

# WYGGESTONS & TRINITY ALMSHOUSES

## Complaints Performance and Service Improvement Annual Report April 2023 – March 2024

### 1 Wyggestons and Trinity Almshouses Charity self-assessment in line with Housing Ombudsman's Complaint Handling Code

- 1.1 The Social Housing (Regulation) Act 2023 introduced a range of measures that Registered Social Landlords (RSL's) must adhere to and was aimed at improving the management of social housing, particularly focusing on new social housing standards that aim to avoid dangerous hazards impacting on tenants. The act also gave the Housing Ombudsman new powers and duties from **1 April 2024**, including a new statutory code for handling complaints, and a duty to monitor whether landlords comply.
- 1.2 While the Wyggestons and Trinity Almshouses Charity is not a Registered Social Landlord (RSL), having de-registered over 20 years ago, we remain a mandatory member of the Housing Ombudsman scheme. It is a condition of our membership that we meet all requirements, including having a complaint policy for our 93 Almshouse properties that is compliant with the new Statutory Complaint Handling Code, irrespective of the small size of the organisation.
- 1.3 To assess compliance, the Wyggestons and Trinity Almshouses Charity must complete an annual self-assessment, against the Complaint Handling Code to ensure our complaint handling remains in-line with code requirements. Landlords must also carry out a self-assessment following a significant restructure and/or change in procedures.
- 1.4 For the Wyggestons and Trinity Almshouses Charity, the self-assessment must be completed and submitted within 12 weeks of our financial year end. As our year end is the 31 December each year, we must complete our submission by 31<sup>st</sup> March each year from 2025.

In addition, we must report annually our performance on complaint handling and publish relevant information on our webpage.

- 1.5 Due to the new Code being implemented from April 2024 our self-assessment for 2023/24 was completed in June/July and was reported to the Wyggestons and Trinity Almshouses Charity Board of Management on 4 September 2024. While our approach broadly matches new code requirements, it had identified a number of revisions that were required to our existing policy, which were completed by the Board meeting in September, along with the self-assessment which was also completed.



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## 2 Over-view of complaint handling performance from 2024.

2.1	Total no of complaints received:	0
	Percentage of overall almshouse properties	0
	Number of Stage One complaints	0
	Percentage of Stage One complaints responded to within timescales	0
	Number of stage two complaints	0
	Percentage of stage two complaints responded to within timescales	0

2.2 As this is the first year of reporting information in an annual report, and generally there are few complaints made to the Wyggestons and Trinity Almshouses Charity, there are no previous reports with which to compare performance.

2.3 Previous years assessments can only conclude that all past complaints have been dealt with in line with our previous policy, procedures and timescales which have now been amended in line with the new Code.

## 3 Complaint outcomes

3.1 None to report.

## 4 Learning and Service Improvements

4.1 The Housing Ombudsman complaint handling code focusses on learning from complaints and the Wyggestons and Trinity Almshouses Charity is committed to this principle.

4.2 During 2023/24, there were no clear lessons to report as no formal complaints were received and so learning and service improvements will be undertaken from 2024/5 complaints.

## 5 Housing Ombudsman determinations

5.1 No complaint has been referred to the Housing Ombudsman during 2023/24.

5.2 There have been no determinations of non-compliance by the Wyggestons and Trinity Almshouses Charity made from the Housing Ombudsman, during 2023/24.



Chris R Jones  
Chief Executive Officer.



Sandra Powell  
Chairman of Governors

# WYGGESTONS & TRINITY ALMSHOUSES

## Annual Complaints Performance and Service Improvement Report 2023-2024

There were no formal complaints received in 2023 -2024 by the Charity.

In 2022-23 a complaint was received from one of our estate land tenants about the performance of one of contractors and this matter was resolved by the Board sub-Committee responsible and so did not form part of our Social Housing / Almshouses operations

Service improvement is an ongoing area of work for the Charity and we use our annual residents survey's findings and Key performance indicators reported at each quarterly meeting to inform of any required service improvements alongside our various regulators.

### Response from the Board

The Board of Wyggestons and Trinity Almshouses welcomed the annual complaints report and the self-assessment against the revised Complaint Handling Code. In addition to this full report with all data for the year, the Board and Committees receive quarterly updates on the volume and nature of complaints alongside information on improvements made as a result. The Board actively monitors these elements and make recommendations as appropriate. Throughout the year we carry out regular visits to the Almshouses and support residents meetings.

Board members place emphasis and value on visiting schemes and speaking to residents, using identified themes and feedback to inform strategic decisions on how we run the organisation.

We consistently receive few if any complaints across our charity and 2023-4 was no different despite the challenges of a merger between the two charities. Our Executive team and Trustees have close relationships with our residents and their families, as well as the good quality of our maintenance management and we pride ourselves on being a responsive landlord in all our operations.

Historically, residents had considered a service request to be a complaint and with improved communication and information sharing with residents and staff, there is far greater clarity this year. There have been no findings of non-compliance or reports from the Housing Ombudsman about the Charity during the year.

We as the Board of Charity are proud that our organisation has an open and transparent culture that welcomes all feedback from residents, contractors and family members. The Board, Executive and our teams actively seek out residents' views, not just through complaints, and we work to address any issues and make service improvements.



Sandra Powell  
Chairman of Governors



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