

Adullam Homes Board Response to Annual Complaints Performance and Service Improvement Report

The Adullam Homes Board is very pleased to set out how they are complying with the requirements of the Joint Complaint Handling Code published by the Housing Ombudsman and Local Government and Social Care Ombudsman in September 2023.

Adullam's Mission Statement is "Restoring hope and dignity through quality housing and support". A key element of this is listening to the views and concerns of our tenants, residents and service users, acknowledging when things go wrong and, when this happens, having clear processes and procedures in place to put things right. We want to resolve complaints quickly and to use the data and learning from complaints to drive service improvements.

To help achieve this, the Board at their May 2024 meeting discussed and agreed:

- A revised Complaints Policy which has been reviewed following advice from the Ombudsman and an independent auditor.
- A self assessment of ourselves against the Complaint Handling Code.
- An Annual Complaints Performance and Service Improvement Report.

All these documents are available on Adullam's website at [Make a Complaint - Adullam Homes](#)

Furthermore, the Board agreed that:

- For the next 12 months a standing agenda item on complaints at each Board meeting.
- A report every six months to review any trends of complaints.
- A programme of awareness and training for staff and Board Members.

The Board acknowledges that a complaints handling order was issued to Adullam in November 2023 regarding a case which was considered to be non-compliant. This is a complex case, involving a vulnerable customer and full details are in the Report. The Housing Ombudsman has acknowledged our concerns and Adullam Homes has agreed to work together to provide better outcomes for complaints from vulnerable tenants.

The Board is fully committed to implementing the improvements detailed in the Complaints Performance and Service Improvement Report. For transparency, these are:

- Set up a Complaints Tracker Group consisting of lead officers throughout Adullam Homes who meet every quarter to review and monitor performance
- Review of Complaints Policy and guidance.
- Leaders of the Association to sign up to the Housing Ombudsman Service information and alert e-newsletter.
- Independent audit of Adullam's compliance against Code with action plan.
- Appointment of a Board Member Responsible for Complaints.

- Appointment of a dedicated Complaints Officer role with review of data / complaint stages undertaken.
- Staff training and engagement workshops to roll out the new Complaints Policy and guidance.
- Effective communication plan.
- Establish tenants, residents and service users annual reporting identifying learning and feedback quarterly to the website/via Scrutiny Champions.
- Complete and publish Self Assessment.

Good progress is being made on these improvements and we will report fully in next year's Self Assessment Report.

I hope you find the various documents interesting and if there are any questions or you would like more information please contact Customer Services on 0121 271 0789.

Thank you.

Tony Price
Board Member Responsible for Complaints