

## TCUK Annual complaints performance and service improvement report 2023/24

### A review of complaints at TCUK IN 2023-2024

During 2023 to 2024 we received **10** complaints. **3** from members of the public / neighbours and **7** from residents living in the 92 homes owned by TCUK.

**2** complaints related to external repairs or rubbish.

**4** complaints related to anti-social behaviour/noise issues

**1** complaint related to property repairs and maintenance

**1** complaint related to support provided

**1** complaint related to credit repayment when tenant was moving out

**1** complaint about a data breach

In **all cases** the complainant was satisfied with TCUK reply at Stage 1 of the Complaints Policy and did not ask for their complaint to be escalated to Stage 2.

None of our complaints were referred to or investigated by the Housing Ombudsman Service in 2023/24.

### **Learning from complaints to improve services**

| Issue                                                                                           | Learning point                                                                                                                                                                                                                                                                                                                                               |
|-------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Two complaints related to rubbish which had been left outside a property when the tenants left. | Staff now check properties as soon as possible once aware a tenant has vacated the property to ensure there is no external rubbish which could cause distress to a neighbour or impact negatively on the neighbourhood. When a tenant leaves on a planned date, a cleaning team are pre-booked to empty and clear the property and prepare for a new tenant. |
| One complaint related to dogs barking in the garden late at night                               | All tenants are aware that they need permission before they bring a pet into the home. TCUK need to agree a                                                                                                                                                                                                                                                  |

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Changing Lives Homes (operating name of TCUK Homes Limited) is a company limited by guarantee registered in England and Wales with company number 08385555 and a wholly owned subsidiary of The Cyrenians Ltd. It is a non-exempt charity registered with number 1197888 and registered with the Regulator of Social Housing as a provider of social housing with registration number 4756. Registered Offices: H26 The Avenues, Eleventh Avenue North, Team Valley, Gateshead NE11 0NJ.

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|                                                                                                                                                                                                                                                                                                                                 | process for monitoring and recording this which will be signed off by the board.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <p>One complaint was made by TCUK to the IOC following a data breach. An email was sent to a solicitor regarding the sale of a property. The tenants details were accidentally included in the email.</p> <p>The data breach was referred to ICO who responded with the following: ICO Case Reference Number IC-252655-Q4D4</p> | <p>TCUK contacted the incorrect recipient and requested the data be deleted.</p> <p>All staff receive GDPR training including an annual refresher training. Appropriate security controls are also in place to protect the organisation's information assets.</p> <p>The staff member in question had completed data protection training in the last two years which can help to raise staff awareness to prevent data breaches. Action has been taken to prevent a recurrence of this incident by ensuring the staff member involved is reminded of their responsibilities and methods to avoid any future risk.</p> <p>The organisation also reviewed the auto-fill function on outlook and discussed whether it can restrict to internal email addresses or alternatively remove.</p> |

## Conclusions:

The complaints we received covered a range of issues. TCUK acknowledged and responds to all complaints regardless of by whom they are made.

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We should be easy to contact via telephone on **Central Office** and always reply to an email within 24 hours. We're keen to know if we fall short and we're grateful for any feedback on our complaints process.

Please let us know at **Complaints@changing-lives.org.uk**

### **Boards response to the Annual complaints performance and service improvement report**

Complaints is a standing agenda item at every TCUK board meeting. Data is reviewed on a quarterly basis and performance improvement discussed.

- The board have received an update to the complaints policy for residents living in homes owned and managed by TCUK to meet the requirements of the new Housing Ombudsman Complaint Handling Code 2024
- The board received self-assessment against the new Housing Ombudsman Complaint Handling Code 2024.

The Board has a Member Responsible for Complaints (MRC) who provides additional assurance to the Board on the effectiveness of TCUK complaints system. The MRC and the Board have considered and approved the self-assessment that Charity complies with all aspects of the Housing Ombudsman's Complaint Handling Code 2024.

Throughout the year the Board has challenged the data and information provided to the Board. TCUK adopts the Housing Ombudsman's definition of a complaint as any expression of dissatisfaction. This gives the Board assurance that TCUK are recording an accurate volume of complaints, as the Board does not believe that a low volume of complaints would be a positive sign. A new complaints management system has been in place throughout 23/24 and continues to be discussed and modified. This has provided the Board with additional assurance on the accuracy of data on complaint handling.

As a provider owning and managing 92 homes, the Board considers a summary of each complaint, and the lessons learned from individual complaints. TCUK does not have enough complaints to learn from trends at this time. Our learning from individual complaints shows that communication is a key factor across complaints. Training, expectations, and systems have all been improved during 23/24. The Board will monitor the feedback on communication through the individual complaints reported to

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the Board during 24/25 and consider emerging themes and trends to inform future improvements.

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