YMCA Here for young people Here for communities Here for you

YMCA ST PAUL'S GROUP

Resident Survey Feedback 25/26

You said...

We will...



Communication to be improved

- Ensure up to date information is available on your noticeboard
- Review the Resident's section of our website and get your feedback on what can be improved via the Resident Rep Committee
- Improve the frequency of our newsletters and increase the ways that you can access this information
- Broaden our range of communication methods such as translation and review key documents and policies and look at ways in which these can be translated
- Ask you ways that our services can be improved and to let you know what we have changed as a result of your feedback
- Create more easy reads of key documents
- Develop our systems over the next year to keep you better informed about the progress of your repairs

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You want a better experience when you make a complaint

- Keep you informed about your complaint
- Communicate the learning from complaints through newsletters, house meetings and on our website, so you know what we are changing
- Create customer surveys to gain your feedback on your experience with complaints
- Train frontline staff to recognise, respond to and appropriately escalate resident dissatisfaction
- Provide more information on what a complaint is versus a service request

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Repairs can take too long to be completed

- Provide greater clarity on how we categorise repairs and the timeline to address the issue
- Review why some repairs are taking too long and use the findings to identify and implement improvements to reduce delays
- Check any outstanding repairs to identify delays
- Look at creating appointments at different times
- Keep you informed if we are expecting delays
- Ensure we can provide appointment times for your repair



To improve your experience with anti-social behaviour (ASB) and how we deal with this

- Publish our ASB easy read document on our website and look at ways in which this can be translated
- Share ASB incident figures quarterly at local meetings
- Refresh staff training on ASB procedures
- Improve communication with residents about outcomes

Remember, you can always raise a complaint about any aspect of our service through email, **complaints@ymcaspg.org** or by scanning this **QR code**