

# Taunton Heritage Trust

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## Taunton Heritage Trust

### Annual Complaints Performance and Service Improvement Report 2024

This annual report is designed to tell you about the complaints received this year, and what actions we have taken in response to them. All the information shown relates to the period July 2023 to June 2024, for example complaints made in this period or due for resolution in this period.

This report is considered by the Board of Trustees each year.

To find out more about the service you should expect from us when you make a complaint, please visit: <https://www.tauntonheritagetrust.org.uk/complaints-policy-and-procedure/>

#### 1. Introduction

**The Housing Ombudsman** introduced a new Complaint Handling Code on 1st April 2024. The code is designed to improve how housing providers manage complaints, ensuring a fair and efficient process for Residents.

The key aspects are:

- **Clear Guidelines:** The code outlines clear expectations for how complaints should be handled, emphasising the importance of a structured approach.
- **Accessibility:** It encourages housing providers to make their complaint processes easy to access and understand for all Residents.
- **Timeliness:** The code stresses the importance of timely responses, aiming to resolve issues quickly and prevent escalation.
- **Transparency:** Providers are expected to keep complainants informed throughout the process and to explain decisions clearly.
- **Learning and Improvement:** Housing providers are encouraged to learn from complaints to improve services and prevent similar issues in the future.
- **Compliance Monitoring:** The Ombudsman will monitor adherence to the code and can take action against providers that fail to comply.

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Overall, the new code aims to foster a more responsive and accountable environment for addressing housing complaints, enhancing Resident satisfaction and trust in housing services.

Every year THT complete a self-assessment against the Complaint Handling Code. The Trust have also completed a review of our Complaints Policy and Procedure documents to ensure compliance with the requirements of the new Code. Both documents are available to view on the Complaints Policy section of our website.

## **2. Complaints**

This report outlines our performance in handling complaints during the year ending 30th June 2024. The report aims to provide transparency in our processes and demonstrate our commitment to continuous improvement. There were no findings of non-compliance by the Housing Ombudsman

### **Performance**

During the period, Taunton Heritage Trust did not receive any complaints from Residents.

During the period, Taunton Heritage Trust did not refuse to accept any complaints from Residents.

## **3. Timescales**

THT aims to respond in accordance with the Code, which is reflected in the Trust Complaints Policy.

## **4. Service Improvements and Learning**

We view complaints as an opportunity to learn and improve services for our Residents.

As part of the commitment to this, complaints, learning and progress is regularly discussed with staff at operational meetings and with Trustees at the monthly Board meeting.

Although the Trust did not receive any complaints during this period, the Resident Survey\* over the summer gave us an opportunity to review and address any areas that did not meet a satisfactory level. We followed up and held two face-to-face feedback sessions to share with Residents the actions we had taken following this. The Chair of Trustees and key staff attended the sessions and a summary letter was then circulated to all Residents.

The results from the survey reported an overall satisfaction of 100%- Satisfied[87%] or Fairly Satisfied [13%]. However five Residents responded they were with dissatisfied with how a complaint had been handled in the past. Due to the anonymity of the survey we have only been able to communicate the various ways a Resident can make a complaint and to encourage Resident engagement to feedback any issues.

\*The Resident Survey is informed by the Regulator of Social Housing, Tenant Satisfaction Measures.

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## 5. Self-Assessment Action Plan

The self-assessment showed areas where improvements were necessary to ensure compliance with the new code:

- Further staff training to ensure that all Staff and Trustees are fully briefed on the new Complaint Handling Code and the amendments to our policy and procedure.
- Improvements to our maintenance log so that service requests can be monitored carefully.
- A member of staff has been nominated as the Complaints Officer and a member of the Board of Trustees has been nominated as the Member Responsible for Complaints (MRC).
- The Complaints Officer will produce a quarterly report for the MRC which will include updates on complaints and service requests. The report will be discussed at the Trust Board Meetings.

Taunton Heritage Trust remains committed to learning from complaints and using them as a tool for continuous improvement. We will continue to monitor our performance closely and make any necessary adjustments.

## 6. Next Annual Reporting Date:

The next report will be published in June 2025

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## Board Response

This report was shared with the Board of Trustees on 2 October 2024.

The Board's response to this report;

“The Board is satisfied with the approach to complaint handling by Taunton Heritage Trust [THT] and that we are compliant with the Complaint Handling Code, evidenced in the self-assessment and Complaints Performance and Service Improvement Report.

During the next 12 months we expect to see an enhanced focus on service improvement and learning outcomes from complaint reporting to ensure THT can continue to demonstrate their commitment to Residents.

The Board also supports the use of the Resident Survey and other communication touchpoints, to identify any areas of lower satisfaction, that we can improve on.

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The Board wish to extend thanks to the Residents who have fed- back through the various routes of communication and engagement. This has assisted the Trust to complete the annual Self-Assessment and Complaints Performance and Service Improvement Report.”

**October 2024**