



YMCA ST PAUL'S GROUP

# RESIDENTS' ANNUAL REPORT

2022 - 2023



Here for young people  
Here for communities  
Here for you

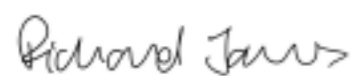
## Introduction from the CEO

Welcome to our 2022-23 residents' report. In the pages that follow you will see the results of the survey, carried out in March 2023, which sought to gather information and opinions on what we were doing well and what we needed to improve. This feedback is important to use as it helps shape our priorities and investment and also help us in our staff training and development. You can see how this has happened since last year in the "You Said, We Did" comments alongside the latest results.

We recognise that the last 12 months have been a challenging period in several YMCA buildings, including, most significantly heating and hot water issues at YMCA Walthamstow. Whilst we do aim to address issues as they arise, we do recognise that these issues have affected how people feel about the place they call home.

On a positive note, during the year, in line with our Customer Charter, we were proud to launch our new Residents Representatives (Reps) panel. This panel, which includes residents from across our YMCA St Paul's Group sites, will help us as we look to review and respond to the feedback and the queries raised. Should you want to know more about the Resident Reps then speak to a member of the Progression Team. We were also pleased to be able to launch our new facilities management system, Job Logic. In the year ahead you will start to see more engagement from us on Job Logic, as well as giving you the ability to feedback on any work we have done for you.

In closing, I thank you for your continuing feedback, we want YMCA St Paul's Group to be a place you are proud to call your home, where you are supported and cared for so that you can realise your potential.



**Richard James**  
CEO



**Helen Brewer**  
Chair



| YOU SAID...  | WE DID...   |
|--|---|
| <p><b>There needed to be an improvement in communication with residents – residents would like further improvements particularly when dealing with our contractors</b></p> | <p>We are looking at various ways to improve our communication with residents including:</p> <ul style="list-style-type: none"> <li>• Investigating a texting portal to inform residents about when contractors/in-house teams can attend to resolve maintenance issues</li> <li>• Using calling cards to let residents know we have been</li> <li>• Developing a new responsive repair IT platform to improve our planning of works and communication with residents.</li> <li>• Attending more resident forums to hear residents' concerns and to provide feedback on actions</li> </ul>  |
| <p><b>You wanted to see more investment going into properties</b></p>  | <ul style="list-style-type: none"> <li>• We will invest £650,000 within our property portfolio. This investment includes new kitchens and bathrooms at Uxbridge, Hanwell, Surbiton (HMOs) and 20 flats in Brookscroft.</li> <li>• We have agreed to recruit an in-house Property Surveyor in 23/24 who will be carrying out property stock condition surveys which will enable us to make further informed investments in the coming years.</li> <li>• We will be working with our energy monitoring partners to establish our energy usage at our sites.</li> <li>• We will be looking at various initiatives to reduce our carbon footprint e.g. energy efficient boilers/pumps, solar panels.</li> <li>• We invested £45k to install LED lights at various sites and more is planned for 2023/24.</li> </ul> |
| <p><b>You wanted to see improvements to the décor of our buildings</b></p>   | <ul style="list-style-type: none"> <li>• We are working with industry experts to provide a Psychologically Informed Environment (PIE) for our residents and team.</li> <li>• As part of our work on PIE, we have started looking at new designs for Wimbledon Hostel. We are hoping to adapt similar works for the other sites in the coming years.</li> <li>• We have budgeted for the year 23/24 to recruit an in-house team of painter decorators to improve the aesthetics of our properties. Our in-house Property Surveyor will help us in prioritising the sites and works required.</li> </ul>  |

We have continued to develop our core teams to ensure we can provide residents with the most effective service:



We have completed reorganising our Maintenance operatives and cleaning operatives in two of our regions. The works are in progress in the 3rd region. This has taken longer than we anticipated due to various challenges.



During 2022/23 we planned to identify and support our staff with skills gaps in areas such as plumbing, electrics, painting and decorating and grounds maintenance so that we can undertake more work in-house rather than depending on contractors. This has proved to be challenging due to vacant positions and recruitment gaps.

We plan to tackle this in 23/24 by working with NVQ/ Apprentice providers to train our team members. We will also be offering this to residents who are interested in learning these skills with a view to potentially becoming part of our in-house repair teams.



Our new Property Management system, Job Logic, was introduced to all our sites this year, enabling us to track and monitor many aspects of our day-to-day and planned repairs work.

## Investing and maintaining our existing homes



We have **1216** homes across the group



**71%** of you were satisfied with the overall quality of your home



Over **550** repair requests were raised each month during the year



**72%** of you were satisfied with the way repairs and maintenance were dealt with

## Keeping you safe



**100%** Compliance in Asbestos, Electric, Fire, Gas, Water and Lifts inspections



**73%** of you feel safe where you live



**33%** of you had experienced Anti-Social Behaviour (ASB) where you live



**645** of you accessed our Chaplaincy service



**300** residents attended Release Counselling



Counselling was provided for **mental health, domestic abuse, violence, addiction** and **general support**



New counselling rooms have been created this year in South Ealing and Wimbledon



We will be training residents to participate in staff recruitment into panels senior positions



## Letting homes and collecting rent



We housed **1,595** residents across our **35** sites



**94%** of our properties were occupied



**338** positive 'move-ons'



**110** moved into the Private Rented Sector (PRS) property



**70** moved onto a secure or assured tenancy with a local authority or housing association



**2** moved into sheltered accommodation



**9** moved back to their previous home



**44** into different supported housing



**91** moved to live with family or friends



**12** of our residents moved out so they could attend University

### In 2022/2023:

- ▶ Our Progression Team was formed in September 2022 to support the delivery of education, training, employment and volunteering as well as community activities to all residents
- ▶ There has been a full timetable of sessions for residents since January 2023 across our housing schemes
- ▶ The team has worked with **674** different residents through over **1000** sessions to include;
  - Tenancy Management & Money Management
  - Workshops on benefits, budgeting & debt management
  - Employment Skills & Volunteering Opportunities
  - Move On Advice
  - Driving theory practice
  - Health & wellbeing
  - Art & Craft, drama, gardening & music sessions
- ▶ Informal celebrations have been organised for the Jubilee, World Earth Day and Black History Month
- ▶ To further support move on, we have recently received funding from Land Aid to fund a 'Future Fund'. This fund supports residents who are already in work or want to go to work to cover the gap in benefits caused by working so that they can save for a privately rented move-on. The fund will also gift half the deposit. The Progression Team supports residents with job search/ budgeting/move-on support with the first residents starting the scheme in May 2023
- ▶ For all our residents who have had individual Outcome Stars, residents' current star values reflect a positive direction with an average scoring of 7.7 (out of 10) across the measures

## Building for the future



### YMCA Wimbledon

This year has seen the successful ongoing development of the New YMCA Wimbledon. The project will see the delivery of a new building and improved building efficiencies and noise reduction that new construction techniques bring into play. It will also provide:

- additional dwellings
- improved communal spaces in the living areas
- improved social spaces for the delivery of service
- new service equipment
- increased staff training and essential key stakeholder engagement

This means that the building, services, and staff are now in the opportune position to provide the best services YMCA St Paul's Group can offer.



### Bringing our Psychologically Informed Environment (PIE) to life

The collaborative nature of the Wimbledon development has provided us with the perfect opportunity to engage with core elements of PIE, therefore ensuring that we have listened, understood, and delivered a substantial project in line with our organisational values.

#### YOU SAID...

**The buildings are old and the décor is dated**

#### WE DID...

- We will be working with residents and an interior designer to improve the décor of our new Wimbledon hostel in line with PIE principles

## Involving and Listening to you



**78%** of residents were satisfied with how we keep them informed about decisions that affect them



**71%** of residents were satisfied that they have a say in the way their service is run



**326** residents gave us feedback for our annual survey



There were **34** housing complaints in 22/23, down **40%** from 57 housing complaints in 21/22

There was an **increase** in compliments in housing

**38%** were satisfied with the complaints procedure

We had **two** Ombudsman complaints - *no maladministration*

### During the year we:

- Developed a resident action plan
- Recruited our new YMCA St Paul's Resident Representatives (reps) Group
- Held our very first YMCA St Paul's Group's Resident Reps meeting in March 2023. With 15 reps from across our different sites coming together to collaborate, celebrate and comment on the work of the YMCA as well as think about how we can change and improve. This was just one part of our resident engagement action plan which is built on our customer charter.

#### YOU SAID...

**38% of you were happy with our complaints procedure**

#### WE DID...

- We have reviewed staff communications around complaints
- We have reviewed where and how complaints correspondence is recorded and we will be moving to a new system (Inform) in 23/24
- Weekly drop-in sessions continue to be offered to all service managers, and reminders to update, acknowledge or respond to complaints which include timelines are also sent weekly.

# Supporting you and our communities



Every resident has access to an allocated Housing Support Officer



**79%** of residents told us that they were very satisfied with the support they receive



**74%** of residents said the YMCA supports them to make positive changes in their life



## Merton Citizens Partnership

Partnership work has developed between YMCA Wimbledon and Merton Citizens, with training designed by YMCA residents and staff specifically for Council staff on how to communicate with those who are experiencing homelessness, which was endorsed by Council Leaders. Citizens Meetings are now being regularly attended by YMCA resident representatives.

We have recently been approved as an AQA Unit Award Centre which will allow us to offer accredited programmes and tie accreditation to our workshops.

## Resident Engagement and Empowerment:

- ▶ All sites have regular resident meetings, where you can find out about the latest news in your site and up-and-coming opportunities, meet your neighbours, and have your voice heard.
- ▶ We have Resident Representatives at all our sites, their role is to represent the views of residents who access housing and support services at the YMCA St Pauls Group. To find out more information, please speak to a member of the Housing, Care and Support team.

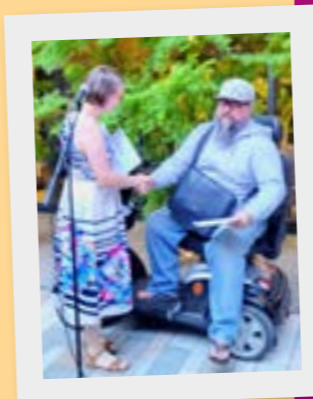
View our Resident Timetables here: Residents' Page - YMCA St Paul's Group ([ymcastpaulsgroup.org](http://ymcastpaulsgroup.org))

## Do you want to get involved and help shape our services?

[Click here to find out more](#)

## Chaplaincy Team

- ▶ **645** residents accessed our Chaplaincy service in 2022-23 for support with a range of issues that included mental health, domestic abuse, violence, and addiction as well as more general support.
- ▶ We are implementing our Psychologically Informed Environment (PIE) so that our services are designed and delivered in a way that considers the emotional and psychological needs of residents and staff working in them.



## Progression Team Support

The Progression Team provided Life Skills such as:

- Budgeting & Independent Living Skills
- Employment Skills
- Personal Development
- Basic Skills
- Support finding courses & employment
- Social activities
- First Aid course for residents.
- Health & Wellbeing Days.
- Arts & Crafts
- Drama
- Gardening
- Music

## Counselling Team

- ▶ Delivered **1019** Counselling sessions during the year
- ▶ Delivered **360** Counselling sessions to our residents

## Accumulate Scholarship

SH was a creative young person who suffered with multiple complex health conditions, these conditions were starting to affect his mental health as SH's opportunities were limited. The Progression Coach encouraged him to participate in a creative art course held in central London, which would encourage SH to meet new people and express himself through art. SH participated in Accumulate's 6-week Creative Art course and completed it successfully earning a Certificate of achievement. SH was granted an opportunity to have his work showcased at Accumulate's Utopia Exhibition. As a result of completing this course, SH was awarded a scholarship to a fully funded Access HE Course in Design & Digital Media at Ravensbourne University London.

Two residents have gained employment on the YMCA Wimbledon building site by attending the employment sessions.

## Tree Planting at Hawker and Walthamstow

In celebration of Queen Elizabeth's Platinum Jubilee, we selected to work with The Queen's Green Canopy to plant trees to increase and protect the native tree cover. Through consultation with residents, they selected the YMCA Hawker and YMCA Walthamstow as these sites have the greenest space for this workshop. we planted the trees on 08 December 2022. We are now at the protecting stage to ensure the trees get lots of love and care.



## Advocating on our residents' behalf



### In 2022/2023:

- ✓ **Our Residents attended the Houses of Parliament** to attend the All-Party Parliamentary Group (APPG) for Youth Affairs to share their thoughts on the barriers to getting into meaningful employment.
- ✓ **We submitted feedback and resident responses to the APPG for Youth Affairs** to help shape their final recommendations.
- ✓ **Progression Coach and Youth Ambassador, Martin, was awarded the Unsung Hero Award at LandAid's annual awards event** for his work campaigning for genuinely affordable housing and raising awareness of our residents' experiences.
- ✓ **We invited a host of local VIPs and Stakeholders**, including Cllr Eleanor Stringer, the Mayor of Merton, and Cllr Paul Kohler to attend our topping-out ceremony at YMCA Wimbledon
- ✓ **Hosted the Mayor and Mayoress of Kingston to Surbiton** to see our community work in action and meet with our teams.
- ✓ **Engaged with Rachel Blake MP and Sarah Owen MP at Labour's Housing Group** to discuss ending homelessness, where Progression Coach, Martin spoke about his experience of homelessness.
- ✓ **Hosted Rupa Huq MP at YMCA South Ealing** to visit our Community Café, meet the team and hear how the energy crisis was affecting our residents and services.
- ✓ **We welcomed James Murray MP** to our supported housing scheme for mothers and babies in Northolt to see the support we provide and also to meet our residents and understand their move-on needs.
- ✓ **James Murray MP also visited Rectory Park** to see our youth work in action at our Friday Night Football session.
- ✓ **We welcomed Bishop Richard Cheetham at YMCA Wimbledon** to say goodbye to the teams before his retirement.
- ✓ **Youth Ambassador Martin attended the Labour Party Annual Conference** alongside YMCA England and Wales
- ✓ **We responded to the consultation proposals** to regulate accommodation for 16 & 17-year-olds via Ofsted
- ✓ **Welcomed Stella Creasy MP's team** to Walthamstow Young Person's Project
- ✓ **Engaged John McDonnell MP** in the fundraising for youth work in West London
- ✓ **Hosted visits from Bishop Richard (Kingston) and Bishop Lusa (Willesden)**



## Value for Money

**[CLICK HERE](#)**  
to view our  
statutory accounts

