

Board Response

ISHA annual complaints performance and service improvement report

Over the past year the Board has witnessed a step change in our approach to complaints, with a shift to working more collaboratively and embedding a culture of learning from complaints.

The Board has continued its regular site visits to meet with residents and hear about their experiences, and additionally, ISHA's leadership team has commenced monthly visits to ISHA homes, where they have been meeting with residents, prioritising areas with higher numbers of complaints, or where there are more complex concerns.

Board members have also attended ISHA Neighbourhood Night events, where residents are invited to come along and meet with ISHA staff and talk about any concerns, raise repairs or get advice. This has been both illuminating and heartening for the Board members who have attended.

We begin our Board meetings with a report on the 'Resident Voice', this brings to life key areas initiatives and issues important to residents. We are pleased to have a good working relationship with the revitalised Resident Scrutiny Panel, with whom we meet regularly to hear about their priorities for scrutiny and action. We find these largely align with the themes identified through our complaints themes and it is beneficial to hear directly from residents about their experiences. The Scrutiny Panel have added a complaints update as a standing item on their agenda so that they continue to have visibility on our performance in this area and this gives the Board assurance that we have accountability with our residents as well.

We are pleased to see that, having had confirmation of our compliance with the code last year, our 2023/24 self-assessment against the updated code is also positive.

We note that ISHA's performance in responding to complaints within timeframe is not at 100% as we would wish, and this is frustrating. But we have seen a step-change in improvements made and will continue to keep it as a priority for the coming year. Also noting that the quality of responses must be equally important to ensure we are achieving effective resolution as early as possible.

We have also noted the Ombudsman's determinations on four cases this year. Clearly, there have been areas that have fallen short of the service should be providing and this is not acceptable. We have reviewed the orders and recommendations and learned the lessons they have provided. We also continue to monitor the themes emerging from our complaints and scrutinising the work done in response.

We agree wholeheartedly with the two large-scale initiatives to improve communications and record keeping over the next 12 months and will receive regular updates on progress of these. Similarly, we will be asking for regular reports on the service improvements underway regarding the other areas of focus.

Our newly appointed Member Responsible for Complaints (MRC) takes responsibility for ensuring we continue to receive updates on performance, service improvements and progress against the Ombudsman's orders and recommendations.

2024/25 will build on the progress last year through continued focus on learning from

complaints, learning from residents and staff, and cross team working aimed at resolving any resident issues as promptly and effectively as possible.

Member Responsible for Complaints, June 2024