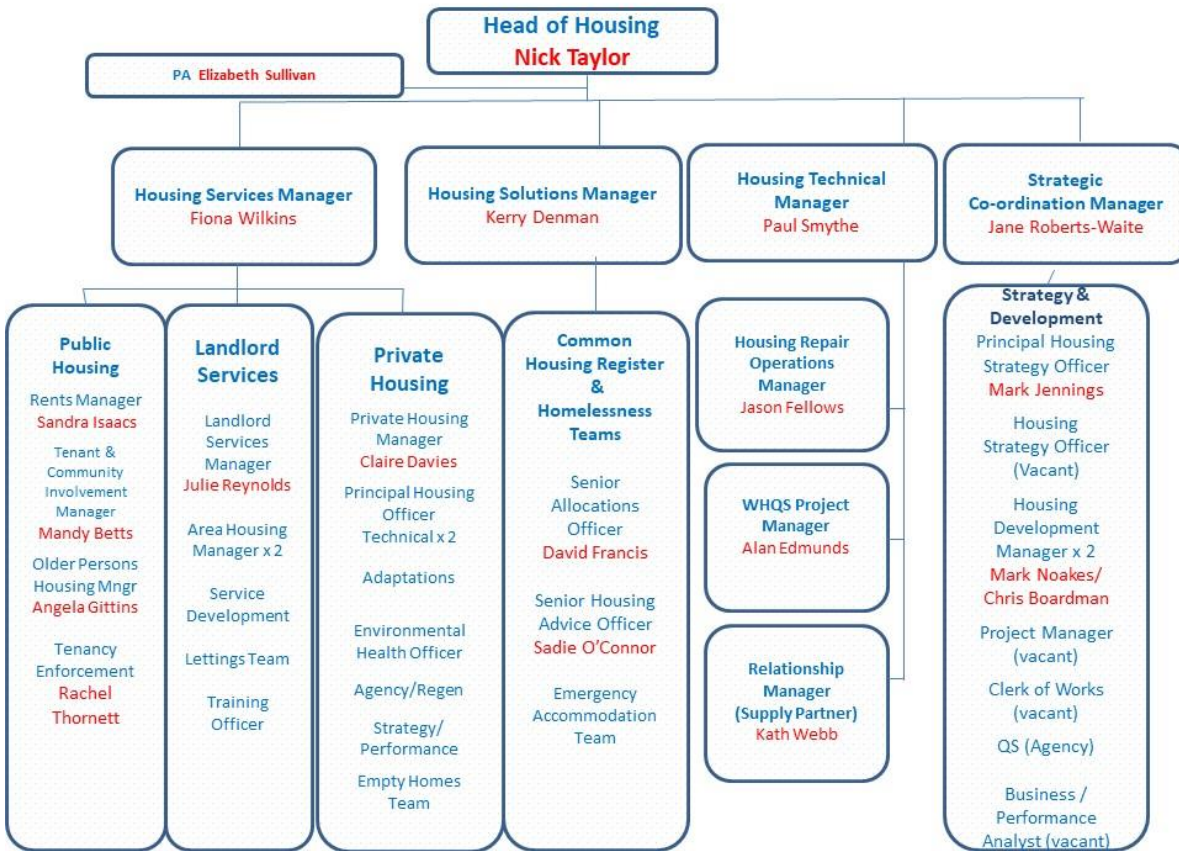


Diagram of Directorate and Service Framework



Brief description of Directorate and Service Framework

Caerphilly Homes is the brand name for the council's housing division. Some of the services delivered by Caerphilly Homes include: Welsh Housing Quality Standard (WHQS), Estate Management, Tenancy Enforcement, Rents and Tenancy Support, Tenant and Community Involvement, Older Persons' Housing, Housing Repair Operations, Housing Advice, Homeless Prevention and Common Housing Register, Private Sector Housing, Grants and Loans, Housing Strategy, Affordable Housing and Adaptations

2. Number of complaints by stage type, service, and targets met  
Table showing summary of complaints by stage type reference

Stage Type	Count	Count Completed in Target Times	Percentage Completed in Target Times
Stage 1	49	42	85.7%
Stage 2	0	0	0%
Escalated from Stage 1 to 2	9	9	100%
<b>Totals</b>	<b>58</b>	<b>51</b>	<b>87.9%</b>

## Tables showing summary of complaints by service, for each stage type

Service	Count Stage 1	Count Completed in Target Times	Percentage Completed in Target Times
Adaptations	1	1	100%
Allocations	9	8	88.9%
Antisocial Behaviour	1	1	100%
Energy Works	4	4	100%
Homelessness	1	1	100%
Housing Management	15	9	60%
Leaseholder	3	3	100%
Heating	1	1	100%
Private Landlord	1	1	100%
Rents	3	3	100%
Response Repairs	4	4	100%
WHQS External	4	4	100%
WHQS Internal	2	2	100%
<b>Totals</b>	<b>49</b>	<b>42</b>	<b>85.7%</b>

Service	Count Stage 2	Count Completed in Target Times	Percentage Completed in Target Times
Adaptations	1	1	100%
Allocations	1	1	100%
Energy Works	1	1	100%
Housing Management	3	3	100%
Response Repairs	2	2	100%
WHQS External	1	1	100%
<b>Totals</b>	<b>9</b>	<b>9</b>	<b>100%</b>

Where target response times were not met, it has been identified that generally it was due to awaiting further information from other officers, other departments, or the complainants themselves. Constraints on officers to carry out their investigations in a timely manner due to Welsh Government regulations in response to Covid-19 also impacted on response times during this period.

### Table showing how the complaints were received.

By source	Count Stage 1	Count Stage 2	Count Escalated Stage 1 to Stage 2
Telephone	16	0	1
Email	28	0	7
Letter	2	0	0
On-line	3	0	1
Contact Centre	0	0	0
Other	0	0	0
<b>Totals</b>	<b>49</b>	<b>0</b>	<b>9</b>

### 3. Key complaints - identified by type or theme

- Residents unhappy with delay in starting/completing Welsh Housing Quality Standards works.
- Waiting time to be allocated a property/unhappy with banding.
- Residents requesting new wooden fences or gates for their gardens.
- Former tenant arrears.
- Leaseholders unhappy with quality of repairs/maintenance works carried out on their properties or blocks.
- Operatives not attending pre-arranged appointments or turning up without pre-arranged appointments.
- Residents unhappy with the installation of new ground source heating system and the associated works within their properties.
- CCBC operatives or contractors not parking with consideration when working on properties.

### 4. Number by Category (Commissioner Case Type)

**Table showing complaints by Commissioner Case Type, for prescribed Categories**

Category	Count Stage 1, Stage 2 & Escalated 1 to 2
1 Collaborative Working	0
2 Decision Making	10
3 Delay in Service Provision	11
4 Officer/Contractors Conduct with public (including sensitivity/empathy of staff/politeness)	3
5a Following Council Policies	1
5b Following relevant Legislation	2
6 Accessibility of Services	0
7 Clarity/Accuracy/Timeliness of information	6
8 Quality of Work	25
9 Openness/ Fairness and Honesty	0
10 Compliance with Complaints procedure	0
11 Combination	0
<b>Totals</b>	<b>58</b>

## 5. Number by Outcome and lessons learned comments

Table showing complaints by Outcome Data sets as categorised by the Complaints Standards Authority.

Outcome Data	Count Stage 1, Stage 2 & Escalated 1 to 2
Upheld	20
Not upheld	38
<b>Totals</b>	<b>58</b>

The following table shows more information regarding the complaints counts above, that were upheld or not upheld broken down by service area.

### Stage 1 Complaints

Service	Upheld	Not Upheld
Adaptations	1	0
Allocations	3	6
Energy Works	4	0
Housing Management	6	9
Leaseholder	2	1
Private Landlord	0	1
Rents	1	2
Response Repairs	0	4
WHQS External	1	3
WHQS Internal	0	2
Heating	0	1
Antisocial Behaviour	0	1
Homeless Prevention	0	1
<b>Totals</b>	<b>19</b>	<b>30</b>

### Stage 2 Complaints

Service	Upheld	Not Upheld
Adaptations	0	1
Allocations	0	1
Energy Works	1	0
Housing Management	0	3
Response Repairs	0	2
WHQS External	1	0
<b>Totals</b>	<b>2</b>	<b>7</b>

**List of lessons learned. Comment on key findings resulting from the complaints in this reporting period, that may help curtail, prevent, or impede future repeats.**

<b>Details of Case</b>	<b>Lessons Learned</b>	<b>Category</b>
Tenant unhappy with the mess left after the heating system installation - tenant thought they were having patios but then told they were not	Improvements needed to ensure regular updates are provided to communicate any decisions or delays with tenant.	8 Quality of work
Possible data breach as aunt of Housing Applicant called and obtained information on behalf of applicant without verifications being asked.	Housing Solutions Manager has requested refresher training for all staff within the team as a reminder of the verification process that we employ within the service area.	5b Following relevant Legislation
Sub-contractor called on a Sunday without prior notice.	Contact will be made with all contractors connected to the contract to remind them of their responsibilities within the terms and conditions.	4 Officer/Contractors Conduct with public
Leaseholder unhappy with the quality of paint work carried out on the railings and fencing	We now issue letters at the end of each contract to ask if leaseholders are satisfied with the completed works so that any issues can be dealt with in a timely manner.	8 Quality of work
Unhappy with works associated with ground source heating installation	Make sure all correspondence is of a decent quality before leaving the office and that tenants are consulted with and records held documenting this at all stages.	8 Quality of work
Stress and damage caused whilst installing the new heating system	Ensure tenants are consulted with and records held documenting this at all stages along with finishing works thoroughly checked going forward.	8 Quality of work
Wife recently passed away, but he received an arrears Letter from the Rents Section stating "following the sad death of Mr A"	Letter sent to tenant with deceased's name as addressee. We have taken three steps to prevent this issue arising again: 1. Held a meeting with the administration assistant who sent the letter in error and discussed the distress this has caused the tenant. Expressed the importance of ensuring accuracy when	7 Clarity/Accuracy/Timeliness of information

	<p>sending such letters. Consequently, we have agreed to put further training in place.</p> <p>2. We have changed the procedure in relation to deceased tenants, a letter now must be produced manually and populated by a staff member.</p> <p>3. We have added a further checkpoint, whereby the letter content is checked by another member of staff prior to mailing.</p>	
Tenant was told a mutual exchange could go through but after spending money clearing the rent and prepared property for inspection, has been told the exchange cannot go ahead due to overcrowding	Changes will be made to ensure that whilst advice is given during the process of applying for an exchange that it is made clear to all parties that until formal approval has been given, it cannot be assumed that permission will be granted.	7 Clarity/Accuracy/Timeliness of information
Executor unhappy with the lack of correspondence he has received from Housing Office and has now received a rent arrears charge for over £600	Procedures being changed to ensure that wherever possible, we will telephone and speak to next of kin supplied in the 'Tell us Once' and that following this conversation, letters will be sent confirming the conversation and any advice that was discussed.	7 Clarity/Accuracy/Timeliness of information

## 6. Identified relationships to Equalities or Welsh Language

Table showing a count and list of findings resulting from the complaints in this reporting period, that specifically relate to the Equalities or Welsh Language protected characteristics.

Characteristic Strand	Count Stage 1, Stage 2 & Escalated 1 to 2
Age	0
Disability	4
Gender Reassignment	0
Marriage and Civil Partnership	0
Pregnancy and Maternity	1
Race	0
Religion/Belief or Non-belief	0
Sex	0
Sexual Orientation	0
Welsh Language	0
<b>Totals</b>	<b>5</b>

Extracts from cases linked to the Disability characteristic:

- Sister contacting on applicant's behalf as applicant has been in band 2 for 5 years and is still waiting for a property despite supporting letters from doctors.
- Unhappy by the way housing application has been handled and it's affecting the mental health of the applicant.
- Applicant offered a house and as soon as additional cost was involved the offer was taken away – applicant feels disability is being used against them.
- Advocate for applicant questioning why we are not carrying out adaptations to their property rather than suggesting the residents move.

Extraction from the case linked to the Pregnancy and Maternity characteristic:

- When tenancy began the property had a shower, not a bath and the tenant was heavily pregnant and requested a bath be fitted as soon as possible. Tenant now advises after months of waiting her baby has now outgrown the baby bath and there is not a job booked in on the Housing Repairs system to fit a bath in her property in the near future.

**7. Annex – Referrals to Ombudsman, complaints resulting from appeals and examples of relevant items (points to note) specific to this reporting period**

**Identify how many referrals to the Ombudsman and list and append any relevant supplementary information here, namely, points to note, or an example data set.**

Five cases were referred to the Ombudsman for Housing in this reporting period. The Ombudsman decided not to investigate four cases and subsequently closed their records. The Ombudsman investigated one case relating to a decision not to undertake adaptations to a property following OT assessments and costings. The assessments undertaken established the required adaptations were not feasible for the property nor the resident and the OT's final recommendation was to suggest the resident move to a suitably adapted property. The support worker for the family challenged this decision and the Ombudsman considered the complaint. The Ombudsman recommended an early resolution and Caerphilly Homes accepted this option which involved a one-off payment of £500 for inconvenience, a letter of apology for our failures in relation to communication and record keeping and a new OT assessment to be carried out on the resident at their property.