

Annual Complaints Performance and Service Improvement Report 2025-2026

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 into 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 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 and is currently reviewed on an annual basis or when improvements are highlighted. Following our submission last year, we drafted a new complaints policy that not only met the required standard but combined our two service complaints policies into one policy to make it easier for our customers.

Complaints Handling Performance 2025-2026

We have received 11 complaints during this reporting period:

- 1 of which were Appeals against termination of license or tenancy
- 5 related to staff customer care
- 1 regarding food standard in our catered service
- 1 regarding the application process into our independent service
- 1 regarding shared accommodation and their flat sharer
- 1 complaint against legal action taken against a tenant.
- 1 regarding a security search

All were resolved at stage 1, 9 of which were resolved within the policy time frame for the stage 1 complaint and 2 outside of the time frame due to none engagement from the complainant.

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

We have had 12 comments that highlighted areas we consider needed attention and improvement. These were made as part of an independent, anonymous feedback survey we are unable to feedback to the designated people; However, we have made changes in the areas that have been highlighted:

- 2 regarding a facility to make own food
- 3 asking for refurb/refresh of their accommodation
- 1 cultural insensitivity in the inner community
- 3 regarding staff conduct
- 1 request to have more time with support staff
- 2 lack of move on from our supported service

Housing Ombudsman Service

During the last 12 months the Housing Ombudsman has not issued 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 the Senior Leadership Team (SLT) and the Operational Leadership team (OLT). Complaints, status and update will be shared and discussed at the Quarterly Housing Committee, a Housing specific subcommittee of the Board of trustees to

ensure compliancy oversight. To ensure consistent approach from our front-line staff we hold Quarterly reflections to improve our delivery. We continue to track complaints learning, actions and recordings using an internal tracker.

Board Response

The Vice Chair, David Hickman, who is the YMCA St Helens Board Member with responsibility for complaints, has been involved in the preparation and review of this report. The report was presented to the Board of Directors on 28th July 2026.

The Board reviewed the report and confirmed its commitment to maintaining effective complaint handling arrangements and ensuring compliance with the Complaint Handling Code. The Board was satisfied that the self-assessment and Complaints Performance and Service Improvement Report demonstrate continued compliance and a positive approach to learning from complaints. The Board recognised that further work is underway to strengthen the organisation's policies and procedures and to improve the accessibility of the complaints process for residents.

During the next 12 months, the Board expects to see continued progress in making it easier for residents to raise concerns and provide feedback, while ensuring that learning from complaints informs service improvements and enhances the resident experience. YMCA St Helens remains committed to fostering a culture of openness, accountability, and continuous improvement.