

## **GOVERNING BODY RESPONSE TO SELF ASSESSMENT**

The Trust has comparatively few formal complaints of which most relate to the repair and maintenance service. Following a review of the out-sourced repairs service and the below standard satisfaction survey results, the Board engaged specialist consultants to explore the potential to bring the repair service in-house and directly employ multi-trade operatives supported by specialist contractors. This approach was approved by the Board and the in-house team recruited. The service went live in May 2024 and is already showing greater levels of satisfaction.

Additionally, it has enabled the Trust's Leadership Team greater control than for the former out-sourced service. Furthermore, the Leadership Team has developed an action plan including greater publicity for the reporting of complaints and training to improve the skill level of front line staff.