



Annual Complaints Performance and Service Improvement Report 2023-2024

This report provides information regarding complaints recorded through the Organisation's Complaints Policy during the 2023-2024 reporting year (1 April 2023 to 31 March 2024). It has been produced to:

- Meet the Housing Ombudsman's stipulation that landlords produce an annual complaints performance and service improvement report for scrutiny and challenge.
- In conjunction with quarterly performance data, ensure that the Board of Trustees have oversight of the complaints received by the organisation and the service improvements that have taken place because of complaints.

Introduction

Complaints give us valuable information, enabling us to improve our services and overall customer satisfaction.

Norton Housing and Support's Comments, Suggestions and Complaints Policy has been extensively revised over the past few years, informed by self-assessments against the Housing Ombudsman's Complaint Handling Code. On 1st April 2024, a revised version of this code became law.

In addition to the Housing Ombudsman's Complaint Handling Code, the Regulator of Social Housing's new Transparency, Influence and Accountability Standard stipulates that Registered providers must ensure complaints are addressed fairly, effectively, and promptly. The approach to handling complaints must be simple, accessible and publicised.

The Regulatory framework also requires providers to give tenants information about the type of complaints received and how they have learnt from complaints to continuously improve services. Information about this can be found later in the report.

1. The Annual Self-Assessment

In line with the requirements of the Housing Ombudsman, we have carried out a self-assessment to identify whether the organisation's current approach to complaints handling meets all the requirement of the 2024 Complaint Handling Code. Whilst we have identified many aspects of good practice, we have also identified some areas of non-compliance. Over the coming weeks and months, we will be using the results of our self-assessment to put in place improvements in

our complaint handling process and aim to achieve full compliance in autumn 2024. Our key action points are as follows:

- Implementing a new CMS / IT system to support a formal system for recording Service Requests
- Ensure that Service Users participating in surveys or feedback exercises are made aware of how they can pursue a complaint if they wish to
- The Complaints Officer, who holds a level 3 cert. in housing practice, will undergo further complaints specific training and cascade this learning to the Senior Management Team

2. Analysis of Norton Housing and Support’s Complaint Handling Performance.

During the financial year (1st April 2023-31 March 2024) Norton Housing and Support received 5 complaints. Four of these complaints were made by, or on behalf of, residents, to whom Norton Housing and Support is their landlord. The fifth complaint was made by, or on behalf of, a resident for whom Norton Housing and Support is the managing agent. One complaint was made directly by a resident, three were made by professionals on behalf of tenants and one was made by a family member / friend.

To protect confidentiality, the decision has been made not to publish detailed information about the nature of the complaints. This is because, due to the organisation’s small size, there is a risk that individuals may recognise details about themselves or others that they know. However, some details can be shared.

Complaints arising from those in supported accommodation for women at risk of homelessness (14 places)	3
Complaints arising from those in supported accommodation for those with mental health diagnosis (47 places)	2

Complaints per place were higher in our womens service than in our accommodation for those with a mental health diagnosis.

Of the 5 complaints raised, all were dealt with under stage 1 and none were escalated to stage 2. All were acknowledged within 2 working days and fully responded to within the target timescale of 10 working days – this fully meets both our internal targets and the expectation of the Housing Ombudsman.

4 complaints were raised via email and 1 verbally over the phone.

Nature for Complaint - It should be noted that some complaints related to a number of issues.

Area of Dissatisfaction	Number of Complaints
security measures at property	2
privacy or confidentiality	2
Health and safety	1
Staffing levels	1
Approach to dealing with Anti-Social Behaviour	1
General customer service	1

The organisation has not refused to accept any complaints.

In terms of satisfaction with our complaint handling, our survey showed that 38% of those who reported making a complaint were satisfied with our approach to complaint handling. A further 38% were dissatisfied and 25% were neither satisfied nor dissatisfied.

3. Any Findings of Non -Compliance with this Code by the Ombudsman

To date, Norton Housing and Support has not been found non-compliant with the code by the Ombudsman.

4. Service Improvements Made as a Result of the Learning from Complaints

Key improvements made, or actions taken with the period, as a result of complaints are:

- Raising staff awareness of electrical safety, particularly in relation to the use of extension leads.
- Providing a 'spy hole' for added security in one location
- Ensuring relevant staff are aware of the correct procedures for investigating reported ASB, including the importance of providing feedback to the person raising concerns
- Ensuring that properties are kept at a suitable temperature that considers both the need to reduce energy use, with the need to provide a comfortable temperature for all residents. Staff now ensure they consider resident feedback regarding the temperature of communal areas.

5. Annual report, other reports or publications about the landlord's performance from the Ombudsman

There are no reports available regarding Norton Housing and Support's performance.