

Annual Complaint Performance and Service Improvement Report – July 2024

We are pleased to contribute this introduction to the self-assessment that Kings Barton Housing Association (KBHA) has undertaken detailing how we comply with the new Complaint Handling Code 2024 but more importantly to reaffirm our commitment to working with our tenants to provide good quality homes for them. We also confirm that we considered the self-assessment report formally at our Board meeting in July.

Our approach

A key part of the KBHA mission is “maintaining good quality one and two bedroomed homes to the best standards possible, to people aged 55 years and above”. Our core philosophy is that our tenants are at the heart of what we do as we believe that everyone deserves a good quality home where they can live and contribute as part of their local community. This philosophy is underpinned by the positive and proactive approach we take to planning and running our housing service. We seek to do this by effective business planning and though putting our tenants first, by listening to them and understanding their needs.

Our objectives

The first three objectives of our 2023 to 2028 Business Plan to which we work are:

- People First
- Quality Homes,
- Excellent Repairs.

We seek to deliver a consistent, effective, and caring service based on a partnership approach with our tenants. As such, we seek to set out the rights and responsibilities of the Association and our tenants clearly in our policies and procedures, so that we are all clear about what we can expect of one another. We aim to have policies developed with feedback from tenants and which are communicated well and with any amendments or changes made following regular review by staff and the KBHA Board as appropriate.

Engagement with our Tenants

Of course, our aim is not only to have policies and procedures that meet regulation but also to have ones that reflect our approach to service delivery and the partnership we seek with our tenants. We view our engagement with our tenants as a key opportunity for us to learn what matters to them and to discuss with them what we can do to meet their expectations as far as we are able to do so.

Complaints Policy and Procedure

As part of the approach above, we understand that it is important for us to have a straightforward Complaints Policy and Procedure that is accessible, understandable, and easy to follow. We recognise that we will not get everything right and there will be occasions when things go wrong. Therefore, we want to have a process that

allows tenants to raise issues, get a prompt response and with a right for that response to be reviewed when the initial reply doesn't resolve the matter.

We have a Policies and Procedures development and review schedule, which is the responsibility of our Housing Management Team. Our new Repairs Policy was approved by the KBHA Board in 2023 and updated information was added to our website and drawn to the attention of our tenants through the KHHA newsletter. Our Complaints Procedure was reviewed and amended in 2024 and again added to our website (and is also available in an alternative format if required). It was shaped by input from the Tenant Panel and from the Tenant representatives on the Housing Association Board. The Policy is also being communicated through the regular KBHA newsletter.

Complaints Assessment

In the financial year 2022/2023 we received one complaint about repairs and maintenance (a 0.57%) complaint rate and in the financial year 2023/2024 we received no complaints. No Housing Ombudsman determinations needed to be made.

Understanding the data

As a very small Housing Association, we take pride in tailoring our processes, so that they are "fit for purpose" and that as a Board we seek to understand what the data we have tells us about how far we are achieving our purpose. Therefore, we have not only reviewed our assessment against the Complaint Handling Code but also compared this with data from our last Tenant Satisfaction survey in October 2022. The survey showed us that we had an overall satisfaction level of 93% and 95% satisfaction that the home was a) well maintained and b) was safe. We noted specifically that there was 90% satisfaction with the KBHA approach to complaint handling.

We are not complacent and will continue to keep an overview of both complaints and satisfaction levels. Our next Tenant Satisfaction survey is due to be undertaken in October 2024. Our Housing Management Team will maintain a record of trends in relation not only to our complaints (e.g. volume, categories, and outcomes) but also to our tenant satisfaction responses, so we can monitor how these evolve over time and, as a Board, can take any necessary action.