

Request 8864 Social Housing

- 1) How many complaints relating to housing has your organisation received in the past five years (January 2016 to present)? How many of these cases are ongoing? [Please could you provide the data for each year e.g. 2016 “X” number of complaints, 2017 “X” number of complaints.]
- 2) How many staff members do you have working as part of your complaints resolution team or equivalent team?
- 3) How many social housing tenants (council house and housing association tenants) does your council have?
- 4) How many social housing dwellings/properties (council house and housing association dwellings/properties) does your council have?
- 5) How much money has your organisation spent on housing repairs and maintenance each year for the past five years (Jan 2016-present)? [Please could you provide the data for each year e.g. 2016 “X” number, 2017 “X” number]

Response

1)

Financial year	Total Number of stage 1 complaints	Total Number of stage 2 complaints	Total	Cases still open and in the process of being resolved
2020/2021	100	11	111	24
2019/2020	63	8	71	0
2018/2019	79	7	86	0
2017/2018	77	5	82	0
2016/2017	64	2	66	0

- 2) For our Housing Department we do not have a ‘complaints resolution team’ our complaint policy refers to ‘Responding Officers’ these officers job roles are not dedicated to just complaint handling, they will be Service Managers (Stage 1) and Heads of Service (Stage 2) and will be responsible for

investigating and responding to the complaints in accordance with the Customer Service Standards. We also have a customer feedback coordinator who will register and acknowledge all complaints (as well as compliments; service request; comments); chase for updates and monitor timescales; maintain the complaint register/log to ensure a full record of each complaint is kept; prepare and deliver quarterly performance reports to the Housing Services Management Team and offer help and support with following our policies / procedures and Gov/Ombudsman advice and guidance.

- 3) General needs and sheltered housing social housing tenancies as at 31/03/2021 = 5185
- 4) General needs and sheltered housing social housing council owned properties as at 31/03/2021 = 5287
- 5) Please see below link to our Supplier Expenditure payment reports which is on [our website](#).