SOUTH HOLLAND DISTRICT COUNCIL

APPENDIX 4

HOUSING FEEDBACK PERFORMANCE REPORT

Prepared by
LEAD OFFICER FOR COMPLAINT HANDLING (HOUSING)

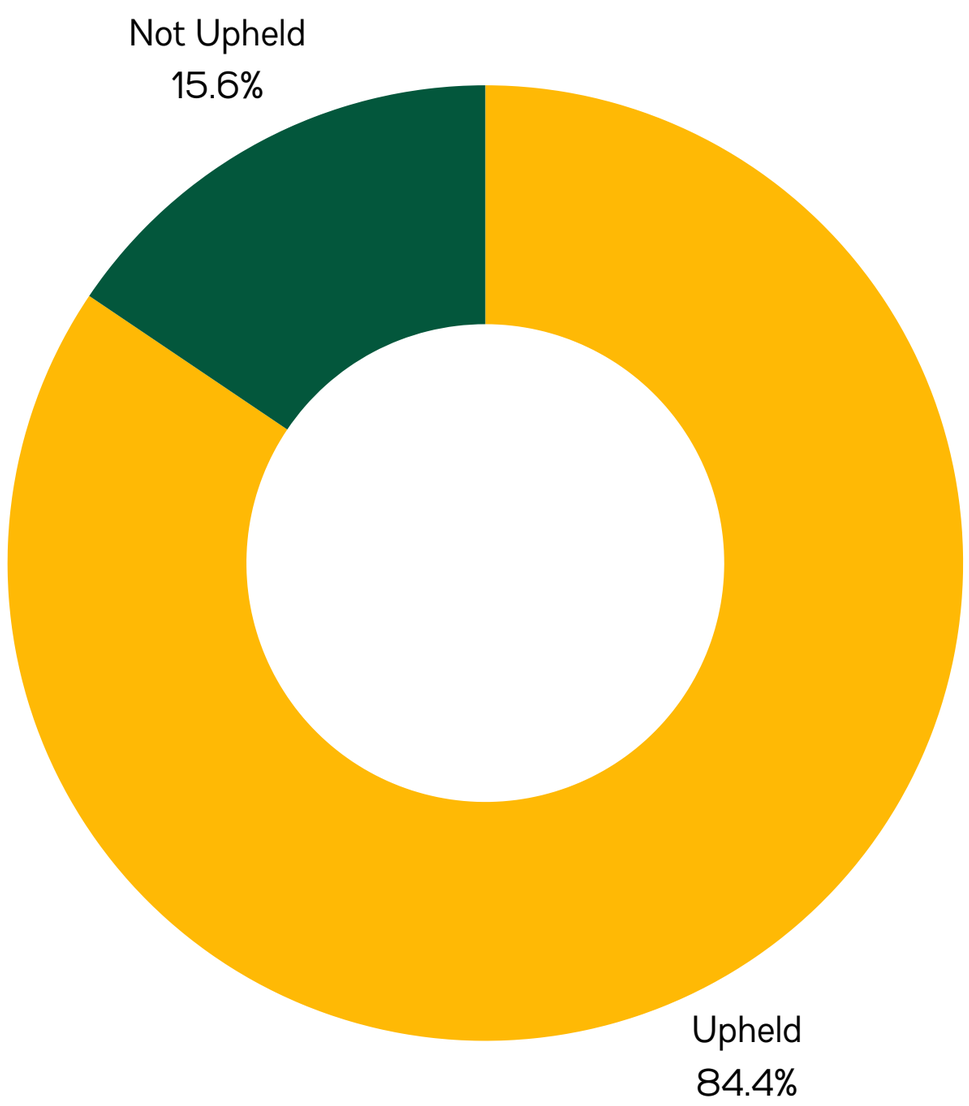
FROM 1ST APRIL - 30TH JUNE 2024

TOP THREE THEMES

SERVICE IMPROVEMENT

- Communication added as standard agenda item to team meetings Enhanced feedback requested for lessons learnt and outcomes
- Business Support Assistant to have access to feedback inbox during leave to ensure no housing complaints are missed
- Deadline extension KPI added to Compliance Clinic
- Ensuring processes are being followed correctly
- Being more attentive to potential arising issues

OUTCOME FOR RESPONDED TO COMPLAINTS

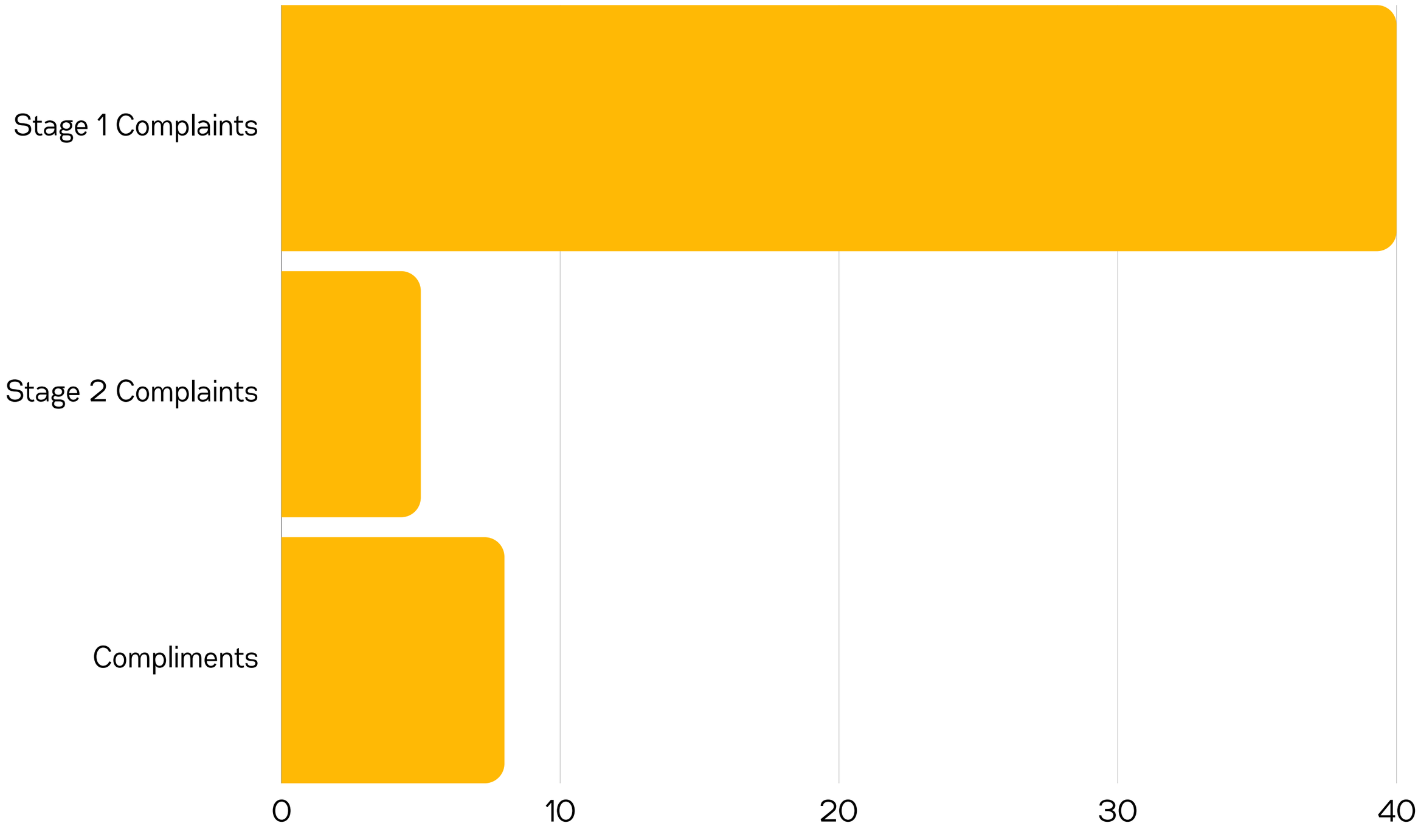


Compensation awarded from 1st April - 30th June

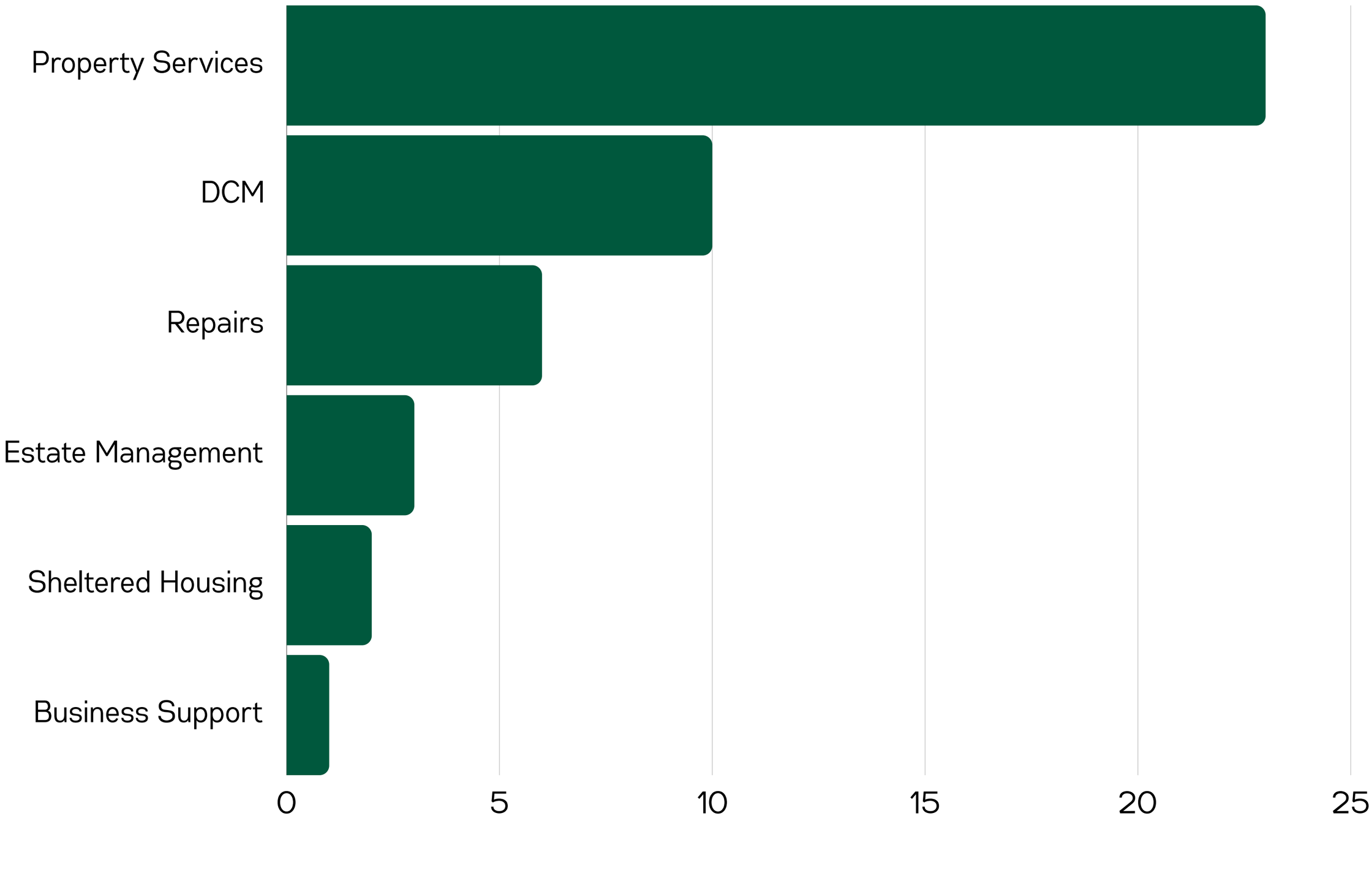
£1,450.00

PERFORMANCE REPORT

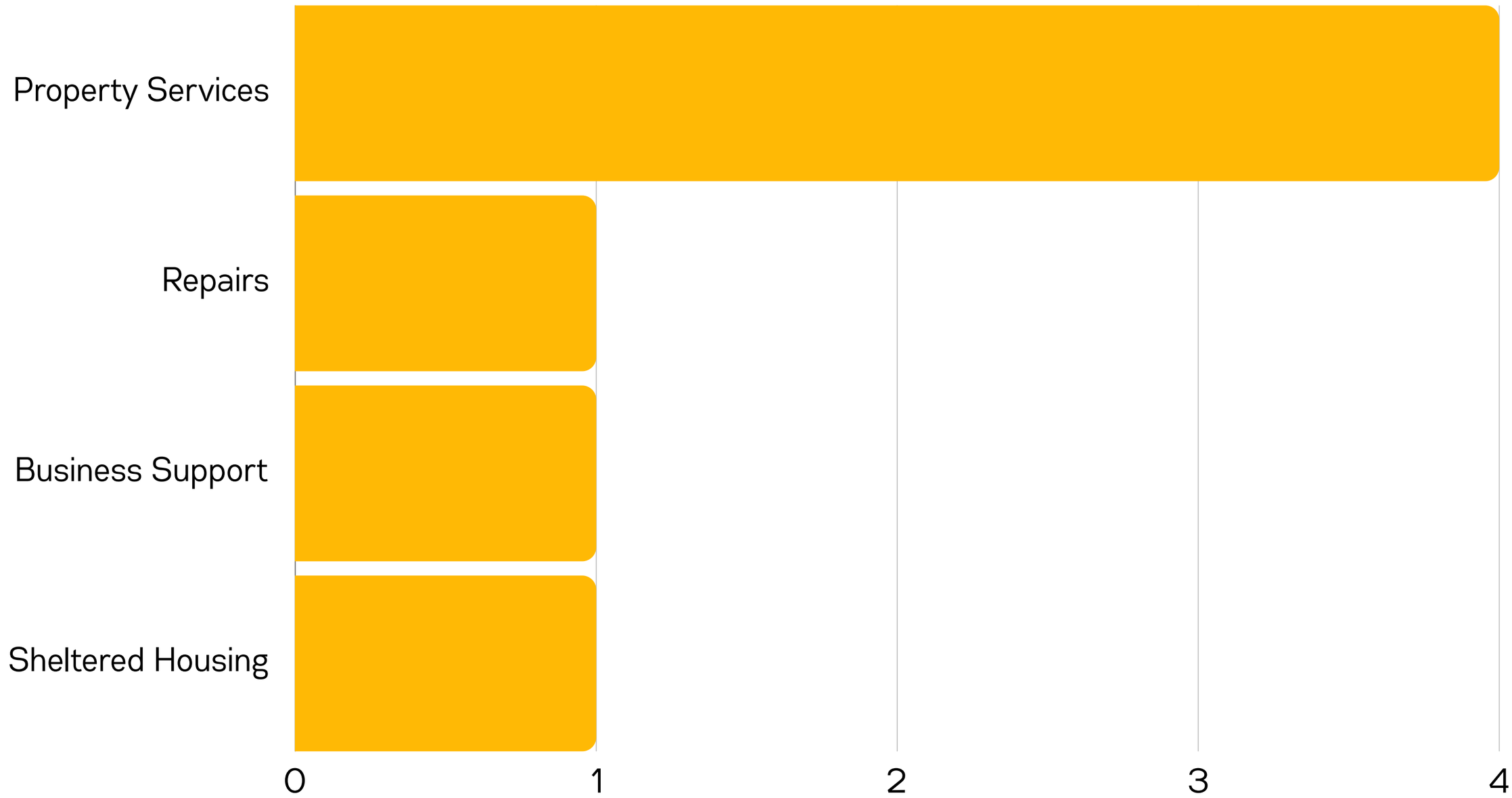
Analysis of complaints and compliments received since 1st April - 30th June 2024:



COMPLAINTS PER SERVICE AREA



COMPLIMENTS PER SERVICE AREA

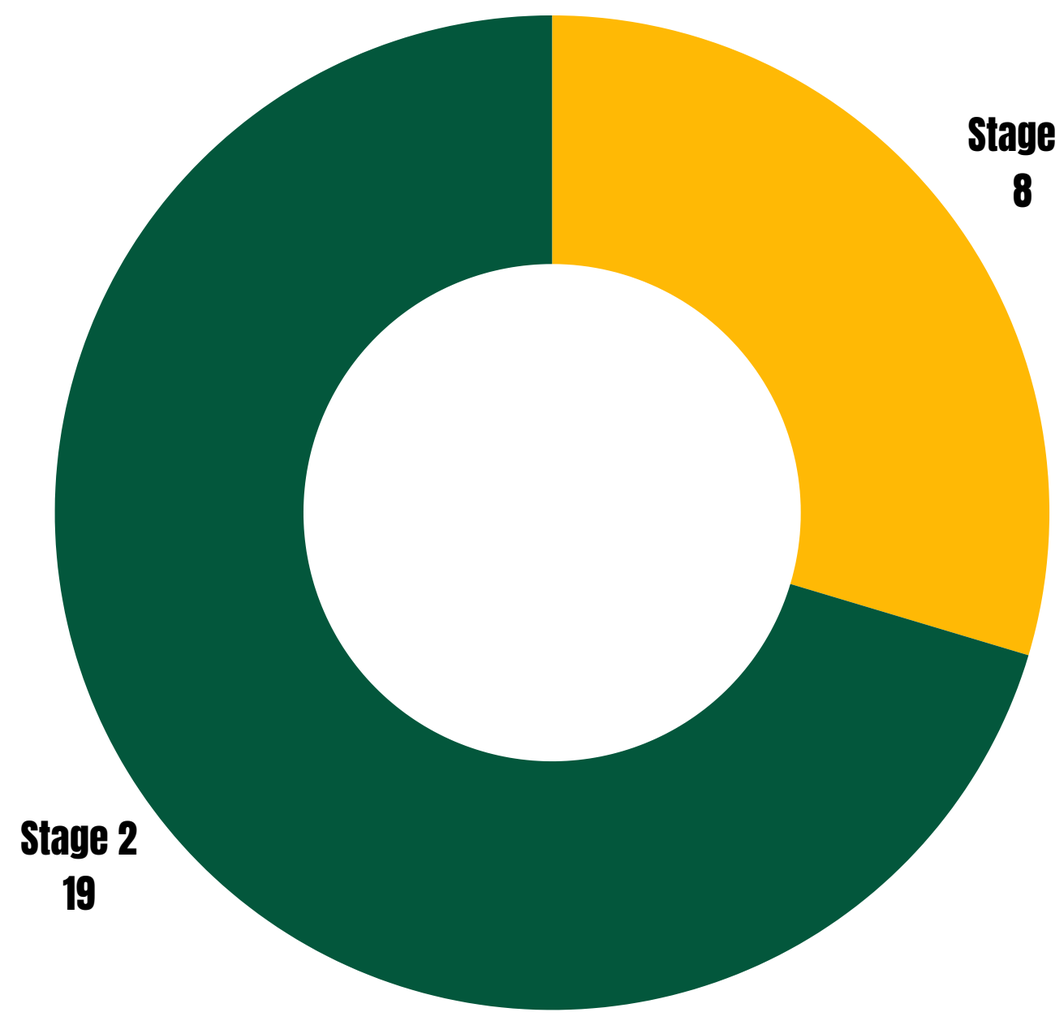


PERFORMANCE TO DATE: AVERAGE DAYS TO RESPOND*

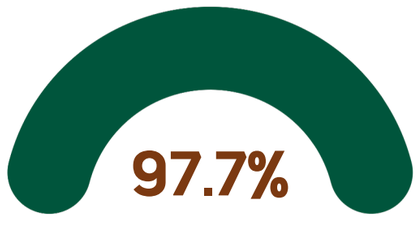
*Housing Ombudsman Timeframes

Stage 1: 10 Working days to provide a written response

Stage 2: 20 Working days to provide a written response



COMPLIANCE ON COMPLAINT RESPONSE TIMESCALE



REASON: DUE TO STAFF ABSENCE IN FEEDBACK DEPARTMENT, COMPLAINT WAS NOT SENT TO HOUSING IN CORRECT TIMEFRAMES. IMPROVEMENTS MADE: HOUSING TEAM TO HAVE ACCESS TO FEEDBACK INBOX SO IT CAN BE MONITORED AT ALL TIMES.

From 1st April - 30th June 2024