

# Annual Complaint Performance and Service Improvement Report 2023 – 2024

## Introduction

At YMCA Leicestershire, we are committed to provide a high level of supported accommodation to young people in Leicester, Leicestershire and Rutland. We have been providing supported accommodation since 1996.

We strive to ensure that our accommodation provides a safe welcoming environment that is underpinned by highly qualified staff, high quality accommodation with specialist support where required. We recognise that young people we work with who are in care or leaving care will have often faced various levels of trauma, rejection, neglect, violence and isolation. It is our intention that the young people who live with us have a positive experience and are supported to transition successfully into adulthood and independence.

## Qualitative and quantitative analysis of the landlord's complaint handling performance

YMCA Leicestershire recorded 0 complaints between April 2023 – March 2024. No comparison data is available for period 2022 – 2023, due to changes within the Executive Team, the implementation and policy changes required to meet Ofsted regulations and the changes to complaint definition and procedures to meet the Housing Ombudsman Complaint Handling Code.

## Non-compliance with the Code by the Ombudsman

No complaints were sent to the Housing Ombudsman

## Service Improvements

- New policies and procedures have been communicated to all the housing team. This will promote a positive culture and better understanding for staff when responding to expressions of dissatisfaction or complaints.
- The new policies and procedures will promote more understanding and confidence for residents when expressing dissatisfaction or making a complaint.
- Residents complete the Young Person's Feedback Questionnaire every 6 – 12 months. This will identify service improvements and highlights what is working well.
- There will be a review to scrutinise the stages within the complaints procedure to bring this in line with the Housing Ombudsman Complaint Handling Code.

## YMCA Leicestershire's Board of Trustees Response

At a Trustees' Board Meeting on 10 September 2024, the Board unanimously agreed to the content of the Self-Assessment documentation.