

Annual Feedback Performance & Service Improvement Report 2025/26

1. INTRODUCTION

- 1.1 Our mission is to create places where young people can belong, contribute and thrive. At YMCA South Midlands, we take every complaint seriously, regardless of how it is received, and value every compliment. Feedback from our residents and service users helps us to learn, improve our services and ensure their voices are heard.

Our Feedback Policy reflects the requirements of the Housing Ombudsman's Complaint Handling Code, which became statutory in April 2024. We have now completed our third annual self-assessment against the Code. This year, we have seen a significant reduction in the number of complaints recorded compared with the previous year. We remain committed to creating a positive culture around feedback, where complaints and compliments are valued as opportunities to learn, identify areas for improvement and make meaningful changes to the services we provide.

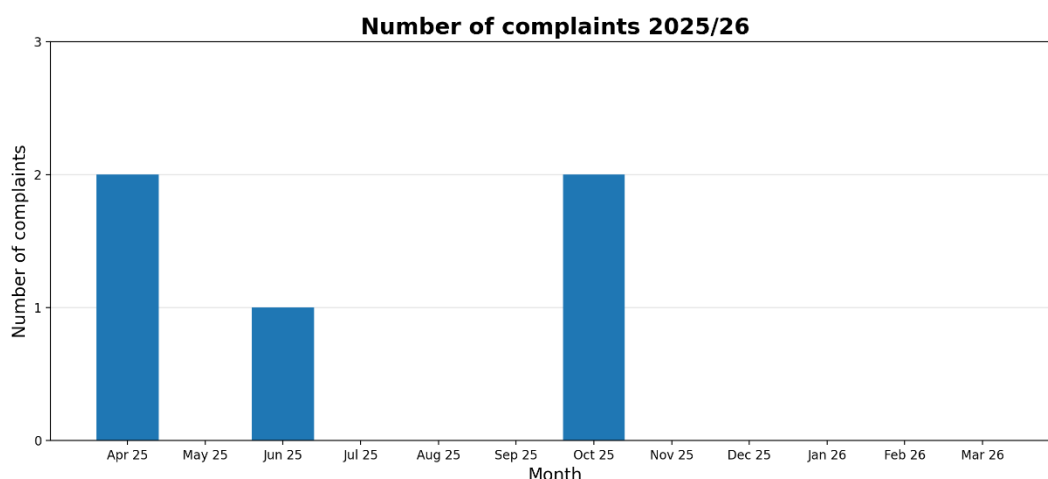
2. NUMBER OF COMPLAINTS

- 2.1 A total of 5 formal complaints were received through our Feedback Policy during 2025/26, a significant decrease from the 66 complaints received in the previous financial year. In addition, 4 complaints relating specifically to staff were received and managed directly by HR through the appropriate internal process. We believe the introduction of our Resident Forum has contributed significantly to this reduction. The forum provides residents with a regular opportunity to raise concerns, discuss issues directly with staff and receive responses in real time. This has enabled us to identify and address concerns at an earlier stage and, where possible, resolve issues before they develop into formal complaints.
- 2.2 The Resident Forum has strengthened communication between residents and staff and provides an additional accessible route for residents to have their voices heard. Alongside this, amendments made to our Feedback Policy and staff training have continued to ensure that residents understand how to make a formal complaint when they wish to do so.
- 2.3 The five formal complaints received during 2025/26 covered a range of individual issues, with no single issue resulting in multiple complaints. The complaints related to visitor arrangements and access to activities and day

outings, adherence to visitor and fire safety procedures, difficulties contacting and receiving responses from the Out of Hours service, a blocked toilet requiring an emergency plumbing response, and the smell of cannabis from a neighbouring property at our Whitehouse provision.

2.4 Unlike the previous financial year, there were no significant or recurring service issues that resulted in multiple residents raising the same formal complaint. Complaints received during 2025/26 related to a small number of individual issues across different areas of the service, rather than highlighting any widespread or systemic concerns. This is a positive change from the previous year and indicates that issues identified through feedback are being addressed and used to inform ongoing service improvements.

2.5 Of the five formal complaints received, four were raised directly by residents and one was received anonymously. All complaints were considered and investigated in accordance with our Feedback Policy.



2.6 Complaints were received during three months of the year, with two complaints received in April, one in June and two in October. No formal complaints were received during the remaining nine months of 2025/26.

2.7 There was no recurring issue or significant event that resulted in a high number of complaints during the year. The five complaints related to a range of individual matters, demonstrating that there were no clear trends or patterns of repeated service failure identified through formal complaints during 2025/26.

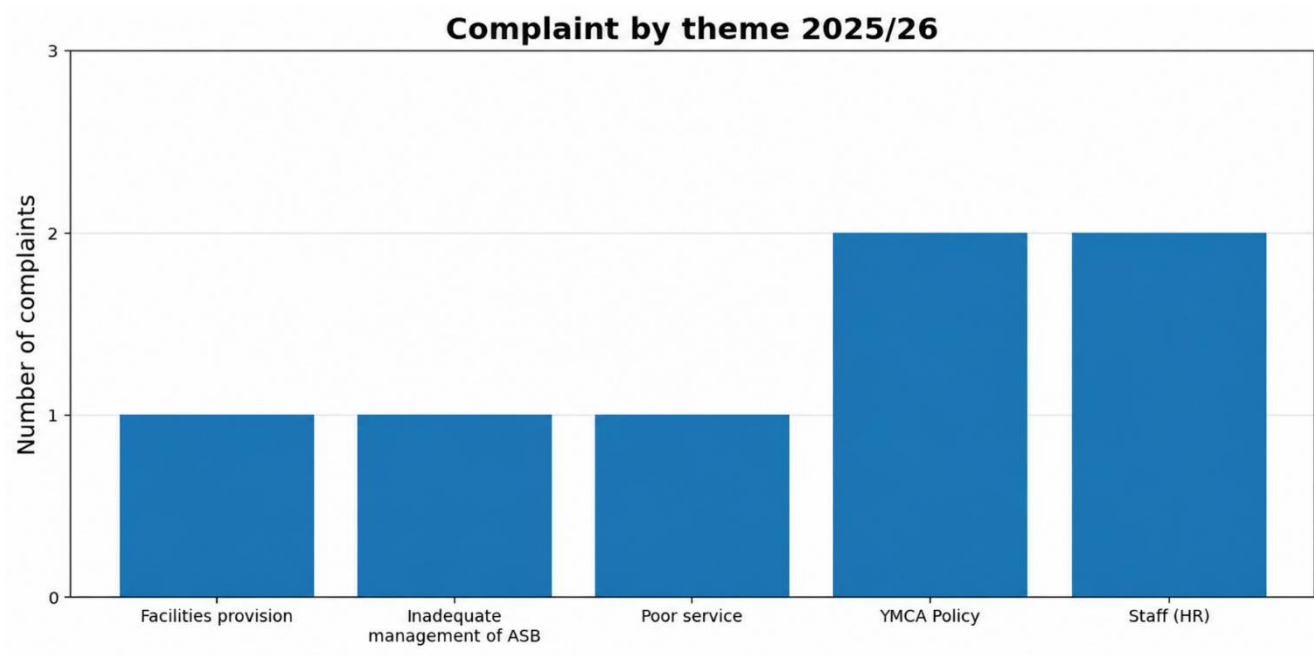
2.8 No complaints were raised to Stage 2

3. COMPLAINT RESPONSE TIMES

- 3.1 Our response timeframe is set out in our Feedback Policy, which meets Housing Ombudsman guidelines. Unless we inform the complainant that an extension is necessary to fully investigate the matter, then we must acknowledge the response within 5 working days and respond within 10 working days after the acknowledgement has been sent.
- 3.2 In 2025/26, **100% of complaints (5) were responded to within our required response timeframe.** This represents an improvement from 2024/25, when 92% of complaints were responded to within the required timeframe.
- 3.3 No complaints exceeded the required response timeframe during 2025/26. This improvement reflects the measures introduced following the previous year's review, including improved complaint recording and monitoring to ensure complaints are acknowledged, investigated and responded to within the timescales set out in our Feedback Policy.

4. COMPLAINT BY THEME

- 4.1 The complaints can be broken down into four key themes.



- 4.2 The theme that received the most complaints was YMCA Policy, with two complaints received. One related to visitors being permitted to attend activities

and day outings, while the other was an anonymous complaint regarding adherence to YMCA's visitor and fire safety procedures.

- 4.3 One complaint related to Facilities provision, concerning a blocked and slow-draining toilet. The issue was initially attended to by on-site staff before being escalated to an emergency plumber, who identified wet wipes as the cause of the blockage.
- 4.4 One complaint related to Poor service, concerning difficulties contacting our Out of Hours service. The resident reported that previous concerns raised by text had not received a response and that telephone calls were not always answered promptly.
- 4.5 One complaint related to Inadequate management of ASB, concerning the smell of cannabis coming from a neighbouring property at our Whitehouse provision. This complaint highlighted the challenges of responding to ASB concerns involving neighbouring properties outside of YMCA's direct management.

5. SERVICE IMPROVEMENTS

- 5.1 All complaints are considered to assess whether any service improvements could be made in response to the complaint. Where service improvements are identified, this is communicated to the complainant as part of the response.
- 5.2 Service improvements this year are listed, by theme, in the table below:

Complaint Theme	Complaint	Response	Service Improvement
YMCA Policy	Visitors being allowed to attend activities and day outings	The concern was reviewed and the arrangements for visitors attending YMCA activities and outings were considered.	Visitor arrangements for activities and outings to be clarified and communicated consistently to residents and staff.
YMCA Policy	Anonymous complaint requesting that visitor and fire safety policies are followed	The concerns raised were reviewed against YMCA's visitor and fire safety procedures.	Staff reminded of the importance of consistently following visitor and fire safety procedures.
Facilities provision	Blocked/slow-draining toilet	On-site staff attended initially before the issue was escalated to an emergency plumber. The blockage was subsequently found	Residents to be reminded of what should and should not be disposed of through toilets to help prevent avoidable blockages. made to our CRM.

		to have been caused by wet wipes.	
Poor service	Resident reported unanswered calls and text messages to the Out of Hours service	The resident's concerns regarding communication with the Out of Hours service were reviewed.	Out of Hours communication arrangements to be reviewed to ensure calls and messages from residents are responded to appropriately and concerns are recorded and followed up.
Inadequate management of ASB	Cannabis smell from a neighbouring property at Whitehouse	The concern regarding cannabis smells from a neighbouring property was investigated and considered in line with our approach to ASB.	Residents encouraged to report incidents when they occur to support effective investigation. Where concerns relate to neighbouring properties outside YMCA's management, appropriate liaison and escalation routes will be considered.

6. STAGE 2 COMPLAINTS

- 6.1 No complaints were escalated to Stage 2 during 2025/26. All five formal complaints were addressed and resolved at Stage 1, demonstrating that concerns were effectively investigated and responded to without the need for further escalation.

7. AREAS OF NON-COMPLIANCE WITH OUR POLICY & HOUSING OMBUDSMAN CODE

- 7.1 Following completion of the annual self-assessment and the associated policy review, there are no outstanding areas of non-compliance with our Feedback Policy or the Housing Ombudsman's Complaint Handling Code.

7.2

- i) All five Stage 1 complaints were acknowledged, investigated and responded to within the required timescales. Improvements introduced following the previous year's review, including enhanced complaint recording and monitoring, have supported greater consistency in the management of complaints.
- ii) The reduction in formal complaints has not reduced our focus on compliance. We will continue to monitor complaint handling and undertake periodic checks to ensure that correspondence,

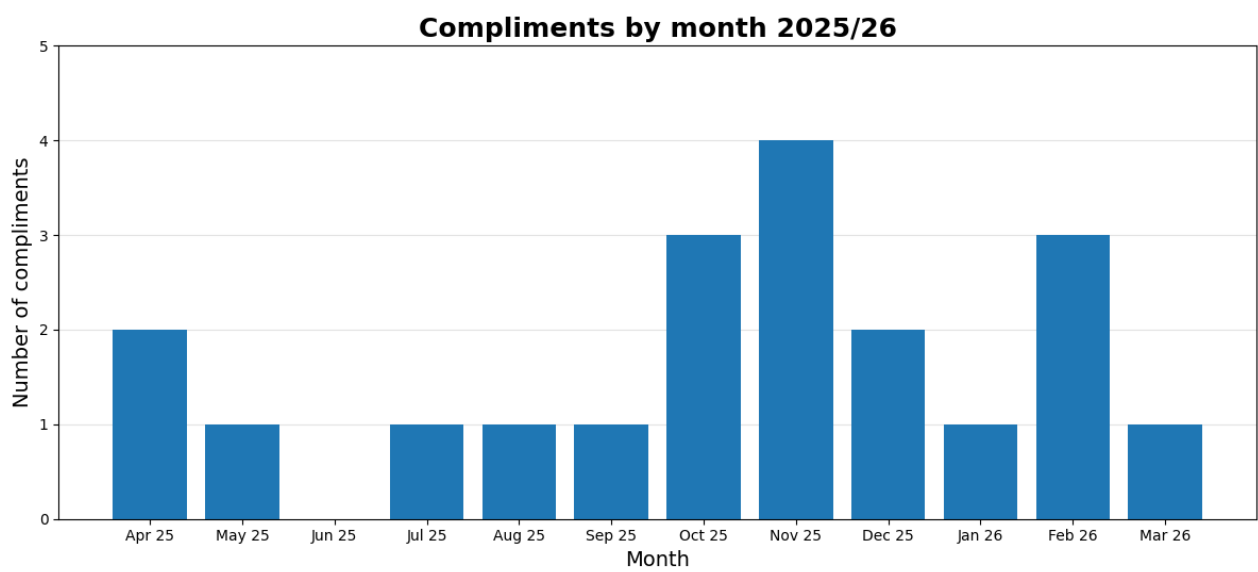
acknowledgements, outcomes and supporting documentation are appropriately recorded.

8. ACTION PLAN TO IMPROVE COMPLIANCE WITH OUR POLICY & HOUSING OMBUDSMAN CODE IN 2025/26

- 8.1 The complaint recording page on our CRM (In-Form) has been embedded into our complaints process, enabling key dates and deadlines in line with the Housing Ombudsman's Complaint Handling Code to be effectively monitored. Automated deadlines and email alerts support managers to ensure complaints are acknowledged and responded to within the required timescales.
- 8.2 Regular monitoring of complaint records has continued to ensure that correspondence, acknowledgements, responses and supporting documentation are recorded appropriately and provide a clear audit trail of how each complaint has been managed.
- 8.3 Complaint reference numbers continue to be used on complaint correspondence, supporting improved tracking and management of documentation throughout the complaints process.
- 8.4 The introduction of our Resident Forum has further strengthened our approach to resident feedback. The forum provides residents with a regular opportunity to raise concerns directly with staff and discuss issues in real time, enabling concerns to be identified and addressed at an earlier stage. This provides an additional route for residents to have their voices heard, alongside their continued right to access the formal complaints process.
- 8.5 These improvements have strengthened our overall approach to complaint handling and resident feedback. During 2025/26, all five formal complaints were managed within the required timescales and no areas of non-compliance were identified through the production of this report.

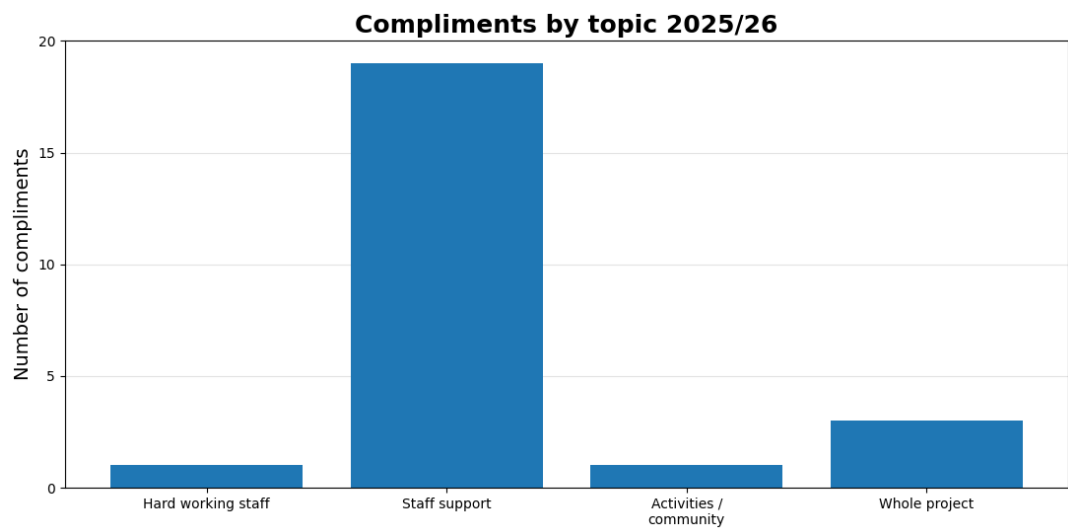
9. NUMBER OF COMPLIMENTS

9.1 A total of 24 compliments were received during 2025/26, compared with 36 compliments received in the previous financial year. This represents a 33% decrease year on year. All compliments received during 2025/26 were from residents and reflected positive experiences of the services and support provided by YMCA South Midlands.



10. TOPIC OF COMPLIMENTS

10.1 All compliments received during 2025/26 fell within the theme of “Great Service”. The vast majority related to the support residents received from staff, with residents particularly recognising the positive impact staff had on their personal development, move-on, employment and independence. A number of residents also showed their appreciation through small gifts, such as chocolates, flowers and cards. These tokens of appreciation are only accepted in line with our Professional Boundaries Policy.



- 10.2 **Examples of compliments received during 2025/26 include:**
- 10.3 **Support:** *"Having you as my keyworker changed my life, so thank you."*
- 10.4 **Support:** *"Thank you for all your support in the last 3 years and for believing in me. Thank you so, so much."*
- 10.5 **Move-on support:** *"Thank you so much to you and everyone at YMCA for all your support and kindness. I truly appreciate everything you have done for me."*
- 10.6 **Employment support:** One resident described the support they received to secure employment as having *"really changed my life and pulled me out of a financial hole"*, and described their Employment Coach as *"truly a good man."*
- 10.7 **Staff support:** *"I just wanna say how much I appreciate you for how much you've not just done for me but all the other residents here."*
- 10.8 **Whole project:** *"I really enjoyed living at YMCA. It was a great experience, and I truly appreciate everything you and the team have done."*



Here for young people
Here for communities
Here for you

YMCA enables people to develop their full potential in mind, body and spirit. Inspired by, and faithful to, our Christian values, we create supportive, inclusive and energising communities, where young people can truly belong, contribute and thrive.

FAMILY & YOUTH WORK

HEALTH & WELLBEING

HOUSING

TRAINING & EDUCATION

SUPPORT & ADVICE

