

Winsley's Charity

The Almshouse Charity of Arthur Winsley and Others

Registered Charity Number 1196080

22 Winsley Square, Old Heath Road, Colchester CO1 2AU

T: 01206 794064 E: office@winsleyscharity.org.uk

Annual Complaints Performance and Improvement Report 2023/2024

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| Title of paper: | Complaints report and Self-assessment |
| Responsible Officer: | Sareena Cobden |
| Status: | For approval and discussion |
| Trustees Meeting: | 27 th January 2025 |
| Annual Complaints Self-Assessment: | See separate document |

1. Purpose of paper

- 1.1 Housing Ombudsman members are required to prepare and publish an annual self-assessment to evidence compliance with the Housing Ombudsman Service (HOS) complaints code. The self-assessment should also set out performance, learning and service improvements identified and implemented as a result of complaints received.
- 1.2 Winsley's Charity's Board of Trustees are required to prepare and publish a response to the self-assessment.
- 1.3 The purpose of this report is to provide the board with the information and assurance it needs to respond to the self-assessment and approve its publication.

2. Recommendations

- 2.1 The Trustees are **requested to:**
 - 2.1.2 Note the report and identify any further questions
 - 2.1.2 Agree the board response (section 5)
 - 2.1.3 Approve the self-assessment and response for publication

3. Complaints Performance 2023/24

- 3.1 This report gives an overview of complaints handling during 2023/24, the insights generated by a review of our complaints data and feedback from our residents.
- 3.2 There was **1** complaint received between 1st November 2023 and 31 October 2024. This was due to dissatisfaction with maintenance works. The complaint was finalised at Stage 2 within the timeframe and no further action was taken.
- 3.3 We acknowledge that low complaint volumes can potentially be a sign that residents are unable to complain. In view of this, we issued a resident satisfaction survey which had the option to be completed anonymously.
- 3.4. The complaints data and the feedback from our resident survey has identified that residents are satisfied with our services, maintenance and the way we deal with complaints.
- 3.5 We will continue to review and develop our responsive maintenance processes.
- 3.6 The Charity has a pro-active approach by undertaking bi-annual property inspections which helps to alleviate service requests.

4. Compliance with the Housing Ombudsman Service (HOS) Code for Complaints and Service Improvements

- 4.1 We have completed our self-assessment for 2023/24. In keeping with the HOS guidance, we have self-assessed against our new Complaints Policies and Procedures.
- 4.2 Winsley's Charity is compliant with all aspects of the Code relating to the reporting, handling and learning from complaints.
- 4.3 We have introduced a property maintenance software which enables us to keep an up-to-date timeline of service requests and follow them through to prevent complaints.
- 4.4 Service improvement actions we have taken as a result of our analysis and review of client feedback have included:
- The review and publication of a new Complaints Handling policy. This is compliant with the updated Housing Ombudsman code and includes the following supporting policies and procedures:
 - Unreasonable Behaviour Policy (when making a complaint)
 - Revised Anti-Social Behaviour (ASB) form to support better monitoring, learning and appropriate resolution of ASB cases. Reviewed November 2024
 - Revised complaints letter templates for all stages of a complaint. Reviewed July 2024

5. Winsley's Charity's Trustee's Response to Complaints Review and Self-Assessment 2023/24

- 5.1 Winsley's Charity welcomes the HOS new Code for Complaints. This, together with the positive feedback from our residents, has provided the impetus for us to refresh our approach and ensure we are accountable to our residents and continue being a learning organisation.
- 5.2 We are pleased to confirm compliance with the HOS code and are committed to working towards continuous improvement of our reporting and learning through complaints and feedback.
- 5.3 Our Complaints Policy states:

We aim to provide a high standard of accommodation that meets the individual needs of all our residents. We welcome suggestions for improving the quality of life of our resident's and the quality of accommodation we provide.

Having a clear and accessible complaints policy helps us uphold these values. How we respond to complaints is important as it can impact on the experience of our services and how residents feel about us, themselves and their home.

A complaint is an opportunity for us to learn and improve. Complaints do not need to be negative experiences, but can be a positive way of building, improving and maintaining positive relationships with our residents and their representatives.

Approved by Board of Trustees 27/1/25