

# Providence Row Housing Association

## Board Statement for PRHA's Complaints Performance and Service Improvement Report 2024

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### Introduction

PRHA's Complaints Performance and Service Improvement Report 2024 covers our complaints handling performance along with the learning taken from complaints that were received during the period 1<sup>st</sup> April 2023 to 31<sup>st</sup> March 2024. The Report is available as a stand-alone document within the Complaints section of our website ([www.prha.net](http://www.prha.net)).

PRHA's Annual Self-Assessment against the Housing Ombudsman's Complaints Handling Code provides information about our compliance with the Code. We have completed this using the revised template and Code issued by the Housing Ombudsman following the Code becoming statutory after 1<sup>st</sup> April 2024. The Self-Assessment is also available as a stand-alone document within the Complaints section of our website ([www.prha.net](http://www.prha.net)).

### Statement from the Board

From 1<sup>st</sup> April 2024 the Housing Ombudsman's Complaints Handling Code requires that each landlord's governing body must review and approve both their Annual Complaints Performance and Service Improvement Report and their Annual Self-Assessment against the Code. Our Board have reviewed both and have provided the following statement:

The members of Providence Row Housing Association's Board, and by extension Providence Row Housing Association (PRHA), are committed to providing good quality and responsive services for our residents and service users.

We welcome the Housing Ombudsman's new Compliance Framework as a means of providing further assurance that PRHA is responding to reported service failures promptly, fairly and with a consistent approach to resolving the issues raised; and for taking action where this is not the case in a manner that is transparent to our residents and service users.

Monitoring performance and seeking to apply the learning taken from complaints received (and from other feedback) in order to improve service delivery is a key component of PRHA's strategic overview. The Housing Ombudsman's Code further embeds the Board's role in the oversight of the complaints handling process to strengthen this.

There are three strands by which an organisation is required to demonstrate compliance, each of which requires review and oversight by the Board:

**Compliance with the Code in Policy:** PRHA's Complaints Policy has been reviewed annually against the requirements of the Complaints Handling Code by PRHA's Complaints and Compliance Team since the since the Code's introduction. With the Code becoming Statutory from 1<sup>st</sup> April this year our Policy was again fully reviewed and updated by the Team to ensure it meets the requirements of the new 2024 Code.

All changes to our Policy were taken into consideration and documented within our Annual Self-Assessment, and both the Policy and the Self-Assessment were provided to this Board for full review in line with the Compliance Framework.

We have reviewed both, and are satisfied that our published Policy is compliant with the Code. The Policy is available on our website, along with a copy of the Self-Assessment so that it may be scrutinised by our residents and by stakeholders.

**Compliance with the Code in practice:** The Housing Ombudsman requires not only that an organisation's policies and procedures for complaints handling are compliant with the Code, but also that that this is met in practice.

PRHA's Annual Complaints Performance and Service Improvement Report is made available to our residents and stakeholders via our website, and documents for our residents where our performance has met, and has not met, the Code in Practice. It also provides information for our residents about service delivery changes which have been made as a result of learning taken from complaints received during the year.

The Board has reviewed the Annual Report in relation to seven specific requirements for inclusion stated within the Code (detailed under the "Format and Contents" section of the Annual Report) and in relation to the information on performance and learning it provides for our residents.

We note that while the Report documents an improvement in PRHA's performance for responding to complaints within timescale, six complaints within the year were not responded to timescale meaning that in relation to this point PRHA was not compliant in practice. We note that steps were taken to address this and that since November 2023 no further complaints have been responded to outside of timescale, and that all Stage 2 responses were within timescale.

However the Board's nominated Member Responsible for Complaints (MRC) will be taking this forward with the Complaints and Compliance Team to ensure compliance in practice is fully met.

**Scrutiny and challenge of PRHA's compliance by the Board:** The 2024 Code places new requirements on the Board in relation to how Compliance in Policy and Compliance in Practice are scrutinised and how this is reported to our residents.

This includes the appointment of a Board Member to the Member Responsible for Complaints (MRC) role, which we have done at this May's Board meeting. It also requires the Board to review and publish a response to the Self-Assessment and the Annual Complaints Performance and Service Improvement Report. We have reviewed these and commented above under the Compliance in Policy and Compliance in Practice paragraphs.

The Code requires that within the published Annual Report, an organisation should include a copy of their Self-Assessment. The Board notes that this has been included, and that the Annual Report, the Self-Assessment, and the Board Response have been published to PRHA's website.

We would like to thank the residents who have raised issues with us via the complaints process as this helps PRHA to continually review and improve the delivery of our services.

Both the Board's response and the Self-Assessment are also available as stand-alone document via PRHA's website ([www.prha.net](http://www.prha.net)).