

## ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT APRIL 2023– MARCH 24

<b>Date of meeting</b>	25th January 2025
<b>Decision</b>	Board Approves report
<b>Section</b>	Agenda item
<b>Resource Implications</b>	None
<b>Legal and Regulatory Considerations</b>	Housing Ombudsman's Complaint Handling Code
<b>Equality Impact Assessment</b>	Section relating to resident behaviour. Link to residents with mental health crisis and the lack of community respite options/delays in Care Act Assessment
<b>Resident implications</b>	Impact on quality of life and resident YP living experience
<b>Stakeholder implications</b>	Housing Ombudsman requirement to publish Complaints Review online
<b>Consultation Undertaken/Required</b>	Reviewed and approved by Frontline Services Sub Committee on 12th February 2025 - recommendation for text to be streamlined and better use of graphics
<b>Environmental Impact and Considerations</b>	N/a



## Introduction

The following report sets out Your Place complaints' performance between 1st April 2023 to 31st March 2024, in relation to compliance with our organisational policy and Housing Ombudsman's Complaint Handling Code. The Housing Ombudsman expects Boards to scrutinise performance, specifically volume of complaints, types of complaints, case closure times, outcomes, escalation and organisational learning.

For the period in scope, Your Place was responsible for four services:

- **Core Service** - providing accommodation support for homeless prevention pathway, in partnership with London Borough of Newham (LBN).
- **Intensive Support Service** - providing accommodation support to rough sleepers with complex needs, in partnership with LBN .
- **Hope Street** - accommodation support for rough sleepers, in partnership with the Greater London Authority (GLA).
- **Integrated Rough Sleeping Support Service** - accommodation services for rough sleepers, in partnership with Change Grow Live (CGL).

## Complaints Process

During the period covered by this report, the Your Place Complaints Policy had a four-stage process. Post March 2024 a review of the process as part of our [self-assessment](#) against the code was conducted and this process has since been streamlined to a two-stage process to comply with the Housing Ombudsman Complaint Handling code.

The four stages of the process during the period covered by this report were:

- **Stage 1 - Informal** - minor concerns resolved at team level
- **Stage 2 - Formal (Manager)** - serious concern requiring manager review
- **Stage 3 - Formal (Director)** - review of stage 2 case
- **Stage 4 - Formal (CEO)** - final point of appeal.



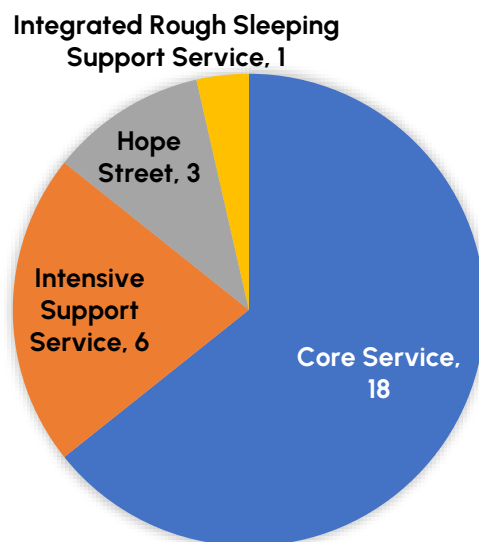
## Complaints Statistics

The table below outlines the stages for all complaints occurring over the period covered by this report.

Complaint Stage	Complaints Status		Total
	Open	Resolved	
1 - Informal	9	17	<b>26</b>
2 - Formal (Manager)	1	0	<b>1</b>
3 - Formal (Director)	0	0	<b>0</b>
4 - Formal (CEO)	0	1	<b>1</b>
<b>Total</b>	<b>10</b>	<b>18</b>	<b>28</b>

The number of complaints received is low relative to the 352 residents accommodated. This is a result of Your Place having significant onsite presence 24/7 and having staff who are able to intervene early to avoid incidents or complaints escalating.

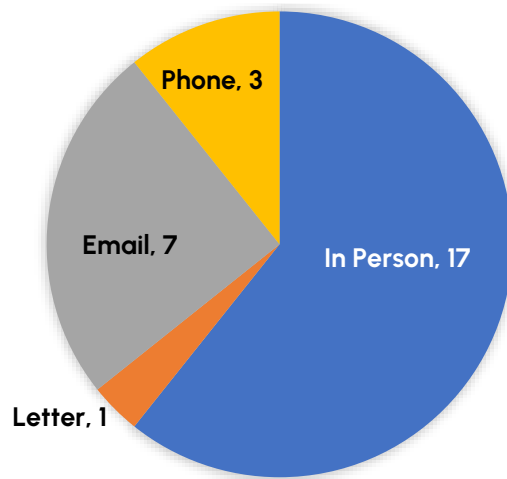
## Complaints by Service



The chart above shows the number of complaints received by service type. The relative number of complaints by service reflects the relative size of these services, with the core service being much larger than other services.

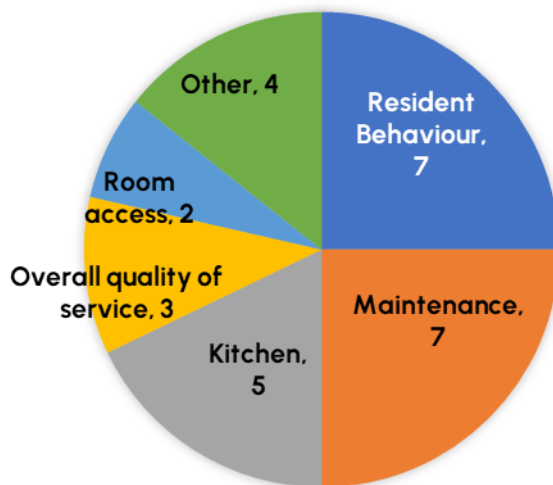


## Method of Complaint Receipt



The methods by which people made complaints varied, however the majority were reported in person (17), followed by email (seven), phone (three) and finally letter (one). This demonstrates that residents are aware of being able to make complaints through various channels. The high number of in person reflects the accessibility of staff to residents.

## Reason for Complaints



The types of complaints received reflect the nature of the building and services that Your Place manages. The main building, Anchor House, provides accommodation for 155 residents with the majority of resident having to share communal facilities including a kitchen, lounge, IT suite, and laundry areas for the building.

Challenges resulting from individuals experiencing mental health crisis and alcohol / substance use have led to some complaints about resident behaviour. Some complaints of this nature are to be expected with our trauma informed approach



meaning that Your Place aims to work through issues with residents to support them in developing positive behaviours and coping mechanisms, rather than evict. Your Place works closely with local authorities and substance misuse agencies to support its clients.

Maintenance has been particularly challenging over the reported period due to outbreaks of bed bugs and ant infestations. These incidents have not been unique to Your Place and in there have been wider outbreaks of bedbugs internationally. Your Place worked closely with our contractors to resolve these matters. As part of managing these incidents, focused work has also taken place with residents to support lifestyle changes, particularly where hoarding issues have been identified.

### Response to Complaints and Lessons Learned

Of the 28 complaints received, 7 of these needed follow-up actions. The follow-up actions related to either addressing future behaviour of clients, or addressing maintenance issues that need time to sort out.

There have been a number of positive outcomes from complaints made, including:

- Review and investment in the of ventilation / air cooling system at Hope Street.
- Cleaning contractors being briefed in relation to working with our residents.
- Review of Kitchen cupboard allocation.

Your Place's commitment to Resident Engagement and working with the resident group collectively will help identify concerns early and work with residents to find positive outcomes on a 'your said - we did' basis.

The new Complaints Code from Ombudsman will help make distinctions between complaints, service requests and managing anti-social behaviour.

### Future Priorities

Major overhaul of our complaint handling module in our case management to ensure code compliance

Strengthen complaint procedures by incorporating staff and resident feedback into quarterly performance reviews.

To continue to build on lessons learned around Resident Engagement.

Complaint handling training for complaint officers and investigating managers.

