Board Response to the 2024/2025 Annual Complaints Service Improvement Report and Self-Assessment.

Mosscare St Vincent's Housing (MSV) have presented their Annual Complaints Performance and Service Improvement Report for 2024/2025 alongside it's Self-Assessment against the Housing Ombudsman Complaint Handling Code 2024 to the Board and Customer and Communities Committee.

The board are pleased to approve the report and acknowledges the significant progress made throughout the year. Following thorough scrutiny, we are satisfied that the self-assessment is fully compliant with the code.

Complaints performance has been shared extensively at Board and at Customer and Communities Committee meetings providing detailed information on complaint volumes at stage one and two, themes, demographics and learning.

Our Complaints Policy and Procedure have been reviewed by our Customer Scrutiny Panel resulting in 8 recommendations. Of these 5 have been successfully implemented, demonstrating a commitment to continuous improvement and customer led service improvement.

MSV work closely with our Complaints Board Champion, Michelle Hill, who also chairs our Customer and Communities Committee. Michelle has provided the following statement regarding the Annual Complaints Service Improvement Report 2024/2025:

"As the Board Member responsible for complaints, I am pleased to note a significant improvement in MSV's complaint handling over the past year. This progress reflects the ongoing dedication, focus, and collaborative efforts of all our colleagues and teams to enhance our service and deliver better outcomes for our customers.

"It's pleasing to see that the customer voice is driving learning and leading to the review and enhancement of our services. Of course, complaints handling is part of our wider approach to ensuring customer voices are heard and their concerns acted upon. But putting things right when they go wrong is an important part of building trust and credibility on the eyes of customers.

"The report highlights numerous examples of the excellent work accomplished over the past year, which has resulted in improved services for customers. It also identifies key areas of focus to ensure continuous learning and development."

The board were pleased to see satisfaction increasing in relation to the work that had been undertaken on compliance, noting that this was a difficult area in which to achieve satisfaction. Board are pleased to note complaints handling response times performance for 2024/25 stood at 95.5% responded to in target, reflecting a significant improvement from the previous year (65.7%).

The board is confident that MSV remain compliant with the Housing Ombudsman Code and will continue to prioritise continuous improvement. Embedding learning into our services and ensuring transparent communication remains central to our approach.

Annual Performance and Service Improvement Report – presented to MSV Board meeting held on 30 July 2025

Board Report Recommendation:

- That the Board approve the Annual Performance and Service Improvement Report 2025 and provides any comments or feedback ahead of publication on 30th September 2025.

  Report Author: Matt Jones, Executive Director Customers

Supporting Information:

- **Appendix One** - Annual Performance and Service Improvement Report 2025

Summary Table of Board Responses and Approvals:

No.	Name	Comment / Response	Approved – Yes/No
1	S Smith	SS commented that although the complaints figure was stark, it was positive that the response rate had significantly increased, which was testament to the efforts to achieve this. However, she wondered how the issues could be dealt with proactively rather than once they had reached the complaints stage, noting that this may be a complex question to answer. FC advised that communication and the time to undertake a repair were the top two complaints themes and much work was being done to address both through the Planning Team and the new Accuserve system. MJ added that substantial resources were invested into the central Complaints Team following the aborted merger. He believed that the team was currently adequately resourced and was satisfied with the progress, noting that MSV responded to 100% of complaints within timescales. However, he acknowledged that this was an area requiring constant improvement and that it would be best to resolve issues before they reached the complaints stage. AS suggested that the next report show how improvements were being driven across the service in terms of dealing with complaints.	Yes

2	T Edwards	TE supported investing in prevention, having worked with other organisations which often invested resources into trying to resolve the process rather than the problems themselves. Separately, he asked that the next report contain next year's and this year's strategic priorities, how they had changed and the steps that had been taken.	Yes
3	S Webb	No comments	Yes
4	G Hall	Commended the work undertaken in producing the report and the improvement to complaint performance across all metrics last year, a trajectory that has continued into this year.	Yes
5	A Spencer	AS asked whether complaints training was a mandatory part of the induction process. Additionally, he noticed increases of complaints in April, January and March and asked whether this was related to staff absence during holiday periods. MJ replied that there were always higher levels of complaints in January, which usually related to problems such as boiler failures. However, there had not been any specific investigation into what might be driving the increases in April and March and this could be investigated. Overall, however, there had been an increase in complaints in the sector, but MSV's' complaints per 1,000 properties was lower than the sector benchmarks. MJ undertook to provide an update to Board on the complaint volume increase in specific months.	Yes
6	L Baptiste	LB was pleased to see satisfaction increasing in relation to the work that had been undertaken on compliance, noting that this was a difficult area in which to achieve satisfaction. Separately he asked what resources were being put into early resolution and whether enough was done to resolve complaints at the earliest possible stage in contact with customers. MJ advised that MSV strove to achieve early resolution from the point of initial contact with the Service Centre by giving staff the authority to administer some levels of compensation when MSV had got something wrong. However, he acknowledged that more could be done. LB asked whether extensions were having an impact on satisfaction with complaint handling and whether anything could be done to avoid reaching this point. MJ was concerned that the extension provision may be being overused when customers wanted complaints to remain open until the work was completed. However, he and the Complaints Feedback Manager had discussed an alternative approach which involved closing such complaints whenever possible, providing a clear schedule of work to customers and tracking the progress against this.	Yes
7	Ibby Ismail	No Comments	Yes
8	N Byrne	No Comments	Yes
9	K Urwin	No Comments	Yes
10	M Hill	Board Champion, narrative introduced annual report	Yes