



# **Birnbeck Housing Association**

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**ANNUAL COMPLAINTS PERFORMANCE AND  
SERVICE IMPROVEMENT REPORT 2023-24**

# Agenda



**01. Introduction**



**02. Background**

**03. Complaints Performance**



**04. Service Improvements and Learning**



**05. Service Improvement Plan 2024-25**



# Introduction

The purpose of this report is to highlight Birnbeck's complaint handling performance over the last twelve months and to identify any service improvements and/or learnings from any complaints.

Birnbeck is committed to providing a high quality service to our residents. However, we do recognise that there may be times when residents are dissatisfied about the service they have received and may wish to make a complaint.

Birnbeck will seek to resolve complaints in a fair and timely manner, wherever possible seeking to resolve complaints informally to achieve a satisfactory outcome for the resident.

We actively seek feedback whether it is via complaints, compliments or suggestions to help us improve the services that we deliver. We take complaints very seriously and will ensure that any lessons learnt from complaints are used to inform and improve services.

This report will cover:

- The background to and the reasons for this new report.
- An overview of our complaints performance over the last 12 months.
- The learnings we have identified as a result of any complaints and the changes that we will be making to services.

This report evidences our commitment to working with our residents and a commitment to continuous improvement. A copy of this report has been shared with Committee Members for review and further discussion regarding the services we provide.

# Background

The Social Housing (Regulation) Act 2023 gave the Housing Ombudsman powers to issue a code of practice for its members when handling complaints. It also placed a duty on the Housing Ombudsman to monitor compliance with the code of practice. On the 9<sup>th</sup> February 2024 the Housing Ombudsman published their new Complaint Handling Code. The new code requires all members to complete and publish a self assessment each year. This came into effect as of the 1<sup>st</sup> April 2024. The self assessment directs us to ensure that we are compliant with the code and to produce this report to demonstrate this.

This year has also been the first year where many housing providers have to report complaint performance measures to the Regulator of Social Housing as part of the statutory Tenant Satisfaction Measures. Despite not having to complete this task as we are a housing association of less than 1000 homes, we took it upon ourselves to complete Tenant Satisfaction Measure Surveys with all of our tenants to ensure that we are meeting expectations and to ensure continuous service improvement.

# Complaints Performance

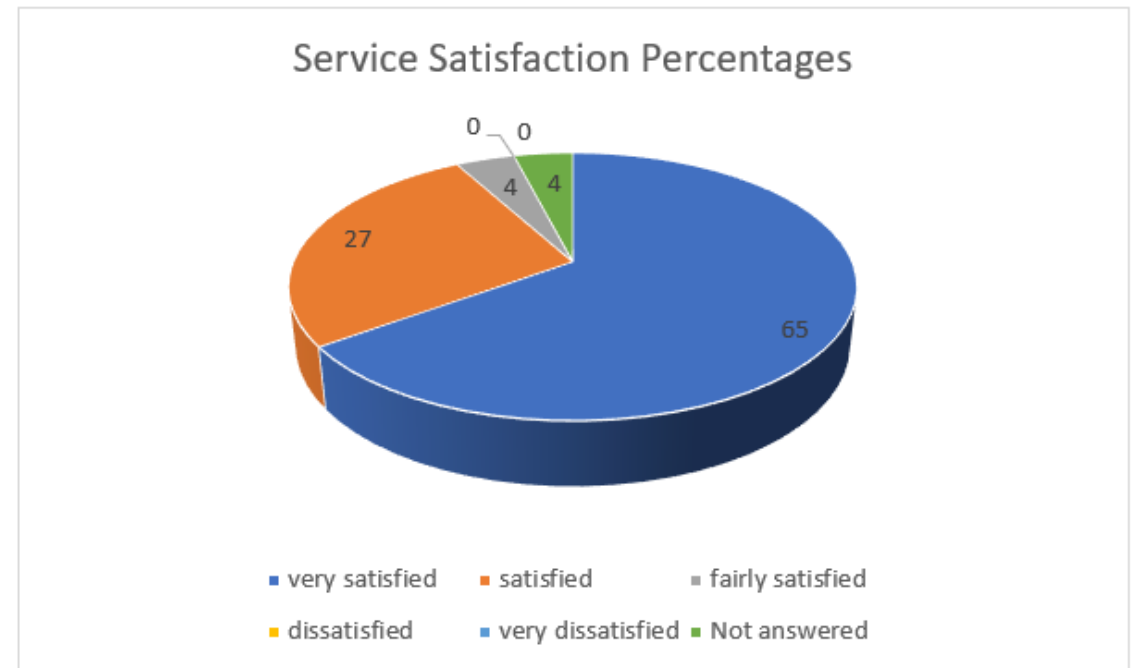
Over the course of the last twelve months, we have received 0 complaints from our residents. This is for both stage 1 and stage 2 complaints.

No complaints were escalated to the Housing Ombudsman.

The results from the Tenant Satisfaction Surveys were also positive with overall, 92% of residents were either satisfied or very satisfied with the service provided by their landlord. 70% of those satisfied ticked the very satisfied category.

No residents were dissatisfied with the service they received.

In addition, 92% of residents either agreed or strongly agreed with the statement *'my landlord treats me fairly and with respect.'*



# Service Improvements and Learning

Whilst we have not received any complaints within the last twelve months, we strive for continuous improvement and have utilised some of the general feedback we received from the Tenant Satisfaction Surveys to improve the service that we provide. These areas of improvement are:

**Repair Timescales** – the feedback from the Tenant Satisfaction Surveys identified that there was some dissatisfaction relating to the time taken to complete a repair, which could have easily led to a complaint being lodged. To improve service and repair timescales we have increased the number of Contractors we partner with to help ensure a quicker repair response time.

**Damp and mould** – we have developed our approach to dealing with damp and mould to ensure that we carry out surveys as soon as a resident reports a concern of damp and mould within their home. Survey results are provided to residents and clearly set out the actions that we as the landlord will take and providing advice and guidance for residents.

We have also increased the size of the Housing Team to ensure that more issues can be resolved at the first point of contact.

During the last twelve months we have also updated many of the policies to ensure that they are clearer and easier to understand for residents; setting out both resident and landlord responsibilities. Policies and procedures updated over the last twelve months were:

- Anti Social Behaviour Policy
- Complaints Policy and Procedure
- Equality, Diversity and Inclusion Policy
- Lone Working Policy and Procedure
- Health and Safety Policy
- Safeguarding Policy
- Privacy Policy

## Service Improvement Plan 2024-25

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Whilst we have not received any complaints within the last twelve months, we still want to continue to provide the best possible service to our residents and as such we will focus on:

- Running another Tenant Satisfaction Survey to identify areas of service improvement.
- Continue to update our policies and procedures to ensure that they are all easy to understand, clear and concise.
- Introduce of a new damp and mould policy, so that all residents are clear on the standard of service they should expect from us as their landlord.
- Update our website to ensure that more information is accessible to residents at the first point of contact.