

## **Highstone Housing Association (HHA) – Complaints Performance & Service Improvement Report (CPSIR) – 2023-24**

### **1. Introduction**

- 1.1 The Housing Ombudsman’s (HO) Complaint Handling Code (the “Code”) requires registered providers of social housing to produce and publish the following documents annually:
  - a. An annual self-assessment against the Code to ensure their approach to complaints remains compliant
  - b. An annual CPSIR
  - c. A response from the board to the CPSIR
- 1.2 HHA’s CPSIR for the financial year 2023-24 is contained in the sections below and includes:
  - a. A summary of our annual self-assessment against the Code
  - b. A summary of the service improvements made as a result of any learning from complaints received
  - c. An analysis of HHA’s complaints handling performance
  - d. An analysis of any complaints which HHA has refused to accept and the reasons for doing so
- 1.3 The Code also requires HHA to publish any reports or publications made by the HO about its complaints performance during the year and to highlight any areas in which the HO has found HHA to be non-compliant with the Code.

### **2 HO Reports, Publications & Highlighted Areas of Non-Compliance**

- 2.1 HHA has not received any reports, or been the subject of any publications, from the HO relating to its complaints performance in 2023-24.
- 2.2 HHA has been undergoing significant changes over the course of 2023-24 which will continue into 2024-25. One of the areas which HHA has been focusing on is its approach to complaints handling to address areas of non-compliance with the Code. The HO has contacted HHA to request updates on the timescales within which HHA envisages it will return to compliance. HHA has confirmed that it anticipates that it will be fully compliant with the Code by the end of 2024-25.

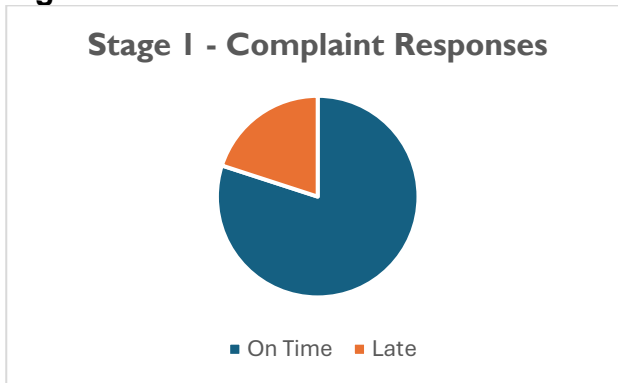
### **3 HHA’s Annual Self-Assessment**

- 3.1 The 2023-24 self-assessment identified 20 areas of non-compliance with the Code which HHA management will resolve in 2024-25.
- 3.2 Further detail, on HHA’s compliance with the Code during 2023-24 can be found in the self-assessment published on its website. Area’s of non-compliance were primarily related to HHA’s complaints policy which requires updates in several areas and also reporting of complaints data.

#### 4 HHA Complaints Handling Performance 2023-24

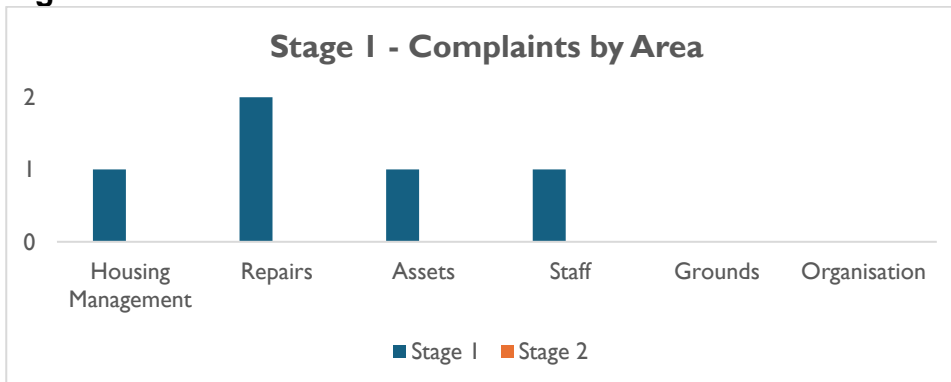
- 4.1 During 2023-24, HHA received five Stage 1 complaints, all of which were accepted. HHA did not receive any Stage 2 complaints in 2023-24.
- 4.2 All complaints were acknowledged within the required timescales. HHA issued responses to four of the complaints received within the timescales expected by the Code and one outside of the Code's timescales.

**Fig. 1**



- 4.3 The majority of the complaints received during the year related to repairs.

**Fig. 2**



#### 5 Service Improvements Summary

- 5.1 **Complaints handling** – HHA has identified that it is not currently compliant with the Code and will implement measures during 2024-25 to return the organisation to compliance. Measures will include:
- Implementing a new complaint's policy
  - Improving complaints data capture, reporting and analysis
- 5.2 **Repairs** – HHA has identified that the complaints received relating to repairs during 2023-24 could have been avoided if there had been sufficient capacity within the team to take a more proactive approach. As a result, HHA will taking on an additional staff member to provide additional resources and facilitate a more proactive approach to repairs and maintenance.
- 5.3 **Tenant Satisfaction** – HHA will be running its first Tenant Satisfaction Measures survey in 2024-25. The information gained will provide valuable feedback which HHA will use to further improve its approach to complaints handling.

## **6 Response from the board to the CPSIR**

- 6.1 The board has considered the results of HHA's self-assessment against the Code alongside the CPSIR. The board recognises the progress which has been made to date and welcomes the approach which the organisation is taking to address its historic problems. However, the board understands that complaints handling improvements are required in a number of areas to ensure that HHA can return to compliance with the Code and that changes must be made as soon as is reasonably practicable.
- 6.2 The board will work with the management team to improve the data it receives on complaints and will monitor any trends which develop. The board will oversee the work which HHA will undertake during 2024-25 to address the areas of non-compliance and expects to be able to report a return to compliance in its 2024-25 response to HHA's CPSIR.