

ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT 2024-25

1. Introduction

1. This is Sir E.D. Walker Trust's Annual Complaints Performance and Service Improvement Report for the period 1st April 2024 to 31st March 2025.
2. It provides information on the complaints the Trust has received, what they were about and what it did to resolve them.

2. A review of complaints at Sir E.D. Walker Homes in 2024-2025

1. In the period 1st April 2024 to 31st March 2025, the Trust is pleased to confirm that it received no formal complaints from the residents living in the homes owned by Sir E.D. Walker Trust ("the Trust"), meaning that it has nothing to report on.

Period	Stage 1 complaints	Stage 2 complaints
1st April 2024 to 31st March 2025	0	0

2. However, there can be no room for complacency and, therefore, in April 2025 residents were invited to complete and return a survey directed solely at their satisfaction with the approach to complaint handling at the Trust in the period 1st April 2024 to 31st March 2025.
3. In their responses to that survey, all residents' answers confirmed that no formal complaints had been made to the Trust.
4. Additionally, the survey document asked the residents if their failure to make a formal complaint was because they felt they had no reason to make one. 5 households (14.28%) from the 35 who responded indicated **No** but, despite being invited to do so on the survey document, none gave any indication as to why they had not pursued a formal complaint.

3. Housing Ombudsman Service

1. There were no complaints escalated, referrals to or investigations by the Housing Ombudsman Service in respect of the Trust in 2024/25.
2. The Trust complied with the complaint handling code and had no Ombudsman intervention.

4. Annual Self-Assessment

A copy of the Trust's latest self-assessment is attached for information.

5. Learning & Service Improvements

1. The Trust has been keen to know if it falls short in delivery of its services and continues to be grateful for any feedback on its complaints' process.
2. Without the information that would have accompanied a formal complaint it is not possible to draw any conclusions or identify trends. Suffice to say that the Trust is aware that the absence of formal complaints does not necessarily correlate with 100% satisfaction and that with all services delivered there may be situations where the Trust falls short in meeting residents' expectations.
3. As a small provider owning fewer than 1,000 dwelling units of social housing stock, the Trust is obliged to conduct a Tenant Perception Survey every 2 years. The last survey was conducted in March 2024 for the previous 12 months and revealed that 2 (6%) households out of 36 who responded, considered that they had made a complaint. Internal analysis revealed that there were no records of any complaints being pursued by means of the Trust's Complaints Procedure.
4. It was anticipated that the disparity between perceptions and records would be addressed by the adoption of the new Complaint Handling Code, a revised Complaints Policy and Procedures compliant with that code and the clear differentiation of service requests.
5. The Trust has sought to promulgate the revised Complaints Policy and Procedures and also the difference between complaints and service requests. Staff have worked hard to process service requests within agreed timescales.
6. Although the Trust received no formal complaints in the periods 1st April 2023 to 31st March 2024 and 1st April 2024 to 31st March 2025, it did not take this for granted. Notwithstanding the fact that it had undertaken a Tenant Perception Survey in March 2024, it sought to survey residents again in April 2025 specifically in relation to complaint handling in the period
7. The results of that survey showed no discrepancy between Trust records and residents' understanding of formal complaints, suggesting that the implementation of the Complaint Handling Code and the introduction of a revised Complaints Policy and Procedures had helped to clarify matters.
8. The Trust must ensure that its Complaints Policy and Procedures remain easily accessible for all residents and that they know how to access them and how to pursue a complaint if they wish to do so.
9. The Trust has recently revised further its Complaints Policy and Procedures following recommendations by the Almshouse Association and copies have been distributed to all residents. The Trust may wish to consider further amendments as identified on the Annual Self Assessment.

10. A summary of the Complaints Policy and Procedures is included in the Residents' Handbook which was reissued to all residents in September 2024 and is again being updated for reissue by October 2025.
11. Copies of this report, the Trust's annual self-assessment and the Board of Trustees' response together with the Complaints Policy and Procedures will also be published on the Trust's website and on the noticeboard in the communal hall used by residents.
12. If the Trust seeks wider feedback about any of its services, details of how residents can complain must be included.