



Annual report for 2025/2026
on complaints performance and service improvements
May 2026

1 Introduction and Context

The Sheppard Trust is a very small housing provider, presently housing 24 residents. Since September 2024 residents have been housed in temporary accommodation whilst a brand-new housing scheme is being constructed. 20 residents are living in accommodation supplied by Birchgrove Life and 4 in accommodation supplied by Greystar.

Birchgrove Life staff are on site 24 hours per day and Greystar have a concierge service 24 hours a day. Sheppard Trust staff visit each site at least once per week and are available by telephone the remainder of the time. As a result the vast majority of issues can be dealt with quickly and informally before any formal complaint is required.

The Trust has worked with residents to help them understand which organisation is responsible for the various services provided, for example by including information in the residents handbook and going through it at resident meetings. Residents are encouraged to raise issues and complaints with the relevant organisation responsible for the service concerned, however the Trust will also accept complaints about any issue and support the resident to obtain a resolution from the organisation responsible.

The Trust welcomes feedback on its services and welcomes complaints as an opportunity to resolve issues, learn and improve services. We expect lower volumes of complaints during this interim housing solution as residents may complain to the housing provider rather than us. However we remain alert to the possibility that low complaints volumes could mean a resident is unwilling to complain, and so continue to provide other opportunities to ensure residents voices are heard including resident meetings and “meet and greet” opportunities to speak with trustees. During 2025/2026 there was also a considerable amount of resident feedback on the new housing scheme sought and offered.

During the year there were no formal complaints received about the services provided by The Sheppard Trust. This is not considered surprising since the Trust was not the main provider of services to the residents, and they had settled down after the move to temporary accommodation. We assisted residents to make one complaint to Birchgrove about the facilities in their flats.

2 Complaints performance summary

	2025/2026	2024/2025	2023/2024
Issues logged as a complaint at stage 1	0	3	1
Complaints upheld at stage 1	0	1	0
Complaints not upheld at stage 1	0	1	1
Complaints withdrawn	0	1	0
Complaints escalated to stage 2	0	0	0
Complaints escalated to the Ombudsman	0	0	0
Complaints not accepted	0	0	0

Type of complaint

	2025/2026	2024/2025	2023/2024
Complaints about maintenance	0	0	0
Complaints about staff conduct	0	1	0
Complaints about a third party temporary accommodation provider	0	1	0
Complaints about the choice of temporary accommodation	0	1	0
Complaints about inaction on a neighbour dispute	0	0	1

Timely handling of complaints

	2025/2026	2024/2025	2023/2024
Complaints dealt with within the timescales in the policy	n/a	100%	100%

3 Learning from complaints and service improvements

As there were no complaints recorded there were no service improvements made directly as a result of complaints in the year.

A number of issues were addressed as a result of other resident feedback, mostly from resident meetings. Residents were consulted on design development, colour choices and the policies and procedures (resident handbook) for the new scheme, and a number of changes were made as a result.

In particular, we amended the process for allocating flats in the new building to existing residents, following their feedback on the proposed process.

4 Engagement with the Housing Ombudsman Service

The Housing Ombudsman's Complaint Handling Code came into effect on 1 April 2024. We made changes to our complaints policy and procedure to ensure that it meets the new code. Our self-assessment against the Code has been reviewed in 2026 and is included as an appendix to this report.

We submitted our compliance declaration to the Housing Ombudsman on time. This includes the annual complaints handling report, a response to the report from the Board, and evidence of publication of the report, our policy and self-assessment on our website. The Ombudsman's office made some comments on our submission and as a result of this we made some minor changes to the self-assessment to explain non-applicable items, and published our full policy on the website.

There were no complaints escalated to the Ombudsman, or findings or reports by the Ombudsman.

5 Reporting to residents

We report on complaints to residents via residents meetings, taking the opportunity to remind residents that we welcome feedback and complaints as an opportunity to improve the service, and reminding them of the procedure. We intend to report to the residents meeting in June 2026.

6 Governance response to this report

The Board of Trustees received and approved this report on 26 May 2026, along with the self-assessment against the Housing Ombudsman Code. The Board noted that there were no complaints in the year. The Board remains alert to the possibility that low complaints levels are not necessarily positive and noted other actions taken to obtain residents' views on the services provided. The Board approved this report and the self-assessment for publication.