

Sir E.D. Walker Trust – Annual Complaints Performance and Service Improvement Report

1. This report is based on the information collated in March 2024 on Tenant Satisfaction Measures by a survey of residents (“the survey”) and internal analysis.
2. In relation to complaints, the survey revealed at TP09 (*Satisfaction with the landlord’s approach to handling of complaints*) that two (6%) households out of 36 who responded, considered that they had made a complaint. Internal analysis at CH01 (*Complaints relative to the size of the landlord*) revealed that there are no records of any complaints being pursued by means of the Trust’s Complaints Procedure although it had logged five matters of concern that had been raised and dealt with informally.
3. There would appear, therefore, to be a disconnect in perceptions that adoption of the new Housing Code and a revised complaints procedure compliant with that code will address.
4. Those two households which indicated that they had made a complaint were both satisfied with the manner in which their complaint had been dealt with. One (50%) was very satisfied and one (50%) was fairly satisfied.
5. Based on these figures, the Trust might feel pleased with its complaints’ record but there is never any place for complacency.
6. The Housing Ombudsman’s website points out that:
Effective communication is critical in maintaining positive relationships between landlords and residents. Unfortunately, poor communication is often the root cause of housing complaints, eroding trust and leading to escalating issues. In fact, in 68% of cases reviewed over 15 months, poor communication was a key issue.
7. In the survey at TP06 (*Satisfaction that the landlord listens to tenant views and acts upon them*) and TP07 (*Satisfaction that the landlord keeps tenants informed about things that matter to them*) the Trust failed to score as highly as in other sections in relation to communication.
 - a. Whilst 46% were very satisfied that the Trust listens to their views and acts on them and 31% were fairly satisfied, 11% were neither satisfied nor dissatisfied, 3% were fairly dissatisfied and 9% were very dissatisfied.
 - b. 50% were very satisfied that they are kept informed about things that matter to them, 35% were fairly satisfied, 6% were neither satisfied nor dissatisfied and again 9% were very dissatisfied.
8. The majority of households expressed satisfaction with repairs undertaken by the Trust (94%) and the time taken to do so (100%). From RP02, however, it is apparent

that the Trust had not previously adopted formal target times for completion of repairs.

9. As a consequence of the Housing Code the Trust has now revised its complaints policy and introduced a new method for recording service requests. The record will enable service requests to be monitored against the target times which the Trust has now set.
10. Changes made should enable the Trust to use complaints and service requests to identify issues with service delivery and introduce positive changes when required.
11. Self-assessment suggests that the Trust's revised complaints procedure, the recording of service requests and ongoing training do make it compliant with the Housing Code and will enable ongoing monitoring as well as more detailed analysis at the end of the current year. In addition, the Member Responsible for Complaints (the Chairman) will be able to use information gathered to: update trustees regularly on the volume, nature and outcomes of complaints alongside complaint handling performance; enable the review of any issues or trends; provide updates on any Housing Ombudsman interventions.
12. The Trust remains conscious of the need always for effective communication with residents and seeks to identify opportunities and ways to achieve this.
13. The Trust is aware of the need for appropriate training to enable a coherent complaint, monitoring and recording process. The Housing Ombudsman has set up a useful Learning Hub and the Trust will make full use of this and will ensure that training records are maintained.