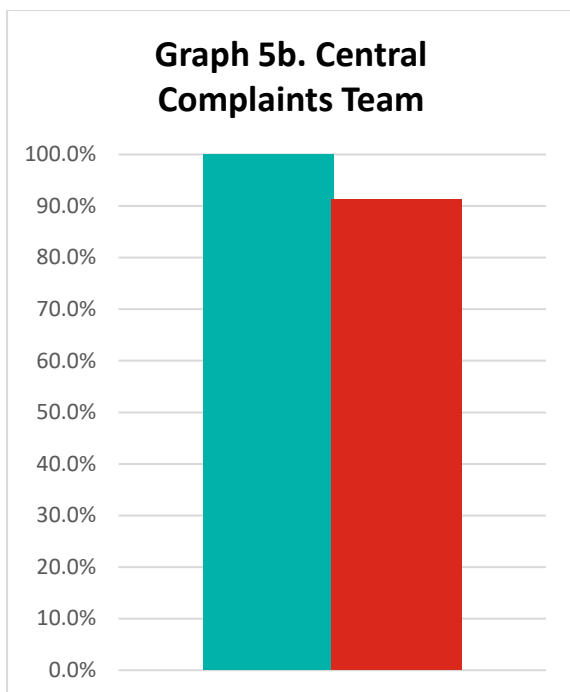
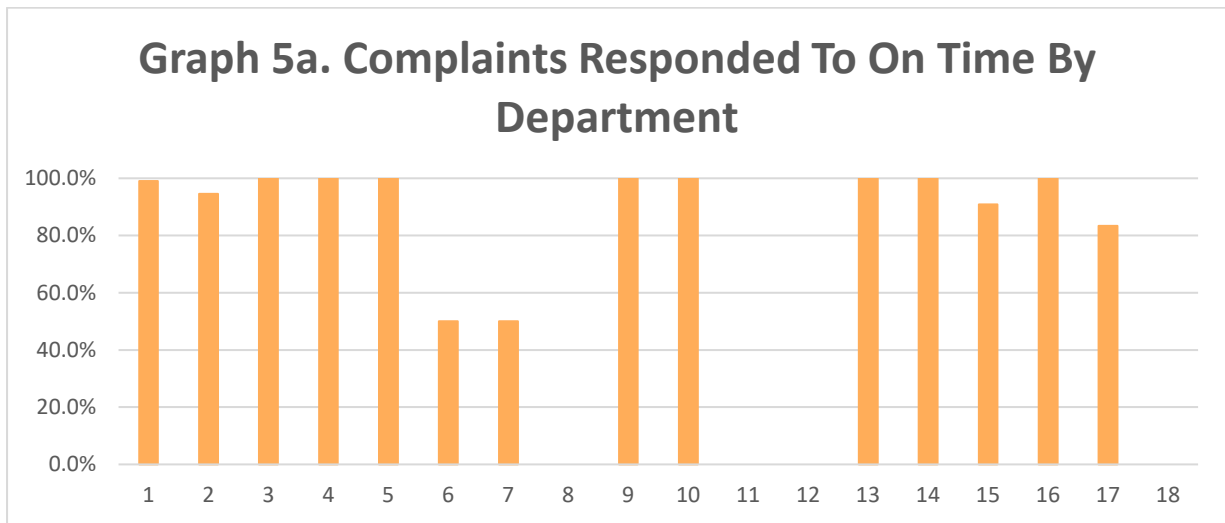
Month	Upheld	Not Upheld	Partially Upheld
October	3	7	13
November	6	2	5
December	9	4	8
Totals	18	13	26

We upheld 77% of our Stage 2 complaints (including upheld and partially upheld), and again in line with the outcomes being see at the Ombudsman Service.

Quarter	S1 Response SLA Met	S2 Response SLA Met	Target
Q4 20/21	95%	100%	90.00%
Q1 21/22	94%	98%	90.00%
Q2 21/22	90%	100%	95.00%
Q3 21/22	92%	100%	95.00%
Q4 21/22	86%	99%	95.00%
Q4 21/22	86%	99%	95.00%
Q1 22/23	94%	100%	95.00%
Q2 22/23	93%	97%	95.00%
Q3 22/23	97%	91%	95.00%



	Total Resolved by Dept	Stage 1			Stage 2		
		No. on Time	Closed	% On Time	No. on Time	Closed	% On Time
1	Responsive Repairs	100	101	99.0%	0	0	N/A
2	Planned Works, M & E	52	55	94.5%	0	0	N/A
3	Leasehold Services	16	16	100.0%	0	0	N/A
4	Neighbourhood - London	17	17	100.0%	0	0	N/A
5	Neighbourhood - Hertford	2	2	100.0%	0	0	N/A
6	Voids & Lettings - London	1	2	50.0%	0	0	N/A
7	Voids & Lettings - Hertford	1	2	50.0%	0	0	N/A
8	Income - Hertford	0	0	#DIV/0!	0	0	N/A
9	Income - London	3	3	100.0%	0	0	N/A
10	Intermediate Rent	1	1	100.0%	0	0	N/A
11	Older Persons	0	0	#DIV/0!	0	0	N/A
12	Supported Housing	0	0	#DIV/0!	0	0	N/A
13	SW9	5	5	100.0%	0	0	N/A
14	Central Complaints	6	6	100.0%	52	57	91.2%
15	Development	10	11	90.9%	0	0	N/A
16	Contact Centre	14	14	100.0%	0	0	N/A
17	Estates Services	5	6	83.3%	0	0	N/A
18	Miscellaneous	0	0	#DIV/0!	0	0	N/A
	Total	233	241	96.7%	52	57	91.2%



Please note that all Stage 2 complaint responses are all completed by the Central Complaints Team.

Compensation.

Stage 1

Compensation can be awarded where, following an investigation, it is identified that our actions or lack of action had a significantly adverse effect on the resident. Compensation was awarded at Stage 1 in respect of 97 complaints closed awarding compensation at a total cost of £26,711 shown in graph 6 (below) with a comparison to previous quarters.

This is a decrease of £590 on the last quarter (Q2).

Once again delay was the highest payment with £10,959 compensation paid out accounting for 41% of the total awarded 1% less than the last quarter. With distress being £10,245 at 38% of the total award, which is normally awarded the same as delay and go hand in hand together. This is shown in graph 7 along with the rest of the breakdown of categories in the table below.

Stage 2

We are now reporting on Stage 2 compensation, whilst in the whole this can be seen as addition to all Stage 1 compensation awarded, in some respects it will be new compensation (as none was awarded at Stage 1). Currently we have no way of cross referencing this but gives a good indication of where we are. As the quarters go on there will be more comparable data at Stage 2 same as with Stage 1.

Compensation was awarded at Stage 2 in respect of 47 complaints closed awarding compensation at a total cost of £16,044 shown in graph 7 along with the table. Stage 2 follow suit as per Stage 1 with Delay and Distress taking up most of the total amount.

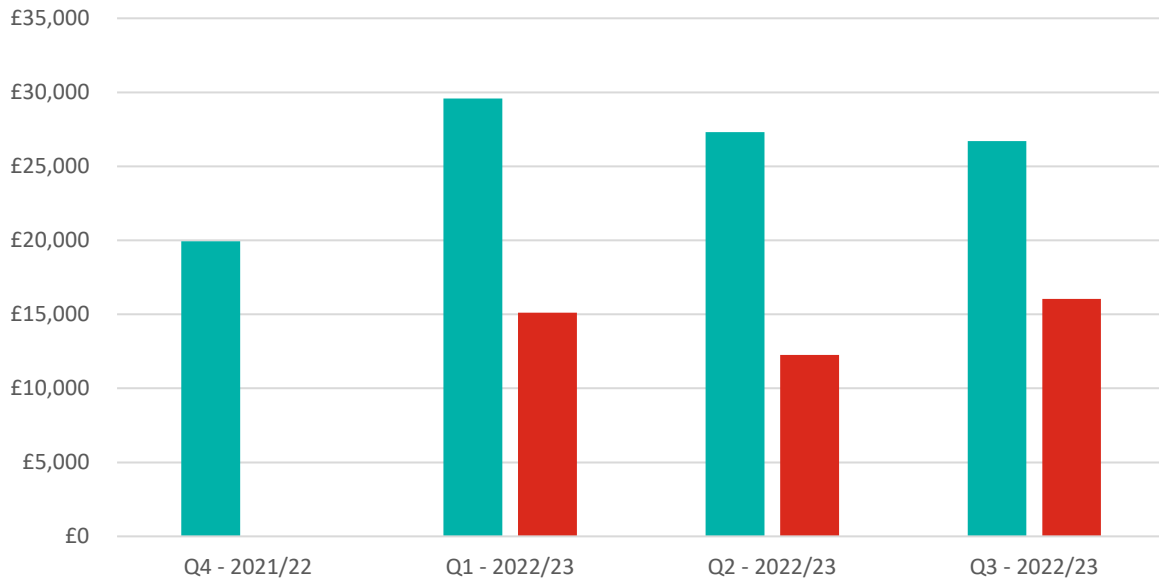
Compensation is something that is currently under scrutiny, with the Ombudsman awarding more compensation than ever. We are waiting on an update from the Ombudsman in respect of their own spotlight on Compensation, so we can review and update our Compensation Policy Document to align with their rationale on awarding compensation.

Regaining costs from contractors

Each month our repairs team track the amount awarded for delays and request this money back from Wates and MCP. In this quarter (01 October – 31 December 2022) we are claiming back £worth of compensation so far. Full breakdown below. This figure accounts for both complaints and non-complaints related compensation recharged to a contractor.

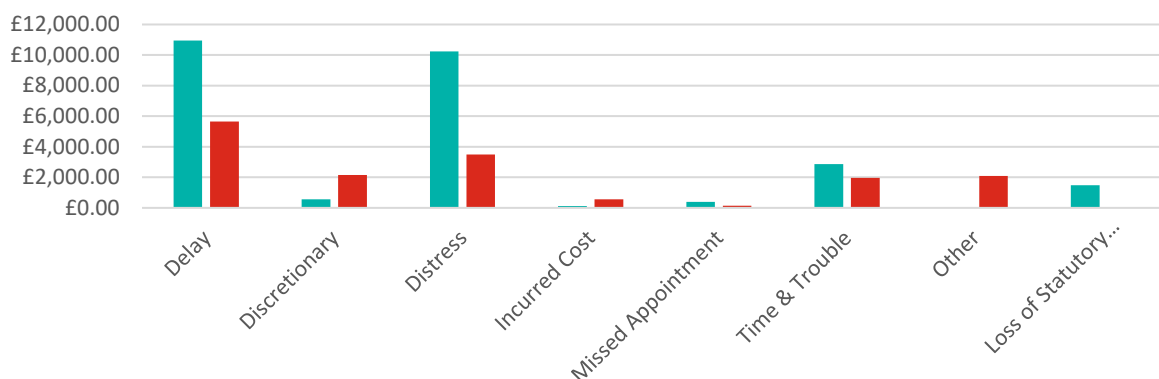
<u>Wates</u>	<u>MCP</u>
October 2022 - £1,943	October 2022 - £3,017
November 2022 - £365	November 2022 - £1,487
December 2022 – £1,282	December 2022 – £3,265
Total for Q3 – £3,590	Total for Q3 – £7,769

**Graph 6 - Quarterly Compensation Comparison
(Stage 1 & Stage 2)**



	Stage 1	Stage 2
Q4 - 2021/22	£19,929	N/A (no data available)
Q1 - 2022/23	£29,581	£15,118
Q2 - 2022/23	£27,301	£12,252
Q3 - 2022/23	£26,711	£16,044

**Graph 7 - Quarterly Compensation Comparison
(Stage 1 & Stage 2) by Type**



		<i>October</i>	<i>November</i>	<i>December</i>	Total
<i>Award</i>	<i>Total S1 and S2</i>	Stage 1			
Delay	£16,599.00	£3,945.00	£2,720.00	£4,294.00	£10,959.00
Discretionary	£2,728.00	£100.00	£260.00	£206.00	£566.00
Distress	£13,730.00	£3,880.00	£2,600.00	£3,765.00	£10,245.00
Incurred Cost	£665.00	£55.00	£0.00	£60.00	£115.00
Missed Appointment	£540.00	£250.00	£100.00	£50.00	£400.00
Time & Trouble	£4,831.00	£1,107.00	£858.00	£909.00	£2,874.00
Other	£2,150.00	£0.00	£30.00	£30.00	£60.00
Loss of Statutory Service	£1,512.00	£40.00	£200.00	£1,252.00	£1,492.00
<i>Total</i>	<u>£42,755.00</u>	£9,377.00	£6,768.00	£10,566.00	<u>£26,711.00</u>

	<i>October</i>	<i>November</i>	<i>December</i>	Total
<i>Award</i>	Stage 2			
Delay	£1,330.00	£1,920.00	£2,390.00	£5,640.00
Discretionary	£1,009.00	£232.00	£921.00	£2,162.00
Distress	£800.00	£1,165.00	£1,520.00	£3,485.00
Incurred Cost	£300.00	£250.00	£0.00	£550.00
Missed Appointment	£30.00	£30.00	£80.00	£140.00
Time & Trouble	£648.00	£631.00	£678.00	£1,957.00
Other	£5.00	£1,815.00	£270.00	£2,090.00
Loss of Statutory Service	£0.00	£0.00	£20.00	£20.00
<i>Total</i>	£4,122.00	£6,043.00	£5,879.00	<u>£16,044.00</u>

In closing on compensation and looking forward we will be looking at completing adhoc/retrospective reviews on compensation payments over £500. This will help ensure learning and consistency on how and when compensation should be awarded.

MP and Cllr Enquiries

68 MP and Councillor enquiries were received in this quarter (Q3), compared to 47 received in Q2 2022/23. 56 out of 64 were closed on time which is 82%.

The reasons for the enquiries going late relied mainly on lack of responses from the teams involved in arranging the response, and something we are working on resolving by engaging with the teams earlier into the process and helping where necessary. It is also worth noting an initial spike in contact from Cllr/MPs following the recent spotlight on Damp and Mould.

Total Received Broke Down by Dept – Q3	Enquiries Received	% (Enquiries)	No. on Time	No. Closed	% On Time
1 Central Complaints Team	4	5.9%	7	7	100.0%
2 Construction & Regeneration	0	0.0%	0	0	N/A
3 Energy Project	0	0.0%	0	0	N/A
4 Estates Services	1	1.5%	0	0	N/A
5 Fire Safety	1	1.5%	1	1	100.0%
6 Income - London	1	1.5%	1	1	100.0%
7 Income - Hertford	0	0.0%	0	0	N/A
8 Leasehold Services	8	11.8%	4	4	100.0%
9 Neighbourhood - Hertford	1	1.5%	1	1	100.0%
10 Neighbourhood - London	16	23.5%	16	16	100.0%
11 Older Persons	1	1.5%	0	0	N/A
12 Planned Works, M & E	6	8.8%	3	4	75.0%
13 Resident Engagement	0	0.0%	0	0	N/A
14 Responsive Repairs	22	32.4%	12	15	80.0%
15 Voids & Lettings & Handy Person - London	3	4.4%	4	5	80.0%
16 SW9	0	0.0%	0	0	N/A
17 Building Safety	4	5.9%	3	5	60.0%
18 Data Protection	0	0.0%	0	0	N/A
19 Intermediate Rent	0	0.0%	0	0	N/A
20 Legal Services/Disrepair	0	0.0%	4	5	N/A
21 Development - Resales	0	0.0%	0	0	N/A
Total	68	48.5%	56	64	82.4%

Received	68
Closed	64
Number on time	82.4%

Housing Ombudsman activity and Decisions

2 information requests for formal investigations and 4 determinations received in Q3 2022/2023.

Out of the 4 determinations received in the quarter as some had multiple determinations, there were 9 decisions in total. These were made up of 2 Maladministration, 3 service failure and 2 No Maladministration and 1 reasonable redress.

We had 2 reviews come back we challenged a maladministration, but it was not overturned. The other challenged was a service failure for our complaint handling and due to no evidence, this was amended to no maladministration. A detailed breakdown of the decisions are provided below. They have been anonymised as this report will be added to the Network Homes website.

Ombudsman Determination - Maladministration, Service Failure, Service Failure

The complaint was about our response to the resident's reports about the allocation of parking bays and our management of the parking area. Along with our complaints handling being investigated.

There was maladministration with respect to our response to the resident's reports about the allocation of a parking space. The Ombudsman stated although our response is considered largely reasonable, it cannot be ignored that the resident has clearly gone through a distressing period in pursuing this issue. For that reason, together with the record keeping and administration issues identified an overall finding of maladministration has been identified.

There was service failure with respect to our response to the resident's reports about parking management. They said given the recharging implications of enforcing on the resident's behalf, it is presumed we would need to consult with all residents before doing so, and to form a view on what if any enforcement was appropriate, based on the result of that consultation. There is no evidence that we had undertaken any such exercise despite its promise to start enforcement action.

There was service failure with respect to our complaints handling. This is as we had sent the resident two complaint responses, at both stage 1 and stage 2, without ever stating whether her complaint was upheld. We also declined to accept and consider a further complaint about enforcement on the basis that it says the resident has exhausted its complaints procedure, while she rightly points out that, even if that was indeed part of her initial

complaint, it is not a part we ever responded to, as we only responded on questions of allocation.

Ombudsman Determination – Reasonable Redress

The complaint was about our response to the resident's reports about leaks into their property, and the subsequent level of compensation offered.

The Ombudsman notes that we raised various remedial works following the leaks. All the jobs were completed in March 2022, and carpets were replaced on 5 May 2022.

In summary, there was service failure by us for failing to provide correct details to our contractor, which caused an unnecessary delay in emergency circumstances. We subsequently carried out appropriate repairs and used our discretion to attempt to remedy the complaint. We additionally offered £300 compensation, which was in line with the Ombudsman's guidance for complaints of this nature.

In their opinion the actions and compensation awarded by us was proportionate to the distress and inconvenience experienced by the resident in relation to our failings, which amount to reasonable redress in the circumstance.

Ombudsman Determination - *Maladministration and No Maladministration

The complaint was about our response to the resident's reports of leaks into the property, and our response to the resident's reports of a neighbouring property being sub-let.

There was maladministration in respect of our response to the resident's reports of leaks into the property. Stating in our final complaint response, in March 2022, we said we would seek an injunction to gain entry to the neighbouring property. And would keep the resident updated and asked her for photos to help support its action. Despite further leak reports and requests for updates from the resident, there is no evidence that we updated resident until June 2022. We then changed our mind on this with no evidence as to why. Our actions following the final complaint response were unreasonable, and a failing, which has not been remedied by our earlier complaint handling or compensation.

**We are in the process of seeing if this is going to be challenged, as although there is no written evidence, we believe phone calls did take place.*

There was no maladministration by us in respect of our response to the resident's reports of a neighbouring property being sub-let. We did confirm in our final response that we had conducted a door knocking exercise to enquire about the occupancy of the property, and that we had received conflicting reports during this. However, as stated, it was not required to go into detail with the resident. From the evidence provided, our handling of the resident's reports about sub-letting were reasonable. We acknowledged the resident's concerns and assured we were looking into the issue. However, due to the nature of the issue, we were not required to provide any further information, whether we found that the property was or was not being sub-let.

Ombudsman Determination – No Maladministration and *Service Failure

The complaint is about our response to the resident's reports concerning the condition and maintenance of the exterior parts of their building, and our complaint handling.

There was no maladministration found in relation to our response to the resident's reports concerning the condition and maintenance of the exterior parts of the building. The Ombudsman said our obligation in the tenancy agreement, under section 2.6, is to keep the exterior of the premises and any common parts in a good state of decoration and normally to decorate these areas once every five years. Section 2.6 of the tenancy agreement does not make it mandatory upon the landlord to fulfil this obligation every five years, indeed it appears to be more of a general guideline rather than a precise date. They agreed this seems to be the correct understanding of the obligations. Stating we was not in breach of our obligations to the resident because, it is reasonable that the normal operating procedure would have been affected by Covid-19, and to divert our finances away from cyclical decorative works, towards fulfilling statutory obligations relating to essential fire safety works instead. We had also sought independent legal advice, which we interpreted as supporting its position.

There was service failure in relation to our complaint handling. This was as the evidence showed the resident made their formal complaint on 27 December 2020, and the first stage response on 11 February 2021 was 31 working days later. So, 21 working days late. There is no evidence to suggest we sent a letter to the resident, advising her of a delay, or giving a new target date. Therefore, the ombudsman determined we failed to comply with our complaints policy and said we should award £100.

*The service failure is being disputed as we did send the stage 1 response on time, but the Complaints Officer sent the response with the wrong date on it.

Lessons Learnt

Repairs – improved record keeping

Our Repairs Team had been looking into case studies with the wider team. There were 3 examples shared, and these were complaints we have answered where the service failure or delay lied specifically within their internal team or processes, so that everybody could understand the impact, and reflect on how things could have been managed better.

Given the ombudsman's spotlight on record keeping they identified that in some of these cases, it is likely that they did take some action with the communications sent over by the contractors to the admin inboxes, however because that action was not correctly documented by way of response back to the email or note logged on the customer's account, they were not in a position to defend some of the claims made by the residents (especially in regards to a lack of communication/action) and so we had to rule in residents favour.

They will be working with the admin team on smarter ways of documenting our involvement in cases and record keeping. They are also continuing to work with MCP on the same issue, by obtaining the right permissions/access to view audit history on their booking and reporting system.

Repairs – improved contractor framework and efficiency

An area for improvement was due to the strain on MCP and Wates being too great, as a result the team resourced and utilised small framework contractors for this. Since then, they have identified that the oversight on the jobs being sent to framework or where these jobs require input or assistance from Network Homes to get access for example is not as stringent as we would have expected or like from the framework.

This has resulted in high level of compensation being awarded and the liability associated with this, being attributed to Network Homes. Since recognising this, they have implemented weekly meetings with the Framework (R Benson, Chas Berger & Close Brother) to ensure that there are no further adverse delays and have more oversight. In turn they hope this will decrease the amount of complaint and compensation currently being raised and paid out.

Repairs – utilising systems

The team has been utilising is the use of text messages being sent as form of acknowledgement. They have found that this does prevent calls coming into us in regard to the complaint and also allows us the capacity to have regular communication where by it does not affect any unnecessary workload. This is helping manage their communication and has had a positive effect.

Repairs – improved communication and understanding of responsibilities

They noticed a challenge in regard to the management of leaks affecting residents that are originating from someone else's property. When residents either do not respond or do not co-operate it creates delays in resolving the issue, resulting in further damage and compensation pay-outs that cannot be reclaimed from contractors.

They have attempted to streamline the process and ensure that each team is aware of their responsibilities as part of the process that has to be followed. Delays are still inevitable as we have to give the residents certain length of time to co-operate/respond before we can initiate legal action however, they hope that the change means that we can start repairs sooner. They meet with the roofing contractor weekly and to ensure that they are continuously moving any of these cases to the next stage of the process collaboratively.

Neighbourhood – improved communications with residents

Where they have promised to make regular contact with residents, they have made sure these are diarised in the diaries so as not to be missed. And focusing on acknowledging emails quickly with residents so they are aware it is being looked into.

Report completed by

James Mahaffy, Central Complaints Manager and Adam Tolhurst, Central Complaints Officer