

Skinner's Almshouse Charity (SAC)

Annual Complaint Performance and Service Improvement Report - 1st July 2024 to 30th June 2025

At Skinner's Almshouse Charity, we value our residents' feedback and the lessons we learn from complaints.

When we don't get something right, wherever possible, we make the necessary changes to improve and increase satisfaction for our residents.

To do this, we are committed to:

- Ensuring residents have access to and are aware of our complaints policy which complies with the requirements of the Housing Ombudsman.
- Providing accessible and inclusive channels to make a complaint.
- Providing an honest, transparent and fair response to all complaints.

To achieve these commitments, we have:

- Published our Complaints Policy on Skinner's Company's website and distributed a copy of the policy to each of our residents.
- Discussed our Complaints Policy and processes with our residents at monthly resident meetings.
- Trained our staff in the Housing Ombudsman's Complaint Handling Code as well in SAC's Complaints handling processes to ensure complaints are recorded for investigation and handled in accordance with the Code.
- Set up new administrative systems to improve how we record complaints and provide reports to our Board.
- Added "Complaints" as an agenda item for weekly staff team meetings.
- Our bi-annual resident satisfaction survey asks for feedback including whether any complaints have not been answered. This information is fed back to our Board of Trustees.
- The SAC Property Sub-Committee and SAC Board monitor complaints received on a quarterly basis.
- The SAC Policy Review Group and Board of Trustees scrutinise SAC's Complaints Policy and performance on an annual basis.

Annual Complaint Performance and service improvement report:

SAC's Complaints Policy can be found on Skinners' Company website [Our Housing - The Skinners' Company](#)

Information: Data taken from 1st July 2024 – 30th June 2025

No complaints that meet the definition of a complaint have been refused to be accepted. Skinners' Almshouse Charity has had no cases referred to the Housing Ombudsman.

Complaints Data

Total Number of Complaints Received: 7

Complaints Resolved at Stage 1: 100%

Complaints Escalated to Stage 2: none

Complaints Resolved within Target Timescales:

Stage 1: 100%

Stage 2: not applicable

Repeat Complaints: There are no complaints that are recurring or related to unresolved issues.

Stage 1 data:

All of the complaints we have received have been resolved at stage 1 and related to issues listed below:

Percy Bilton Court: 2 complaints relating to

- noise nuisance from neighbour
- transport provided to Corpus Christi event

Skinners Court: 5 complaints relating to.

- Noise nuisance from neighbour
- Lifts operating inconsistently resulting in entrapment and lifts frequently being out of service
- Noise from building works at the scheme
- Vermin at the scheme
- Cream tea at Corpus Christi

Resolution Rates: The complaints that were received were resolved to the satisfaction of the complainant. Two complaints fell outside the scope of SAC's complaints policy as they related to care provision at the scheme. These complaints were referred to the on-site care provider to deal with in accordance with their complaints policy.

Trends over the past year:

At Skinners Court we saw an increase in complaints relating to the fabric of the building particularly the lifts operating inconsistently. Damage was caused by lack of care in mobility scooter use; residents were made aware of this and have been requested to report any incidents to us. Phase 2 of the Scheme's Planned Maintenance Programme will be completed in October 2025. Works to repair and refurbish the lifts were completed in May 2025 and we have had no further instances of the lifts breaking down. Information on planned works at both schemes is fed back to residents via monthly Resident Newsletters and meetings.

Service improvements Made:

The Complaints process is discussed at Resident Meetings and residents and their families are encouraged to approach staff at an early stage with any concerns that they have.

Complaints relating to the poor quality of transport provision to our Corpus Christi event were resolved by us finding a different transport company for our Friends and Family and future events at Skinners Hall.

Complaints regarding the amount of food available at the Corpus Christi Almshouses afternoon tea were raised internally and this was fed back to residents.

Complaints regarding an increase in vermin at Skinners Court led to us reviewing the performance of our contractor, terminating our contract with them and engaging a different contractor who has been performing well to date.

We have added the SAC Complaints policy to our website together with information on how to make a complaint with us and included the Housing Ombudsman's contact details. This information is also displayed on noticeboards at each scheme.

Action Plan:

To continue to implement and reinforce the good practice model of complaints handling as outlined in the Housing Ombudsman's Code of Practice at all levels within the charity and to reassure residents and their families that we are acting in accordance with standards laid down by the Housing Ombudsman.

Skinners' Almshouse Charity Board's response to report:

On the 13th of November 2025 the Skinners' Almshouse Charity Board considered the self-assessment against the Ombudsman's code alongside the annual complaints and service improvement report. The Board was happy to approve compliance with the code. The SAC Board through its Property Sub-Committee receives reports throughout the year on a quarterly basis on any complaints received, the outcome of those complaints and any lessons learned as a result.