

Soho Housing

Annual Complaint Performance and Service
Improvement Report

1 April 2023 – 31 March 2024



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COMPLAINT PERFORMANCE

Complaint levels
Complaint themes

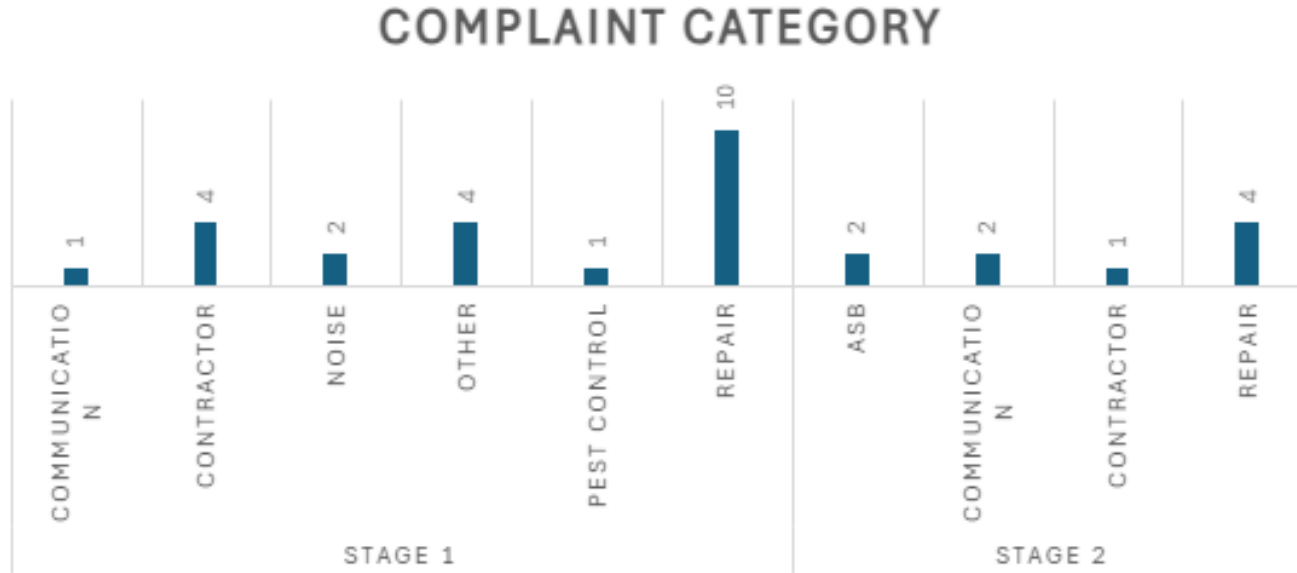


Complaints received and response times

- We had the following number of complaints between 1 April 2023 and 31 March 2024.
- 31 received for the year, broken down as:
 - Stage 1 – 22 complaints
 - Stage 2 – 9 complaints
- Escalation rate between stage 1 and 2: 41%
- That is high compared to peers
- We are not able to state what % of our responses were provided on time (10 days for stage 1, and 20 days for stage 2) as the relevant data has not been captured in our system.
- Complaint exclusions only take place in line with our complaint policy.

Thematic data on complaints

- The below table shows the breakdown of complaints by category type. Repairs is by far the key driver in dissatisfaction, which is in line with industry trends.
- We have identified repairs as a key improvement area and a process review is scheduled for Jan-Mar 2025.



SERVICE IMPROVEMENT

Lessons learnt and actions to improve



Lessons learnt – complaint handling

The following improvements have been identified. If we put in place the improvement actions our complaints handling will improve.

Improvement identified	Action	Timeline
Following complaint process	Put in place complaint process and training	31 January 2025
Use CRM system to record complaints accurately	Training for all relevant staff on system usage ¹	15 January 2025
Complaint handling best practice	Train all staff	6 December 2024
Compensation training	Workshop on complaint handling	31 January 2025
Effective KPI reporting on complaints	Monthly reports on number of complaints, response compliance and themes	31 January 2025

Lessons learnt – housing and repair services

Thematic complaints data is indicating that repairs, contractors, communication and anti-social behaviour (ASB) management are driving dissatisfaction.

Improvement identified	Action	Timeline
ASB management	Recruit into housing officer vacancies. ASB best practice gap analysis and improvement plan	31 January 2025 31 March 2025
Effective communication with residents	Customer service training for relevant staff	28 February 2025
Repairs service	Review repairs process	31 March 2025
Better repairs and maintenance contractor	Procure new contract	30 April 2025
Contractor performance management	Regular meetings with contractor, and utilising penalty provisions	15 January 2025

HOUSING OMBUDSMAN REQUIREMENTS

Governance requirements
Non-compliance



Governance requirement from the HOS code

- The annual self-assessment for 1 April 2023 to 31 March 2024 did not take place by 30 June 2024.
- The self-assessment was subsequently completed and approved by the Board on 19 December 2024.
- The HOS has granted Soho an extension to 10 January 2025 to submit this report and the annual self-assessment.
- The HOS' annual landlord report for Soho was also shared with the Board on 19 December 2024.

Findings of non-compliance

- Complaint failure handling orders only came into effect from 1 April 2024.
- While we are aware of complaint handling failure orders during 2024, none of these relate to the period this report covers.