


ASC & Housing Needs Leadership Group Report

Paper Title:	Isle of Wight Council (Registered Provider) Annual Complaints Performance & Service Improvement Report 2023/24		
Author:	Dawn Lang Strategic Manager – Housing Enabling & Delivery	Alignment to strategy delivery plan:	Housing
Date:	31 December 2024	Outcome contributed towards:	NA
Background	<p>This report covers out compliant with the Housing Ombudsman Complaint Handling Code, and out complaints handling performance from April 2023 to March 2024.</p> <p>The Council is committed to providing the best possible services to residents. Sometimes things go wrong, and it is important that we put things right as quickly as possible.</p> <p>We have carried out a self-assessment of the complaint handling service and are assured we are meeting the new Housing Ombudsman Code (April 2024). While we comply with the code in policy terms, further work is being done to improve our processes and procedures.</p>		
Complaints April 2023 to March 2024	<p>There were no formal complaints recorded.</p> <p>We are not aware of any complaints being refused during the year and are confident that if any issues were raised these would have been referred into the complaints process.</p> <p>We are confident that the complaints process is accessible and that there are no barriers to complaints being raised, or that complaints are not being dealt with informally.</p>		
Compliance with the Housing Ombudsman Complaint Handing Code	<p>The Housing Ombudsman is a free (to residents), independent, and impartial service. Their work is funded through landlord subscription fees. They investigate complaints and resolve disputes involving the tenants and leaseholders of social landlords, (housing associations and local authorities). Residents can take a complaint to the Housing Ombudsman Service for investigation after going through the landlord's (Isle of Wight Council's) complaint process if the issues have not been resolved. The service also helps where the landlord is not responding to a complaint they've received.</p> <p>Members of the Housing Ombudsman Scheme must comply with the Ombudsman's Complaint Handling Code. The code aims to achieve best practice in complaint handling. The Ombudsman has the power to make orders to landlords, this might mean ordering the landlord to apologise, carry out works or pay compensation. Please see the Housing Ombudsman website for</p>		

	<p>more information.</p> <p>The Housing Ombudsman will make recommendations and a determination when they review a complaint. There are several types of determination including:</p> <ul style="list-style-type: none"> • Maladministration: where the landlord, for example, has failed to comply with its legal obligations, its policies and procedures, or unreasonably delayed dealing with the matter. This could be a finding of service failure, maladministration or severe maladministration, depending on the seriousness of the failure and the impact on the resident. Service failure is the lowest level of maladministration and is reserved for minor failings where action is still needed to put things right. • No maladministration: where the landlord is found to have acted appropriately. • Redress: where the landlord made redress to the resident which resolved the complaint satisfactorily in the Ombudsman’s opinion • Resolved with intervention/early resolution: where the complaint was resolved with the Ombudsman’s intervention. • Outside jurisdiction (OSJ): where the Ombudsman didn’t have the authority to investigate. This could be for a variety of reasons including: the complaint had not been made within a reasonable timescale; the complaint did not meet the conditions of the scheme; or the matter was more appropriately dealt with by the courts, a tribunal, another complaint handling body or regulator. <p>A self-assessment of the complaint handling service has been carried out and we meet the requirements of the new Housing Ombudsman Code (April 2024). While we comply with the code in policy terms, we will continue to review and update operational processes and procedures.</p>
Housing Ombudsman cases	None
Annual report about the landlord's performance from the Ombudsman	Due to the fact there have been no complaints there is no annual landlord report from the Ombudsman.
Service Improvements made as a result of complaints	<p>The Council deals with a range of complaints and so has in place a dedicated team who respond to and manage complaints. They ensure that it is easy to make a complaint, that they are dealt with in line with the Complaints Policy and that the responses are fair.</p> <p>The Council produces an annual report on the complaints it receives from all the services it operates and this includes details on service and process improvements made as a result of complaints. For 2023/24 the report did not refer to complaints received as a Registered Provider, however going forwards the report will specifically include reference to these complaints and any learning from them.</p> <p>During 2024/25 the Council will be taking on a number of new properties and so we will ensure that our residents have a voice in the complaints process.</p>
Conclusion	We have a fair and robust approach to complaint handling but will continue to ensure changes are made when necessary to improve complaint handling and

	<p>services to residents.</p> <p>Importantly, we will learn from complaints and other feedback to focus improvements on the areas that matter most to residents.</p>
Statement of the ASCH Leadership Group	<p>The Council has ensured that appropriate actions have been taken to comply with the new Housing Ombudsman Code. Compliance did not meet the timescales set by the Housing Ombudsman for 2023/24 and this is due to unexpected staff absences. This not a reflection of the importance given to complaints and complaint handling by the Council. Going forward processes are in place to ensure compliance within the timescales set.</p> <p>We are confident that the lack of complaints is not reflective of poor processes but due to the small number of properties that we manage as a Registered Provider.</p>
Decision required:	To approve the Annual Complaints Performance & Service Improvement Report 2023.24.
Recommendation:	To approve the Annual Complaints Performance & Service Improvement Report 2023.24.

Decision Record:	<p>Report approved – Laura Gaudion, Strategic Director: Adult Social Care and Housing.</p>  <p>31/12/2024</p>
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