



MYSPACE

HOUSING SOLUTIONS

My Space Housing Solutions - Annual Complaint Handling and Service Improvement Report 2023 –2024



Registered Charity Number 1149955
Incorporation Number 08257055



Introduction

My Space Housing Solutions is a charitable provider of supported housing – both specialist (regulated as social housing) and exempt accommodation – to vulnerable people, who are referred to us through local authorities, the prison service, care providers / authorities and veterans' associations. Through our weekly support visits, we deliver tailored support to each customer, based on their needs, as highlighted through the referral and assessment process. Our aim is to provide sufficient support for our tenants to develop the skills to successfully manage their own tenancy and move on to non-supported housing wherever possible.

My Space Housing Solutions is currently undergoing a significant period of transformation, with a new leadership team and board of trustees now established, under the banner of a new Corporate Plan. This plan includes a more robust approach to performance reporting and service improvement and quality frameworks, which will all benefit our wider approach to customer voice and applying learning from complaints.

Our 2023-2024 Annual Complaint Handling and Service Improvement Report is based on previous approaches to complaint recording and handling within the organisation. The new leadership team and Board of Trustees acknowledge historic failings in My Space's management of complaints and have prioritised improvements in this area.

Following the receipt of a complaint handling order from the Housing Ombudsman in April 2023, we reviewed our policy and process in relation to complaint handling, in line with the Code, and have implemented changes, supported by intensive colleague training and tenant communications, based on requirements of the order. Indeed, the Housing Ombudsman Service supported us in this activity.

With an experienced Business Excellence Team now in post and a Quality and Performance Manager who is well versed in social housing complaints management and delivering a compliant complaints service, we will continue to build on our service delivery through continuous improvement, with specific focus on identifying and implementing improvements from lessons learned and applying these operationally.

Our organisation is currently developing a Customer Experience Strategy, to guide our work in this area.



Complaints received April 2023 – March 2024

With limited data previously recorded, now improved, please note that the insights below are as much as we can derive, in relation to complaints received during this reporting period.

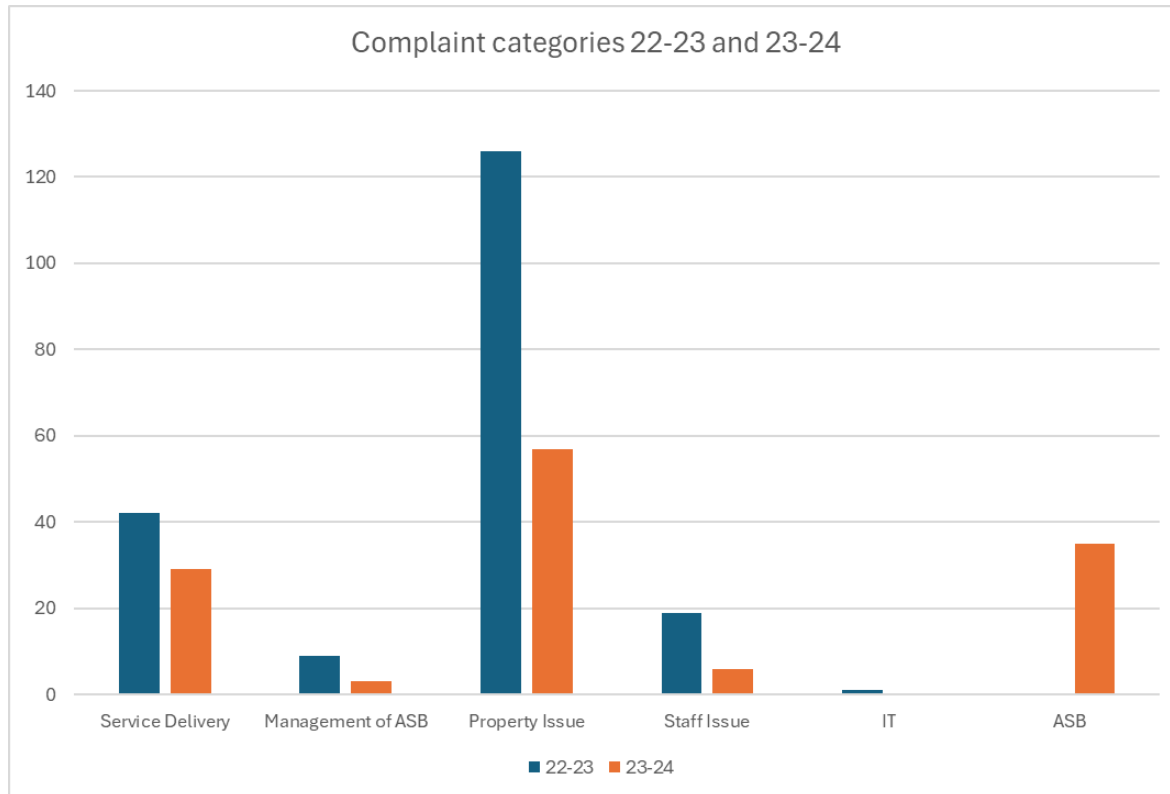
Number of complaints

Number of Complaints Raised	2023									2024			Grand Total
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
	8	4	16	9	13	11	12	14	9	9	19	6	130

Our records show we received 130 complaints from 1st April 2023 to 31st March 2024.

This is a 34% decrease from the same period the previous year, when we received 197 complaints. While a decrease in complaints overall may be considered a positive, it is important for us to monitor this and understand the reasons behind this reduction.

Complaint categories



We can see that concerns relating to the condition of tenants' properties continue to be the main driver for complaints. Acknowledging this, the organisation is:

- Reviewing and redesigning processes and provision for repairs and maintenance, to deliver a timely and effective response to reports of repair requirements
- Commissioning a whole-portfolio stock condition survey, to be delivered across the next 2 years, prioritised by insights into condition of homes. This will inform a planned, proactive, maintenance programme.

ASB complaints have been categorised slightly differently from year-to-year, meaning that it is difficult to compare and understand the reasons for complaints – e.g. is the complaint due to the anti-social behaviour manifesting, or the organisation's management of reported cases.

To improve our reporting, we are revisiting the categorisation of complaints, as well as other complaint information recorded to ensure we have a comprehensive data set. This will allow us to analyse and compare complaints data, as well as to identify trends and themes that will inform our service improvements and process changes going forward.

Service improvement

Historically, service improvements that have been implemented as a result of tenants' complaints/triggered by customer voice have not been formally documented. Under the new framework and regime, My Space is:

- implementing a process to identify trends and themes from the complaints we receive, alongside an action plan to implement changes from these
- implementing a fit for purpose Customer Experience Strategy, detailing channels by which we will learn from tenant experiences and the process by which it will be used to influence service delivery

Housing Ombudsman Complaint Handling Failure Order

In April 2023 My Space received a complaint handling failure order (CHFO) from the Housing Ombudsman. This was a result of the original complaints policy not complying with the Ombudsman's Complaint Handling Code, and in turn the organisation not complying with the obligations of membership of the Housing Ombudsman Scheme.

As noted previously, the policy and process was reviewed, all relevant changes made to ensure it was applied in practice by colleagues, and confirmation submitted to the Ombudsman.



My Space Housing Solutions Annual Self-Assessment

The Housing Ombudsman expects landlords to self-assess their compliance against the Complaint Handling Code. Our 2023-24 self-assessment can be found on our website.

Board of Trustees Comments / Feedback

From a board perspective, we are fully aware that My Space are in the early stages of their business improvement journey. This report reflects this, and the team have made best use of the complaint data available. At the same time, it is acknowledged that there have been historic failings in complaint handling that we have inherited.

We are encouraged by the level of awareness shown by the team around the ways in which they plan to improve how we respond to complaints and how we will capture learning points from each complaint received. It is also a positive to see how the complaint handling order from 2023 was dealt with and actioned.

We look forward to our next Annual Complaint Handling and Service Improvement Report where we expect to share the marked change we have been able to make. A change supported by continuous improvement and seeking out sector best practice for effectively handling complaints.

Ultimately, we want to give our customers the best service we can. Having a robust and reflective approach to complaints will be a big part of this.

John Simms, Trustee and Member Responsible for Complaints

