

Housing

Ombudsman Service

**Annual Complaint Performance and Service
Improvement Report Webinar
Landlords with less than 1000 properties**

30 May 2024

Housekeeping



The Ombudsman is under specific protocols for the pre-election period, as of 25 May 2024



This session will be recorded and published to give others the chance to review in the future



During the session, please keep your mic muted to minimise any background noise



We will answer pre-submitted questions first, please use the chat function for any others



You will receive a copy of the slides after the webinar has ended, as well as any additional answers



At the end, you'll be invited to give feedback on today's session – please do help us learn!

Annual Publication: overview



Are an opportunity to demonstrate openness, transparency and accountability to residents



Can be used to share key achievements and challenges – and how complaints have been used



Are a requirement of the statutory Code for all landlords who are members of the Scheme



Must detail information about all complaints made about services provided (directly / indirectly)



Must include any relevant findings or publications about the landlord by the Ombudsman



Must be published on the website and accompanied by a statement from the governing body



Will be used by the Ombudsman to monitor compliance (as part of our statutory duty)

Publication: key elements

Annual self-assessment including governing body's response

Analysis of complaints performance

Service improvements made

*Any findings of non-compliance made by HOS

*HOS annual report on the landlord

*Any other relevant reports by HOS

* where one has been published by the Housing Ombudsman

Publication: self-assessment

Setting out whether the landlord complies with each provision

Completed self-assessment

If a provision is not complied with, the reasons why and alternative approach

Evidence that supports the landlord's assessment

Must be from the Board (or equivalent) with overall accountability for the landlord

Governing body's response

Has no formal requirements for what is included

Can be included in the introduction to the annual publication

For more information: see our [webinar on self-assessments](#)

Publication: analysis of complaints

Volumes of complaints received over the year

Themes and trends of the complaints received

Types of complaints made, that were not accepted

Root cause analysis?

Benchmarking information compared to others?

Resident scrutiny work?
Peer assessment?
Independent review?

Requirements

Suggestions to consider

Publication: Ombudsman reports

Findings of non-compliance with the Code

Reports or findings issued under the Duty to Monitor

Complaint Handling Failure Orders issued

Any findings of maladministration in complaint handling

Annual landlord report from the Ombudsman

Published annually, where more than 5 determinations are made

Available on the website, which hosts all Ombudsman publications

May relate to previous years (depending on publication times)

Any other relevant reports about the landlord

Will not apply to all landlords, but are all published on the website

Special learning reports into landlord complaint handling / service provision

Severe Maladministration reports published about the landlord

For more information: see our [Frequently Asked Questions](#)

Publication: service improvements

'Since merging, we have introduced a number of changes including a customer service training programme for all colleagues'

'We have enhanced repair diagnostics, working with supply chain partners and launching a customer 'check-in' pilot following a review of complaints about repairs'

Our CEO apologised personally to the resident, and we have since created a new Community Safety Team

'Since the complaint, we have expanded our complaints team and continue work to improve our systems'

*'You said: our response times for complaints are too long.
We did: a change to our policy to align with the Code'*

'We have new processes in place to check for and record any health issues or vulnerabilities at first triage, and we revisit this throughout the duration of the case.'

Publication: food for thought



Does the report include all key elements required by the Code?



Is any data included accurate, reliable and repeatable?



Are there any opportunities to benchmark with other landlords (quantitative / qualitative)?



Have you set out clearly how complaints have informed service improvements or change?



Are there successes or challenges in complaint handling residents should be aware of?



How could you include the residents' voice in your report?

Publication: access and awareness

Accessibility

- Consider if alternative formats are needed, if so what?
- Be mindful of timescales to provide these, could some be a standard offer?
- Ensure it is easy to find and access online (beware of links!)

Awareness

- All residents – what about hard to reach groups?
- Staff and stakeholders – what do they need to know?
- Opportunities through other publications / newsletters / meetings

Suggestions to consider:

- Town hall events or scheme meetings, to meet and discuss findings?
- Podcast discussions with residents about their work to scrutinise the report?
- Resident editors to support development of the report?

Free online learning module

- Available on the Centre for Learning
- Short course detailing requirements of the Complaint Handling Code
- Highlights elements required for the self-assessment and annual complaint handling and service improvement report
- This is CPD accredited course that staff can use as part of their wider development and learning

Module 1: Introduction

Aim

The aim of this eLearning is to provide an overview of the statutory Complaint Handling Code which came into effect on 1 April 2024.

Click Next to continue.



<https://cflllearninghub.housing-ombudsman.org.uk/>

Guidance and support available



[The Complaint Handling Code Key Topic](#)



[Guidance for Governing bodies and Member Responsible for Complaints \(MRC\)](#)



[Housing Ombudsman's Spotlight reports](#)



[Complaint Handling Failure Order reports](#)



[Knowledge and Information Management](#)



[Landlord Performance Reports](#)



[Landlord Special Learning Reports](#)



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Questions?

