

Title: 'Tell Us' – Annual Complaints Performance and Service Improvement Report

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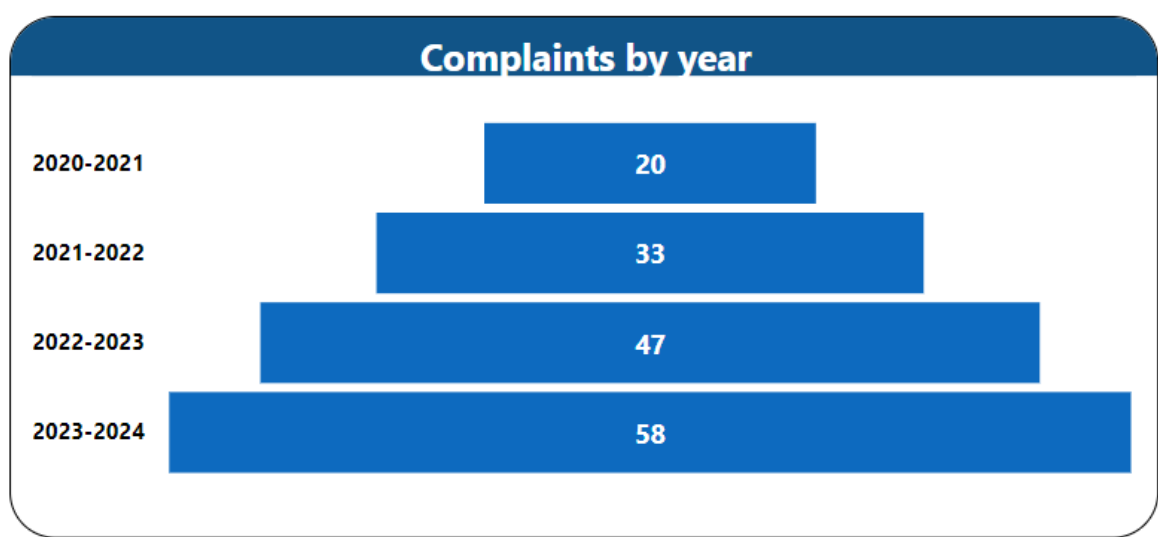
1. Purpose

1.1. This report provides an overview of client and stakeholder feedback through analysis of complaints and compliments received throughout the year from April 2023 to March 2024, highlighting trends and actions taken. It also sets out how we have improved our services based on the feedback received.

2. Analysis of complaints

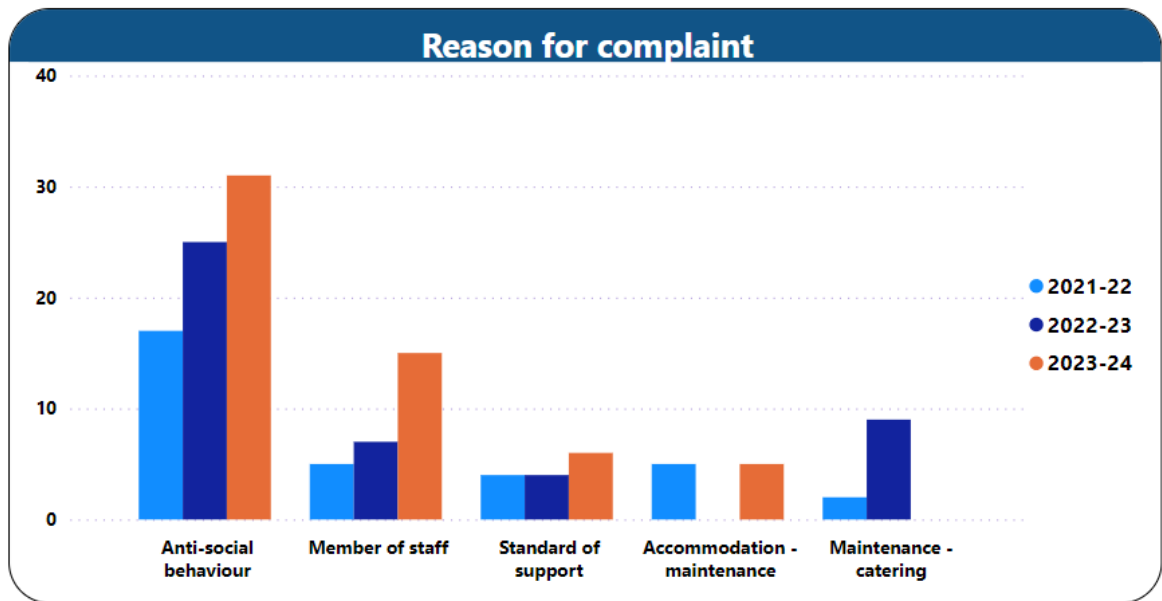
2.1. Complaints

This year we received 58 complaints which is an increase of 11 from 2022-2023. We have seen a steady increase year on year to the number of complaints, this reflects the increased growth in the number of services and their related clients since 2021. We have continued to raise awareness of our procedure throughout our services and with the roll-out of new service guides for clients.



2.2. Reasons for complaint

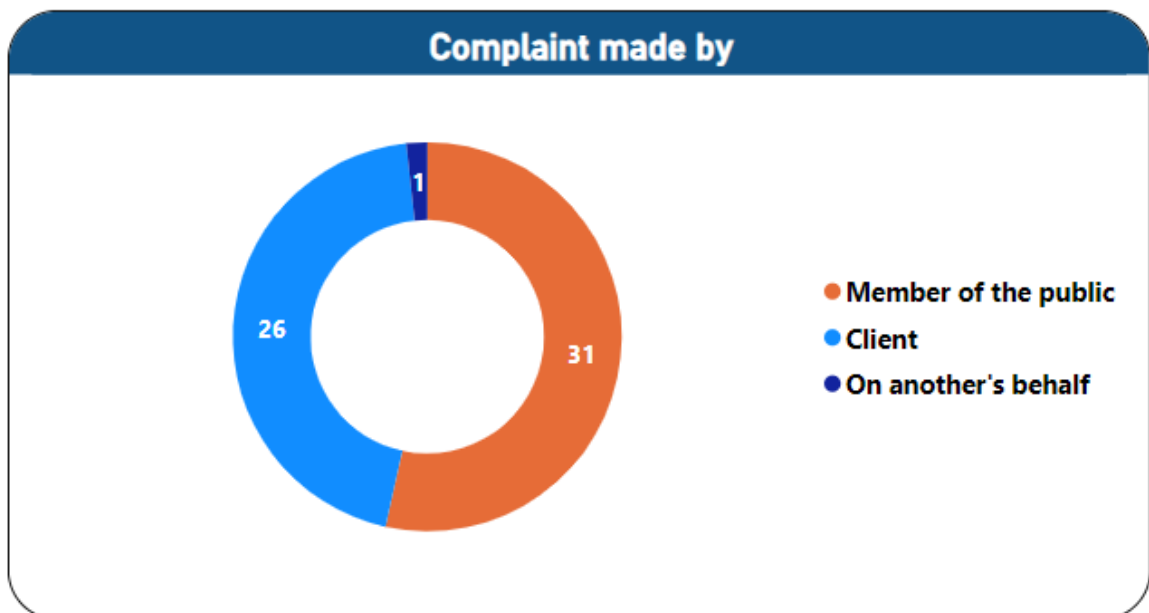
31 of the 58 complaints were for Anti-social behaviour. 28 of these complaints were made by members of the public. Clients involved were either issued tenancy warnings, moved to another Two Saints property, or reminded that continued anti-social behaviour could put accommodation at risk. One anti-social behaviour complaint made it to stage two where an investigation was carried out by the regional director and the complaint was resolved.



Complaints about members of staff increased by eight, with 15 complaints raised. Six complaints were raised around the standard of support and five complaints were about accommodation maintenance. We also received one complaint about debt advice.

2.3. Where the complaints came from

26 complaints were made by clients, 31 by members of the public and one on another’s behalf.



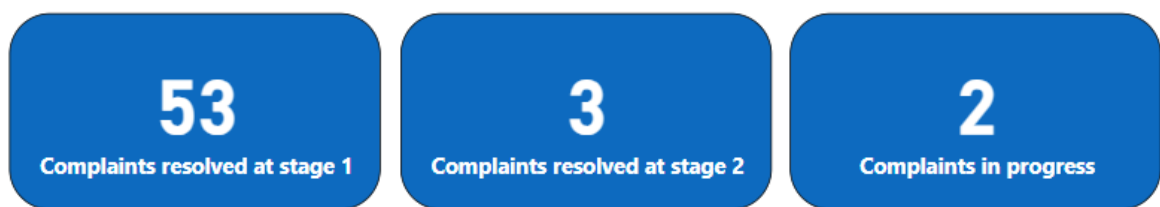
2.4. Complaints analysis by service

A property in Southampton recorded the highest number of complaints with eight, 7 out of the 8 complaints were from members of the public, mainly around noise and anti-social behaviour.

Wokingham Young People also received a high number of complaints with seven. These were all from members of the public about anti-social behaviour. Four of the seven complaints raised were from the same complainant who lived next door.

Our intensive supported housing service situated in Fareham received five complaints, increasing by two from the previous year. One of our properties in Havant received four complaints, two complaints were about members of staff, one about the standard of support and one for anti-social behaviour.

2.5. Complaint resolution



Complaint resolution at stage one improved from the previous year. 53 complaints were satisfactorily resolved at stage one, with three complaints escalated to stage two and resolved. Two complaints are still in progress.

2.5 Housing Ombudsman's report and findings

No complaints were escalated to the Housing Ombudsman; therefore, we have not received any findings of non-compliance or received an annual report about our performance.

2.6 Service improvements as a result of complaints received

Some examples of improvements we have made as a result of complaints received include

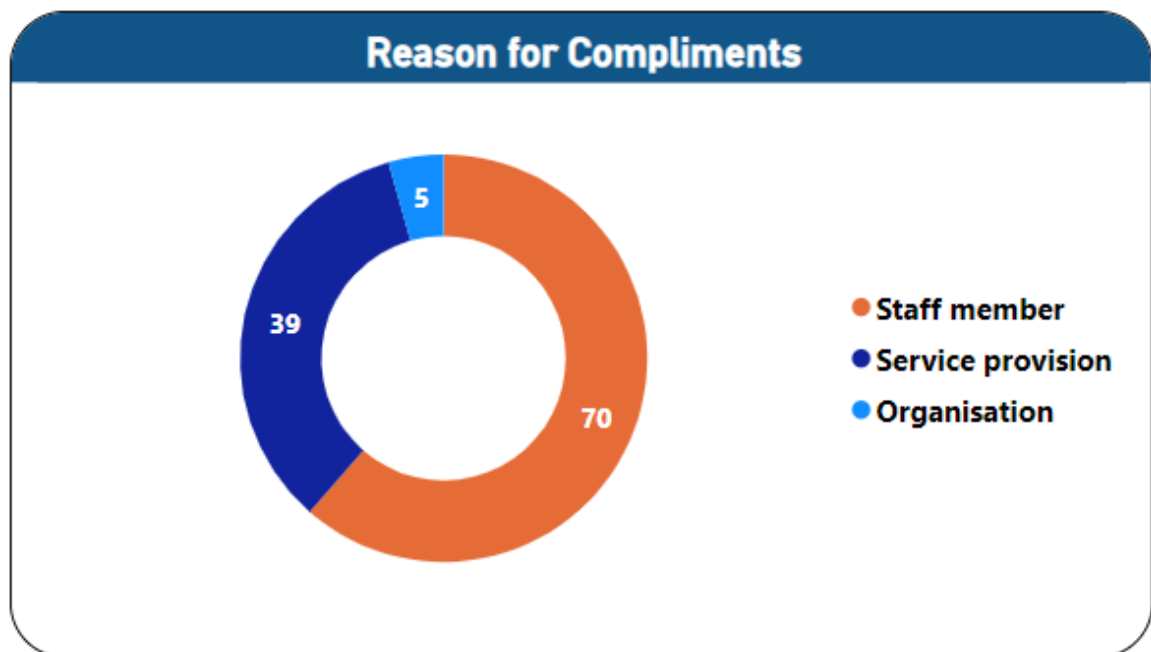
- Ensuring all staff have current ID badges and introduce themselves when meeting clients for the first time, particularly in services where we provide support only. This will reduce client anxiety and enable them to feel safe within their home
- Reviewed our preventing evictions and abandonment policy to ensure clear procedures around the issuing of warnings, which include being accompanied by our appeal process
- Reviewed our Tell us policy and procedure to include additional references about supporting clients to seek independent support to make complaints where necessary and to update our MyFeedback leaflet to reference our appeals process
- Started the re-introduction of service guides in our services to provide clients with information on staff structures, so they know who to contact should they wish to escalate complaints or concerns and understand who each person is within their service.

- We have locally adapted our process to welfare checks in one of services, so that clients with high anxiety are called in advance of the face-to-face check, reducing stress when staff knock unannounced. This service sourced a mobile phone for relief staff to use when covering shifts.
- External complaints around anti-social behaviour are added to the agenda in residents meetings to improve relationships with our neighbours, and support client to understand their role within their neighbourhood.

As a result of our internal audit and changes to the Ombusmans' code of practice we identified a change to our reporting process for complaints. Our application now asks for outcome letters to be attached, so they can be held centrally and ensure all managers are following the procedure in full. We have also updated our letter templates so that every aspect of our required response is covered, and we recognise where service improvement has been made, as well as being able to produce a record of all remedies provided to complainants.

3. Analysis of compliments

3.1. Compliments



114 compliments were received during the year, 54 more than last year. 38 compliments were about members of staff highlighting the amazing work they do. 74 compliments received this year were from clients, increasing by 34 from the previous year. We also received 28 compliments this year from our stakeholders, increasing by 13.

Of the compliments received:

74
Compliments from clients

12
Compliments from members of the public

28
Compliments from stakeholder

Some examples of compliments are listed below:

"I think it's really beneficial for us to get out and explore with each other, we get to make memories and improve our quality of life together. Can't wait for the next trip!" - K, from our Portsmouth service after Winter Wonderland trip

"I never feel judged by the staff in service and feel safe to talk about my problems." - M, from our Safe Haven service

Client took me to one side and thanked me for facilitating medical appointments and supporting him to apply for further financial assistance due to a period of absence at work. He was very complimentary and gracious for the support received – From a client at West Berks Housing First

4. Comment from our Member Responsible for Complaints (MRC)

"Two Saints seeks to continuously improve its services and is committed to learning from feedback and complaints we receive. Over the next twelve months we will work together with our client engagement team to further develop our reporting matrix and to look at how we demonstrate our learnings to all clients across the organisation."