

## Saltbox-HSH Annual Service Improvement Report 2024/25

This report reflects a full year position in relation to complaints received from residents from 1<sup>st</sup> April 2024 to 31<sup>st</sup> March 2025. Hawes Street Housing operates 29 units of general needs accommodation, and a management agreement is in place with Saltbox for a further 127 units of temporary social housing through the Restart scheme. The submission under the Complaint Handling Code, including this report, covers complaints received across both schemes.

The approach to complaint handling is outlined in the complaints policies for each scheme, and the focus is to develop a positive complaint handling culture which seeks to use complaints as an opportunity to learn and to improve the service provided.

Saltbox-HSH has completed the annual self-assessment as required by the code. This self-assessment is reviewed by the board alongside this report, and the governing body response produced in following the review of these items.

### Corrective Actions from 2023/24

Saltbox-HSH identified itself as non-compliant with the code in four areas in 23/24. The corrective actions taken to ensure full compliance are listed below.

Code provision	Code requirement	Corrective Actions
1.6	An expression of dissatisfaction with services made through a survey is not defined as a complaint, though wherever possible, the person completing the survey should be made aware of how they can pursue a complaint if they wish to. Where landlords ask for wider feedback about their services, they also must provide details of how residents can complain.	A much clearer brief given to staff in team meetings and in writing about this requirement, in relation to the conducting of resident/tenant surveys.
3.3	High volumes of complaints must not be seen as a negative, as they can be indicative of a well-publicised and accessible complaints process. Low complaint volumes are potentially a sign that residents are unable to complain.	Higher volumes of complaints from Restart scheme demonstrates better publicising of complaints process.
9.6	The MRC will be responsible for ensuring the governing body receives regular information on complaints that provides insight on the landlord's complaint handling performance. This person must have access to suitable information and staff to perform this role and report on their findings.	Complaints log provided to MRC for review, including complaints responses where appropriate.
9.7	As a minimum, the MRC and the governing body (or equivalent) must receive: a) regular updates on the volume, categories and outcomes of complaints, alongside complaint handling performance;	MRC provided with complaints log, including details of issues and trends arising.

	b) regular reviews of issues and trends arising from complaint handling; c) regular updates on the outcomes of the Ombudsman's investigations and progress made in complying with orders related to severe maladministration findings; d) and annual complaints performance and service improvement report.	
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## Complaints Statistics

For this reporting year, no formal complaints were received by the HSH scheme.

The Restart scheme received 11 complaints from residents, all of which were resolved at Stage 1, 82% of which were resolved in timeframe.

We will be looking to improve our success rate and are confident that this can be achieved now experience following the complaints process.

Details of complaint performance were published to HSH tenants as part of the annual newsletter distributed to tenants. This practice will continue to ensure transparency about performance.

## Complaints Policy

We have adopted a Complaints Response template which ensures that all complaints are responded to appropriately, effectively and in line with the code. We continue to recognise that most complaints can be dealt with informally and will continue to adopt this approach wherever possible.

Complaints remain a standing item on the HSH Board agenda, this allows us to raise any relevant issues with trustees and also gives the trustees opportunity to ask questions or request feedback on complaint handling. Complaints is also a standing item on the agenda for the weekly Restart Operations Meeting. This means all complaints and any relevant actions are recorded in the meeting minutes, and these are made available to members of the senior management team for regular review and comment if necessary.

## Continuous Improvement

Saltbox-HSH is committed to continually improving our approach to complaint handling. The complaint handling team and the complaints officer will look to engage in ongoing training and utilise various resources provided by the Housing Ombudsman to ensure that we are well equipped to fulfil our roles.

Saltbox-HSH is also awaiting a new intranet which will ensure that all the information and guidance available to staff about complaint handling can be more accessible. We are also awaiting a new website which will ensure that information about the complaints is more accessible to residents. There will also be a function to make a complaint through the website which will improve resident's ability to make complaints.