

Abbeyfield Shanklin Society Ltd.

Registered No 00776563

ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT

1. Introduction

The Abbeyfield Shanklin Society Ltd. Is registered under the Companies Act 2006 (registered number 00776563) and is limited by guarantee. There were 4 members at 31 October 2024. The company is registered under the Housing Act 1996 (registration number H... 2065) and is a Charity (registered number 237811)

The principal activity of the Society is the provision of accommodation to lonely and elderly people in accordance with the aims and principals of The Abbeyfield Society Limited. The activity falls wholly within hostel housing activities as defined in the Housing Act 1996.

The objectives of the Society is to provide elderly people with and environment in which to live that allows them to be independent whilst having support when needed.

The sheltered housing complex is called Harwood Court and is situated at 14 Queens Road, Shanklin, PO37 6AN. There are 16 self-contained apartments and therefore a maximum of 16 residents at any time

This is our first annual complaints report for the period from 01 November 2023 4 to the 31 October 2024.

It provides our residents with information on the complaints we have received, what they were about and what we did to resolve them.

We strive hard to deliver high quality services, but we accept that we may not always get it right and when we do not, we will acknowledge this and attempt to correct it.

Our resident views and perceptions are important to us, and we will continually take feedback to Board to improve our services to residents.

2. Management Committee's Response

Abbeyfield Shanklin Society Ltd. current Board of Trustees have reviewed and approved this years' Annual Complaints Report.

Please note that the current Board retains only one Trustee from the period covered by this report. The new Board is working towards improving the processes and communication with our Residents and is actively seeking feedback on the services provided. Progress on Complaints aspects of this task will be included in the 2025 Report.

The Board will regularly receive any reports relating to complaints made as a standing agenda item. The Board will ensure that we are proactively acting within the remit of the Code.

We have appointed a Complaints Officer (from the Trustees) to investigate complaints (and other feedback) to ensure that we are in touch with our residents' needs.

When complaints are received, we will follow our policy and procedures. W when outcomes are agreed, we will consider the findings and make sure that we act on any actions required. We will learn from them and use them in a positive way to deliver future service improvements.

3. Annual Self-Assessment

Our self-assessment document is being completed by our new Complaints Officer and will be submitted in early May with updates submitted in the following scheduled report...

4. Complaints Handling Performance

Period	Stage 1 complaints	Stage 2 complaints
01/11/2023 to 31/10/2024	0	0

For this year, we are pleased to confirm that we received **no** formal complaints, meaning we have nothing to report on.

However, this does not mean that we are complacent. Instead, we will continue to ensure that all residents know how to access our Complaints Policy and Procedures and we have provided more information about this in Section 10.

5. Types of Complaints Received

We refuse to accept complaints regarding Anti-social Behaviour (ASB). This is because we have a separate ASB Policy and Procedure which deals with this. Copies of which are available from our office, or by contacting the clerk or complaints officer by phone or by email.

If we refuse to accept a complaint, we will write to you and explain the reasons why in line with the Complaints Handling Code.

6. Complaints Escalated to the Housing Ombudsman Service

During this period 01/04/2024 – 31/10/2024 we had **no** complaints cases escalated or referred to the Housing Ombudsman Service.

7. Compliance with the Code

We comply with the complaint handling code and had **no** Ombudsman intervention.

8. Learning & Service Improvements

Whilst we received no formal complaints, we do not take this for granted.

We will be completing our tenant perception surveys during summer 2025 and will use the feedback from these surveys to ensure that our Complaints Policy and Procedure is easily accessible for all tenant members and that they know how to access it.

We will fully review our Complaints Policy and Processes and the language used throughout. This will ensure the information reflects the context in which it applies and is therefore more easily understood by residents and staff

We will introduce regular sessions for the residents to (voluntarily) attend and also enable one-to-one meeting if requested,

We will also complete staff training to fully embed the process.

9. The Housing Ombudsman Service

We include the Housing Ombudsman Service's contact information in all our correspondence relating to services, to actively encourage tenants to use the service or access the Ombudsman service for assistance.

Residents should be aware that you do not have to have a formal complaint ongoing to seek advice and support from the Ombudsman service.

The Housing Ombudsman can be contacted in the following ways:

Web: www.housing-ombudsman.org.uk

Email: info@housingombudsman.org.uk

Post: Housing Ombudsman Service

PO Box 1484

Unit D

Preston

PR2 0ET

tel 1311 111 3000

10. Access to our Complaints Policy and Procedure

We will try to ensure that complaints (when received) are resolved at the first point of contact, via the General Manager. If residents remain dissatisfied, a formal complaint can be made.

Residents can access our Complaints Policy and Procedure and self-assessment against the Code in the following ways:

- (a) The **Complaints Officer** : (from 26/03/2025) is
Name: Miss Sandra Russell
Telephone number: 07807 834500
Email address: sandra.russel1@btinternet.com
- (b) The **Appeals Officer** (from 26/03/25) is:
Name: Mr Jon Gilbey BEM
Telephone number: 07973 860086
Email address: jongilbey@live.co.uk

Assistance can be obtained by visiting our office or calling us on 01983 862937

On receipt of a formal complaint, the Complaints Procedure will apply.

We also provide access to a copy of our Complaints Policy and Procedure to all new residents.

Each year when our Annual Meeting takes place, we will share a copy of our current self-assessment against the Complaints Handling Code to all residents. We will also provide information within our Annual Report regarding complaints.

We will include information within any services correspondence so that residents know how they can complain.

In addition, the publication of this report and our Board of Trustee's response will demonstrate to residents that we value their perceptions of the services we deliver

In conclusion,

I believe that Abbeyfield Shanklin is positively moving forwards to improve our approach to seeking constructive feedback and welcoming Residents raising issues with us for consideration.

Where these escalate into the formal processes, we will follow the Abbeyfield principals to reach a mutually acceptable conclusion and way forwards.

Sandra Russell
Trustee and Complaints Officer
Abbeyfield Shanklin Society Ltd.