

LYGON ALMSHOUSE

COMPLAINTS

ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT - 2026-2027

A REVIEW OF COMPLAINTS AT LYGON ALMSHOUSE IN 2026-2027

Background Summary

Between 2026 and 2027, I have continued to work diligently to strengthen and rebuild the trust of our residents, ensuring that they feel valued, listened to and confident that their voices will be heard.

Residents know that they can raise a concern or service request at any time and that it will be acknowledged and dealt with promptly. I believe that maintaining open communication and addressing issues at an early stage has been fundamental to building this trust.

As a result of this continued commitment to our residents, we have not received any formal complaints during this period, which is something I am extremely proud of.

We have also completed our first Residents' Feedback Survey, with 25 responses from our 40 flats, representing a 62.5% response rate. The results were extremely positive: 96% of respondents were satisfied overall, including 92% who were Very Satisfied. There were no negative responses across any of the eight questions surveyed. This provides valuable evidence that the work being undertaken is having a positive impact on the experience of our residents.

Our new Board of Trustees is equally committed to supporting both our staff and our residents. Residents are aware that the Trustees are there to listen, support and help ensure that Lygon continues to provide a safe, welcoming and well-managed community.

With trust re-established, open communication encouraged and strong relationships developed between residents, staff and Trustees, we have created a genuinely warm and positive environment at Lygon where our residents can feel secure, respected and at home.

- **Clear Processes:** A transparent system for handling service requests and complaints has been introduced.
- **Efficiency:** Service requests are now resolved within **2–4 days** of notification.

- **Accountability:** All requests are documented in a shared Excel spreadsheet accessible to the entire team.

Results Achieved

- **0 complaints** related to repairs and maintenance.
- **0 complaints** regarding residents' treatment by trustees.
- **0 complaints** on handling anti-social behaviour issues.
- **0 complaints** concerning rents and utility supplies after moving in.
- **0 complaints** on rent management.

Residents' Feedback Survey – supporting evidence

- No negative responses were recorded across any of the eight survey questions.
- 96% were satisfied that they are kept informed about matters important to them.
- 92% were satisfied that the CEO and staff listen to residents and act where appropriate.
- 95.8% of residents who gave a repairs satisfaction rating were satisfied with the repairs service.
- 100% agreed they are treated fairly and with respect (84% Strongly Agree).
- 100% positive response for safety (96% Very Satisfied).
- 96% overall satisfaction, including 92% Very Satisfied.
- 25 responses from 40 flats – a 62.5% response rate.

These outcomes demonstrate that the measures taken have successfully addressed previous issues and created a positive, collaborative environment for residents.

Learning from complaints to improve services

Issue	Learning point
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2026/27 Summary

Following the challenges identified in previous years, Lygon is now in a **much stronger and more positive position**.

Considerable time and commitment have been invested in rebuilding relationships with residents, listening to their concerns and ensuring that they feel respected, valued and confident that their voices are heard. This work has resulted in a noticeable change in the relationship between residents, staff and the Board.

Residents now know that they can raise concerns or service requests openly and that these will be listened to and addressed promptly. The emphasis has been on resolving matters at an early stage wherever possible, which has helped prevent concerns from developing into formal complaints.

The appointment of our new Board, including the Chair and Vice Chair, has also brought a positive and supportive approach to the organisation. Trustees recognise the importance of resident engagement and are committed to supporting both residents and staff.

Our first Residents' Feedback Survey has further reinforced this progress, achieving an overall rating of **"Very Satisfied."** This provides valuable evidence that residents recognise the improvements that have been made and are positive about their experience of living at Lygon.

While maintaining residents' trust and satisfaction will always require continued attention, we are now fortunate to have a **warm, respectful and supportive community**, where residents feel comfortable speaking openly and know that their views matter.

Process and Continuous Improvement

Over the past year, we have continued to strengthen our processes for managing resident service requests, with a clear focus on providing a **prompt, responsive and consistent service**. Staff understand the importance of acknowledging requests quickly, taking appropriate action and keeping residents informed until matters are resolved.

This approach has helped build greater confidence and trust amongst our residents. They know that when they raise an issue, it will be listened to, taken seriously and dealt with as promptly as possible.

Our focus is very much on **early intervention and resolution**. By maintaining open communication with residents and addressing concerns as they arise, we aim to resolve issues before they develop into formal complaints. This approach has been extremely successful, and we have not received any formal complaints during this reporting period.

We continue to review our processes and learn from resident feedback, service requests and our day-to-day experiences. This also extends to the performance of our contractors, where we expect the same high standards of responsiveness, communication and service that we set for ourselves.

The results of our first Residents' Feedback Survey provide encouraging evidence of the progress made. The survey achieved a 62.5% response rate, with 96% overall satisfaction, 100% positive responses for safety and fairness and respect, and no negative responses across any of the eight questions. Our priority going forward is to maintain these standards, continue listening to our residents and identify further opportunities to enhance the service and living environment we

Conclusions:

Restoring Relationships and Governance

Significant progress has been made in strengthening the relationship between our residents, staff and Board of Trustees. The challenges experienced in previous years have provided an important opportunity to review our approach to governance, communication and resident engagement.

With a new Board of Trustees in place, supported by a clear Trustee Code of Conduct and stronger governance processes, we have established a much more open, collaborative and supportive culture across Lygon.

Most importantly, residents now feel **respected, listened to and confident that their voices are heard**. They know they can raise concerns or service requests openly and that these will be taken seriously and addressed promptly. Our open-door approach has helped build strong relationships and enabled issues to be resolved at an early stage.

The results of our first Residents' Feedback Survey provide strong evidence that the changes we have made are having a positive impact. Overall satisfaction was 96%; 100% of respondents felt positively about safety and about being treated fairly and with respect; 95.8% of residents who gave a repairs satisfaction rating were satisfied; and 92% were satisfied that the CEO and staff listen to residents and act where appropriate. No negative responses were recorded across any of the eight survey questions.

We are now in a strong position to build on these foundations. Our focus is on maintaining the trust we have established, continuing to strengthen resident engagement and ensuring that Lygon remains a **safe, welcoming, respectful and happy community** in which our residents feel valued and at home.

We should be easy to contact via telephone on **020 7731 6311** and always reply to an email within 48 hours on working days. We're keen to know if we fall short and we're grateful for any feedback on our complaints process.

Please let us know by contacting the Chief Executive Officer on the above phone number or by email Rosie.Falconer@lygonhouse.org

The Board has a Member Responsible for Complaints (MRC) who has now been appointed to provide additional assurance to the Board on the effectiveness of the Lygon Almshouse complaints system. The MRC and the Board have considered and approved the self-assessment that Charity complies with all aspects of the Housing Ombudsman's Complaint Handling Code 2024.

Throughout the year the Board has challenged the data and information provided to the Board. Lygon Almshouse adopts the Housing Ombudsman's definition of a complaint as any expression of dissatisfaction. This gives the Board assurance that

the staff are recording an accurate volume of complaints, as the Board does not believe that a low volume of complaints would be a positive sign. A new complaints management system has been in place since the Ombudsman introduced the Annual Submission requirement. This has provided the Board with additional assurance on the accuracy of data on complaint handling.

One of the Lygon Almshouse values is that 'we learn'.

Governing Body's Response to the 2026/2027 Annual Complaints Performance and Service Improvement Report

The Board of Trustees of Lygon Almshouses Trust has reviewed and scrutinised the 2026/2027 Annual Complaints Performance and Service Improvement Report and approved its contents. The Board is satisfied that the report accurately reflects the Trust's position, including its complaint-handling performance, lessons learned and service improvements.

The Housing Ombudsman Service

Going forward, we are now including the Housing Ombudsman Service's contact information in all our correspondence relating to services, to actively encourage tenants to use the service or access the Ombudsman service for assistance.

Residents should be aware that you do not have to have a formal complaint ongoing to seek advice and support from the Ombudsman service.

The Housing Ombudsman can be contacted in the following ways:

Web: www.housing-ombudsman.org.uk

Email: info@housingombudsman.org.uk

Post: Housing Ombudsman Service
PO Box 1484
Unit D
Preston
PR2 0ET

Tel: 0300 111 3000

Access to our Complaints Policy and Procedure

Going forward, we now try to ensure that complaints are resolved at the first point of contact, via the Warden and/or the CEO of Lygon Almshouse. If a resident remains dissatisfied, a formal complaint can be made.

Residents can access our Complaints Policy and Procedure and self-assessment against the Code in the following ways:

(a) The **Complaints Officer**:

Name: Mr Christopher Hancock

Telephone number: 02077316311

Address: Lygon Houses Trust, 313 Fulham Palace Road, Fulham, London SW66TH

Email address: Christopher.hancock@lygonhouse.org

(b) The **Appeals Officer** is:

Name: Mr David Morris

Telephone number: 02077316311

Address: Lygon Houses Trust, 313 Fulham Palace Road, Fulham, London SW66TH

Email address: david.morris@lygonhouse.org

Assistance can be obtained by visiting our office or calling us on 020 7731 6311.

On receipt of a formal complaint, the Complaints Procedure will apply.

We will also provide a copy of our Complaints Policy and Procedure to all new residents.

Each year when our Annual Meeting takes place, we will send a copy of our current self-assessment against the Complaints Handling Code to all residents. We will also provide information within our Annual Report regarding complaints.

We will also include information within any services correspondence so that residents know how they can complain.

In addition, the publication of this report and our Board of Trustee's response will demonstrate to residents that we value their perceptions of the services we deliver.