

Annual Complaints Performance and Service Improvement Report 2025-2026

Background

Newark Emmaus Trust is a local independent Registered Charity that provides temporary supported housing for homeless young people aged 16 – 25 in the Newark and Sherwood Area. Established in 1993 and from 2026 we now provide 43 units of quality supported accommodation and offer 24-hour support 365 days a year and residents have access to a holistic range of support, training and activities designed to break the cycle of homelessness.

Following last year's negotiations for an extension for submissions, policies and procedures have been changed to comply with the code.

Annual Complaints 2025-2026

Newark Emmaus Trust had zero 0 recorded complaints recorded from Residents during the year 1st April 2025 to 31st March 2026.

We had no complaints recorded from any other agencies or officials during the reporting period 1st April 2025 to 31st March 2026

We had no complaints referred from the Housing Ombudsman during the reporting period 1st April 2025 to 31st April 2026.

Annual Service Review 2025 – 2026

Last year we had no complaints due to the nature and values of our organisation and because we are supported accommodation and we deliver intensive support. Residents continue to be seen daily at their homes, and they attend activities several times a week. We conduct Health and Safety checks in their properties usually with them present monthly and we do regular weekly Health and Hygiene checks thus a professional bond with each resident is formed and issues are dealt with as they arise quickly and efficiently.

We continue to ensure residents understand the new complaints process and the complaints policy is explained fully in the induction of a new resident into the project along with an easy read version of the residents handbook and this is followed up with the residents keyworker going through the long version of the residents handbook which includes our complaints policy during the first few weeks of the resident moving in.

We pride ourselves that all service requests are dealt with in a timely manner and these are followed up by the Head of Service and senior support worker, this had enabled us to prevent service requests escalating into complaints, all residents' service requests are dealt with in a professional manner which ends in a speedy conclusion.

Response from James Howlett (Chairman of our Trustees)

I am very pleased to see from the report that we received no complaints of any kind during the reporting year 2025/2026. This is a very good thing, but we are not complacent. Day to day contact

with residents as described above continues. The residents know about the complaints policy and what to do if they have a complaint. The staff and trustees are committed to operating the policy properly and sensitively.



James Howlett
Chairman