



ISLINGTON

# Complaints and Members Enquiries

Housing Scrutiny Committee – 2<sup>nd</sup> March 2021

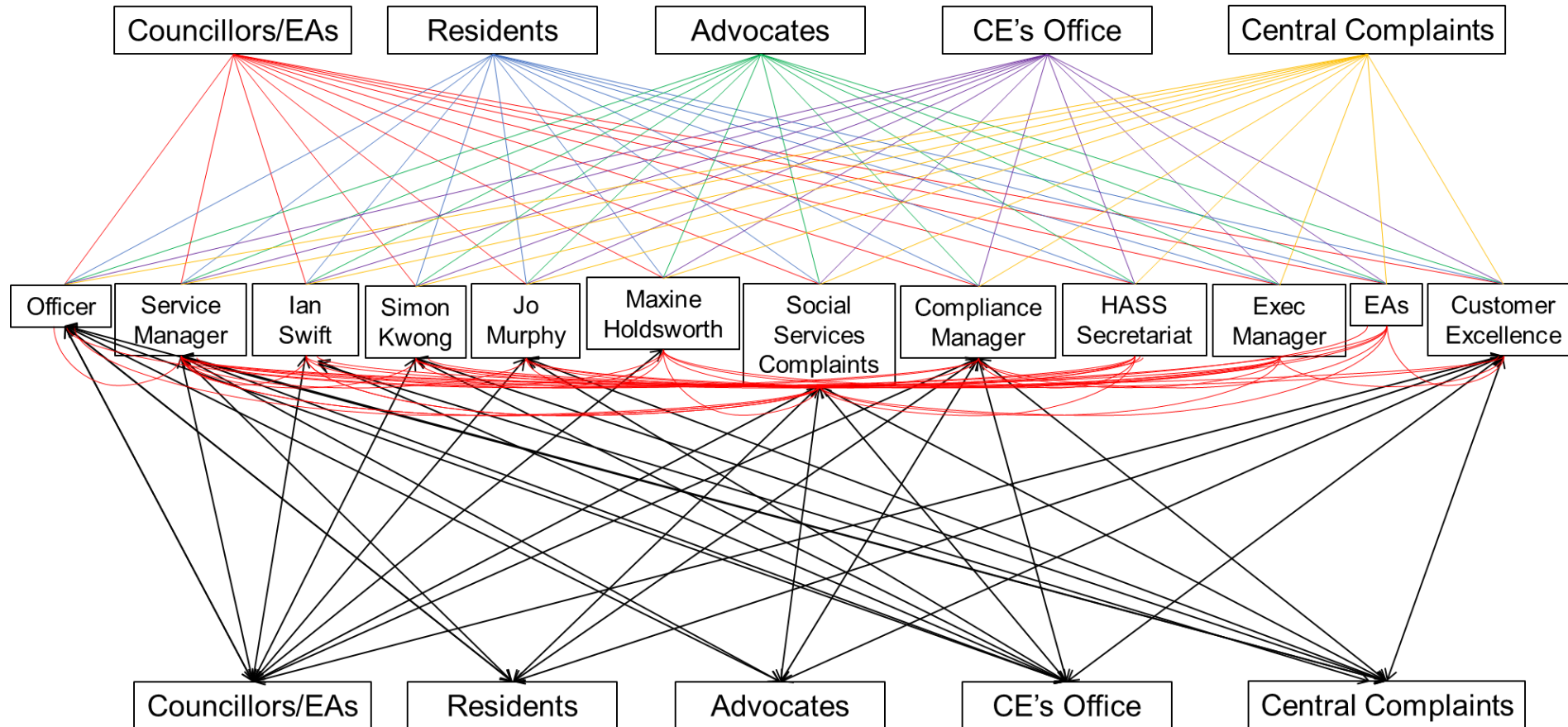
Anna Turvey – Compliance Manager



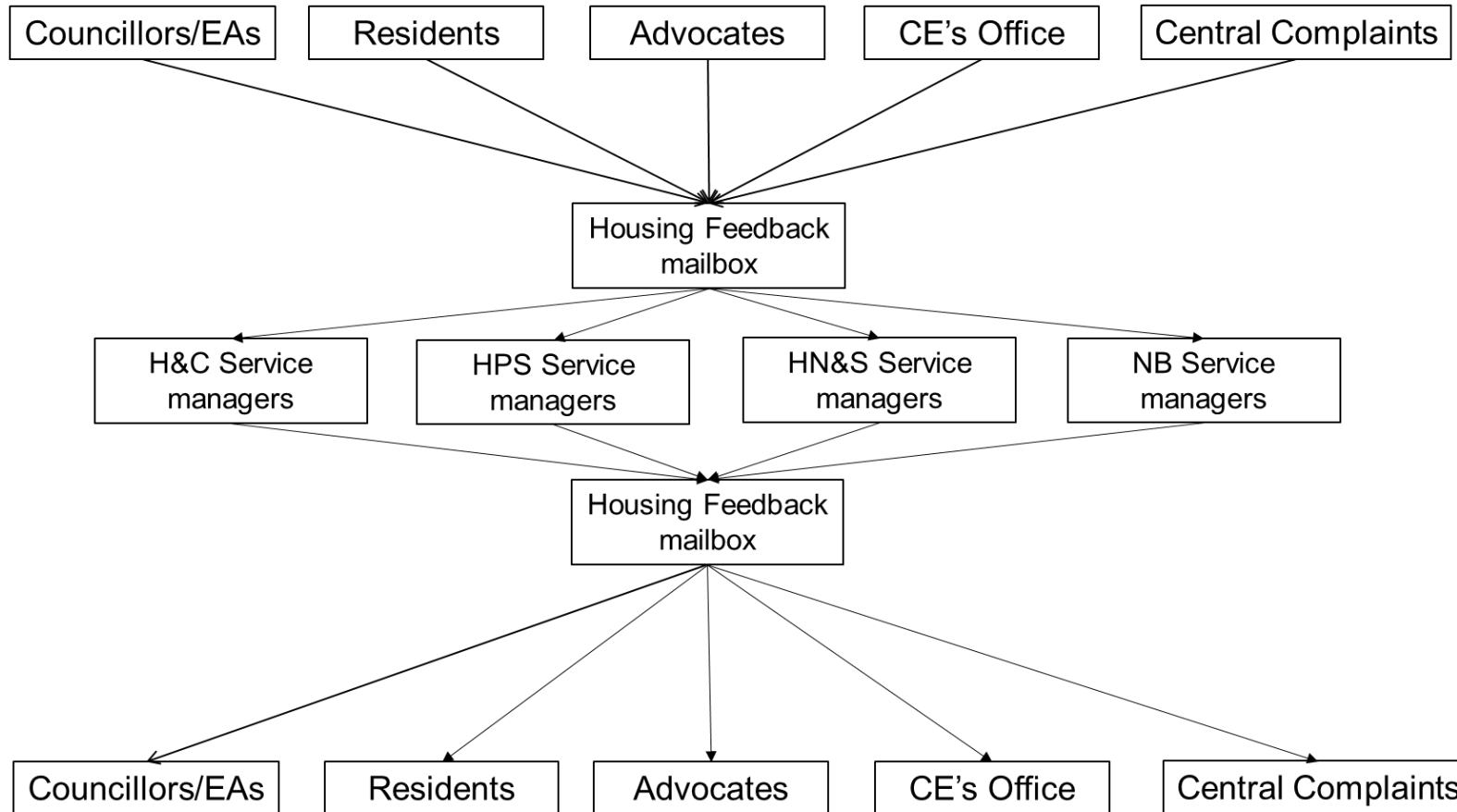
## Description of Service

- Created in 2018 to provide a dedicated point of contact for complaints and members' enquiries relating to services provided by Housing Needs and Strategy
- Incorporated Homes and Communities in December 2019
- Handles formal complaints and members' enquiries, **not** customer/resident enquiries
- Offers consistency and objectivity
- Enables one service to have oversight of all complaints and Members' Enquiries for Homes and Communities and Housing Needs and Strategy
- Staff are trained to identify urgent and high profile cases and to escalate appropriately

# Complaint/Members' Enquiry Journey – previous structure



# Complaint/Members' Enquiry Journey – current structure



# 2020 – Complaint and Members' Enquiries figures

Complaints	Total received
Jan 2020	19
Feb 2020	27
Mar 2020	33
Apr 2020	14
May 2020	18
Jun 2020	30
Jul 2020	31
Aug 2020	27
<b>Sep 2020</b>	<b>74</b>
<b>Oct 2020</b>	<b>84</b>
Nov 2020	39
Dec 2020	20
<b>Total</b>	<b>416</b>

Members' Enquiries	Total received
Jan 2020	133
Feb 2020	141
Mar 2020	139
Apr 2020	113
May 2020	117
Jun 2020	140
Jul 2020	136
Aug 2020	133
<b>Sep 2020</b>	<b>186</b>
<b>Oct 2020</b>	<b>154</b>
<b>Nov 2020</b>	<b>180</b>
Dec 2020	111
<b>Total</b>	<b>1683</b>

Complaints		
Average year to date	25	Percentage increase
Sep	74	196%
Oct	84	236%

Members' Enquires		
Average year to date	132	Percentage increase
Sep	186	41%
Oct	154	17%
Nov	180	36%

# 2020/21 – Challenges and changes

- Considerable increase in complaints and Members' Enquiries submitted to the service in Sep – Nov 2020
- Significant backlog of casework
- Recruited temporary resource to help to manage the situation and improve working practices
- As of 18 Feb 2021, cleared 71% of outstanding members' enquiries and 38% of outstanding complaints
- On track to clear backlog of casework by end of March 2021
- 2021/22 – team will be focused on further improvements to the service, more robust data collection and reporting and delivering the recommendation of the Housing White Paper.