

GOVERNING BODY RESPONSE TO SELF ASSESSMENT

The Trust has comparatively few formal complaints of which most relate to the repairs and anti-social behaviour. Though there are improved levels of satisfaction from the tenants' perspective for repairs since bringing the service "in-house", historic repairs and heating have been the primary reason for complaint. Contractor reviews have been completed new contracts with external providers are now in place for 2025-26. Though ASB reports have increased, this has enabled the housing team to review both the ASB policy and procedure, and the Complaints policy to support better outcomes with addressing more proactively the issues that have arisen.

The Leadership Team's action plan continues to develop, including greater publicity for the reporting of complaints and training to improve the skill level of front-line staff, and be more person-centred in their approach to managing complaints.