

Annual Complaints and Service Improvement report

April 2023 - March 2024

This report provides the YMCA Board of trustees with the annual complaints report for Housing services which forms an essential part of our compliance with the Housing Ombudsman Service and that of the Regulatory Standards. Non-compliance with the code places a high risk of YMCA Bournemouth's registration with the regulator. Therefore, a thorough review has taken place of our policy and procedures and compliance against the code. The annual self-assessment against the Housing Ombudsman code of conduct has also been completed and published alongside this report on our website.

Our KPI for complaints responded to will be in line with that of the regulator benchmark, and the target for responding being at stage 1 within 10 working days. Our policy is clear on the expectations, which relates directly to the code of handling from the Ombudsman and has been updated to include more information from the code.

YMCA Bournemouth understand that beneficiary satisfaction is of utmost importance to delivering a fair and inclusive service. The Housing Ombudsman Complaints Handling Code is clear in its expectations on what all residents should expect from their Landlord, including Social housing services such as ours.

The number of complaints recorded for this last year were 5 compared to 10 in the previous year. 3 of these complaints were upheld and action taken to make improvements.

The clients we house often come to our reception and see staff to say things about something they are not happy with, either to do with YMCA Bournemouth, or other services. They will always be offered a complaint form, or to have a complaint form filled out with them, but unfortunately, they do not choose this option often. This may be due to the increased trauma and vulnerability of the clients we now work with and the trauma they are undergoing. A verbal complaint is not currently logged anywhere formally and is therefore not recorded as such. We have now reviewed the system around the complaints procedure and how service requests, comments, and suggestions are to be logged, and to make it easier for a client to complain if they wish to do so.

Formal Complaints

- April 2023 - Bed bugs in the room – Following previous issues in 2022, two floors had been completely refurbished and this issue had been resolved. An immediate review of the room took place and no bed bugs were found to be present.
- May 2023 - Websites and wifi access – some websites were not allowed access due to content filters. Wifi now improved and discussions held on access to sites.
- October 2023 – Complaint about another client bullying a client. Eviction happened as the resolution.
- November 2023 – ASB – noise from another client was annoying the client.

- March 2024 – A client from one of our move on properties complained that the toilet had been blocked and there was a tap dripping, and this had been going on for 3 months. It was seen that there had been nothing recorded to do with this fault prior to the complaint and the fault has now been resolved.

Although not recognised as formal complaints surveys are used with the clients regularly. The feedback from this survey did not turn into complaints but have led to a review of the Restaurant provision to address the issues.

Food Provision Survey (Completed Autumn 2023)

These are individual comments from when we completed a survey around the food provision for the 73 clients in our High Support Hostel and are therefore not always echoed by the majority.

- 26% of our clients do not feel that our food provision is value for money.
- There could be a better selection of food on offer.
- Size of meals is poor,
- Sometimes the food is not up to standard and I get a stomach ache.
- Not happy if I miss the allocated mealtime, I do not get fed.
- Food is not good.
- I can get more from KFC for the same price.
- We need a more diverse menu

Repairs and Maintenance Issues

Repairs and maintenance issues are raised regularly and put on to the Comply system used. These are not currently recorded as service requests but will be going forward. They will not become a complaint on the initial raising of the issues, but will be recorded as a complaint if the issue remains and is not dealt with and the client is unhappy about this.