

Governing Body (Board) response to the report

Eastlight Community Homes' Complaints Performance and Service Improvement Report for 2023/4 has been considered by the Board Member responsible for complaints, our Customer Influence Committee¹ (CIC) and our Board, prior to submission.

We are committed to ensuring our customers receive a good service and that we take prompt remedial action when things go wrong.

Our newly launched Corporate Strategy² (2024-27) reinforces our commitment to our resident-led culture and refocuses our strategic direction on delivering core purpose. We fully understand and appreciate how effective complaints management is critical to us fulfilling our organisational purpose and achieving our objectives, helping us to manage risk, understand service delivery issues and positively affect change.

The Complaints Performance and Service Improvement Report details how, during 2023/24, Eastlight has not consistently met the timescales set out by the Housing Ombudsman; and we already know from our Tenant Satisfaction Measures (TSM) data that our customer satisfaction, whilst in line with sector averages, is not as strong as we would like.

Meanwhile, the determinations made by the Housing Ombudsman in 2023/24 bring into sharp focus issues we are assured the Eastlight Community Homes team are dealing with internally, namely: elements of poor communication; standard of service within parts of the organisation; and contractor service failure.

We have already:

- Introduced a lead Board Member who has responsibility for complaints;
- Introduced more regular oversight of performance through dashboards, a Customer Voice report, scrutiny at our Customer Influence Committee and at Board;
- Received an independent assessment of compliance through an internal audit of complaints, with follow up actions agreed and a repeat audit programmed into our three-year schedule of work;
- Completed the annual self-assessment against the Complaints Handling Code;

¹ Our Customer Influence Committee is a fully constituted Committee of the Board. It is made up of residents and provides assurance to the Board on strategic and operational issues affecting customers and communities.

² [Corporate Strategy 2024-2027 \(eastlighthomes.co.uk\)](https://www.eastlighthomes.co.uk/corporate-strategy-2024-2027)

- Approved refreshed policies for Complaints & Resolutions and Compensation and published the Annual Performance and Service Improvement Report;
- Received and considered Housing Ombudsman judgements against us as a tool for learning;
- Increased the resources available to support effective complaints management, with regular spotlights on this issue at the Leadership Team.

There have been several operational changes made following analysis of complaints data and the Housing Ombudsman's determinations. These include revising certain targets, launching a new team, moving to patch-based working for repairs, and renewing some of our policies and processes.

During the coming year, we will monitor the effectiveness of these changes and continue to scrutinise complaints data, which provides us with vital information for driving service improvements for all Eastlight residents.

As its governing body, we continue to monitor performance and progress, and will carry on making improvements to better support the organisation.



Hattie Llewellyn-Davies, Chair



Michelle Baker, Chair of Customer Influence Committee