



Annual Complaints Performance and Service Improvement Report

JULY 2024

CREATIVE SUPPORT LTD

Annual Complaints Performance and Service Improvement Report

Creative Support Ltd

April 2023 – March 2024

1. Introduction

In February 2024, the Housing Ombudsman Service published an updated Complaint Handling Code, applicable from 1st April 2024. The Code aims to enable social landlords to better manage their complaints and promote a positive complaints culture.

The Code requires that social landlords annually self-assess against the Code, to engage their Governance in that exercise and to then publish the outcome. The Code further requires that social landlords produce an annual complaints performance and service improvement report for scrutiny and challenge. This report should be reported to the social landlord's governing body and published on the section of its website relating to complaints. The governing body's response to the report must also be published alongside this.

This report is Creative Support's first annual complaints performance and service improvement report, and covers the period of 3rd April 2023 to 31st March 2024. The report analyses all housing related complaints received in relation to accommodation directly owned by Creative Support and is based on data also submitted to the Regulator of Social Housing as part of the annual Tenant Satisfaction Measures.

2. Analysis of the Complaint Handling Performance (Directly Owned Accommodation Only)

Month	Number of Property Related Complaints	Number of Anti-Social Behaviour Related Complaints	Total Number of Complaints
April 2023	2	3	5
May 2023	1	3	4
June 2023	1	4	5
July 2023	0	2	2
August 2023	1	5	6
September 2023	0	2	2
October 2023	0	2	2
November 2023	1	1	2
December 2023	0	2	2
January 2024	1	1	2
February 2024	1	0	1
March 2024	0	2	2
TOTAL	8	27	35

Overall Total	Percentage Property Related Complaints	Percentage Anti-Social Behaviour Complaints
35	23%	77%

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Type of Complaint	Total	Percentage
Noise Nuisance	11	31.4%
Delays Completing Repairs / Works	5	14.3%
Suspected Use of Illegal Substances	4	11.4%
Inappropriate Behaviour	3	8.6%
Damage to Property / Condition of Property	2	5.7%
Verbal and Physical Aggression	2	5.7%
Smoking	2	5.7%
Dangerous / Risky Behaviour	1	2.9%
Access to Property	1	2.9%
Harassment	1	2.9%
Heating (not working)	1	2.9%
Disabled Adaptations	1	2.9%
Condition of Gardens / Grounds	1	2.9%
TOTAL	35	100%

Type of Complainant	Total	Percentage
Tenant in our property	27	77.1%
External Neighbour / Member of the Public	4	11.4%
Relative	3	8.6%
Other	1 (former tenant)	2.9%
Visitor	0	0
TOTAL	35	100%

3. Outcomes and Response to Complaints within the Target Timescale

Stage 1 Complaints

All complainants received a written outcome in response to the concerns they raised. They received an initial acknowledgement of their complaint within 5 working days. We aim to investigate and respond to complaints within 10 working days where possible. Where it will not be possible to deal with the complaint within the 10 days, we will offer an explanation and a date by which the response can be expected.

Of the 35 complaints we received, 32 of them were investigated, responded to and closed within the 10 day timescale. Three of the complaints were investigated and responded to within the 10 working days, but the final resolution allowing the case to be closed occurred after the 10 working days. All three complaints related to property complaints. In all three cases the complainant was kept up to date with any developments and where possible, timescales given.

Stage 2 Complaints

No complaints escalated to Stage 2.

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4. Summary of Complaints We Refused to Accept

We had no complaints during this reporting period which we refused to accept.

5. Findings of non-compliance with Complaints Handling Code by the Ombudsman

We have had no findings of non-compliance with the Complaints Handling Code during this reporting period.

6. Reports about our Performance from the Ombudsman

We have received no reports during this reporting period from the Ombudsman.

7. Service Improvements made as a Result of Learning from Complaints

We have sought to ensure that we maintain good contact with complainants throughout the process of investigating their complaints and seeking resolution. We note that the majority of our complaints come from our tenants rather than external people. We ensure that support staff onsite are also aware of any complaints and can offer support to the tenant if needed e.g. in explaining or communicating their concerns.

Where there are delays in completing work, we have improved our communication with tenants to let them know what the delays are, why there are delays and how we will resolve this. Where possible we also try to give timescales, but often we have to wait for external contractors to confirm availability.

With complaints about repairs issues, we make sure we follow up with tenants after the work is completed to ensure they are happy with the work and that we can take action promptly if not, to avoid future complaints.

The largest category of complaint related to noise nuisance (31%). These complaints included loud music, shouting in the street / garden or slamming doors. A lot of these complaints are often one-off complaints about someone who was noisy on a particular day / a few days. We have found that with a written warning or a visit from the Housing Officer, these incidents are not repeated and there are no further complaints.

However, some of the complaints have related to ongoing anti-social behaviour issues and in some cases where we are seeking possession. In those instances we may see repeated complaints. We encourage the use of noise logs and other ways of evidencing the noise that occurs. We seek to reassure complainants we are doing everything we can to resolve the issue, within the boundaries of confidentiality. We also look at other ways we can support the perpetrator to minimise noise e.g. the use of wireless headphones, not slamming doors, looking into other support than can be offered to them.

We have changed the way complaints are now managed with all property and tenancy related complaints going through one central point, separate to complaints related to our care and support.

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These are then triaged to the Head of Property or the Head of Housing, to ensure a suitably senior and qualified person addresses all complaints and within the required timescale.

We continue to report to the Board of Trustees every 2 months on any complaints we have received, what they were about, what we did to resolve the complaint and any learning we took from the complaint.

9. Annual Self Assessment

We have self-assessed against the Complaint Handling Code and this self-assessment is also attached to this report.