

Complaints and learning highlights

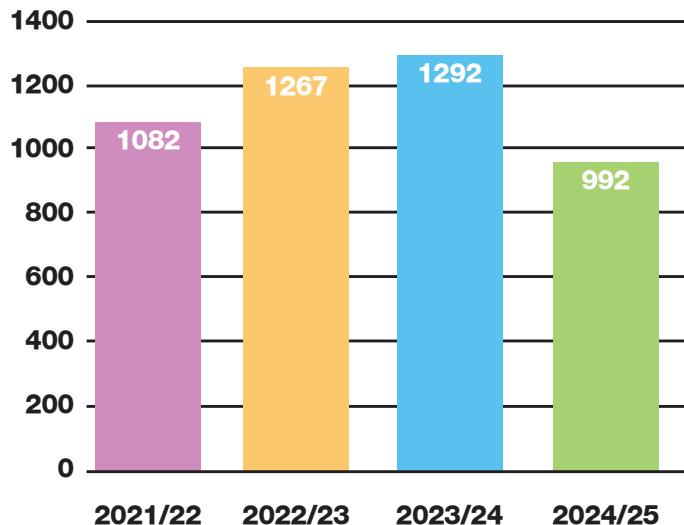
April 2024 to March 2025



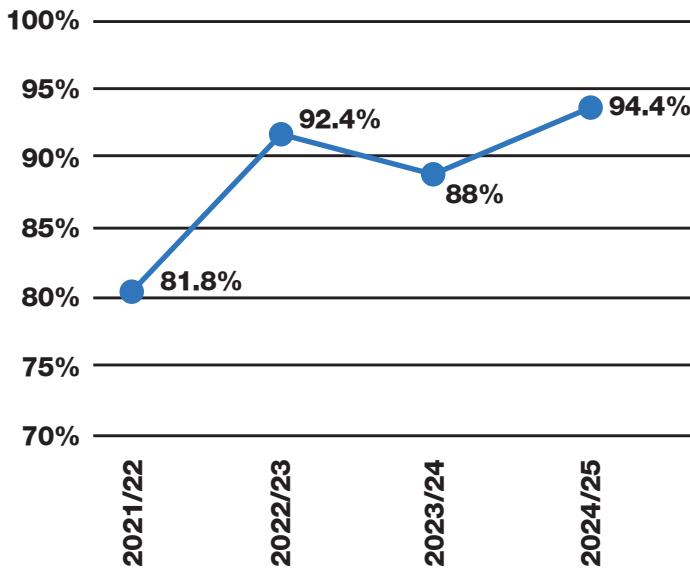
Nottingham
City Council

Housing
Services

Stage 1 complaints received



Stage 1 complaints answered in target



Improvements we've made based on learnings from complaints

Tackling anti-social behaviour

- Improved our anti-social behaviour (ASB) procedure to give residents better clarity on action plans.
- Improved training for staff on ASB complaints and use of the noise app.
- Reviewed the way we work with partners, such as other councils and the police.

Providing better services

- Use of 'Call Quality Reviews' to provide direct feedback and improve the way we communicate with residents.
- Greater focus on learnings from complaints throughout the year through quarterly reporting of trends and concerns.
- Improved the way we record and respond to vulnerabilities, and how we implement reasonable adjustments.
- Faster response times for Stage 1 complaints.

Looking after your home

- Better communication and improved internal processes for defects on new build properties.
- Improved processes for repairs complaint handling, to achieve better outcomes and more efficient responses.
- Changes to times allowed for repair visits to make sure there are more 'first time' fixes.
- Improvements to internal processes such as follow-on work, repairs passing between departments and use of sub-contractors.
- Introduced dedicated sub-contractor for wet-room flooring works.
- Improved communication around damp and mould surveys.
- Introduced video guidance for stock condition and damp and mould surveys.