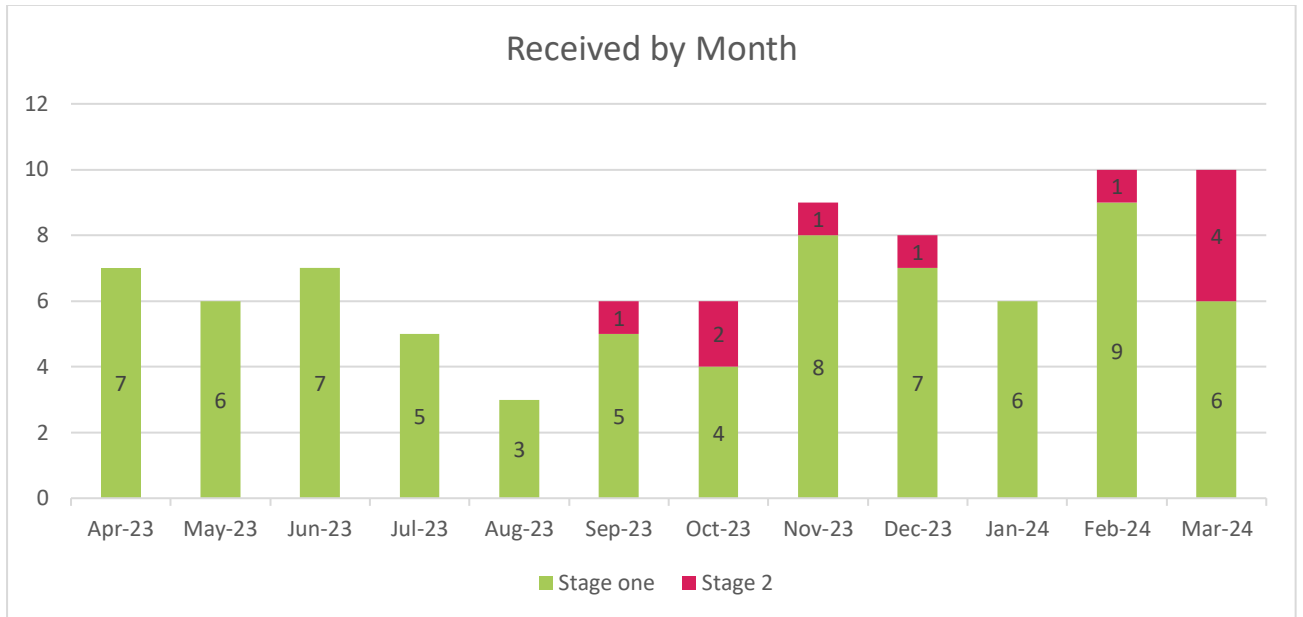




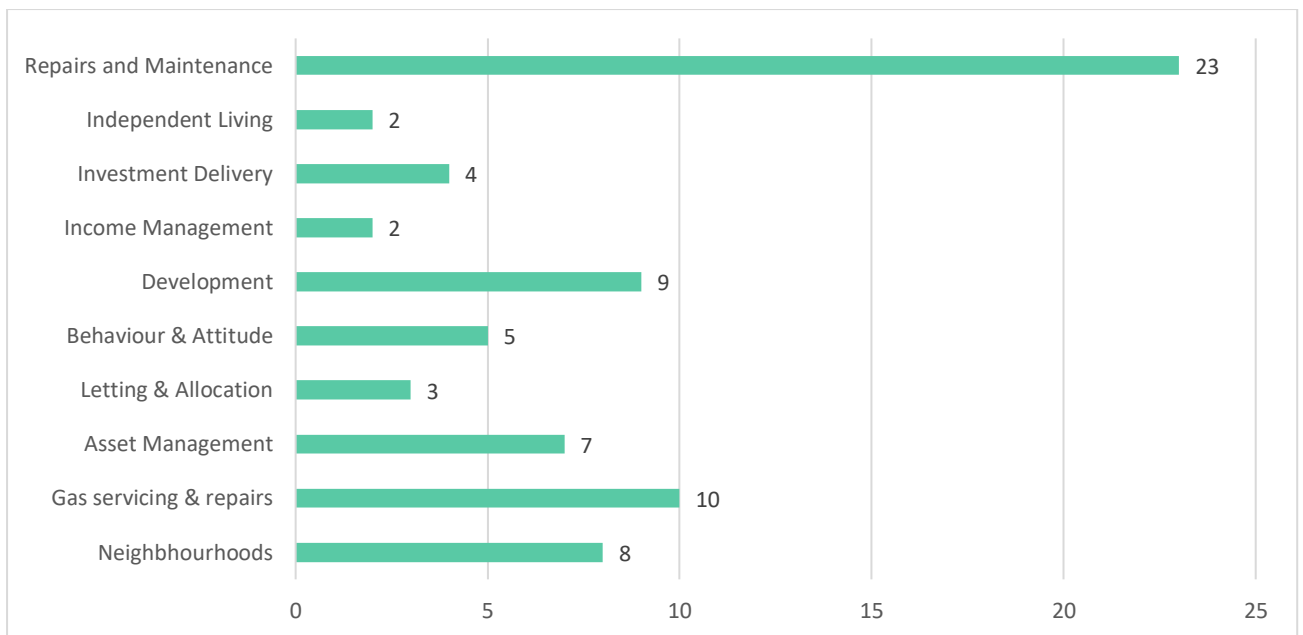
Welcome to SLH Complaints Performance and Service Improvement Report 2023/24

**Complaints Received**

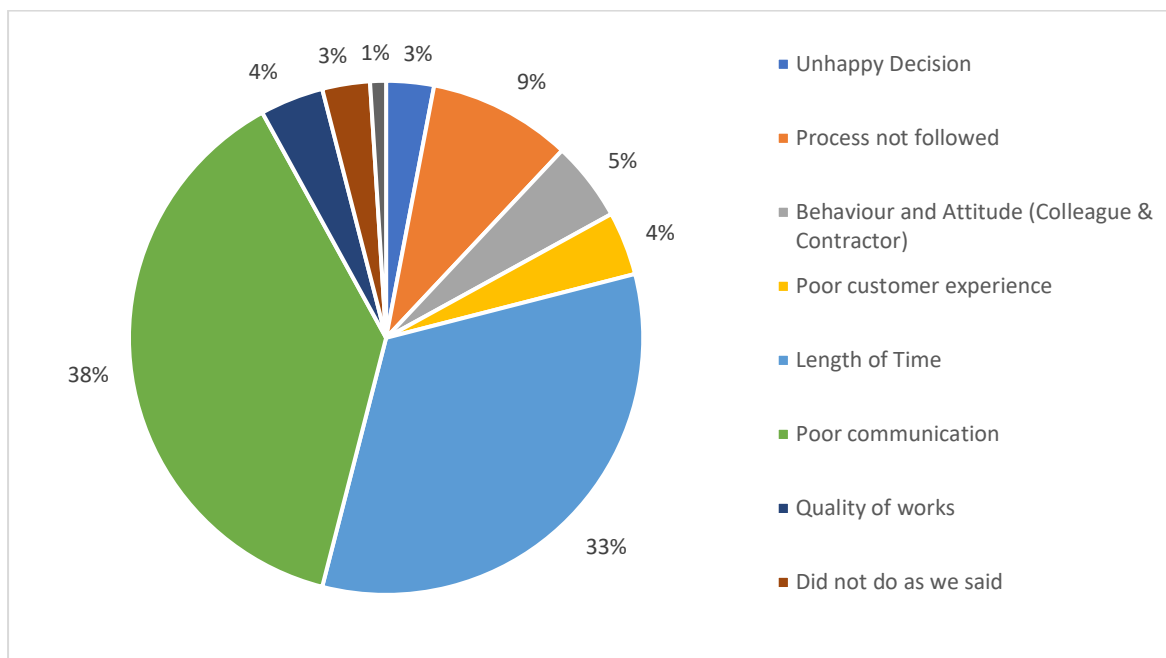
A total of 73 complaints were received during the financial year, 10 of these were escalated to stage two in line with our complaints process. Breakdown of this is detailed below.



Service areas:



### Theme and trend analysis

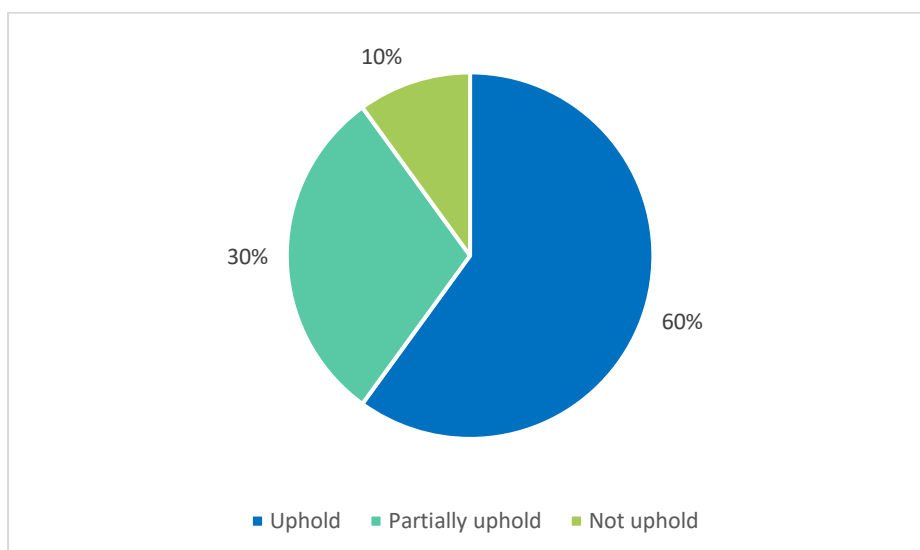


### Complaints not accepted

SLH accepted all complaints received during this period.

### Complaint Outcomes

Based on the complaints investigated, please see complaint outcomes detailed below.



### Housing Ombudsman Service Determination

In September 2023, the Housing Ombudsman Service issued a determination on a complaint investigated. The complaint related to handling of a customer’s reports of anti-social behaviour (ASB).

A determination of maladministration was found, and South Lakes Housing (SLH) was ordered to pay the customer compensation of £200 within 28 days of issuing their report.

The Housing Ombudsman Service recommended SLH review the complaints policy and procedure and consider amending to a two-stage complaint process in line with the Housing Ombudsman Service (HOS) Complaint Handling Code (CHC). The SLH Complaints Policy was compliant with the HOS CHC at this time and has subsequently been reviewed to comply with the revised Complaint Handling Code.

- Following the determination, the Director of Customer Experience and Head of Neighbourhoods met with the customer, to listen to feedback on their experience and to again apologise for the poor service and customer experience and to provide assurance on the steps taken to improve ASB case management and complaints handling.

In addition, all colleagues have received customer service training, delivered by MGI, Mary Gobar International focused on a customer mindset and tools to ensure we deliver an improved customer experience.

### Tenant Satisfaction Measures

Last year, the Regulator of Social Housing introduced a new requirement for all social housing landlords to annually report on a set of measures that tells you how we are doing at providing quality homes and services.

The measures aim to improve standards for people living in social rented housing, known as Low Cost Rented Accommodation (LCRA) and shared owners, known as Low Cost Home Ownership (LCHO).

There are 22 TSMs, including:

- 12 Tenant Perception Measures – we measure these through an annual tenant perception survey.
- 10 General Management Measures – we measure these directly through information we hold in our systems.

Please see below performance relating to complaints.

Tenant Satisfaction Measures	Outcome:
Customers satisfaction survey score relating to 'SLH approach to complaint handling'	44.3% - LCRO 66.7% - LCHO
TSM CH01a: Complaints relative to the size of landlord – Stage 1 (per 1000 properties)	21.8
TSM CH01b: Complaints relative to the size of landlord – Stage 2 (per 1000 properties)	3.0
TSM CH02a: Complaints responded to within Complaint Handling Code – Stage 1	98%
TSM CH02b: Complaints responded to within Complaint Handling Code – Stage 2	100%

## Benchmarking

We will benchmark our TSM's in 2024/25 when information from other housing providers for 2023/24 is available.

## Key service improvements

Complaint finding – You Said	Learning implemented – We Did
Improve management of anti-social behaviour	Reviewed our anti-social behaviour policy and case management and developed separate policies for Domestic Abuse and Good Neighbourhood Management.
Rent and Service Charges notification process to offer drop-in sessions for customers in sheltered schemes to discuss their charges and sought and financial advice and support that may be available to them.	We now offer customers living in sheltered schemes drop-in sessions when we share rent increase communication and make customers aware of any financial support that they may be eligible for through Financial Inclusion Partner. This was implemented from February 2024
Offer clear, helpful, and easily accessible information on social media/website relating to leaseholders and shared ownership repairs responsibilities.	We have since updated information about leasehold and shared ownership repair responsibilities on our website, following customer consultation with the Repairs Forum.
Ensure out-of-hour emergency repairs call handlers provide a good level of customer service, at all times.	We have introduced customer satisfaction surveys to ask customers about their experience when contacting this service.  As part of the new agreement, call handlers will be provided with Let Make it Happen customer experience, behaviour and cultural training. We will then be carrying out quality assurance checks. This will be implemented from June 2024.
To have a proactive approach and ensure customers are kept informed where multiple trades/contractors are required for a repair.	This recommendation has been incorporated in the wider Repairs Customer Experience project - to improve timeliness, efficiency, communication & customer satisfaction, starting in June 2024.

<p>To ensure customers are informed when SLH wants to move the location of communal bin storage area.</p>	<p>We consulted customers and resolved the refuse collection. We will continue to consult with customers (where possible) on any changes we make within communal areas that will impact on customers and confirm when this will happen.</p>
<p>Sending the wrong trade person caused unnecessary delays and inconvenience to customers.</p>	<p>We are reviewing all our scripts for the Customer Service Hub to improve repair diagnostics and first-time resolution.</p> <p>Our Customer Service Advisers now regularly meet with the Repairs Manager to strengthen their technical knowledge. This will help to achieve better diagnostic by asking customers the right questions when reporting a repair.</p>
<p>Inconsistency of grounds maintenance service.</p>	<p>We are in the process of developing a new specification, procurement contractor and contract management to improve service. We will involve customers to make sure they help us shape and provide a quality value for money service and to find the right provider for this service.</p>
<p>Removal of third stage from our Complaints policy.</p>	<p>In consultation with over 300 customers, we have updated our Complaints Policy, and introduced Unacceptable Behaviour and Compensation Policies, to align with the HOS Complaint Handling Code.</p>