

# Annual Complaints Performance & Service Improvement Report 2024/25

## 1. INTRODUCTION

YMCA St Paul's Group is committed to ensuring that there are effective means to review, respond and act on complaints in relation to our service delivery and providing services that meet the standards agreed with customers (including residents, service users, young people and stakeholders).

Through the implementation of our [Complaints Handling Policy](#), we aim to address situations where we do or do not meet expectations and need to understand, learn and identify how we can improve our services.

In relation to our landlord services, the Housing Ombudsman's Complaints Handling Code 2024 (the Code) sets out requirements which all landlords must follow by law. One of the key requirements of the Code is that we issue an annual report on our complaints performance and service improvements made as a result of the learning from the complaints. Whilst the Code only looks at our landlord services, we feel it is important that all our complaints handling is reviewed annually, so this annual report sets out our performance in relation to complaints received across all our services.

As a regulated social landlord we are also required to collect and submit annual Tenant Satisfaction Measure data (TSMs) to the Regulator of Social Housing. Complaints data forms part of this annual TSM submission.

In addition to the Code and the TSMs, our own Customer Charter also sets out our commitment to our customers that we will ensure they have access to the information they need to make informed decisions and hold us to account. This report forms part of this commitment.

This report covers:

2. **Performance:** a qualitative and quantitative analysis of our complaint handling performance including a summary of the types of complaints we have refused to accept;
3. **Service Improvement:** the service improvements made as a result of the learning from complaints;
4. **Housing Ombudsman:** any findings of non-compliance with the Code by the Ombudsman and any annual report about the landlord's performance from the Ombudsman as well as any other relevant reports or publications produced by the Ombudsman in relation to our work
5. **Annual Self-Assessment against the Code:** a link to the annual self-assessment against the Code to ensure our complaint handling policy remains in line with the Code's requirements;
6. **Our Board's response to this report:** our board have reviewed this report and the self-assessment, and in line with the code, provided a response.

2. PERFORMANCE

2.1 Number of Complaints Received

All Services

From 1 April 2024 – 31 March 2025 we received the following number of complaints across all our services:



Compared to previous years, this shows an increase in number of complaints received:

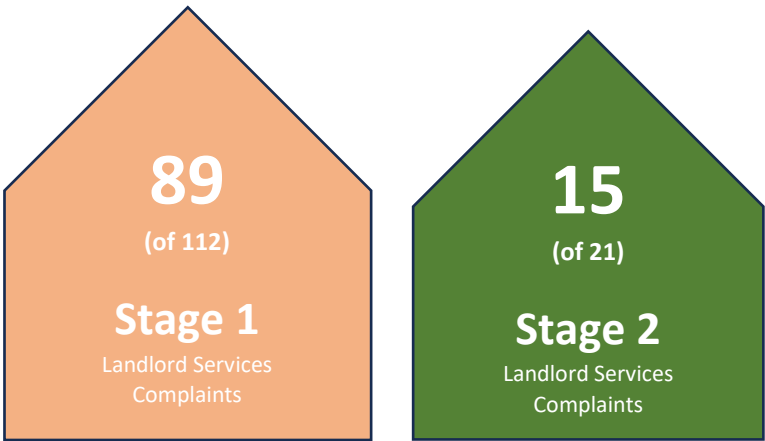
Table 1

	Annual 21/22	Annual 22/23	Annual 23/24	Annual 24/25
Complaints All Stages & All Services	88	112	92	133

Some of this increase is attributed to increased awareness raising of the complaints process as well as some property related issues in one location.

Landlord Services only

Of the 112 x Stage 1 complaints received, 89 were in relation to our landlord services (so made by a resident customer in relation to the services they received from us as a landlord). Of the 21 that were escalated to Stage 2 complaints, 15 were in relation to our landlord services.



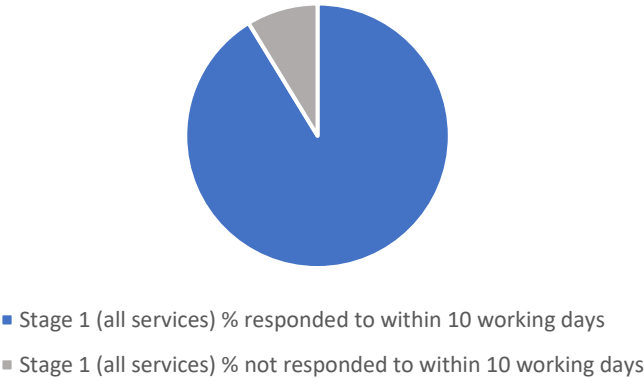
2.2 Complaints Handling Response Times

All Services – Stage 1

Of the 112 x Stage 1 Complaints received across all services, 103 were due a response during the period and 94 were responded to within 10 working days. This represents 91%.



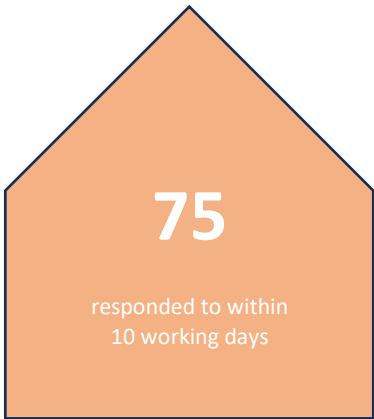
Stage 1 - All Services



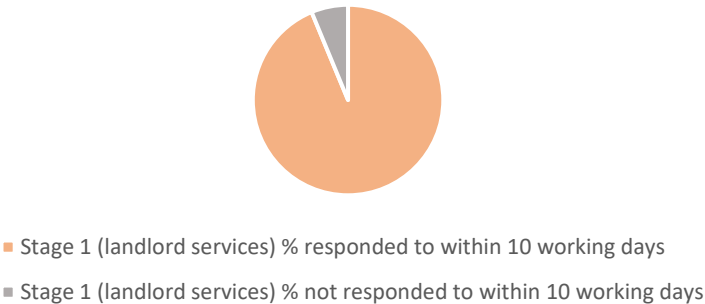
Landlord Services Only – Stage 1

Of the 89 x Stage 1 Complaints received in relation to our landlord services, 80 were due a response during the period and 75 were responded to within 10 working days which equates to 94% responded to in time.

The **Tenant Satisfaction Measure (TSM)** is calculated slightly differently (see footnote)<sup>1</sup> and for **CH02** – Complaints Responded to within Complaint Handling Code Timescales - our performance was **84% for 24/25**



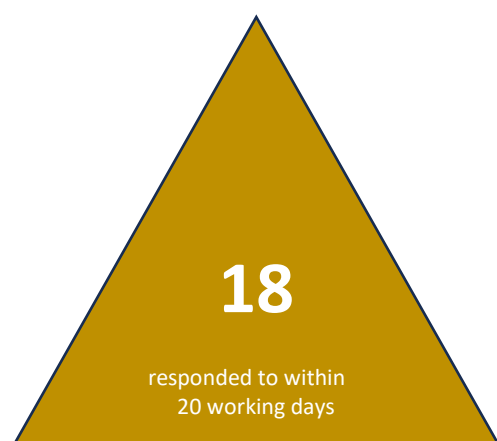
Stage 1 - Landlord Services



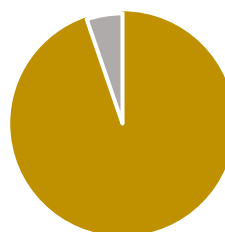
<sup>1</sup> CH02 is calculated on the basis of ALL complaints received during the reporting year (not just those responded to in time), divided by the number of complaints made by tenants in the relevant stock type during the reporting year. Multiplied by 100.

## All Services – Stage 2

Of the 21 x Stage 2 Complaints received across all services, 19 were due a response during the period and 18 were responded to within 20 working days. This represents 95%.



Stage 2 - All Services



- Stage 2 (all services) % responded to within 20 working days
- Stage 2 (all services) % not responded to within 20 working days

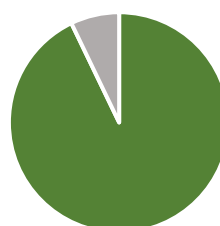
## Landlord Services Only – Stage 2

Of the 15 x Stage 2 Complaints received in relation to our landlord services, 14 were due a response during the period and 13 were responded to within 20 working days which equates to 93%.

As with Stage 1, the **Tenant Satisfaction Measure (TSM)** is calculated slightly differently (see footnote)<sup>2</sup> and for **CH02 (part 2)** – Stage 2 Complaints Responded to within Complaint Handling Code Timescales – our performance was **87% for 24/25**.



Stage 2 - Landlord Services



- Stage 2 (landlord services) % responded to within 20 working days
- Stage 2 (landlord services) % not responded to within 20 working days






Our policy clearly sets out (in line with the Code) that we will respond to all complaints received within 10 working days for Stage 1 and 20 working days for Stage 2 and we are disappointed that our performance for 2024/25 still fell behind our 100% target, however, we are proud that the performance in 24/25 was a significant improvement from 23/24.

<sup>2</sup> CH02 is calculated on the basis of ALL complaints received during the reporting year (not just those responded to in time), divided by the number of complaints made by tenants in the relevant stock type during the reporting year. Multiplied by 100.

A target of 100% is challenging and in line with the best performing organisations across the country. However, we firmly believe it is important to continue to strive for excellent performance in this area.

2.3 Types of Complaints Received

The 112 x Stage 1 and 21 x Stage 2 complaints received can be broken down as follows:

	Stage 1	Stage 2	Service the complaint was about
	89	15	Landlord Services
	6	1	Children, Youth & Families
	14	5	Health & Wellbeing
	3	0	Non-housing related property services
	0	0	Corporate Services



Landlord Services

The complaints we received in relation to our landlord services were across a number of different themes.

Repairs

41 complaints or stage 2 escalations received were in relation to repairs & maintenance, our handling of repairs, outstanding repairs, or other property related matters such as contractor performance/ behaviour.

Staff

Another theme during 2024/25 was complaints received in relation to staff attitude and support (or lack of support). This included dissatisfaction over support in relation to arrears management, moving on from the YMCA and other housing management support matters. 53 complaints or stage 2 escalations were regarding staff attitude or behaviour and lack of support or dissatisfaction with the support provided.

## Compensation Claims

The third theme for complaints raised by our residents was in relation to seeking compensation. This included noise, smoking of cannabis and littering. 9 x compensation claims were raised during the year. The majority of these claims were in relation to damaged resident belongings after flooding in their building and 8 x of the 9 claims were upheld and paid.



## Children, Youth & Families

### Softplay

The majority (5) of the complaints received in relation to our Children, Youth & Families services were all about the softplay centre we operate in Kingston and some changes we had implemented to the party bookings at the centre.

### Other Service Delivery

One complaint was in relation to the service being delivered at our nursery.



## Health & Wellbeing

### Facilities

The main theme for complaints received in relation to our Health & Wellbeing Services (which covers gyms, fitness and group classes, swimming, catering & counselling) was dissatisfaction with the facilities.

### Staff

Another theme for complaints received in relation our Health & Wellbeing was staff behaviour/ attitude or response.



## Non-housing related property services

### Other Service Delivery

The 3 complaints received had no particular theme and were across a number of service delivery issues including steam room not working and cleanliness.

## **2.4 Complaints Not Accepted**

During 2024/25 we refused to accept a number of repeat complaints raised by one individual, who had exhausted our complaints process in relation to this particular matter over 3 years ago but continues to log repeat complaints on a regular basis. We no longer accept these complaints in line with our policy and the individual has been advised of this (and continues to be reminded of this), but we still did receive and refused to accept 5 x repeat complaints during 2024/25.

We also refused to accept 2 x repeat complaints from a current resident who had exhausted our complaints process. He was reminded of his right to contact the Housing Ombudsman throughout the process.

One complaint was not accepted due to the eviction proceedings having already started but the resident was supported with her concerns.

## **3. SERVICE IMPROVEMENTS**

Throughout the year we reviewed complaints and what we could have done differently to stop them from arising in the first place, or what we could and should do differently in the future. We value complaints and see them as an opportunity to learn and improve.

### **Communication & Customer Service**

A key learning during the previous year was that some staff needed additional training around customer service and how to better communicate with our (in some cases vulnerable) residents. We worked with residents in putting together a Compassion Focused Customer Service training package, which included real feedback from residents on how certain interactions with staff had made them feel. This training was rolled out during 24/25.

We also learned during the year that we needed to get better at communicating across departments, to ensure residents had up to date information at appropriate times, in particular in relation to property related works.

### **Complaints Administration & Monitoring**

Most importantly, we continued to improve our administration and monitoring of complaints. The Complaints Officer now checks all letter and is in charge of all correspondence, to ensure consistency and adherence to timeframes.

Our Resident Reps now receive quarterly reports in relation to our complaints handling and were able to challenge us throughout the year, if they felt that what was happening on the ground, was not reflected in our statistics.

## 4. HOUSING OMBUDSMAN

On 31 March 2025 we had one live case with the Housing Ombudsman awaiting for a case worker to be appointed to the case. This was the only case we are aware of that was referred to the Ombudsman during the year which was taken on by the Ombudsman.

During 2024/25 the Housing Ombudsman had not made any findings of non-compliance with the Complaints Code against us and there was no annual report about our performance or any other relevant reports or publications produced by the Housing Ombudsman in relation to our work.

## 5. ANNUAL SELF-ASSESSMENT

In line with the Housing Ombudsman Complaints Handling Code we have completed our annual self-assessment against the code which is available on our website and can be found on the complaints page in our 'Contact Us' section:

<https://ymcastpaulsgroup.org/complaints/>

## 6. BOARD RESPONSE

As a Board, with the support and scrutiny of our Member Responsible for Complaints (MRC), Performance Committee and Resident Representatives Committee we have reviewed and noted our self-assessment against the Housing Ombudsman Complaint Handling Code (2024). We believe it provides a true reflection of the Charity's approach to meeting the requirements of the Code.

We have also reviewed and discussed this report. The year was a journey of improvement and with the necessary focus, as identified in the last report, we were able to achieve 100% response rate by Q4 2024/25.

Throughout the year we worked with our Resident Representatives Committee (RRC) to ensure residents' awareness of the formal complaints process was raised. The RRC scrutinised our complaints statistics quarterly and their challenge and feedback helped further improve our complaints handling processes.

For the year ahead, we will focus on lessons to be learned from complaints received, ensuring that identified improvements or training requirements are implemented effectively and in a timely manner. We will also continue to monitor all our sites, listening to the silences, ensuring that all our residents know how to raise their concerns with us. Where we haven't heard anything from residents within certain sites for an extended period of time, we will look to further raise awareness of the process to do so. We will do this with the support and challenge of our Resident Representatives Committee.