

GOVERNING BODY RESPONSE TO SELF ASSESSMENT

The Trust continues to receive a relatively small number of formal complaints. Of the complaint themes recorded, repairs remain the most common (41%), followed by complaints relating to staff (26%), housing matters (19%) and anti-social behaviour (15%). Historic repairs and heating issues have been a particular source of complaints, although tenant satisfaction with both repairs and the overall handling of complaints has improved.

Reflective Practice is now in place to support staff to strengthen communication, reflect on individual and team performance, and identify opportunities to improve how the Trust works collectively. Although reports of anti-social behaviour (ASB) continue, following the ASB training completed in August 2025, we now have a more proactive approach to ASB which has resulted in a reduced number of reports, and an improve understand across the team working in collaboration with both local and statutory services to ensure a “Team around me approach”.

The Leadership Team’s action plan continues to develop in response to these findings. This includes increasing awareness of how tenants can report complaints and providing further training for front-line staff, with a particular focus on communication skills and a more person-centred approach to complaint handling.