



Annual Complaints Performance and Service Improvement Report

01.11.2023 - 31.10.2024

Foreword



As the member responsible for housing complaints at Blue Pits Housing Action (BPHA), I am pleased to be able to share this, our very first Annual Complaints Performance and Service Improvement Report for our financial year; 01 November 2023 – 31 October 2024.

Chrissie Ince

**Board Member responsible
for Complaints**

We believe this report demonstrates our commitment to continuous review and improvement and our commitment to providing good quality accommodation and housing services to our tenants.

We are committed to listening, learning from complaints received, putting things right and improving services in all areas of housing and housing-related support.

A copy of this report will be published on our website and then annually in keeping with our commitment to transparency and the requirements of the Housing Ombudsman Complaint Handling Code (section 8.1).

A copy of the report has been shared with our Tenant Representatives and staff teams for review and discussion. Our Tenant Representatives have shared their views on the report and through regular complaint reporting meetings, continue to support the Blue Pits Housing Action Board of Trustees and Leadership team in identifying for improvement.

The Board recognise the need to provide an accessible, responsive and effective complaint handling service to our tenants and to fully support the new complaints team structure for the coming financial year. At BPHA, tenant and stakeholder feedback is valued. We see the increase in complaints as an opportunity to learn, improve our services, and demonstrate our commitment to open communication, transparency, and accountability.

Executive Summary

This report outlines the annual complaint performance for financial year 2023/24 and the key learning and service improvements made following resolution of complaints. The report is a requirement of the Housing Ombudsman Complaint Handling Code (section 8.1).

In this period Blue Pits Housing Action:

- Received 12 complaints.
- Of the 12 complaints received, 11 were upheld

From the Housing Ombudsman Service, Blue Pits Housing Action:

- Received 0 complaint handling failure orders
- 0 enquiries
- cases.

Complaint performance 01.11.23 to 31.10.2024

Total Complaints received	12
• Stage 1 complaints	12
• Stage 2 complaints	0
% increase in complaints received compared with last year	0
% of complaints progressed to stage 2	0
% of complaints responded to within Housing Ombudsman Complaint Handling Code timescales	0

Housing Ombudsman referrals 01.11.23 to 31.10.2024

Number of cases determined	0
% increase in cases determined compared with 2023/2024	0
No of cases determined as severe maladministration	0
Number of findings received	0
Number of complaint handling failure orders received	0

It is important to us that our complaint process is accessible to our tenants and we have started work to ensure that our tenants are aware of the complaint process and feel comfortable to contact us about concerns.

Awareness has been supported by the Department for Levelling-up, Housing and Communities “Make it Right” campaign. This information, in an easy read format has been circulated to all our tenants.

In addition, we are in the process of working closely with our new Tenant Reps to train and create awareness of our Housing Complaints Policy and procedures, with the aim of these being communicated via Tenant meetings and for complaints raised to be fed back into our complaints process.

We are committed to designing different ways to hear our tenants’ voices and ensuring that methods used are accessible and user-friendly for all our tenants, in keeping with our legal obligations outlined in the Equality Act 2010.

We are further committed to hearing the voices of our Stakeholders and with this in mind, we have amended our Stakeholder Feedback surveys to include specific questions on the quality of our housing stock and housing related services.

Service Requests

The Housing Ombudsman defines a service request as a ‘request from a tenant/resident to their landlord requiring action to be taken to put things right’. Tenants can and do report and request repairs to their properties with support from their support workers and also via the Health and Safety officers who carry out monthly property inspections

REPORTING PERIOD: 01 November 2023 – 31 October 2024

Number of service requests received	Number of service requests escalated to a complaint
104	0

Complaints Performance

REPORTING PERIOD: 01 November 2024 – 31 January 2025

Stage 1 Complaints	Stage 1 Complaints that progressed to Stage 2	Housing Ombudsman cases	Housing Ombudsman enquiries	Other Regulator (Rochdale BC) enquiries
12	0	0	0	0



Upheld	Declined	Upheld	Declined
11	1	0	0

Key themes of Complaints

Key theme	No. of Complaints	Complainant(s)	No. resolved	Timescale or ongoing
Anti-Social Behaviour – property damage	2	Neighbour Letting Agent	2	Within 2 weeks
Anti-Social Behaviour - Criminal activity, inc. Cuckooing	1	Landlord Stakeholder	1	Within 17 days
Anti-Social Behaviour – Noise nuisance	1	Neighbour	1	Within 2 days
Refuse Build Up	4	Letting Agent	4	Within 3 days
Pests				
Damp/Mould	2	BPHA H&S Officer	1	Immediate and ongoing
Unaddressed repairs	1	Tenant	0	Immediate and ongoing.
Health and Safety (electrical safety)	1	BPHA H&S Officer	1	Within 1 week
Health and Safety (gas safety)				

Learning from Complaints received

All of the complaints received and responded to have been reviewed to identify any potential learning that can be applied to improve our services. This includes both complaints concerning BPHA as a landlord and as a provider of supported services.

We are committed to discussing complaints as a lead team and have this as a set agenda item at our monthly lead staff meetings.

For this quarter, our main area of concern has been refuse build up. We have carried out an awareness exercise with support staff to ensure that tenants' bins are put out for weekly collection by staff even if the tenant chooses not to engage in other areas of their housing related support. We had added refuse build to our monthly health and safety inspection sheets and where necessary have used the services of external waste collection contractors.

