

Solihull Care Housing Association

Annual complaints performance and service improvement report 2023-24 (Sept).

[This report uploaded to SCHA website Sept 2024]

- Annual report about the landlord's performance from the Housing Ombudsman.
 - We have had no complaint case management contact from the Housing Ombudsman in 2023-24 (Sept).

- Governing body's response.
 - No annual report on SCHA performance generated from Ombudsman.
 - Governing Body response to annual Self-Assessment (2023-24) included on SCHA website. The governing body response has been signed off by SCHA Chair Adrian Evans

- Headline findings of Self-Assessment (2023-24) :-
 - Quantitative Analysis : 3 cases

 - Qualitative Analysis: One complaint case upheld. This involved housing management moving too quickly to commence void works on a empty property - but where the tenancy had not yet ended. This was a management error, a prompt management apology was given and compensation offered – a week's rent. Lessons learnt with this complaint include ; for staff follow correct processes and not make assumptions around entering residents' properties. Also staff should actively work with residents and or next of kin (NOK) and agree upon suitable arrangements to enter a property to carry out any necessary void works.

 - Qualitative Analysis: Both other complaint cases were declined. One case pertains to a housing applicant feeling the scheme manager had implied the property would be offered to the applicant. Lessons learnt here have included a review the language and terminology used by staff when completing an assessment form - to ensure it is clear concise and minimises the risk of misinterpretation from an applicant's perspective. The second complaint case we declined refers to a resident complaint about the safe storage of his personal possessions during maintenance works. It appears the resident failed to recall a key conversation with the scheme manager – where they agreed an approach for safekeeping items, but due to the complainants deteriorating health condition he had simply forgotten the discussion. As a mitigation against further similar concerns from this resident management a proactively recording key interactions and involving the resident's next of kin (with resident's permission) on key management interventions.

- Number & Type of complaints refused to accept : None
- Service Improvements generated as a result of this year's annual self – assessment:-
 - New centralised Complaints email mailbox created in 2024 to enable easier logging of complaints and management of the complaint process. This facility has been promoted via schemes and on SCHA website.
 - The complaints we have received this year have been reviewed and used as opportunities to assess and improve our working practices.
 - By learning from these experiences and implementing the outlined actions, we strive to deliver better services, foster stronger relationships with our residents and their families, and create a culture of continuous improvement.
- Findings of non-compliance with the Code by the Ombudsman: None
- Actions following investigations by Ombudsman : N/A

➤ Complaint Handling Code Annual Submissions form date : September 2024

Annual complaints performance and service improvement report 2023-2024 completed by Gurdev Singh.

Gurdev Singh



Chief Executive Officer

Dated: 6th September 2024