



The Friendly Almshouses

Complaints Performance and Service Improvement Report

April 2023 – April 2024

prepared for

the Trustees of the Friendly Almshouses

by Emma Fleming (Clerk)

Volumes of complaints received over the year

No formal records were kept of complaints and service requests throughout the year. Residents have information regarding complaints via the Complaints Policy, and the Residents Handbook. This includes details of the Housing Ombudsman (p37.)

No complaints were escalated to either Stage One or Stage Two between April 2023 – April 2024.

A complaints and service request tracker has now been created. This will ensure that the next annual report contains fuller information regards requests and/or complaints received in the next reporting period.

The Friendly Almshouses will also undertake some informal benchmarking and take further guidance from the Almshouse Association for next year's report.

Themes and trends of the complaints received

No formal records were kept of complaints and service requests throughout the year therefore there is no data on themes/trends of requests or complaints. By keeping a tracker for the next reporting period we hope to undertake a root cause analysis in our next annual report.

Types of complaints made, that were not accepted

There is no record of any complaints being made that were not accepted.

*The Friendly Almshouses, 155-167 Stockwell Park Road, Brixton, London SW9 0TL
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Response from the Board of Trustees

The Chair of Trustees has received and reviewed this short annual report. Trustees have also considered TFAs performance on the self assessment form.

There is a need to change our approach and culture to resident service requests and complaints, and to formalise the processes that have previously taken place on an ad hoc basis. To this end, a new tracker has been implemented for 24/25 that captures requests and complaints in line with

Whilst there were no significant complaints surfaced in this report, we acknowledge that this may indicate residents are uncertain about how to complain. We are confident that service requests to improve facilities or address issues as they arise were dealt with swiftly and professionally. In our annual report next year we will be able to demonstrate this in full detail.

We have refreshed our Complaints Policy (previously updated in 2019) in line with the Complaint Handling Code and published this on our website. We have taken advice from the Almshouse Association - our professional body - and have explored ways to make our service offering more accessible to residents, including reinstating informal coffee mornings where issues can be brought and discussed.

We will continue to focus on complaints and service improvement. We have appointed a Trustee to be our Member Responsible for Complaints, and hired a new Clerk to the Trustees with a responsibility to investigate complaints and complete service requests, working collaboratively with the Senior Support Manager to identify concerns before they escalate.

The Friendly Almshouses are satisfied that the plans the executive have in place will strengthen our performance in regard to the Code and have captured areas which need to be prioritised.

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