

Annual Report Complaints 2023-24

Purpose

CHADD welcomes complaints and looks upon them as an opportunity to learn, adapt, improve and provide better services. Complaints help us to know if our services are getting something wrong and we can put it right, learn from mistakes and ensure it does not happen again.

CHADD's Governance arrangement is to delegate to the P&S (People & Standards) Committee oversight of our Complaints process and cases.

The aim of this report is to provide an annual summary of complaints received during the year as per the new Complaint Handling Code.

The new Complaint Handling Code from the Housing Ombudsman service became statutory on 1 April 2024, meaning that registered providers are obliged by law to follow its requirements. The Code aims to achieve best practice in complaint handling and ultimately to provide a better service, and greater agency to residents.

The Housing Ombudsman requirements include that we submit an annual report to the board and to the ombudsman on all complaint's activity, including an annual review of the self-assessment process. We need to publish the annual report and self-assessment on our website no later than 12-weeks after our financial year-end (end of June).

The board, and delegated committee, are to provide oversight and accountability, a focus on improvements and ensure compliance with the Code. The board should provide an official response as part of the reporting requirement and space is provided below for this.

For Approval: Annual Report, Complaints Policy Updates and New Complaints Self-Assessment

Financial Year	2023 - 2024
Reporting on	April 2023- March 2024
Written by	Suki Kaur (SK) Jean Reid (JR)

Updates

Cases:

Number of cases for this financial year	15
Open	0
Service Requests (informal) CHADD recognises a service request is when a customer is unhappy with a situation that they want to have resolved. CHADD works on the basis that wherever possible, complaints are best dealt with directly with the complainant and those providing the service at a local level as part of the informal stage. There were 6 instances of informal complaints as part of the service request category.	6
Stage 1	9

<p>If the complainant has spoken to their Support/Care Worker or Housing Officer and their Manager informally about issues and feel these have not been resolved locally, they can escalate their complaint to a more senior manager using any method they are most comfortable using.</p> <p>There were 9 instances where this escalation was triggered, and all were resolved at Stage 1.</p> <p>No complaints were escalated to Stage 2.</p>	
Closed	15
All cases closed without going further than stage 1, and all within the allotted timescales. Therefore 100% of cases were closed within the target timescales.	
Cases still open	1
There are no open CHADD cases however a separate complaint against Bromford Housing is still open regarding the properties at Westley St, relating to water leaks, problems with the roof and mould/damp. We are monitoring this complaint on behalf of residents there.	

Cases broken down by team:

Team	Informal Service Request	Stage 1	Total
Sheltered	2	5	7
Care	2	1	3
Domestic Abuse	0	0	0
Young People/Families	2	3	5

Complaints categories:

Anti-Social Behaviour Neighbour issues	9
Pest Control	2
Process (sign up)	1
Service delivery, quality of service	3

Service Improvements, Activity and Recommendations
<p>There were no complaints relating to our handling of mould, damp or condensation during the year aside from the Westley Street roof replacement issues that sit under Bromford's responsibility.</p> <p>Anti-social Behaviour Neighbour Complaints – 60% 60% of all complaints related to neighbour disputes or minor anti-social behaviour between residents living in our supported housing schemes. These were minor issues such as impolite communication, noise disturbance, parking and inter-personal conflict. In most cases these were resolved at the informal stage with reminders about tenancy agreement responsibilities and mediation, and as part of the support work we provide. As part of a more proactive approach, we also undertook 'Be Kind' workshops at Sheltered schemes as part of a roving roadshow to target issues where complaints were more prevalent. This was a positive event which gave individuals an opportunity to showcase some of the kind things they had done for their neighbours to encourage good neighbourliness and compliance with tenancy agreements. This was also promoted in the CHADD Resident's Newsletter. Feedback was very positive and since the roadshows complaints of this nature have been minimal.</p>

- We do have separate policies and processes around ASB but it was clear that residents and staff see these reports mainly as complaints rather than a separate process. This was highlighted in the training roll-out in 2023. A new ASB policy was subsequently rolled out in 2023 and additional training took place with Manager/Team Leaders.

Service Delivery & Quality – accounting for 20% of complaints received

- Improve partnership working – this specifically relates to our care services that came from confusion from family members about the role of our care work overlapping with other agencies and social workers roles. We have now introduced clear protocols and multi-agency agreements to be in place with service users and the agencies they work with, and shared with family members with consent.
- Clear consent forms on service users’ files identifying appropriate times for CHADD support workers to be present and individualising what records can be shared. This has now been implemented within the care team, and is being monitored through the Head of Care and Team Leader service audits.

Pest Control - 13% of all complaints relate to the same issue at one scheme

We had an ongoing issue regarding pests in the loft and wall cavity at a sheltered housing scheme and tenants complained about the lack of effectiveness of pest control work undertaken, and the time taken to rectify it/communication. This was reviewed by the Asset Manager and Head of Service and an agreement that for any future cases, weekly reviews and an enhanced service would take place with the contractor for pest issues that reach a more serious level.

Tenants Survey – summary of results on complaints

- 92% of respondents knew how to make a complaint and 58% were satisfied or very satisfied with how their complaint was handled. 79% said they were satisfied with the reasons given for the outcome of their complaint, and 90% stated they would complain if they were unhappy.
- Following our Complaints Review and Self-Assessment, we launched a new Complaints Policy with new leaflets for residents at the beginning of 2023. Despite this, our complaints % decreased on the question of knowing how to make a complaint, and on satisfaction with the outcomes of complaints. There are some very confusing data responses in this category as there were more people that were unhappy with the outcome of their complaint than the total number of people who had indicated they had made a complaint. This would suggest that residents are confusing reporting a repair with making a complaint.
- The complaints policy and procedures are revisited at team meetings at least twice annually. Team meetings are used to promote the policy. The complaints procedure is also picked up during scheme audits where staff are questioned on how they deal with a complaint and how they would support a service user/tenant to do so.
- The summary points from the survey will be part of our focus for improvement in 2024/25.

Summary

Overall, we have a low number of complaints and most issues are resolved at a local level very quickly as we provide specialist supported housing with a significant number of services staffed 24/7.

Governance

- Policy and procedure reviewed May/June 2024, and an easy read version of policy is in place.
- Self-assessment form completed by the complaints officer and presented at Board/Committee annually for approval.
- Complaints board member lead identified from People & Standards committee (Sue Haywood), with a role profile in place.

- Quarterly complaints data reported to P&S Committee, and regular meetings with complaints lead trustee throughout the year.
- Complaints information made available on CHADD website.
- Complaints Service Standard implemented and launched and on CHADD website, made available at local schemes. This was supported by a launch led by the resident's newsletter that month and in residents' meetings through that quarter.
- Complaints training took place in May 2023, to all Managers and Team Leaders in line with the new Policy and Procedure and as part of launching the new complaints leaflets. The training was also attended by the lead complaints board member.
- We now have a dedicated month of the year to highlight, promote and raise awareness of the complaints policy, and the resident's newsletter will have a dedicated feature that month. This will take place throughout the month of September. We are in the process of arranging updated refresher training during summer 2024.

Complaints Policy Updates - for Approval

The following is a list of amendments made to the complaints policy to be compliant with the new code:

- 2.2 changed from 6 months to 12 months (a matter will not be considered as a complaint or escalated after 12 months)
- 2.2 added: a matter will not be considered as a complaint or escalated for issues that have previously been considered under the complaints policy. (If it is a recurring issue, we will consider any older reports as part of the background to the complaint if this will help to resolve the issue)
- 2.3 we will accept complaints about issues that occurred within the last 12 months
- 2.5 not having blanket exclusions to excluding complaints (I have added to policy that we consider complaints on an individual case by case basis)
- 5.4 & 5.5 new section added (section 7) to cover third party involvement
- 5.7 Identify areas CHADD is responsible for and Identify any areas that CHADD are not responsible for and why, explain how these areas will be addressed (i.e. sent on to the relevant company, person etc)
- 5.9 Communicate any missed timescales, reasons and next steps
- Section 6 and 7 - additional things added to list for stage 1 and 2 when we respond, such as Housing Ombudsman details, and needing to respond to each point in complaint individually

Focus for 2024-25

- Tenant satisfaction measures – implement a digital form of tenant satisfaction surveys
- Further training and refresher and awareness raising for updated policy and code
- Completion of self-assessment improvements
- Benchmarking our performance with the supported housing benchmark club with Acuity
- Resident's Committee Launch – focus on complaints and improvements

Board/Committee Response:

The P&S Committee are happy with the contents of the Annual Complaints Report for 2023-24. The Committee note the contents of the Report and appreciate the work that goes into the timely investigation and resolution of complaints. The P&S Committee approve the amendments to the Complaints Policy as outlined in the Report which are in line with the Housing Ombudsman's requirements. Furthermore, the P&S Committee approve the comprehensive self-assessment that has been completed and notes overall compliance with just three actions to be undertaken.

Date of Meeting: 18th June 2024