



Abbeyfield Oxford Society Annual Complaints, Performance and Service Improvements Report 2024/25

Abbeyfield Oxford Society is a small housing provider offering sheltered housing for up to eleven elderly residents. During the 24/25 period occupancy levels ranged between 10-11 residents at any one time.

We are committed to providing a high-quality service to residents and others who access our service. We recognise that while most concerns can be resolved quickly and easily, occasionally a formal process is needed. We welcome suggestions and comments from residents, their families and representatives, to help improve the services we provide. Feedback gives us the opportunity to learn about our strengths, understand our weaknesses and is key to ensuring that we consistently meet a high standard of service.

Our Complaints Policy aims to:

- ensure that all complaints are handled promptly, fairly, consistently and confidentially (in line with data protection regulations)
- be clear about who is responsible for complaints at each stage, ensuring that designated individuals are not the subject of the complaint and that, as the complaint is escalated, it is dealt with by a more senior member of the Society. In particular, the Chair will not usually be involved at Stage 1.
- record all complaints and to review how we handled them, in order to drive improvement.
- publish information about complaints handled in our annual report.
- take action to 'put things right' where a complaint identifies that we have failed to deliver a service to the expected standard.

During 24/25 zero complaints were received from AOS residents or their representatives. Whilst this is a pleasing outcome we strive to strengthen our approach to complaint handling and the ombudsman's complaint handling code and self-assessment has aided us with this work by enabling us to review our processes and ensure they are fair and appropriate. Staff work closely with the residents and any concerns are quickly addressed.

AOS Residents are encouraged to offer feedback directly to staff, the society trustees attend the monthly coffee mornings and chat to residents offering further

opportunity for any concerns to be raised. We also have two monthly residents meetings which are very well attended, any concerns shared are then discussed at the corresponding Executive Committee meeting. Annually we hold the Resident Survey. The survey includes the Housing Regulators twelve tenant satisfaction measures questions as well as our own bespoke questions.

This year's survey ran in December. Ten out of ten residents responded. The results revealed satisfaction with the service we provide and with the response to maintenance issues and the quality of the repairs. Residents were satisfied that their landlord listens to their views and acts upon them, The resident meetings were described as useful, clear, helpful and collaborative.

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We feel that we have a robust and well-publicised complaints system. However, we also encourage residents and their sponsors to report issues as they arise and we provide the means for them to do so.

Examples include regular Resident Meetings conducted by a Volunteer or Trustee and reported to Trustee meetings; an annual Resident Survey which is anonymous and again is reported to Trustees, this is also available to residents at resident meetings; monthly coffee mornings to which Trustees and other guests are invited; weekly visits by the Chairman to talk to staff and to listen to and take any necessary action on current problems/concerns.

Overall, a close relationship within the House between residents, staff and trustees is fostered.

Chris Furness
Chairperson Abbeyfield Oxford Society Chairman.