

Complaints Performance and Service Improvement Annual Report

April 2024 – March 2025

Date: 7 April 2025.

1 Liversage Trust self-assessment in line with Housing Ombudsman's Complaint Handling Code

- 1.1 The Social Housing (Regulation) Act 2023 introduced a range of measures that Registered Social Landlords (RSL's) must adhere to and was aimed at improving the management of social housing, particularly focusing on new social housing standards that aim to avoid dangerous hazards impacting on tenants. The act also gave the Housing Ombudsman new powers and duties from 1 April 2024, including a new statutory code for handling complaints, and a duty to monitor whether landlords comply.
- 1.2 While the Liversage Trust is not a Registered Social Landlord (RSL), having de-registered several years ago, we remain a mandatory member of the Housing Ombudsman scheme. It is a condition of our membership that we meet all requirements, including having a complaint policy for our 163 almshouse properties that is compliant with the new Statutory Complaint Handling Code, irrespective of the small size of the organisation.
- 1.3 To assess compliance, the Liversage Trust must complete an annual self-assessment, against the Complaint Handling Code to ensure our complaint handling remains in-line with code requirements. Landlords must also carry out a self-assessment following a significant restructure and/or change in procedures.
- 1.4 For the Liversage Trust, the self-assessment must be completed and submitted within 12 weeks of our year end. As our year end is the 31 March each year, we must complete our next submission by 30 June 2025. In addition, we must report annually our performance on complaint handling and publish relevant information on our webpage.
- 1.5 Our self-assessment for 2024/25 was completed on 7 April 2025 and was reported and approved by the Liversage Trust Board of Management on 12 May 2025. Trustees noted that we had not received any complaints during the previous financial year, which is attributed to the small size of the organisation and the local presence that the Trust has.

2 Over-view of complaint handling performance 2024/25

2.1

Total no of complaints received 2024/25	0
Percentage of overall almshouse properties	0
Number of Stage One complaints	0
Percentage of Stage One complaints responded to within timescales	N/A
Number of stage two complaints	0
Percentage of stage two complaints responded to within timescales	N/A
Referrals to the Housing Ombudsman Service during 2024/25	0

- 2.2 There have been no complaints made to the Liversage Trust during 2024/25.
- 2.3 As a small organisation, with only 163 almhouse properties, and a supportive staff team who have a close relationship with residents, and who are based on or near to our estates, this is not unusual. Issues are easy to raise with the Trust, usually in person or over the telephone and are resolved quickly and at 'first contact.' The Trust also has a keen understanding of the needs of our residents and the impacts that our service provision can have, with this very much taken into account when making decisions. The three complaints received during the previous year were an exception to the rule, although demonstrates that the Trust is happy to receive and investigate complaints, should residents feel the need to pursue this route.
- 3 Complaint outcomes**
- 3.1 As no complaints have been made during 2024/25, there are no outcomes to report.
- 4 Learning and Service Improvements**
- 4.1 The Housing Ombudsman complaint handling code focusses on learning from complaints and the Liversage Trust is committed to this principle.
- 4.2 As there were no complaints during 2024/25, there are no lessons to be learned, and/or service improvements identified via this mechanism.
- 5 Housing Ombudsman determinations**
- 5.1 No complaints have been referred to the Housing Ombudsman during 2024/25 and as a result, there have been no determinations of non-compliance by the Liversage Trust made from the Housing Ombudsman.
- 5.2 One complaint, which was considered under the Trust's previous complaint process, and which was referred to the Housing Ombudsman during 2023/24, is currently still waiting to be assessed, although information was requested in July 2024, and provided 5 August 2024, within timescales.
- 6. Trustee comments**
- 6.1 Trustees having considered the report note that following revision of our complaints policy in October 2024, that the Trust now matches new code requirements, and that this has been demonstrated via our self-assessment.
- 6.2 Trustees noted overall complaints performance, and that during 2024/25, no complaints had been received.