Peter Birtwistle Trust
Supported Housing for Older People in Colne

OFFICE: 14 Keighley Road
Colne
BB8 0JL
TELEPHONE: (01282) 864233
EMAIL: info@peterbirtwistletrust.org.uk
WEBSITE: www.peterbirtwistletrust.org.uk

Peter Birtwistle Trust Annual Complaints Performance and Service Improvements Report 2025/26

Analysis of Complaints for 2025/26

TSM TP09 the percentage of residents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaint handling 100% (2023/24 - 73.3%).

TSM CH01 the number of stage one complaints in the relevant stock type in the reporting year - 3 (2024/25 - 5).

TSM CH02 proportion of stage one complaints responded to within the Housing Ombudsman complaint handling code timescales -100% (2024/25 – 100%).

In the year to 31st March 2026 the trust received 3 complaints. Of the 3 complaints 2 related to property condition, condition of front door, leak from window and the lack of action from previous requests. One resident had reported the fault previously, but it had been missed and then it had become much worse and one resident was dissatisfied with the way we were dealing with her service request. The third complaint was due to dissatisfaction with the outcome of some landscaping.

We have not had cause to refuse to accept any complaints.

There were no stage two complaints and no reports from the Housing Ombudsman.

The trust is a small organisation, and residents are known by name to all members of staff. Complaints are relatively low due to the high importance given to service requests from residents.

There has been a slight decrease in complaints this year. We continue to work hard to raise awareness of the complaints process and reduce any barriers, either real or perceived to residents making complaints.

On reflection we are doing well in the promotion of the complaints process. This is confirmed by the TP09 metric improvement from our residents. We still need to ensure service requests, especially those that are given a 'long term' ranking are not forgotten and that regular reviews take place. Communication between residents and staff, especially keeping residents up to date with progress on repairs and work on gardens and grounds, needs to be given priority.

Service Improvements

We are continuing to improve the complaints process and recently updated our complaints policy in line with the Almshouse Association recommendations.

We are continuing to promote the Housing Ombudsman and continue to include information on an annual basis in the resident's newsletter.

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We are continuing to actively encourage residents to make complaints about services in our day-to-day interactions, explaining that complaints are a positive way to change service delivery, that they can remain anonymous, and they are not 'making a fuss'.

The appointing of the MRC has ensured complaints are overseen by a dedicated trustee. This will ensure complaints are scrutinised and reviewed consistently. The number of Stage One and Stage Two complaints is communicated to the trustee body at each of their meetings which take place five times a year.

Lessons Learned 2025-26

Issue – Lack of Action

The charity received two complaints about lack of action.

Learning Point

Both complaints were initially service requests. We had missed one that had subsequently got much worse and a miss communication meant the second one was also missed as we were under the impression the issue was fixed. We realise how important it is to keep the lines of communication open with residents to ensure problems are addressed before they become a complaint.

Issue – Landscaping

One complaint related to work completed by contractors.

Learning Point

There was a misunderstanding as to what the scope of work would look like. It is not always possible to foresee every eventuality with landscaping. We realise the importance of managing residents' expectations to reduce dissatisfaction.

Publication

The trust's website is now live, the self-assessment, improvement report and trustee statement are available to view. Residents will be informed and given the option of a hard copy via the regular newsletter.

We currently publicise the complaints policy in our Residents' Handbook and regular residents' newsletter. We also publicise the Housing Ombudsman in the Residents Handbook and give all new residents a copy of the leaflet entitled Information for Residents about the Housing Ombudsman's Service.