

Annual Complaints Performance and Service Improvement Report 2023-2024

Introduction

From April 2024 the Housing Ombudsman Service now requires landlords to produce an Annual Complaints Performance and Service Improvement Report. Previously YMCA St Helens shared performance around complaints with our residents at meetings. We hope this will give you further insight around how we handle our complaints, the types of complaints we receive and the learning and action we take. To produce the content of this report, we have had used the data available to us, however in future we wish to have the wider involvement of our resident groups to help us learn and improve practice. If you have any feedback or suggestions, please do get in touch.

Annual Self-Assessment

The new Complaints Handling Code came into effect from 1st April 2024, and in preparation we have undertaken a full review of our Complaints, and Comments, Compliments and Suggestions Policies to ensure compliance with the new code. The annual self-assessment of the Complaints Handling Code can be viewed on our website. During the completion of the self-assessment it was noted that our Complaints Policy no longer met the revised standards and accordingly has been re-written to ensure compliance.

Complaints Handling Performance 2023-2024

We have received 1 complaint during the last 12 months which was regarding a maintenance issue and was resolved at Stage 1. We have had 6 comments about our catered services which included 2 about additional meals being made available, 3 about the different menu's available and 1 about the quality of food served. While none of these were raised as complaints they were addressed with catering staff and as a result there have been changes within the menu's, and further training for staff.

All complaints raised directly with YMCA St Helens have been accepted during the reporting period.

Housing Ombudsman Service

During the last 12 months the Housing Ombudsman did not issue us with any non-compliance findings with the code. The Housing Ombudsman has not produced an annual report on our performance. No further reports or publications were produced by the Housing Ombudsman in relation to YMCA St Helens.

Service Improvements and Learning

We view complaints as an opportunity to learn and improve services for our residents. As part of YMCA St Helens commitment to this, complaints, learning and progress will regularly be discussed with Operational Managers. We will track complaints learning, action and record using an internal tracker. Here are some examples of how we use feedback to make service improvements;

Contractors / Third Party Providers – A complaint we received related directly to resident experience with the ineffectiveness of a system installed to resolve damp and mould. Where a complaint is received, the third party will form part of the complaint investigation. We have follow-up discussions with third parties as part of regular contractor review meetings to share the learning and set the standards we expect for our residents. We continue to review and monitor these complaints to ensure high levels of service are maintained.

Catered Service - In the reporting period, 6 comments relating to our catered service. This feedback and insight from residents is vital in ensuring high quality services are being delivered.

Board Response

Vice Chair, David Hickman who is the YMCA St Helens Board Member responsible for complaints has been part of the production of this report. This report was shared with the Board of Directors on 22nd August 2024. The board response to this report is as follows; “The board is satisfied that the approach to complaint handling by the association remains a high priority and that we are now compliant with the Complaint Handling Code, evidenced in the self-assessment and Complaints Performance and Service Improvement Report. During the next 12 months we expect to see an enhanced focus on service improvement and learning outcomes from complaints to ensure that YMCA St Helens can continue to demonstrate our commitment to residents.