

Annual Complaints

Performance and Service

Improvement Report

Reporting Period

1st April 2023 – 31st March 2024

1. Board and members responsible for complaints

- i. David Baybut Encircle Housing Board - Chair
- ii. Peter Aviston Manging Director, Encircle Housing – Member Responsible for Complaints
- iii. Sonya Duper Business Manager, Encircle Housing – Complaints Officer

2. Executive Summary

The Encircle Board and Encircle Housing (EH) staff are committed to providing a high-quality service for our customers, and working in an open, honest and accountable way that builds trust and respect. All staff within the organisation are briefed on EH's Complaints Policy, and its application to their work. One of the ways in which we can continue to improve our service is by listening to and learning from the views of our customers, responding positively and with empathy to complaints, and managing any concerns raised efficiently and fairly to ensure a successful and satisfactory outcome for all parties.

For the reporting period 1st April 2023 to 31st March 2024:

- EH received six complaints
- Five complaints were completed within priority response timescales, as per our Complaints Policy
- One complaint reached Stage 1. This was responded to, and resolved within Stage 1 timescales, as per our Complaints Policy
- No complaint handling failure Orders were received from the Housing Ombudsman (HO)

The 2022 version of the HO Complaints Handling Code has been used as the basis for reporting against the Regulator of Social Housings' new Tenant Satisfaction Measures (TSM's). TSM CH01 and CH02 data reported for the year 1st April 2023 to 31st March 2024 comply with requirements set out within the HO 2022 Code. The new 2024 HO Complaints Handling Code will be used as the basis of future complaints performance reporting.

EH is a small housing association (less than 1000 units) and we are reporting our annual performance for 2023/24 against the new TSM's. The performance results were considered and approved by the Encircle Board at its meeting 24th April 2024.

Our TSM's performance for Standards CH01 and CH02 for the period 1st April 2023 to 31st March 2024 are reported below:

TSM Code	Standard	KPI's	Justification	Standard Outcome
CH01	Complaints relative to the size of the landlord: 1. Stage 1 2. Stage 2	0.17% 0%	The calculation for this KPI is based on the HO 2022 Complaints Code	Meeting target
CH02	Complaints responded to within Complaint Handling Code timescales: 1. Stage 1 2. Stage 2	100% 0%	The calculation for this KPI is based on the HO 2022 Complaints Code	Meeting target

3. Service Improvements

Encircle Housing continually strives to provide excellent customer services to our tenants, partners, and wider customers. We will keep our customers, their advocates, and personal representatives regularly updated regarding any concerns we receive until they are resolved.

- i. Our Senior Management Team will carry out bi-monthly reviews of all complaints, to appraise and look at how we can improve our handling of complaints and improve the services we provide
- ii. Our Board will receive a summary of complaints at least annually
- iii. EH will implement a lesson learnt action plan following the closure of a complaint to ensure that changes in our services are embedded to avoid future complaints of a similar nature

Peter Aviston

Managing Director & Member Responsible for Complaints

June 2024