

Annual Complaints Performance and Service Improvement Report 2023-24

Introduction

The Annual Complaints Performance and Service Improvement Report provides information on the 2023/24 complaints performance at Tuntum Housing Association in accordance with requirements of the Housing Ombudsman Complaint Handling Code.

Background

The code states that Landlords must produce an annual complaints performance and service improvement report for scrutiny and challenge, which must include:

- a) the annual self-assessment against this Code to ensure their complaint handling policy remains in line with its requirements.
- b) a qualitative and quantitative analysis of the landlord's complaint handling performance. This must also include a summary of the types of complaints the landlord has refused to accept;
- c) any findings of non-compliance with this Code by the Ombudsman;
- d) the service improvements made as a result of the learning from complaints;
- e) any annual report about the landlord's performance from the Ombudsman; and
- f) any other relevant reports or publications produced by the Ombudsman in relation to the work of the landlord.

We have set out our report in response to the above key headings.

Our Response:

- a) the annual self-assessment against this Code to ensure their complaint handling policy remains in line with its requirements.**

From 1st April 2024 the Housing Ombudsman Service (HOS) Complaint Handling Code became statutory. We have completed the annual self-assessment against this Code and this has been published alongside this report.

- b) a qualitative and quantitative analysis of the landlord's complaint handling performance. This must also include a summary of the types of complaints the landlord has refused to accept;**

Following the changes to the HOS Code, we completed a review of our Complaints Policy, with the help of tenants who have experience in complaint adjudication, we have revised our policy to ensure it complies with the new Code.

We are committed to providing excellent services that meet the standards agreed upon with our residents. We aim to resolve matters effectively at the earliest opportunity by putting

things right when they have gone wrong. We deal with all complaints fairly, being transparent in our approach.

All our staff can help customers who want to make a complaint. We regularly review the root cause of complaints and, where possible, implement changes to prevent repeat occurrences.

From the 1st April 2023 we began to collect data to report as part of the Tenant Satisfaction Measures (TSM). There are two complaints TSMs generated from management information and one from data gathered from a perception survey.

CH01	Complaints relative to the size of the landlord: Number of Stage one complaints received per 1,000 homes	33.4
CH01	Complaints relative to the size of the landlord: Number of Stage two complaints received per 1,000 homes	6
CH02	Proportion of Stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	96%
CH02	Proportion of Stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	100%

We completed our TSM perception survey in January and February 2024.

Question TP09 is regarding satisfaction with our approach to complaints handling.

- 39% of respondents to the survey said that they had made a formal complaint in the last 12 months.
- Of these 46% expressed that they were either very satisfied or fairly satisfied with our approach to complaints handling.

In addition to these performance indicators, we also report to our Senior Management Team, Customer Experience Committee and our Board on the following complaints key performance indicators:

Total number of all complaints received	133
Proportion of resolved informal complaints as % of total	55%
Proportion of resolved stage 1 complaints as % of total	38.6%
Proportion of resolved stage 2 complaints as % of total	5%

In 2023/24 we logged complaints that we were able to provide a quick fix to as informal complaints. In line with the new HOS Code from 1st April 2024 we have removed this as an option and will be asking all of our customers if they would like to raise a complaint should they express dissatisfaction.

We have seen an increase in the number of complaints we log at stage 1 as a result of this change to our policy.

Our Complaints Policy lists the reasons why we may not accept a complaint for consideration, however we have not refused to accept a complaint in 2023/24.

c) any findings of non-compliance with this Code by the Ombudsman;

The Ombudsman have not found us to be non-compliant with the Code, however we have assessed ourselves to be non-compliant with three parts of the Code:

8.1 – At the time of completing the self-assessment we were yet to produce an Annual Complaints Performance and Service Improvement Report, as this is a new requirement of the Code we were unable to provide evidence. The publication of this report will ensure that we now meet this Code requirement.

8.2 – This report will be provided to our Board and published on our website under our Complaints section. The Board's response to the report will be published alongside it, once this has been published we will meet this Code requirement.

9.8 – We are in the process of reviewing our Staff Performance and Behavioural Framework, this will be finalised in June 2024. Once this is completed we will have a standard objective in relation to complaints handling for all relevant employees or third parties that meets the requirement of the Code

d) the service improvements made as a result of the learning from complaints;

Each month, we hold a Lessons Learnt session with our Head of Asset Management and Development, Property Services Manager, Housing Services Manager, Head of Community Initiatives and Specialist Housing Manager. We come together to review the complaints we have resolved in the previous month, and hold each other to account, ensuring that we take learning from the complaints we receive. At each meeting of our Customer Experience Committee we report what learnings we have taken from our complaints.

Asset Management Learnings:

- Our contractors must always treat our tenants' homes with respect. During the installation of a new bathroom, our tenant was unhappy with the work completed. This was picked up with the contractor and with the HAMD to discuss with all contractors.
- All staff have been reminded on the importance of logging all repairs at the time of the tenant calling in. We are going to embark on quality assurance checks in the new year to ensure we are getting this right.
- The Asset Management Team are recruiting for additional administrative roles to allow them to monitor the overdue repairs and enable them to be proactive.
- When a leak affects multiple aspects of a home, we now appoint a surveyor to manage the completion of all work and complete a post-inspection survey.
- We have increased the amount of time our surveyors dedicate to post-inspections; this will pick up any concerns and help to improve the performance of our contractors.
- Our repairs team now have template letters that they can use to write to tenants to reach out to them to arrange an appointment.

- Where possible we need to redecorate empty homes rather than provide vouchers, so that the home is let at a standard we are proud of.

Specialist Housing Team Learnings:

- Our Specialist Housing Team now keep track of outstanding repairs in homes under their management. Instead of calling our repairs team, who will then contact our contractor, they are now empowered to call the contractor directly to gain a speedier response for our tenants.
- Specialist staff who complete Health and Safety visits now move all furniture and take photos as evidence of the state of the property, so that we do not miss any potential risks in the home.

Housing Services learnings:

- When providing a breakdown on service charge the headings listed will now be clear and easy to understand for tenants.
- When there are concerns around hoarding, we are sensitive and mindful of our approach with our tenants.
- We have reviewed the contract for our gardening services and worked with tenants to ensure that our new contractor meets their expectations.
- The Housing Services Manager is writing a decant policy and updating our procedure so that our approach is more customer centric going forward.
- We are forming a program of communication so that all our tenants who have asbestos in their home are aware of its presence.
- We have started a program of customer service training, alongside training the relevant staff on how to handle difficult conversations related to ASB.

e) any annual report about the landlord's performance from the Ombudsman; and

The HOS have not completed an annual report about our performance as we have not met the threshold for a report to be produced.

In 2023/24 HOS we have had no complaints investigated, however we have received back two determinations for cases that were accepted by the HOS for investigation in the previous financial year.

Case 1 - Information request from HOS on 17 August 2022

Investigation report received on 30 May 2023

Determination: Maladministration

Learnings from the case: We amended our anti-social behaviour and harassment policy to give clear timescales when responding to incidents of serious ASB. We must ensure that we leave clear notes to say what actions we have taken following completing a risk assessment with a tenant.

Case 2-

Information request from HOS on 24 May 2022

Investigation report received on 16 October 2023

Determination: Service Failure

Learnings from the case: Complaints refresher training took place with relevant staff to ensure they are clear on how to handle complaints and escalate them when requested to do so.

f) any other relevant reports or publications produced by the Ombudsman in relation to the work of the landlord.

The HOS have not completed any reports or publications in relation to our work.

Summary

We recognise that we are not fully compliant with the new HOS Code, however, we have taken steps towards compliance by updating our Complaints Policy, and completing this report.

We continue to welcome all customer feedback and recognise the valuable opportunity for improvement that each complaint provides. We hope this report illustrates that we are committed to continuous improvement.