

Reporting Period: April 2023 – March 2024

Subject: Annual Complaint Performance and Service Improvement

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Purpose of the Report

P3 Housing completes an annual self assessment against the Housing Ombudsman Service (HOS) Complaint Handling Code. This report should set out details of the number of complaints received, broken down by complaint type, stage and any referrals to the HOS. It will also detail any trends, lessons learned and service improvements identified and implemented. It is published alongside the self assessment on our website.

1.0 Background

P3 Housing was established in 2016 as a Registered Provider and Limited Company. P3 Housing converted to a Community Benefit Society, with charitable status, on 1st April 2024. P3 Housing has less than 700 units of accommodation, which are all short term, supported housing. P3 Charity, the parent organisation, delivers the support to tenants, which is commissioned by local authorities.

2.0 Summary of Complaints Received

There were no complaints were received during 2023/24 reporting period. In early 2023, the HOS investigated a complaint that was dealt with via P3 Charity's complaint procedure. It was identified that this did not align with the HOS Code and as a result, a separate Complaints Procedure was developed, specific to P3 Housing. This was reviewed by the HOS and approved in November 2023, and the complaint investigation concluded satisfactorily.

During this time, a triage process has been established to clearly identify a P3 Housing complaint whenever a complaint is made to either organisation, ensuring that the correct complaint procedure is followed. A large proportion of P3 Housing services are short term accommodation in staffed hostels, where issues can be swiftly addressed and resolved, meaning we often do not see a large number of complaints. However, it is possible that during this transition period, complaints have been dealt with under P3 Charity's complaint procedure. The new triage process ensures that all new complaints are reviewed by the Complaints Officer and appropriately managed via the correct procedure.

3.0 Oversight of Complaints

The Executive Director of Housing has been appointed as the Complaints Officer for the organisation. Robin Flynn, Board Member for P3 Housing has been appointed as the Member Responsible for Complaints (MRC). All complaints are recorded on a Complaints Portal, with oversight from the Executive Leadership Team and reported to the Board on a quarterly basis. When a complaint is received the Complaints Officer will:

- Review the complaint to establish the most appropriate procedure to follow.

- Where the complaint is logged as a P3 Housing complaint, the HOS approved P3 Housing Complaint Procedure will be followed.
- The Complaint Officer will appoint an Investigating Manager and retain oversight of the complaint through to resolution or, where applicable, when referred to the HOS.
- Each complaint will be followed up with a lessons learned exercise involving relevant departments and staff members, to establish any areas for service improvement, to prevent repeat complaints and drive up standards.
- The Complaint Officer will report monthly to the MRC on all complaints received.
- The MRC will report complaints to the Board on a quarterly basis.
- The Complaint Officer will complete an annual self assessment against the Code and produce an annual Complaint Performance and Service Improvement report.
- The MRC will seek feedback and comment from the Board on the annual self assessment and report.

4.0 Feedback and Service Improvements

Lessons Learned

Following each complaint, a lessons learnt exercise is completed with the Complaints Officer, Investigating Manager and any staff, contractors or third parties, to look at any learning or any improvements or changes needed, to improve service delivery, tenant satisfaction and prevent repeat complaints.

Complaint Satisfaction Surveys

P3 Housing is in the process of developing a complaint satisfaction survey, that will be offered to all complainants whenever a complaint is closed, and this will feed into the lessons learned exercise.

TSM Tenant Perception Survey

In the 2023/24 results, 28 respondents reported that they had made a complaint, with overall satisfaction at 85.7%. Out of 115 respondents, 101 reported that they knew how to make a complaint. This however did not align with the data from our Complaints Portal showing that no complaints were recorded. This has highlighted a need for further staff training around identifying complaints, as well as ensuring that our complaints procedure is easily accessible and well promoted, and all complaints are now managed centrally by the Complaints Officer. The perception survey for 2024/25 will be updated with a link to the complaints procedure on our website, and the triage process will ensure all complaints are recorded and responded to in line with the correct procedure.

Tenant Involvement and Feedback

P3 Housing works alongside The Tenant Involvement Officer who sits within the Group's People Shaping P3 team (PSP3). This team delivers a range of involvement opportunities, including coffee mornings, mystery shopping, peer reviews and consultations as part of our involvement strategy. The Group also has a People Board made up tenants and people we work alongside in our community based support services, and all feedback is reviewed by the People Board. One of the Board Members also sits on the P3 Housing Board and provides regular updates to ensure oversight at a Board level.

The PSP3 team are currently working on developing a Tenant Scrutiny Panel so tenants can be involved with reviewing policies and procedures, and review survey results and feedback, specific to P3 Housing.

5.0 Positive Complaint Handling Culture

P3 Housing and the Board Members are committed to developing a positive complaint handling culture within the organisation and recognise the value of receiving complaints as a way of improving service delivery and tenant satisfaction. To achieve this, the following work has already been completed:

- New P3 Housing Complaints Procedure which is compliant with the HOS Code
- New triage process ensuring complaints are dealt with correctly and via the correct complaint procedure
- Executive Director of Housing appointed as the Complaint Officer with oversight of all complaints.
- Board Member appointed as the Member Responsible for Complaints (MRC)
- Training with the HOS
- New complaint leaflet for tenants
- Letter templates developed to ensure consistency and provide guidance for Investigating Managers to ensure compliance with the Code
- Website updated to align with the Code

Work planned to further embed a positive complaint handling culture includes:

- Complaint satisfaction survey to be developed and issued to complainants after every complaint
- Develop a Tenant Scrutiny Panel specific to P3 Housing
- Updates to the website for accessibility and transparency, in line with the Complaints Procedure
- Changes to the TSM tenant perception survey to include a link to the Complaints Procedure on our website
- Staff training across the organisation on how to recognise and respond to a complaint

6.0 Comments from the Member Responsible for Complaints and Board

The MRC felt that the self assessment was clear and easy to follow, however concerns were raised about the lack of complaints received by P3 Housing during the reporting period. The website was found to be confusing, and the MRC suggested some improvements to the website to make the P3 Housing complaints procedure more accessible. This work is already underway, with a planned redesign of the website.

It was acknowledged that due to the organisational structure, in that it is supported housing and predominantly in staffed services, it was inevitable that staff were rectifying minor complaints or problems on a daily basis. It was suggested that P3 Housing record these to capture all feedback and problems, and how solutions have been found to resolve and / or prevent complaints.