

Providence Row Housing Association

Statement from the Board on PRHA's Complaints Performance and Service Improvement Report 2025

June 2025

Statement from the Board

From 1st April 2024 the Housing Ombudsman's Complaints Handling Code requires that each landlord's governing body must review their organisation's Annual Complaints Performance and Service Improvement Report and also 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 a good quality and responsive service for our residents and service users.

We welcome and support the Housing Ombudsman's 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. Complying with this framework will help to ensure that PRHA are taking action where this is not the case and that this is being done in a manner that is transparent to our residents and service users.

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

The Board is pleased to note that for the year 2024-25 all formal complaints raised by our residents about PRHA's services were responded to within the timescales allowed by the Housing Ombudsman's Complaints Handling Code. We acknowledge that in some cases this required the application of Code-permitted extensions in order to fully investigate and respond to those complaints. However we reaffirm PRHA's overall commitment to minimise the use of extensions in order to ensure that the issues raised by our residents are

investigated and responded to as promptly as possible, so that any necessary actions that we need to undertake to put things right are not delayed.

We reaffirm PRHA's commitment to take and apply learning from complaints received (and from other forms of feedback) in order to improve service delivery. This 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.

The Housing Ombudsman's Code and compliance framework outline three strands by which an organisation is required to demonstrate their compliance with the Code, each of which requires review and oversight by the Board:

Compliance with the Code in Policy: PRHA's Complaints Policy is reviewed annually against the requirements of the Complaints Handling Code by PRHA's Complaints and Compliance Team.

There has been no amendment to the Ombudsman's Code since it was revised for 1st April 2024, which at the time led to us revising our Complaints Policy in March 2024 to ensure compliance with the revised Code.

As there have been no further changes made to the Code since that date, no changes to our Policy were made during this year's review.

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, along with our Self-Assessment against the Code. The report documents our performance in relation to complaints received over the full year, and in conjunction with our Self-Assessment will indicate where we have met, and where we have not met, the Code's requirements in practice. The performance report also provides information for our residents about any changes to service delivery that

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 the improvement in responding to complaints to timescale that was documented in our last year's report has continued, and that for the year 2024-25 all formal complaints were responded to within timescale. This represents an improvement from 88% in 2023-24 (6 formal Stage 1 complaints outside of timescale) to 100% for the current year. The Board would like to thank the teams and departments within PRHA for their work in achieving this.

The Board reaffirms PRHA's organisational commitment to maintain this performance around meeting Code-compliant response times.

Scrutiny and challenge of PRHA's compliance by the Board: The 2024 Code placed 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 included the appointment of a Board Member to the Member Responsible for Complaints (MRC) role, which was undertaken in May 2024.

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 both and commented above under the Compliance in Policy and Compliance in Practice paragraphs.

The Code requires that within the published Annual Report each 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 will all be published to PRHA's website in advance of the deadline provided by the Housing Ombudsman.

This Board statement is also contained within PRHA's Annual Complaints Performance & Service Improvement Report 2025, available via PRHA's website (www.prha.net).