

Housing Services Stage 1 Complaints End of Year Report 2023/24

Introduction

This report details Southampton City Council Housing Department's performance in Stage 1 complaint handling during 2023/24 (April 2023 to March 2024).

Number of Complaints

The total number of Stage 1 complaints received during the year was 329 which is an 18% increase on the number received (278) in the previous year 2022/23.

The number of complaints does not include any which were correctly dealt with as service requests, were withdrawn or were outside of the jurisdiction.

Most complaints during the year have been about Housing Operations representing 70% of the total number.

Service Area	Q1	Q2	Q3	Q4	Total
Housing Operations	45	51	73	62	231
Property Services	0	0	0	0	0
Allocations	7	1	5	2	15
Homelessness Team	0	2	1	2	5
Local Housing Offices	11	19	16	18	64
Shared Ownership, Leasehold and RTB	1	0	3	0	4
Payments and Debts	2	1	0	0	3
Out of Hours	1	0	0	0	1
Supported Housing	0	0	3	3	6
City Telecare Service	0	0	0	0	0
Total	67	74	101	87	329

Timescales

Below are the timescales for responding to complaints across the service.

Timescale (working days)	Q1	Q2	Q3	Q4	Total
1-10	31	31	39	37	138
11-20	16	14	23	11	64
21-30	4	6	7	6	23
Over 31	6	10	6	9	31
Open	10	13	26	24	74

After discounting the open cases, a total of 79.2% of complaints were responded to within 20 working days. 54.1% of complaints during the year were responded to within 10 working days. From April 2024 complaints are required to be responded to within 10 working days from acknowledgement under the Housing Ombudsman Complaint Handling Code.

Outcome

Result	Q1	Q2	Q3	Q4	Total
Upheld	25	28	38	24	91
Partially Upheld	8	9	10	11	27
Not Upheld	22	19	23	19	65
Unclear	2	5	4	8	11
Open	10	13	26	24	47

The total number of closed complaints which have been upheld over the whole year which is 47%. 33.5% were not upheld during the whole year.

Reason for Complaint

Some complaints have more than one reason which is why the figures do not match the total number of complaints. Multiple reasons were not recorded in Qtr 1. From Qtr 2 Mould / Damp is being recorded separately as a cause for complaint.

Reason for Complaint	Q1 23/24	Q2	Q3	Q4	Total
Anti-social behaviour	3	4	2	6	14
Staff Behaviour	8	10	8	10	36
Cleanliness of communal areas	0	8	4	2	14
Tradesman no-show	2	3	6	7	17
Standard of repair	13	6	8	10	31
Wait time for repair appointment	11	18	18	16	63
Multiple appointments required to complete repair	4	11	19	14	48
Wait time for void completion	4	0	0	1	5
Standard of property	10	2	8	7	25
Wait time for a property	0	0	0	0	0
Moving Out Charges	0	0	0	0	0
Decision on housing application	1	1	3	2	7
Out of hours services	1	0	0	0	1
Rent and Service Charge Costs	0	2	3	4	9
Communication	2	4	2	4	12
Neighbourhood Conditions	0	1	3	5	9
Parking	0	1	0	0	1
Incorrect Information	1	0	0	0	1
Mould / Damp	0	4	19	9	32
Other	0	14	17	9	40

Over the year, Wait Time for Repair Appointment appears in 17% of complaints as a whole and is the most frequent cause for complaint. This is followed by Multiple Appointments Needed to Complete Repairs at 13% for the year. Staff Behaviour appears in 9.8% of complaints and Mould / Damp are recorded in 8.7% complaints since being recorded as a separate category since Qtr 2.