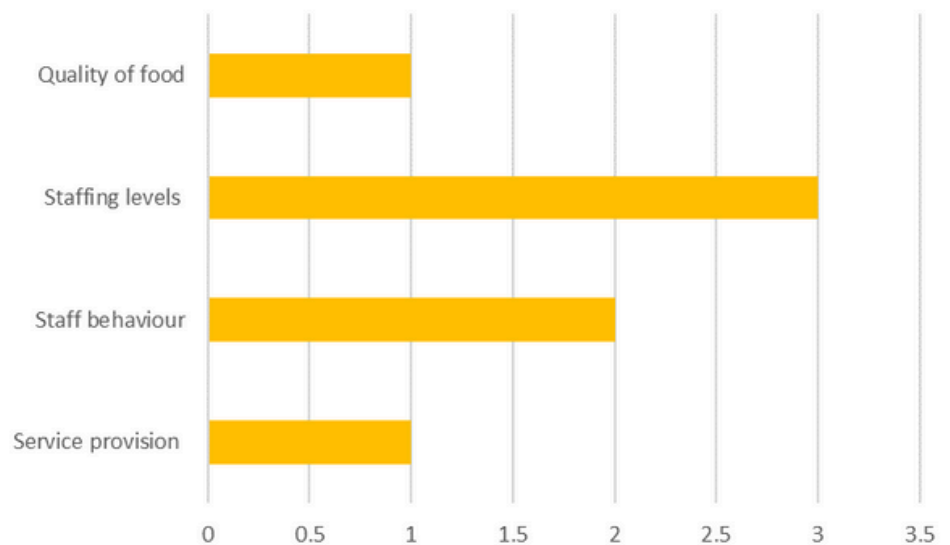
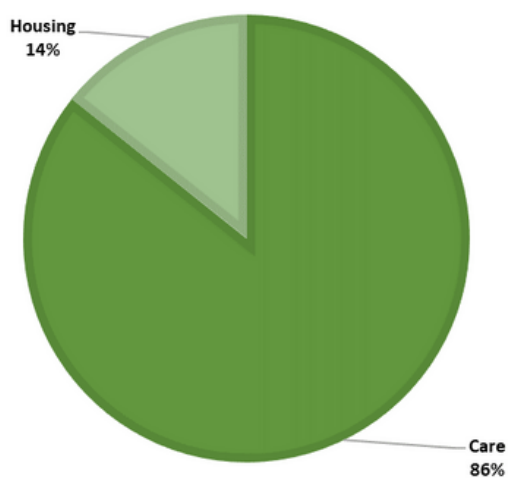


ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT 2023-2024

We received 7 complaints in the year. No complaints were refused.

Complaints were from the following service areas: Complaints by type include:



All but three complaints related to completely separate situations.

Within Housing Services, the one complaint was related to staff behaviour. Within Care Services, of the five complaints received, three related to proposed staffing changes at Yardley Grange Nursing Home, 1 was regarding the quality of food, another was in relation to staff behaviour and the sixth was due to the closure of Greswold House.

Of the 7 complaints received, the 1 in Housing Services was made directly by a resident and the 6 in care were all from relatives of residents.

28.5% of complaints (2) were upheld or partially upheld. Five complaints were not upheld (71.5%).

Two complaints were appealed. One was in care and related to the closure of Greswold House. The other was in Housing and this was about staff behaviour. Neither appeal was upheld.

Lessons Learned

The lessons learned or actions taken as a result of complaints included:

- Staff member received refresher training on the correct processes.
- A new communication process with residents was introduced.
- Improved communication with families.
- Training on reflective conversations with residents undertaken.
- To ensure Executive or Trustee attendance at consultation meetings.

Response from the Board

The Board of YGT welcomed the annual complaints report and the self-assessment against the revised Complaint Handling Code. In addition to this full report with all data for the year, the Board and Committees receive quarterly updates on the volume and nature of complaints alongside information on improvements made as a result. The Board actively monitors these elements and make recommendations as appropriate. Throughout the year, Board members place emphasis and value on visiting schemes and speaking to residents, using identified themes and feedback to inform strategic decisions on how we run the organisation.

We were thrilled to hear that 96% of respondents to our annual housing survey said they were aware that YGT has a formal complaint process and that 98% felt that they can approach YGT staff to raise a concern or complaint.

There have been no findings of non-compliance or reports from the Housing Ombudsman about the Trust during the year.

We as the Board of YGT are proud that our organisation has an open and transparent culture that welcomes all feedback from residents. The Board, Executive and our teams actively seek out residents' views, not just through complaints, and we work to address any issues and make service improvements.

Rev Lydia Gaston
Chair of Trustees