**Annual Review of Complaints, Compliments and Feedback –2023-2024**

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| **Combined Services** | **Completed by:** | Sue Atkinson | | **Completed on:** | | 21.05.24 | **For the Period:** | 1st April 2023-31st March 2024 | |
| 1. **How many complaints were made (STAGE 1)?** | | 29 | | | | | | | |
| 1. **How many complaints ‘by type’ were ‘upheld’?** | | Missed visits 0 Late visits 0 Timing of visits 0  Continuity of staff 0 Quality of staff 4 Quality of Accommodation 0  Quality of support 2 Missing money 0 Missing property 0  Discharge date 0 Repairs 1  Other- allocation process not followed correctly 1 | | | | | | | |
| 1. **How many complaints ‘by type’ were ‘partially upheld’?** | | Missed visits 0 Late visits 0 Timing of visits 0  Continuity of staff 0 Quality of staff 2 Quality of Accommodation 0  Quality of support 2 Missing money 0 Missing property 0  Discharge date 0 Repairs 3  Other- Damage to belongings -1 | | | | | | | |
| 1. **How many complaints’ by type’ were not upheld?** | | Missed visits 0 Late visits 0 Timing of visits 0  Continuity of staff 0 Quality of staff 4 Quality of Accommodation 0  Quality of support 2 Missing money 0 Missing property 0  Discharge date 0 Repairs 2  Other-Processes e.g. Warnings, information sharing, lack of move-on accommodation, child care. 5 | | | | | | | |
| 1. **How many Complaints went to STAGE 2 (outcome decisions went to review)** | | 3 | | | | | | | |
| 1. **How many reviews were upheld?** | | 1 | | | | | | | |
| 1. **How many complaints were escalated to the Complaints Ombudsman?** | | 0 | | | | | | | |
| 1. **How many complaints were refused/not accepted?** | | 0 | | | | | | | |
| 1. **What were the types/categories of complaints not accepted?** | | n/a | | | | | | | |
| 1. **Details of any recommendations or actions resulting from the Complaints Ombudsman?** | | n/a | | | | | | | |
| 1. **Details of actions following any annual report about Chartford Housing Ltd performance from the Ombudsman** | | n/a | | | | | | | |
| 1. **Detail of actions following any other relevant reports or publications produced by the Ombudsman in relation to the work of Chartford Housing Ltd** | | n/a | | | | | | | |
| 1. **What trends did you pick up?**   What did you / will you do about them? | | 10 complaints (roughly 1/3 of all complaints received) that were upheld or partially upheld, were about quality of support or quality of staff.  Of the 10 complaints relating to quality of staff and support:   * 5 complaints were related to staff not following the correct procedure in place * 2 were minor oversights/human error and were not consistent with the workers performance which was generally excellent * 2 were poor attitude and inappropriate behaviour of staff- resulting in HR involvement * 1 was process of rent refund which took longer than anticipated   We provided additional training and improvement plans for individual staff, where appropriate. Where concerns were more serious, then our HR department were involved  4 complaints upheld or partially upheld were in relation to repairs   * 1 complaint was regarding a repair that had not been reported by the tenant however upon inspection, it was actioned urgently as it involved damp and mould-this was rectified within 3 days and positive feedback received regarding the swift response * 1 complaint was regarding the length of time it took to repair a lift. This was unavoidable as we were waiting for the delivery of an essential part that had to be ordered from abroad however we accept that this caused inconvenience * 1 complaint was in relation to the length of time it took for a boiler to be replaced. The boiler was fixed twice however continued to break down 2 further times which resulted in repeat visits from the contractor before the item was replaced * 1 complaint was regarding an uneven path to the house door. This was inspected and rectified | | | | | | | |
| 1. **Did you / do you need to change any of your practices, policies, training?** If so what did you/will you change? | | 1. We need to ensure that all staff complete induction training that is relevant to their job role and set clear expectations around customer service and expectations of staff and standards of service 2. We will review our Housing Management training to ensure it covers more detail and guidance around the revised Regulatory Consumer Standards 3. We will follow the Regulators guidance around standards and expectations of training for staff who work in accommodation services and ensure that our training offer meets the required standards and expectations | | | | | | | |
| 1. **Does our Complaints Policy & Procedure need to be changed?** If so, how? | | No- We have completed our Self-Assessment against the Ombudsman’s Code and have re-visited our Complaints Policy and Procedure to ensure that it aligns with the Ombudsman’s Guidance.  All staff complete Complaints training as part of their job induction-this is mandatory for all staff regardless of their job role | | | | | | | |
| 1. **Date Annual Complaints Self-Assessment Completed** | | March 5th 2024 –revisited to assess against Ombudsman revised Self –Assessment template 02.10.24 | | | | | | | |
| 1. **Is the up to date Self-Assessment Published on Horton website** | | Published 27.06.24-revised document published 03.10.24 | | | | | | | |
| 1. **How many compliments were received?** | | 290 | | | | | | | |
| 1. **What were the general themes of the compliments?** | | Quality of Worker  Quality of Service  Quality of Support  A particular input  Quality of accommodation  Repairs  A particular achievement  Other (please state) | | | | | | | |
| 1. **How many stakeholder satisfaction returns were received?** | | 25 | | | | | | | |
| 1. **What trends or themes did you pick up?**   What did you/will you do about them? | | Feedback from Stakeholders has been mainly positive-people are generally happy with the support and accommodation provided by Horton.  People have expressed that they enjoy the involvement activities and would like more of these. Some people have also said that they would like more involvement in maintaining their accommodation, for example doing the gardening.  This year, we are aiming to pilot a ‘tenant reward and recognition’ initiative which will include rewarding tenants for supporting the maintenance of their communal areas/gardens; e.g. sweeping the gardens, keeping the dustbin areas tidy etc. Tenants will be able to earn points which can then be converted towards basic household items. E.g. kettle, toaster, towels etc.  This initiative will not only reward tenants but also assist re-settlement by providing essential items to support move-on. | | | | | | | |
| 1. **Any other comments?** | | It has been identified that staff do not record compliments and suggestions as well as they could. It has also been identified that Stakeholders both people who access our services and partner agencies, do not always provide feedback.  Staff will take action to remind their teams about recording feedback and we will also consider different ways of gathering feedback from stakeholders  We want to make sure that the people we support are safe and listened to- we have appointed a Together with Tenants Lead however this year we are also going to work with a consultant to look at new ideas for improving engagement and increasing opportunities for tenants to meet face to face with members of our Boards ( This action has been agreed in our Organisations Business Plan) | | | | | | | |
| **Action plan** | | | | | | | | | |
| **What can we do better?** | | | **How we will do this** | | **Responsibility** | | | | **By When** |
| Review Induction Process to ensure that this encompasses expectations and standards around Customer Service and Service Delivery | | | 1. Review Induction checklists | | HR/SMT | | | | 31.10.24 |
| 1. Briefing with Managers to define expectations and ensure this is cascaded to teams | | HR/SMT | | | | 31.10.24 |
| Improve face to face interaction between people we support and our Board members to ensure that people feel safe and listened to | | | 1. Continue to facilitate involvement activities throughout the year including Board visits to schemes | | SMT/Together  With Tenants Lead | | | | 30.03.25 |
| 1. Engage a specialist consultant to work with tenants and the organisation to ensure meaningful engagement activities are facilitated. 2. Increase opportunities for tenants to engage with members of the Board-enabling tenants to share their views and ideas and provide feedback on the support they receive and general service delivery | | SMT  External Consultant | | | | 31.10.24 |
| Improve records of feedback, compliments and suggestions | | | Ensure each service has its own central log and remind and encourage people to discuss and record suggestions and compliments. Ensure that there is a standard agenda item on the team meeting minutes template | | Scheme Managers | | | | 31.06.24 |