



Lets for Life

Complaints Performance and Service Improvement Report 2023-2024

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Our Commitment

Lets for Life is committed to dealing with any concerns or complaints you may have about our service effectively. We aim to clarify any issues about which you are not sure. If possible, we will put right any mistakes we may have made. We wish to provide a service and if we have failed to deliver; if we got something wrong, we will apologise and where possible we will try to put things right. We also aim to learn from our mistakes and use the information we gain to improve our services.

We comply with the Housing Ombudsman's Complaint Handling Code and annually self-assess our compliance to it and publish the results on our website.

Lets for Life Board Response to the Complaints Performance and Service Improvement Report 2023 – 2024

Lets for Life continues to be a small and person centred charity, dedicated to creating choice in housing options for people with learning disabilities, physical disabilities and autism. We are equally dedicated to ensuring tenants are well supported in their homes and that their homes are kept in a great level of condition. We are committed to our tenants. They are at the heart of every decision we make.

We understand mistakes can happen. But we are equally determined to learn from any mistake we make and we take appropriate action to put things right. The Board of Lets for Life welcome the Housing Ombudsman's Complaints Handling Code and are proud to submit a self assessment demonstrating complete compliance in every area.

The Tenant Satisfaction Measures mirror this – with 55% of tenants responses on the Tenant Perception Survey stated that they were Very Satisfied with the overall performance of Lets for Life and 34% were Fairly Satisfied; only 4% Fairly Unsatisfied and 0% Very Unsatisfied.

We received 24 stage one complaints (per 1000 homes) – 1 in the whole 2023-2024 period, which were satisfactorily resolved within the timescales set out

The Board believes this is reflective of only having 86 tenants and 15 staff members - we have invested in resource to ensure that tenants receive 1st class service from every member of our team and contractor representatives.

Despite this, we continually strive for improvement and the monitoring the Complaints Handling Code ensures, allows for us to do this. We welcome all feedback to help us to continue to drive up performance and satisfaction to all our tenants and stakeholders.

Rab Thompson

Chair of the Board of Lets for Life

Complaints

Lets for Life received 1 stage one complaint in 2023-24 across our 86 units. This was equivalent to 24 per 1000 homes.

Complaints		
CH01 (1)	Number of stage one complaints received per 1,000 homes.	24
CH01 (2)	Number of stage two complaints received per 1,000 homes.	0
CH02 (1)	Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	100%
CH02 (2)	Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	100%

Nature of the complaint

The one complaint we did receive was from the North West and was due to being told a member of our team would respond to them within a set timescale regarding a visit. This was missed and we did not respond as we had agreed.

Informal resolution of concerns

Whilst the complainant never specifically said that they wanted to raise this as a formal complaint, we felt that this should be dealt in line with the Complaints Policy and Complaints Handling Code to ensure that it is effectively recorded and we can look to improve our performance.

Lessons Learned

As a result of the complaint, we reviewed all communication methods with external parties, specifically tenants.

We ensured that they were happy with who their key contact was and how regularly they speak to them.

Investigation and Resolution

Whilst we were looking into the complaint, we arranged for a member of the team to be their key contact and Housing Officer and arranged a visit at a time suitable for our tenant.

The investigation highlighted that the newly assigned Housing Officer did not follow up on their responsibilities. There were improvements which needed to be made to ensure that case management was correctly captured and followed up on.

Once the new visit was made, follow up visits were diarised as they should have been and the tenant was satisfied with the resolution.

We acknowledged the complaint in writing to the tenant. We responded formally to tell them who we had asked to look into the complaint, which was the relevant Manager. We forwarded them a copy of our Complaints Policy.

We set out to them our understanding of the complaint and asked them to confirm that we've got it right. We also asked them to tell us what outcome they were hoping for if it differed from what we expected and had planned.

We made them aware of their rights under GDPR at this point.

As there was a simple solution to your problem, we asked you if they were happy to accept this.

We responded with these details the following working day. We made them aware that we were treating as a complaint, included the definition of the complaint, that is was being dealt with as a complaint stage 1, the decision, the details of the resolution and details of how they can escalate the matter to a stage 2 if they were not happy with the response.

We apologised for the error on our part.

Follow up

The relevant manager followed up with the newly assigned Housing Officer to ensure that the follow up diarised visits were going ahead and the tenant was satisfied with the result.

We checked all other appointments for all other tenants.

Monitoring and Review

We will continue to update our Complaints Policy in line with guidance and best practice – adhering to the Housing Ombudsman’s Complaints Handling Code.

We will continue to complete Tenant Satisfaction Measures alongside our own satisfaction surveys with tenants, support teams and family members. We will continue to ensure staff are well trained to deal with the complaints in line with our Policy – which fully adopts and complies with the Complaints Handling Code.

Our CEO Catherine Bennett is attending the Member Responsible for Complaints conference in November 2024.

We will continue to self assess our compliance with the code and review our performance and service delivery.

We will continue to ensure these key items are regularly within the agenda of Board Meetings and that our Board Members are satisfied with our performance and drive Lets for Life for continued improvements.