

## LANDLORD'S ANNUAL COMPLAINT REPORT 2023-2024

### DATA SUBMISSION TEMPLATE (HOUSING OMBUDSMAN REPORT)

<b>Provider name:</b>	S4B
<b>Point of contact for any queries:</b>	S4B
<b>Contact details:</b>	<a href="mailto:info@s4bmanchester.co.uk">info@s4bmanchester.co.uk</a> 0300 555 0138

Question / Requirement	Response	Commentary
Total number of complaints your organisation has received between 1 <sup>st</sup> April 2023 – 31 <sup>st</sup> March 2024	62	
All complaints broken down by <b>TYPE</b> (Stage 1, Stage 2, Informal etc)	57 Stage One 5 Stage Two	We do not track informal complaints as this is not part of the S4B complaints policy.
All complaints broken down by <b>THEME/CATEGORY/TRENDS</b> (Repairs, Re-Housing, ASB etc)	<b>Summary 2023-2024</b>	<b>Number</b>
	<b>Complaints for S4B</b>	
	Allocations	1
	ASB	3
	CCTV	1
	Cleaning	4
	Communications	4
	Fire Safety Action	2
	Fly tipping	1
	Garden	2
	Out of Hours	1
	Parking	7
	Rent	2
	Security	2
Service Charge	1	
Staff	1	
		A quarterly reporting template is now being developed by S4B team to ensure reporting can be provided in line with the requirements of this return to Manchester City Council.

	Tenancy management	1	
	Repairs	26	
	New Build	3	
	<b>Total</b>	<b>62</b>	
Total number of complaints upheld / partially upheld / not upheld broken down by <b>TYPE</b> (i.e. 30 out of 50 Stage 1 complaints were upheld, 1 out of 4 Stage 2 complaints were upheld)	57 Stage One 5 Stage Two – 1 referred to Housing Ombudsman and awaiting determination.		A quarterly reporting template is now being developed by S4B team to ensure reporting can be provided in line with the requirements of this return to Manchester City Council.
Total number of complaints you have <b>REFUSED</b> to investigate, and reasons why.	X1 not for S4B, X1 malicious/unacceptable behaviour policy – written responses provided as included above.		A quarterly reporting template is now being developed by S4B team to ensure reporting can be provided in line with the requirements of this return to Manchester City Council.
Average days taken to respond to complaints (broken down by <b>TYPE</b> )	10 Days		PFI contract requires return in 10 Days. A quarterly reporting template is now being developed by S4B team to ensure reporting can be provided in line with the requirements of this return to Manchester City Council.
% of complaints responded to <b>IN TIME</b> (as per the Housing Ombudsman's Code of Practice)	100%		No late complaints reported under the PFI reporting regime.
Total number of Housing Ombudsman <b>DETERMINATIONS</b> received in the period 1 <sup>st</sup> April 2023 – 31 <sup>st</sup> March 2024	0		Awaiting determination for X1 case included in summary above.
Total number of Housing Ombudsman findings of <b>REASONABLE REDRESS</b> in the period 1 <sup>st</sup> April 2023 – 31 <sup>st</sup> March 2024	0		

Total number of Housing Ombudsman findings of <b>SERVICE FAILURE</b> in the period 1 <sup>st</sup> April 2023 – 31 <sup>st</sup> March 2024	0	
Total number of Housing Ombudsman findings of <b>MALADMINISTRATION</b> in the period 1 <sup>st</sup> April 2023 – 31 <sup>st</sup> March 2024	0	
Total number of Housing Ombudsman findings of <b>SEVERE MALADMINISTRATION</b> in the period 1 <sup>st</sup> April 2023 – 31 <sup>st</sup> March 2024	0	
Total number of Housing Ombudsman <b>COMPLAINT HANDLING FAILURE ORDERS</b> received in the period 1 <sup>st</sup> April 2023 – 31 <sup>st</sup> March 2024	0	
Total <b>VALUE</b> of Housing Ombudsman <b>COMPENSATION ORDERS</b> received in the period 1 <sup>st</sup> April 2023 – 31 <sup>st</sup> March 2024 (£)	0	
Provide details of <b>service improvements</b> made as a result of the learning from complaints. Include examples where appropriate. (examples may include improved processes, procedures, systems, training, increase staff, recording additional information, improvement of repairs, and compliance with code.	See appendix one for detail. In summary: <ul style="list-style-type: none"> <li>• Additional staff training</li> <li>• Improved resident communications including new types of communications, frequency and tailored to specific groups.</li> <li>• Additional performance monitoring and checking against service standards.</li> <li>• Introduction of new processes and policies e.g. parking permits, invoicing arrangements co-ordinated via local team.</li> <li>• Enhanced resident involvement e.g. cleaning inspections.</li> </ul>	A quarterly reporting template is now being developed by S4B team to ensure reporting can be provided in line with the requirements of this return to Manchester City Council.

<p>Provide details of any <b>Benchmarking</b> you have done, against other organisations</p>	<p>Complaints have been benchmarked against Onward Homes as data was available. Across Onward Homes in Manchester there were 37 complaints in a stock of 551. A rate of 67.2 on 1000 properties. S4B are in line with this benchmark.</p>	<p>A quarterly reporting template is now being developed by S4B team to ensure reporting can be provided in line with the requirements of this return to Manchester City Council.</p>
<p>Provide details of any <b>scrutiny work</b> you have done with residents</p>	<p>In 2023-2024 resident scrutiny work has been completed by the Brunswick PFI monitoring panel on complaints and contract delivery. With full transparency presented to panel made up of local residents, councillors and Manchester City Council on all service areas and performance. The panel meets every 6 weeks. This review includes both S4B complaints and also Councillor case work which is not a complaint but provides additional scrutiny of services as raised directly by residents to local elected members. The complaints policy and process was also scrutinised by the panel in 2023/2024.</p>	<p>A quarterly reporting template is now being developed by S4B team to ensure reporting can be provided in line with the requirements of this return to Manchester City Council.</p>
<p>Provide details of any other type of <b>peer assessment work</b> you have done</p>	<p>S4B have engaged residents in scrutiny of service delivery including monthly block inspections in all communal blocks and the high rises. A monthly estate walkabout is organised at the start of each month involving residents, S4B staff and Manchester City Council staff. S4B attended the Brunswick Tenants and Residents Associations open meetings each month in 2023-24 in order to gather and enable peer scrutiny of services.</p>	<p>A quarterly reporting template is now being developed by S4B team to ensure reporting can be provided in line with the requirements of this return to Manchester City Council.</p>
<p>Are there any <b>successes or challenges</b> in complaint handling, that residents should be made aware of in our Annual Report? (I.e. You have limited</p>	<p>S4B delivers services in Brunswick PFI for Manchester City Council. Some complaints will be directed to Manchester City Council and not directly to S4B. Where this is the case S4B has responded to Manchester City Council for inclusion in the</p>	<p>A quarterly reporting template is now being developed by S4B team to ensure reporting can be provided in line with the requirements of this return to Manchester City Council.</p>

channels for receiving complaints from residents)	complaint response. S4B is a consortium of companies working together and have a joint complaints policy to ensure consistency of complaint response from all areas of the consortium.	
Do you have any <b>Resident Feedback / Resident Voice</b> that you can share, for inclusion in the report? (Positive or Constructive) which was received between 1 <sup>st</sup> April 2023 – 31 <sup>st</sup> March 2024	Examples removed as resident consent to share will be required.	A quarterly reporting template is now being developed by S4B team to ensure reporting can be provided in line with the requirements of this return to Manchester City Council.
Any other information you feel may be relevant to supply		

Appendix one:

Complaint Theme	Lessons learnt and continuous improvement
Parking	Extra Care partners parking controlled /limited access
Out of hours	Out of hours training for Onward OOH and further resident information/promotion on option 1 for housing/option 2 for repairs via phone
Rent	Explaining rent increase alongside annual increase letter and how determined for 24-25
Parking	Provide update on gates when delayed from builders
Cleaning	Closer monitoring of temporary staff including buddy system to ensure standards, recruit permanent staff

Garden	Rear inspections from alleyways added to garden monitoring where access available
Parking	Physical permit system trialled as well as car park database along side visits programme to manage parking courts
Cleaning	Invite residents on block inspection for any block complaint
Fire Safety Action	Leaseholders to be treated separately in block action on Fire Safety with Leasehold specific letter on Fire action developed.
Service Charge	Invoicing moved to customer accounts central team who will issue in line with the lease.
Staff conduct	Concerns on welfare to be raised in meetings and not via email to Social Care
Communications	Resident of ground floor flat to receive pressure washing letter and text as water can flow into areas
ASB	Complex matters need complex interventions and resident engaged to explain the path to the solutions to these on ASB
Cleaning	Explanation of services and programmed cleaning shared and published more clearly.
Communications	Text updates provided to blocks now when whole block affected by a problem or incident.
Fly tipping	Abandoned items left in communal car park to be sticked additionally, along side letters and other action

ASB	Explanation that ASB is not managed as complaint but ASB case to be made clearer.
Communications	New Text system using live data to be used to ensure information upto date.
Security	Advised on mobile security available with S4B and patrols arranged alongside provision of direct call out number
CCTV	CCTV requested by GMP to single member of staff who was not in and then overit. GMP advised to send all requests to inbox
Allocations	Malicious complaints may arise from family dispute staff to be made aware where this is know by allocation team
Parking	Clear communication to all staff that no S4B staff member or office visitors are not permitted park in the Polygon Apartments Car Park
Rent	Explanation of rent increases and who/how charges set to be published in newsletter
Parking	All residents written to with clear explanation of rules of car park and possible bans for breaches.
Fire Safety Action	Leaseholders to be treated separately in block action on Fire Safety with Leasehold specific letter on Fire action developed