

## **Annual Complaints Performance and Service Improvement Report 2023-2024**

### **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 2024 we now provide 41 units of quality supported accommodation and offer 24 hour support 365 days a year and residents have access to an holistic range of support, training and activities designed to break the cycle of homelessness.

Although registered with the Housing Ombudsman we wrongly assumed that as all our homeless residents were Licensees and not Tenants the new complaints code would not apply to the Trust. After making enquires following emails to the Ombudsman we found out this is not the case and we negotiated an extension for submissions so could change policies and procedures and ensure they comply with the code. This has been hard work for a small organisation but has resulted in us having a careful examination at the way our complaints are handled and monitored.

### **Annual Complaints 2023-2024**

Newark Emmaus Trust had zero 0 recorded complaints recorded from Residents during the year 1<sup>st</sup> April 2023 to 31<sup>st</sup> March 2024.

We had no complaints recorded from any other agencies or officials during the reporting period 1<sup>st</sup> April 2023 to 31<sup>st</sup> March 2024

We had no complaints referred from the Housing Ombudsman during the reporting period 1<sup>st</sup> April 2023 to 31<sup>st</sup> April 2024.

### **Annual Service Review 2023 – 2024**

It has come as no surprise to Newark Emmaus Trust Staff that 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 are seen on a daily basis at their homes and attend activities several times a week. We conduct Health and Safety checks in their properties usually with them present on a weekly basis and we do regular Health and Hygiene checks thus a professional bond with each resident is formed and issues are dealt with as they arise quickly and efficiently.

Obviously we have had to have major changes in our procedures to meet the new standards produced by the Housing ombudsman and this has caused us some problems where we have had to think carefully about how we get the new procedures to be adopted by the residents in a format they understand and are comfortable with. For example the previous residents complaints policy was produced in a 5 point process with sad and happy smiley faces which was easy to understand for those with difficulties reading or writing. To ensure residents understand the new complaints process the complaints policy is explained in 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.

All Staff and Trustees have been involved in process of implementing the new complaints process and we recognise that this is just the beginning of ensuring all residents complaints are dealt with in a professional manner which ends in a speedy conclusion.



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**Response from James Howlett (Chairman of our Trustees)**

**I am pleased to endorse this return. We have always had a complaints system with regular reporting to the trustees. The senior management team and Mr Hudson in particular have worked very hard in a short time to bring these procedures into compliance with the new requirements. The board of trustees will be monitoring the performance of the new system in the coming year and beyond.**

Dec 24

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Treasurer Jeremy Blatherwick

Chief Executive Officer Nicola Burley  
Operations & Property Manager/  
Deputy CEO John Hudson  
Finance and Business Manager Jackie Duers

Patrons  
Rt. Revd. Paul Williams; The Bishop of Southwell and Nottingham  
Rt. Revd. Patrick McKinney; The Bishop of Nottingham  
Miss Jean Moore MBE

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