

## Annual Complaints Report 2016 – 2017

### Appendix D – Brent Housing Partnership (BHP)

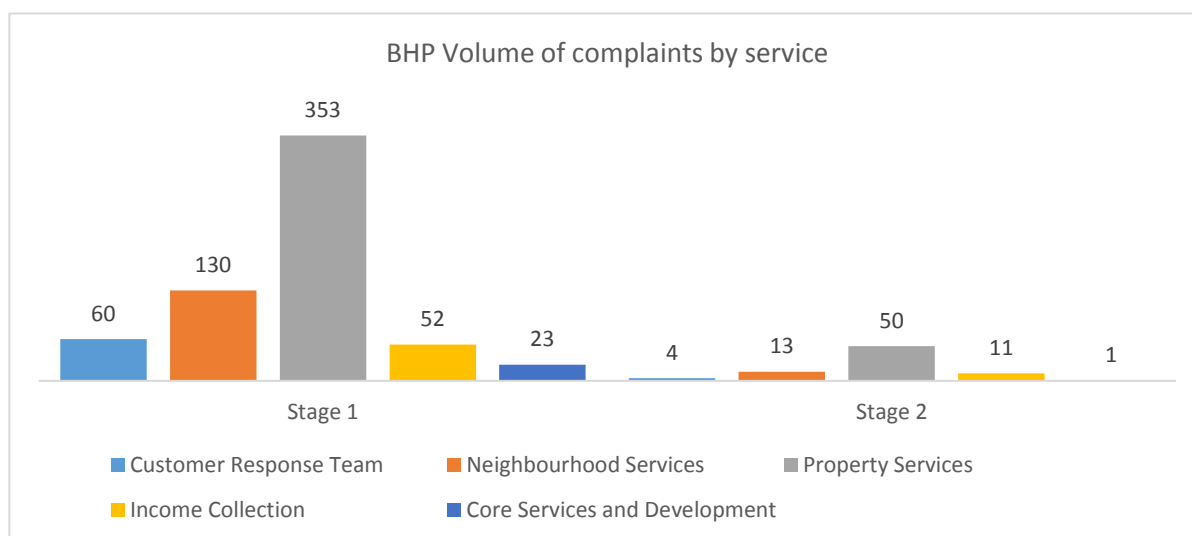
#### Introduction

1. This report provides an overview of complaints activity across the Brent Housing Partnerships (BHP) service in 2016-2017.

#### Complaint Framework

2. BHP operates a pre-Stage 1 complaints process that is used to refer some enquiries to their contractors to respond to in the first instance. BHP service areas are responsible for the local management and resolution of all corporate Stage 1 complaints. The Council's Complaints Service team manages final review/stage 2 corporate complaints on behalf of the Chief Executive.

#### Complaints Received

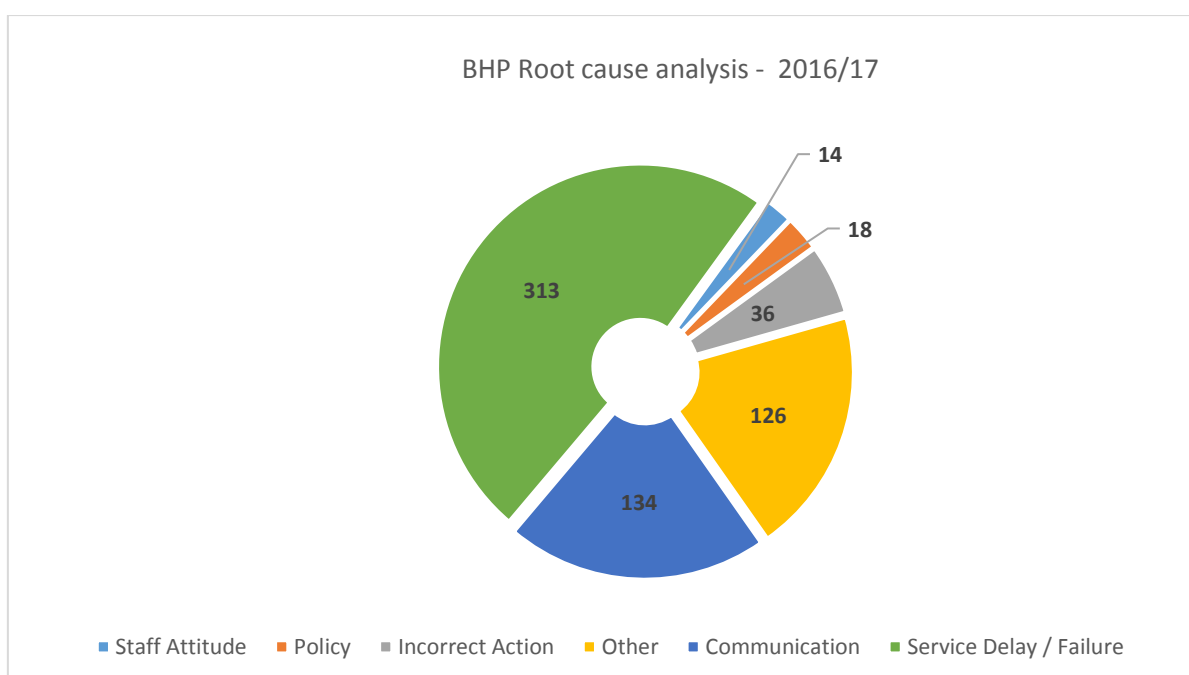


3. The breakdown of the 618 BHP complaints received in 2016/17 was: 57% - Property Services, 21% - Neighbourhood Services, 10% - Customer Response Team, 8% - Income Collection and 4% - Core Services & Development.

4. The escalation rates across these services were as follows:

<b>BHP</b>	<b>No. of Stage 1 Cases</b>	<b>2016/17 Escalation Rate</b>
Property Services	353	1 in 7
Neighbourhood Services	130	1 in 10
Customer Response Team	60	1 in 15
Income Collection	52	1 in 5
Core Services & Development	23	1 in 23
<b>BHP Total</b>	<b>618</b>	<b>1 in 8</b>

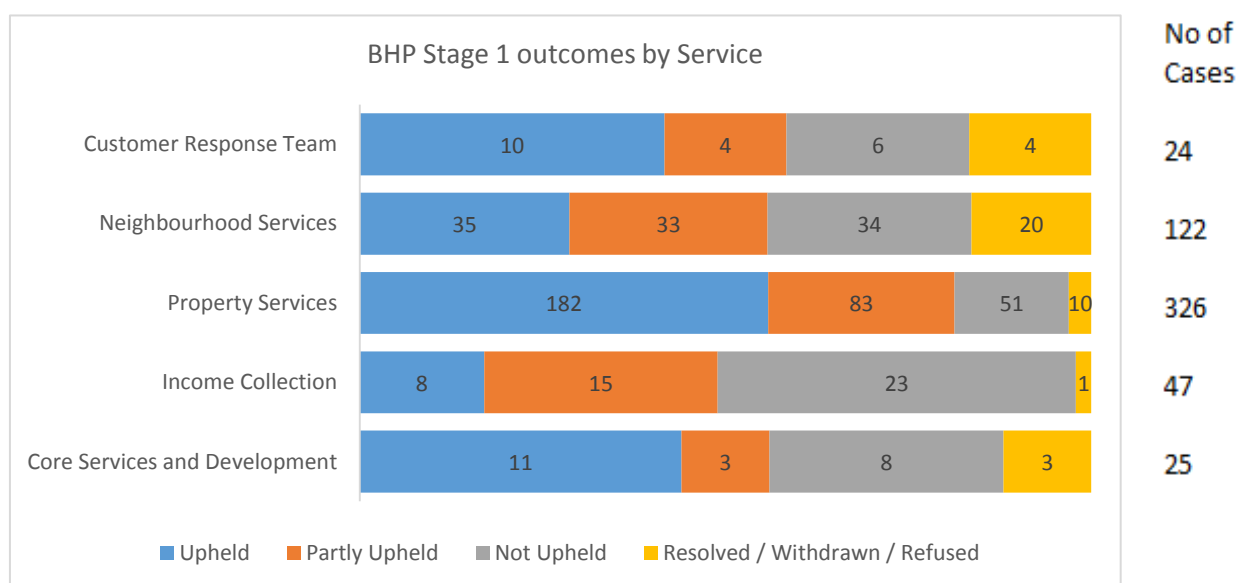
### Nature/Type of Complaints



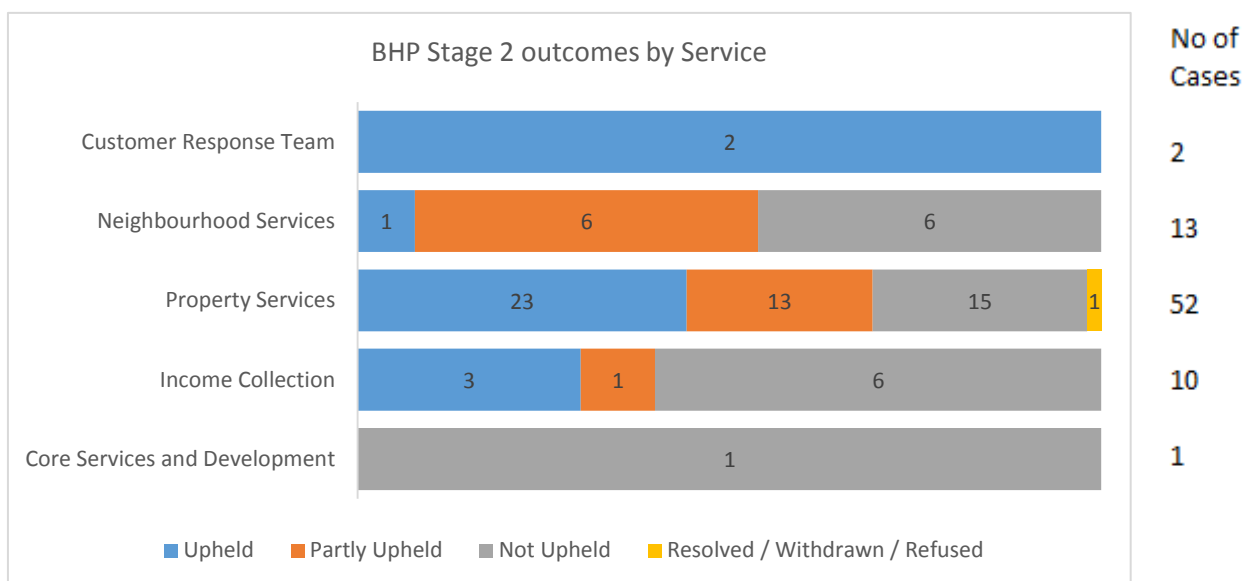
5. 'Service delay/failure' accounted for 49% of all complaints received. Communication failures were the root cause of 21% of cases and a further 20% of complaints were recorded under the 'Other' category during 2016/17. The removal of the 'Other' category during 2016/17 will give us better insight into the root cause of complaints in future years.
6. A further breakdown of the three service areas that received the highest number of complaints is provided below:

Brent Housing Partnership			
Top 3 Services	No of Stage 1 Cases	Stage 1 as % of BHP Total	Root Causes
Property Services	353	57%	<ul style="list-style-type: none"> <li>• Delay in job completion</li> <li>• Poor Communication</li> <li>• Service Failure</li> </ul>
Neighbourhood Services	130	21%	<ul style="list-style-type: none"> <li>• Poor Communication</li> <li>• Harassment</li> <li>• Neighbour Dispute</li> </ul>
Customer Response Team	60	10%	<ul style="list-style-type: none"> <li>• Other</li> <li>• Poor Communication</li> <li>• Service Failure</li> </ul>

## Outcome of Complaints



7. Overall 71% of BHP cases were upheld at the first stage:
- Property Services complaints were mainly to do with adaptations and planned and responsive repairs and 81% of the 326 cases were upheld/partly upheld.
  - Neighbourhood Services complaints centred on staffing, parking, low level anti-social behaviour and tenancy management. 56% of 122 cases were upheld/partly upheld.



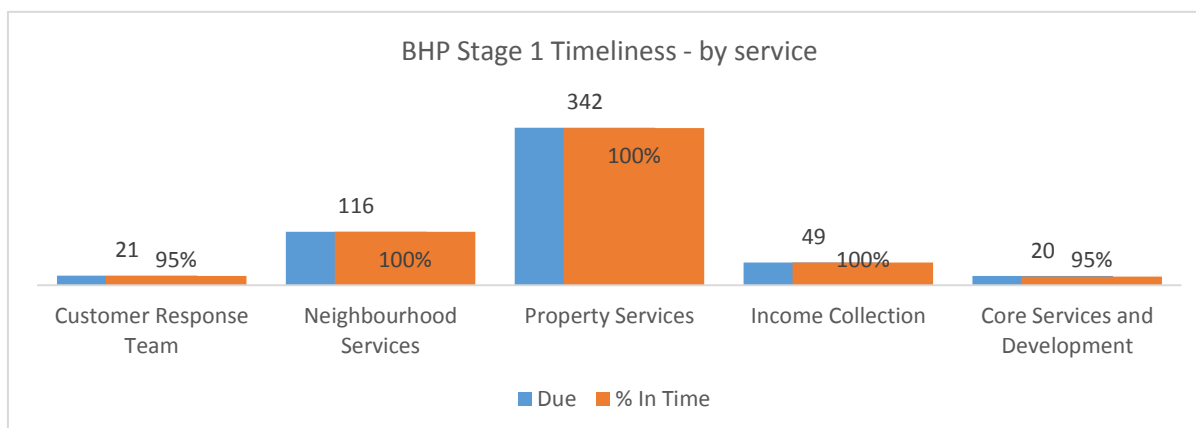
8. Overall 63% of BHP cases were upheld at the Stage 2:
- 69% of Property Services complaints (52 cases) were upheld at the second stage.
  - 54% of Neighbourhood Services complaints (13 cases) were upheld.
9. The information below on Ombudsman outcomes has been taken from the iCasework system because the Housing Ombudsman has not produced an annual report on decisions.

BHP Ombudsman Outcomes	2015/16	2016/17
Closed after initial enquires	1	1
Not Upheld	3	4
Upheld	4	7
Total	8	12

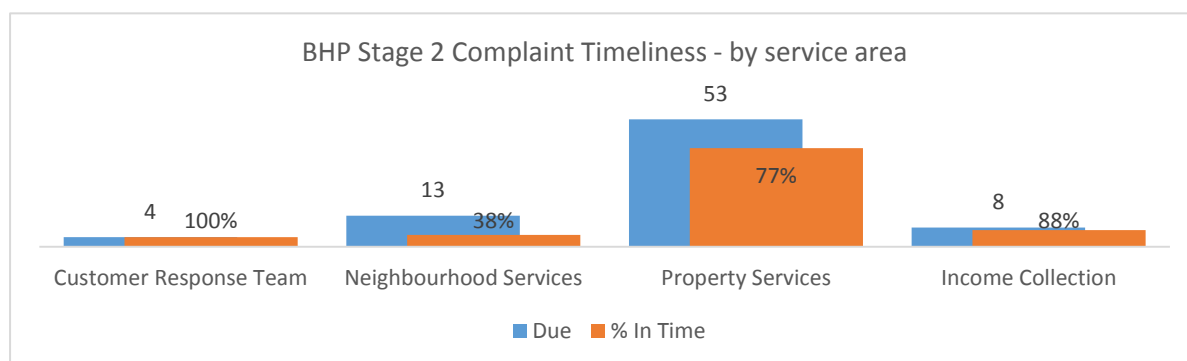
10. The breakdown of compensation paid in 2016/17 is shown below:

BHP	Stage	No. of Cases	Total	Average per case
	Stage 1 / Provisional	75	£19,472	£260
	Stage 2	52	£23,116	£445
	Ombudsman	4	£700	£175

## Timeliness of Complaints



11. Although Stage 1 timeliness has improved from previous years, the timeliness rate recorded on iCasework is inaccurate as some of these cases were closed down without being dealt with fully. Some of these cases had to be re-opened and handled properly before being finally closed on the system.



12. Stage 2 timeliness is improving, although the majority of the delays occurred in finalising the final reviews with Property Services and Neighbourhood Services teams.

## Compliments

13. BHP staff are generally not recording compliments on the iCasework system as there were only 3 compliments logged on the system during 2016/17. Two of the compliments were regarding repairs and the third compliment was about the usefulness of a resident's magazine.

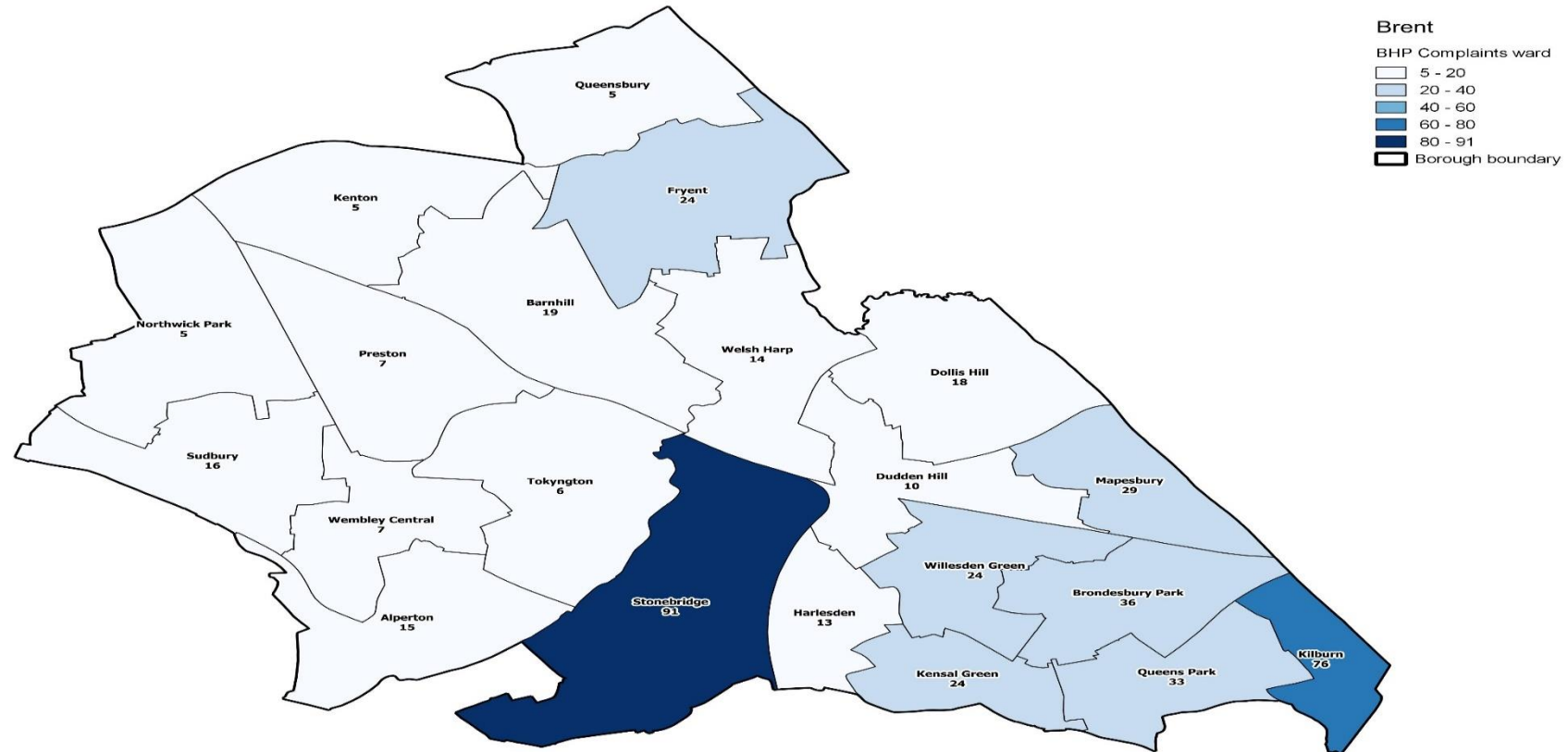
## Diversity Data

14. The provision of diversity information by complainants is discretionary. The data shown below is the diversity information that was disclosed in 2016/17 and only gives us a partial view of the diverse backgrounds of our complainants. It cannot be considered to be representative for all complaints received for the year for BHP.

Equality Characteristics	Sub-category	Count	% of Count
<b>Gender</b>	Male	-	-
	Female	-	-
	Prefer not say	-	-
	<b>Total</b>		
<b>Age</b>	16-24	-	-
	25-34	-	-
	35-44	-	-
	45-54	-	-
	55-64	-	-
	65+	-	-
	Prefer not say	-	-
	<b>Total</b>	-	-
<b>Ethnicity</b>	African	12	17%
	Asian - Indian	9	13%
	Black	32	46%
	Asian - Non Indian	0	0%
	Mixed	7	10%
	White	0	0%
	Other	2	3%
	Prefer not say	8	11%
	<b>Total</b>	<b>70</b>	<b>100%</b>
<b>Faith</b>	Christian	0	0%
	Hindu	0	0%
	Jewish	0	0%
	Muslim	0	0%
	Other Religion	1	100%
	Agnostic	0	0%
	No Religious Belief	0	0%
	Prefer not to say	0	0%
	<b>Total</b>	<b>1</b>	<b>100%</b>

## Map of Complaints by Ward

15. There were 477 postcodes supplied for BHP complaints in 2016/17, the map below shows the distribution of BHP complaints by ward. The concentration of complaints has similarities to the spread of BHP properties across the borough.



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Irene Bremang  
 Head of Performance & Improvement