

Complaint Handling Code

On the 1st April 2024, new legislation was published, which requires Landlords to provide an annual submission to the Housing Ombudsman to demonstrate their compliance with the Complaint Handling Code. For smaller registered providers and the annual submission needs to be completed 12 weeks after the end of the fiscal year, or at the same time of publishing the Tenant Satisfaction Measures.

New legislation was published on the 1st April 2024 for the Tenant Satisfaction Measures to be included in the Tenant Satisfaction Perception Survey, which must take place as a minimum every 2 years for small, registered providers.

This paper provides the Board with an overview of the complaints recorded on Inform from the 1st April 2023 to the 31st March 2024. To ensure compliance with the reporting requirements of the Complaint Handling Code, an annual report will be submitted to the Board for a response and the end of the reporting period.

A summary of complaints are shared with the Board each quarter and reporting will continue quarterly, with an annual report submitted at the end of fiscal year.

Each year the following information will be published on the YMCA Robin Hood Groups website for supported housing, and electronic links will be added to the Complaints Handling Code annual submission form.

- The self-assessment against the complaints handling code.
- The annual report on complaints performance and service improvement
- The Boards response to the report
- The complaints policy

Annual Complaints Reporting

During 2023 to 2024 there were 77 complaints received from three source:

- Resident
- Member of the public
- External agency / advocate for the resident

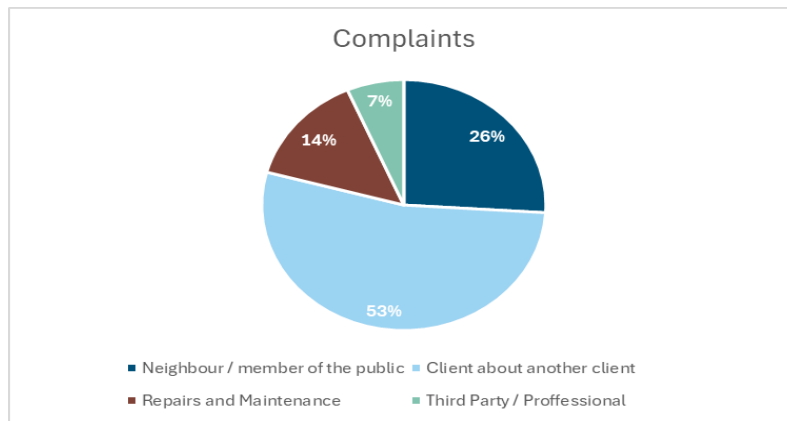
Number of complaints by concern:

Complaint Concern	Number
Neighbour / member of the public	20
Client about another client	41
Repairs and Maintenance	11
Third Party / Professional	5

- The complaints from the public were in relation in noise, loud music, alleged illegal activities and allegation of anti social behaviour which were investigated.

- The complaints about another resident was in relation to visitors, food going missing, playing loud music, not maintaining the communal areas and general disagreements.
- The complaints in relation to maintenance of the properties, were due to heating, hot water, broken showers, one complaint about the lift being out of action and one in relation to mould.
- The complaints from a third party / professional were in relation to service delivery, property standards and missing inventory upon move in.
- All complaints were responded to and resolved.

The complaints concern by percentage:



Response to improve our service:

The YMCA Robin Hood Group are committed to improve their service and view complaints positively to improve the service it provides to the residents. The following actions have been implemented to improve the quality of our service during.

- Complete a self-assessment annual to ensure that Complaint Policy is compliant to the complaint handling code.
- Complaint reporting each week on the quality assurance dashboard to manage compliance against the Complaint Handling Code.
- Weekly monitoring of complaints within the senior management team and quarterly reporting on complaints to the Board.
- Record and report on complaints on InForm.
- Record and report on compliments on InForm.
- Reviewed the complaint handlers and amended the complaints policy to ensure that the complaint is managed by appropriate staff, providing greater ownership.
- Implemented an investigation template and standard acknowledgement templates to support with a consistent approach across all service areas.
- Staff register and attend the training on the new Complaint Handling Code, provided by the Housing Ombudsman on the learning hub.
- Reviewed the anti-social behaviour policy, update the positive behaviour policy, behavioural contracts and the resident involvement and empowerment policy.

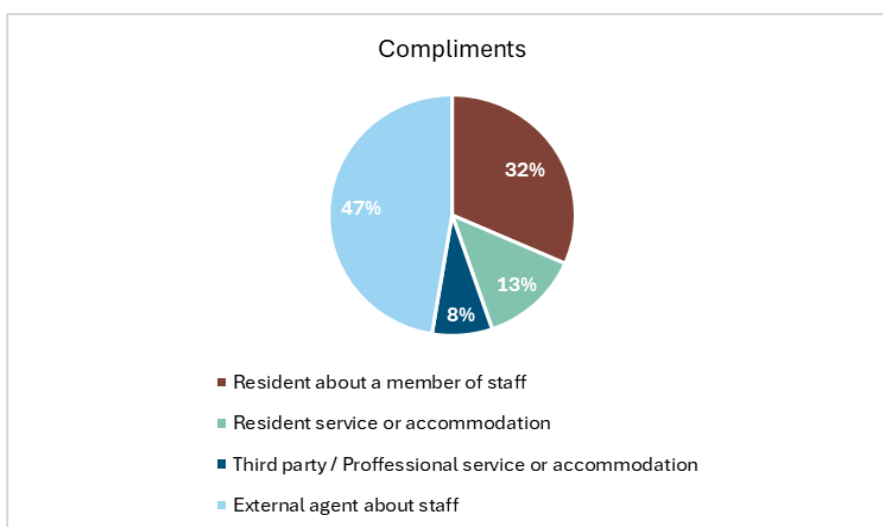
- Partnership collaborating with local neighbour hood community teams.
- Working towards a trauma informed and person centre service delivery model.
- Update training and policy for risk, needs, supporting planning and goal setting for staff.
- Implemented a new digital maintenance platform on InForm to record all repairs. Provided greater visibility on the performance of maintenance and provides performance measures against the response to service level agreements.
- Identify learnings from complaints and adapt policies and procedures.
- Annual analysis will include learning from complaints, compliments and feedback, feedback from the TSM survey and from the resident co-production events.
- Complaints about staff conduct are taken seriously and investigated promptly, which has led to recommendations for performance improvement plans, disciplinary action and in some cases the termination of employment.
- Implementation of a new welcome pack and has been broken down into:
 - Information required for all residents and included how to make a complaint and how to provide feedback.
 - Information on the local area and services to support with orienteering.
 - Information on 'My support'
 - Key contact information and safeguarding leaflet

Actions in progress to continue to improve the services to the residents.

- Launch a resident hub for residents to access information online.
- Identify and explore converting information into accessible formats online for residents to access.

Annual Compliment Reporting:

The YMCA Robin Hood Group proactively records compliments to celebrate successes and to support sharing best practice across services areas. During 2023 to 2024 reporting period 39 compliments were received.



Conclusion:

The Annual Report shows the nature of complaints and compliments in the past reporting year 2023 to 2024, which have been proactively responded too. This has supported to identify areas for improvement. Promoting a positive complaint culture is underway and monitoring will ensure that all complaints are recorded under the correct categories on InForm. Resident co-production and resident meetings will provide feedback on how complaints are being received to continue to improve the services to the residents in the accommodation.

There are concerns with anti-social behaviour and resident disagreement, work is taking place to address these areas with regular house meetings and updating policies to support the strategic priorities to achieve the vision and mission of the YMCA Robin Hood Group, Supported Housing. In addition, further exploration is taking place to launch access online with a resident hub and in different accessible formats to further support the residents in the accommodation.

Response from the Board:

The Board of the YMCA Robin Hood Group is committed to fostering a positive complaints culture within the organisation. The Leadership Team has established robust procedures to embed this culture across YMCA Robin Hood Group and acknowledges that continuous improvement is necessary in the collation and utilisation of complaints data to enhance service quality. A plan has been developed to address this, including training all Supported Housing staff and allocating dedicated resources to complaint management. An overview of all complaints is submitted to the Board every quarter. Additionally, the newly established Audit & Risk Committee, which will convene for the first time in August 2024, will monitor received complaints and oversee action plans to address them in greater detail.