



Annual Housing Complaints Performance and Service Improvement Report

2025

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1. Introduction

- 1.1 We are committed to ensuring a positive complaints culture exists throughout Oadby and Wigston Borough Council, in which we listen to our customers and learn from their experiences. Learning from complaints and making service improvements as a result of them is one of the most important parts of the complaints handling process.
- 1.2 It is encouraging to see the progress Oadby & Wigston Borough Council has made over the past year to ensure we comply with the Housing Ombudsman's Complaint Handling Code but we know there is still work to be done and we will continue to ensure that we learn from complaints and take positive action to improve the way in which complaints are dealt with and how they are used to improve services and create a positive experience for our residents.
- 1.3 All complaints are acknowledged within 5 working days of receipt of the complaint. The response time for stage 1 complaints is 10 working days and for stage 2 complaints is 20 working days.

2. Purpose of the Report

- 2.1 The purpose of this report is to provide our complaints performance for 2024-25. The report outlines the actions we will take to ensure we improve the way in which we manage complaints and how we use the feedback to improve our services.
- 2.2 The report also refers to our self-assessment against the Housing Ombudsman's Complaint Handling Code, which landlords are required to complete on an annual basis, and the actions we will take to ensure compliance.

3. Complaint Handling Performance

- 3.1 The following tables provides a breakdown of complaint handling performance.

Overview of Complaints received during 2024-25	
Number of stage 1 complaints received	23
Percentage of stage 1 complaints responded to within 10 working days	91% (21 out of 23)
Number of stage 2 complaints received	5
Percentage of stage 2 complaints responded to within 20 working days	100% (5 out of 5)

4. Summary of Complaints

- 4.1 The following table identifies the common themes identified from complaints received during 2024-25.

Overview of reasons for complaints made during 2024-25			
Housing Team	Reason for complaint	Number	Percentage
Housing Options	Suitability of accommodation	1	8%
	Out of hours repairs service	1	
Repairs & Maintenance	Failure of service by contractor	3	48%
	Contractor issues	2	
	Contractor staff attitude	1	
	Repairs service	4	
	Discrimination of council tenants	1	
	Out of hours repairs service	1	
Tenancy & Estates	ASB issues	2	36%
	Neighbour issues	2	
	Staff attitude	1	
	Policy	2	
	Cleanliness of communal areas	1	
	Property issues	1	
Total number of complaints not accepted due to classified as service request		1	4%
Total number of complaints withdrawn		1	4%

- 4.2 A summary of Stage 1 complaints are detailed in **Appendix 1**.

- 4.3 A summary of Stage 2 complaints are detailed in **Appendix 2**.

5. Housing Ombudsman

Determinations

- 5.1 The Housing Ombudsman Service provides a free, independent, and impartial service to investigate complaints and resolve disputes involving tenants and leaseholders of social landlords. If tenants remain dissatisfied with the response to their stage 2 complaint, they can approach the Housing Ombudsman Service.
- 5.2 A determination is where the Ombudsman has investigated a customer's complaint, reviewed what we did, has found if we got something wrong and tells us what we need to do to put it right.
- 5.3 Oadby & Wigston Borough Council received four determinations in 2024-25. A summary of the four determinations can be found in **Appendix 3**.

Individual Landlord Performance Reports

- 5.4 The Housing Ombudsman is committed to openness and transparency. An important part of this is using data to provide residents with more information and insight and learning for landlords to improve their services.
- 5.5 The Housing Ombudsman 2023-24 individual landlord performance reports have been published for landlords with **5 or more findings** determined between 1 April 2023 and March 2024. Further details can be found at:

<https://www.housing-ombudsman.org.uk/landlords/>

- 5.6 No individual landlord performance report for Oadby & Wigston Borough Council was published for 2023-24.

6. Service Improvements and Learning

- 6.1 Learning from complaints and making improvements as a result of them is one of the most important and valuable parts of the complaints process. Sometimes themes occur from across several complaints, and we will use those themes to make changes and improvements.
- 6.2 The table below provides an overview of the actions Oadby & Wigston Borough Council will take to address the common themes identified.

Theme	Action
Apology	Ensure all complaint responses provide a clear apology
Record Keeping	Ensure we maintain accurate records on our systems

Communication	Ensure we maintain regular communication, and that this is clear and proportionate to the issue raised
Policies & Procedures	Ensure we regularly review our policies and procedures
Training	Ensure our staff undertake regular and/or refresher training

7. Self-Assessment

- 7.1 As part of its legal duty to monitor landlord compliance with The Complaint Handling Code, the Housing Ombudsman has instructed landlords to conduct a self-assessment against the code annually. The self-assessment is an opportunity for Oadby & Wigston Borough Council to reflect on the current approach, ensure we comply with the Code and take forward any opportunities to improve service delivery. Oadby & Wigston Borough Council must submit the annual self-assessment and service improvement plan to the Housing Ombudsman and publish it on our website.
- 7.2 In summary, the self-assessment is split into 9 sections and there are a number of points that Oadby & Wigston Borough Council must comply with. There are several points where Oadby & Wigston Borough Council needs to make some improvements to ensure full compliance. Our self-assessment has been published on our website:

https://www.oadby-wigston.gov.uk/pages/housing_policies_procedures_and_useful_documents

8. Service Improvement Plan (SIP)

- 8.1 Oadby & Wigston Borough Council has developed a Service Improvement Plan (SIP) for complaints that encompasses the opportunities identified in the self-assessment.
- 8.2 The SIP will be maintained and overseen by the Housing Manager although all services within the Housing Service will be involved in the delivery and success of the SIP.
- 8.3 The Housing Ombudsman requires landlords to create and publish the SIP as part of the oversight and scrutiny required by the Complaint Handling Code.
- 8.4 **Appendix 4** shows the SIP which shows 6 points where Oadby & Wigston Borough Council needs to make improvements to be fully compliant along with the actions to address those points.

Appendix 5 – Council Senior Leadership Team Approval

- 1.1 The Council's Senior Leadership Team approve the Annual Complaints Performance and Service Improvement Report.
- 1.2 The Council's Senior Leadership Team are committed to supporting the delivery of the necessary service improvements as set out in the Service Improvement Plan.
- 1.3 That the Annual Complaints and Performance and Service Improvement Report is presented to the Council's Service Delivery Committee.