

Annual Complaint Handling and Service Improvement Report

For the period 1st April 2023 – 31st March 2024

Overview

Chrysalis Supported Association Limited (Chrysalis) is a registered provider of social housing, specialising in the delivery and management of 'Specialised Supported Housing'. Chrysalis is a small provider with less than 1,000 units of accommodation and houses vulnerable adults who are supported in their homes by independent support providers commissioned by the local authority.

Chrysalis provides all tenants with an 'intensive housing management' service and visits tenants in their homes on either on a fortnightly or monthly basis (dependent on need). The 'Tenant Satisfaction Measures (TSM)' have been Incorporated into the 'intensive housing management' process with tenants (and/or their representatives) being asked at each interaction if they have any feedback or complaints and if they have any outstanding issues, such as outstanding repairs. This approach has been taken with the objective of addressing issues as and when they arise.

2023/24 Performance

During the period 2023/24, Chrysalis received a total of 7 complaints, all of which were resolved at Stage 1. Of the 7 complaints:

Neighbourhood – x3 complaints from neighbours for tenant disturbance

Grounds – x2 complaints from tenant family/support providers relating to lawn/hedge trimming

Repairs & Maintenance – x1 complaint of Maintenance Operative visiting too often

Tenant Relations – x1 complaint from tenants regarding other tenants

Property Improvements - x1 complaint regarding location of boiler for newly installed heating system

The results from the recent TSM survey for the same period, indicate that 21 complaints were made. However, we do not hold a record of this number and recognise that service requests may be deemed as complaints by tenants.

All complaints were accepted by Chrysalis during this period.

5 of the 7 complaints were responded to within accordance of the Housing Ombudsman's Code. Due to support requirements and levels of multi-agency involvement required for the remaining 2 complaints, it was not possible to respond in the published timeframes.

Housing Ombudsman

During the period 1st April 2023 to 31st March 2024, there were no complaints escalated to Stage 2 and/or the Housing Ombudsman, resulting in no annual or landlord reports issued and no findings of non-compliance.

Tenant Scrutiny

Chrysalis does not currently have a tenant scrutiny panel.

Lessons Learned

The 2 complaints that were not responded to in accordance with the Housing Ombudsman's Code could have been addressed more efficiently and monitored more closely to ensure that Chrysalis followed its own policy and processes regardless of the external involvement.

Chrysalis' 'intensive housing management' service ensures regular engagement with tenants, support providers and neighbours. However, it is apparent by the nature of some of the complaints received that further clarification may be required regarding some of the services that Chrysalis provide.

It is apparent that not all operational staff fully understand the difference between a service request and a complaint and not all complaints were recorded if resolved at the property.

During this period, Chrysalis did not record service requests outside of the housing management processes, so it may be that some complaints were reported as service requests which would explain the higher number reported through the TSM survey than recorded on the complaints register.

Service Improvements

In order to improve in the areas highlighted above, the following improvements will form part of our service objectives for 2024/25.

- Complaints handling form has been created so all complaints/service requests are recorded in the same way and reported accordingly.
- Enhanced complaint management processes have been implemented to ensure responses are sent within the required timescales. This includes setting automated reminders for response deadline within the housing system.

- Operational staff have received complaints handling training as an introduction to the new Code. However, complaints handling training will be revisited quarterly, using actual service requests and complaints as training material so we can continue to identify and learn from any mistakes.
- Operational staff will revisit service provisions/obligations with tenants, family members and support staff.
- The Operations Manager will review and record all complaints/service requests received and will meet with the Managing Director weekly to review, along with timescales.
- The Managing Director will report to the Board on a monthly/quarterly basis where the appointed member for complaints will provide scrutiny and feedback.
- Recruitment challenges have meant that management property audits have not taken place as often. These will be reinstated by July 2024 with the aim of increasing tenant/support provider engagement.

Conclusion

Chrysalis works closely with all stakeholders to ensure that services provided are effective and of an excellent standard.

By developing a robust complaint handling procedure, we will ensure that we are listening to our tenants, responding accordingly and continuing to make service improvements where necessary.