



YMCA Norfolk Annual Complaints and Compliments Performance Report 2023-24

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1. Introduction

YMCA Norfolk is committed to being an organisation that listens to young people and customers. We cannot fulfil our mission of transforming young lives unless we do. We believe that feedback and the way the organisation responds to this feedback whether negative or positive, is a vital indicator of the overall performance of YMCA Norfolk.

Our aim is to maintain a high level of performance and improve the quality of service offered to clients and customers, who feel that they have not received a high standard. This includes providing timely responses to complaints whilst continuing to learn and improve.

Whilst it can be easy to focus on the complaints; it is as equally important to focus on the compliments received, by doing this, we can learn from what we are doing well and ensure that the organisation continues to provide a high level of service.

The information in the report covers the 2023-24 financial year (1st April 2023 – 31st March 2024).

2. Housing Ombudsman Code of Conduct

The Housing Ombudsman's 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 the service improvements made as a result of the learning from the complaints.

In line with the Housing Ombudsman Complaints Handling Code we have completed our annual selfassessment against the code which is available on our website: [YMCA-Norfolk-Housing-Ombudsman-Self-Assessment-2024.pdf](https://ymcanorfolk.org/ymca-norfolk-housing-ombudsman-self-assessment-2024.pdf) (ymcanorfolk.org)

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 will form part of this annual TSM submission.

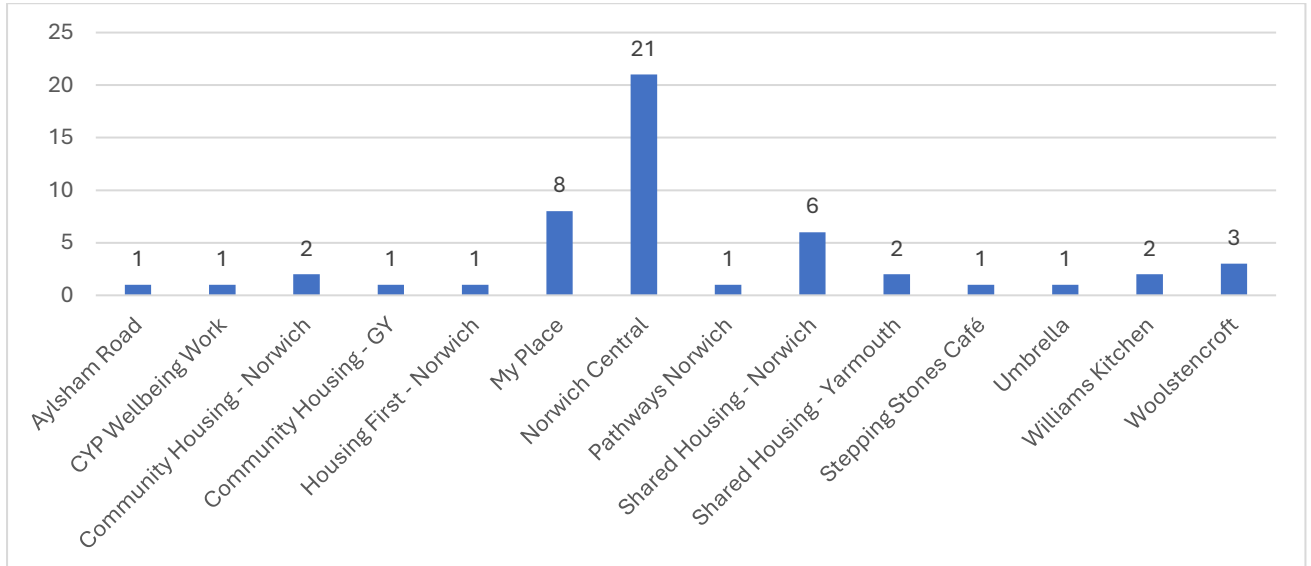
Our Residents Charter sets out what residents can expect from us and is provided to all young people when they move in.

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.

3. Complaints

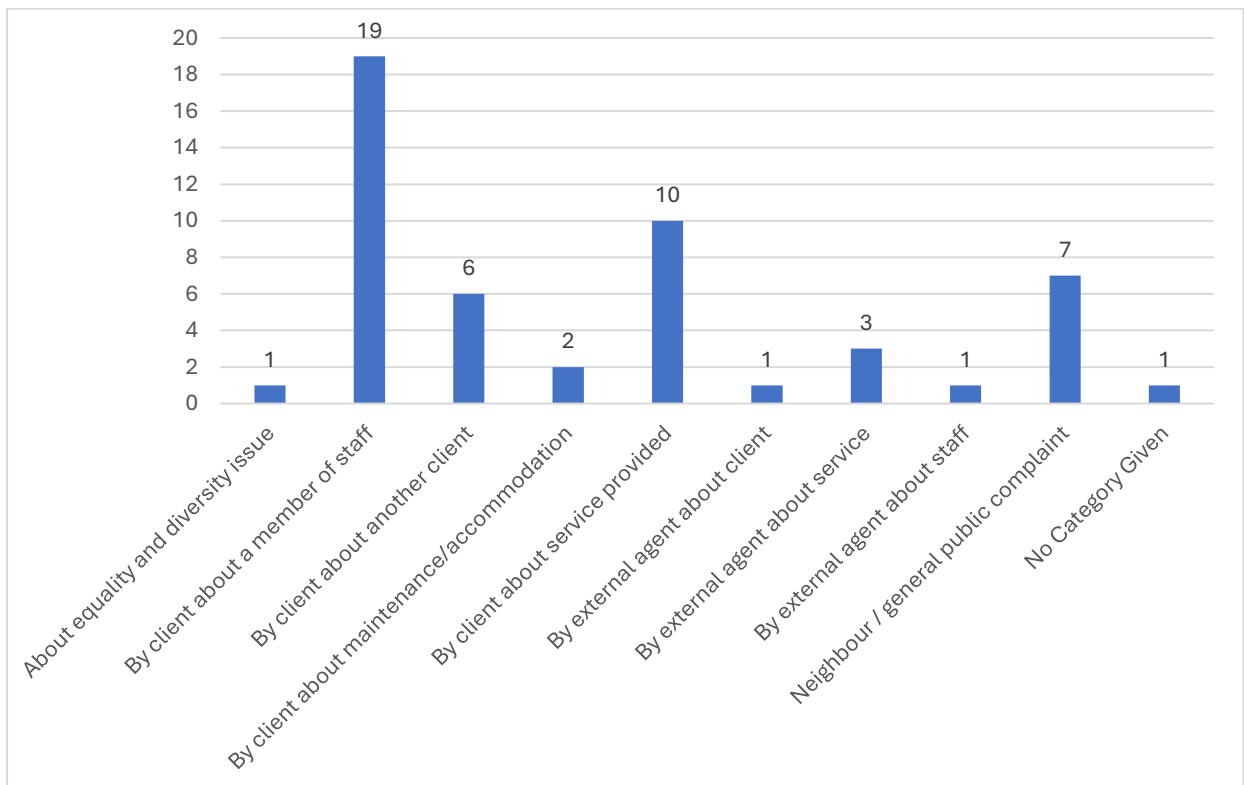
3.1 Number of Complaints Received

During the reporting period, the organisation received a total of 51 complaints across the organisation as detailed below:



3.2 Category of Complaint

The organisation has categories what the complaint was about, these are detailed below:



During 2023/24 no complaints were received or escalated to the Board of Trustees.

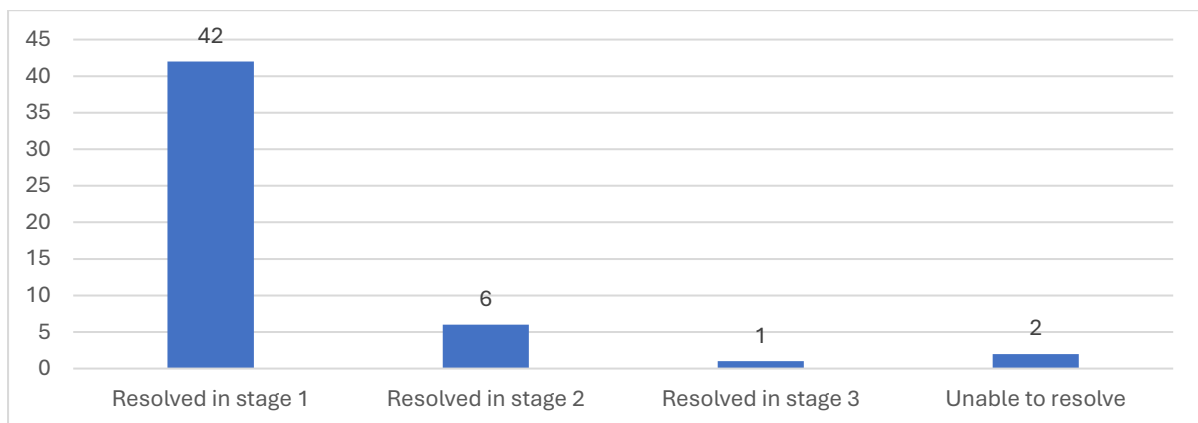
3.3 Responses to Complaints

During 2023/24 YMCA Norfolk had the following stages, responsibilities, and timeframes for response to complaints:

Stage of Complaint	Who will Respond	Timeframe for Response
Initial Handling	Any member of YMCA Norfolk staff to log the complaint but manager to send response	2 working days
Stage 1	A relevant service manager	5 working days from receipt of complaint
Stage 2	A Director and/or Head of Service	5 working days from receipt of appeal
Stage 3	The Chief Executive	10 working days from receipt appeal
Stage 4	The Board of Trustees	At the next Board meeting

These stages have changed for 2024/25 as part of the new requirements by the Housing Ombudsman.

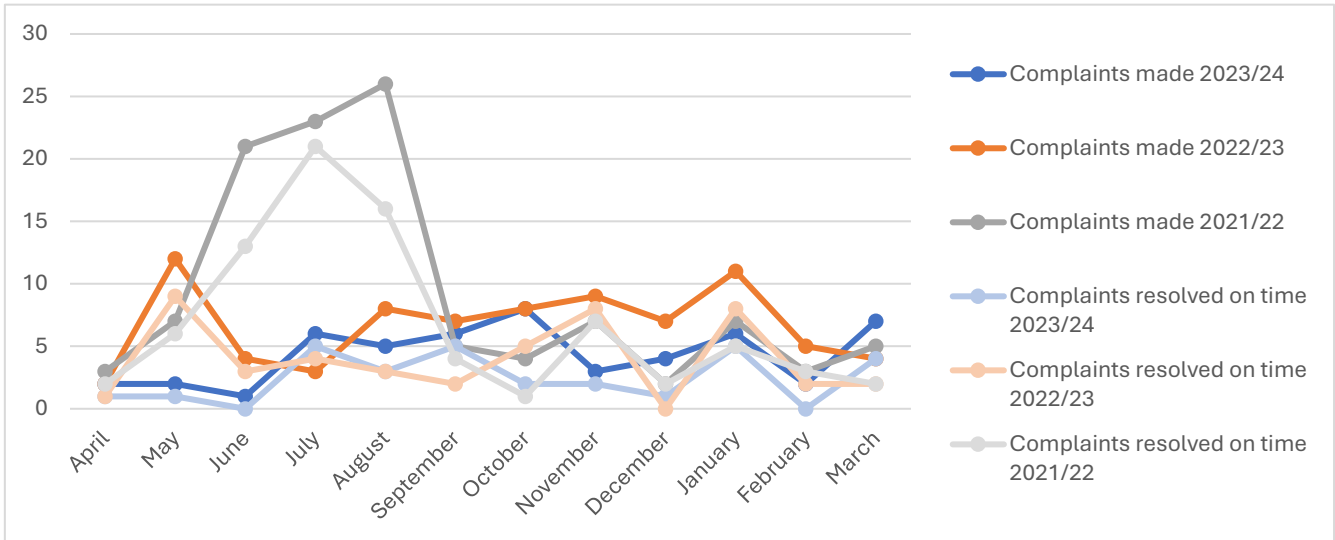
The responses to complaints in the reporting period are detailed below:



The following reports are shared with both the Compliance and Performance Committee and the Board of Trustees quarterly.

Organisational Complaints Resolved at Each Stage

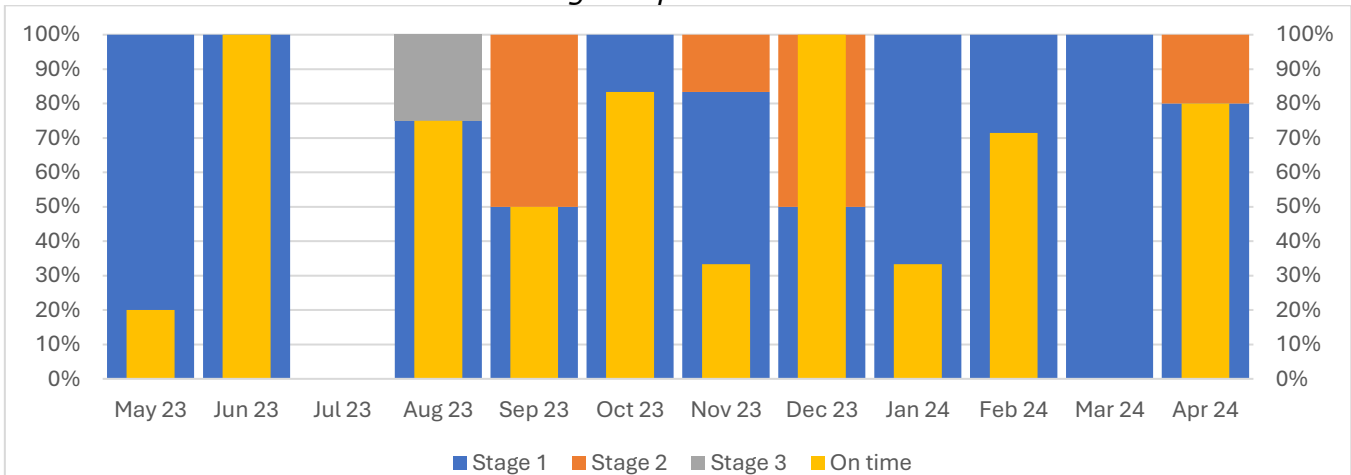
Total number of complaints and their resolution



	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Total
Complaints made 2023-24	2	2	1	6	5	6	8	3	4	6	2	6	51
Complaints resolved 2023-24	5	1	0	6	5	6	6	3	3	7	3	5	50
Complaints resolved on time 2023-24	1	1	0	5	3	5	2	2	1	5	0	4	29
Complaints made 2022-23	2	12	4	3	8	7	8	9	7	11	5	4	80
Complaints resolved 2022-23	1	13	4	4	3	8	6	13	1	14	5	3	75
Complaints resolved on time 2022-23	1	9	3	4	3	2	5	8	0	8	2	2	47
Complaints made 2021-22	3	7	21	23	26	5	4	7	2	7	3	5	113
Complaints resolved 2021-22	4	7	14	24	27	8	2	8	4	6	4	5	113
Complaints resolved on time 2021-22	2	6	13	21	16	4	1	7	2	5	3	2	82

Housing Complaints Resolved at Each Stage

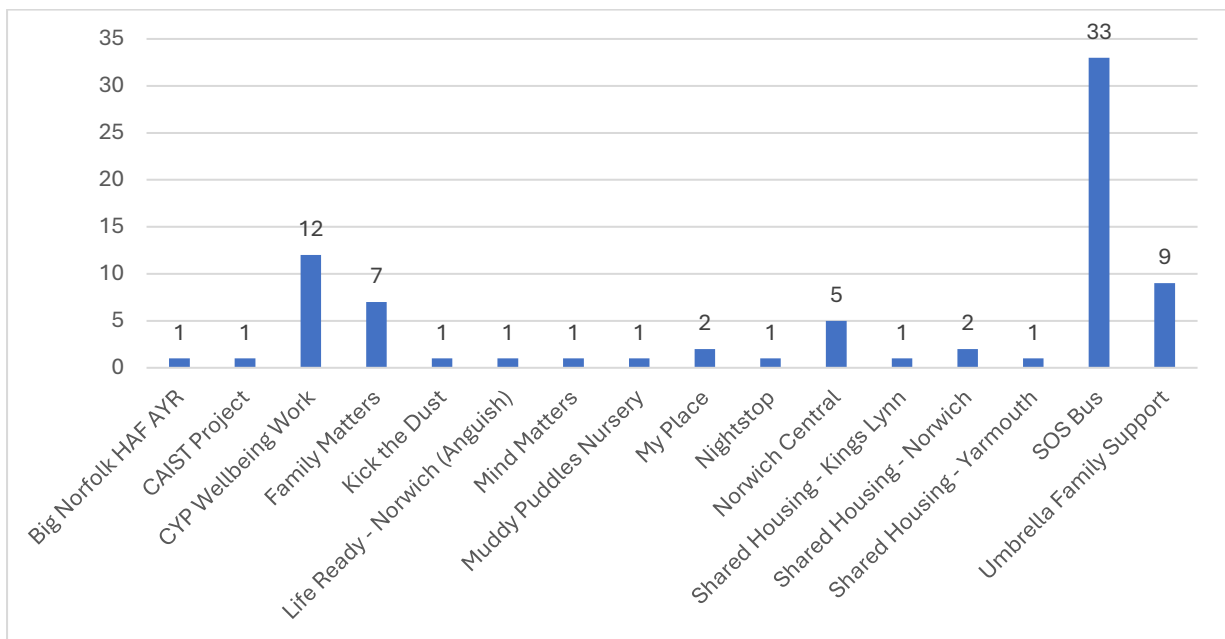
Number of housing complaints and their resolution



	May 23	Jun 23	Jul 23	Aug 23	Sep 23	Oct 23	Nov 23	Dec 23	Jan 24	Feb 24	Mar 24	Apr 24
Stage 1	5	1	0	3	2	6	5	1	3	7	3	4
Stage 2	0	0	0	0	2	0	1	1	0	0	0	1
Stage 3	0	0	0	1	0	0	0	0	0	0	0	0
Total	5	1	0	4	4	6	6	2	3	7	3	5
On Time	1	1	N/A	3	2	5	2	2	1	5	0	4

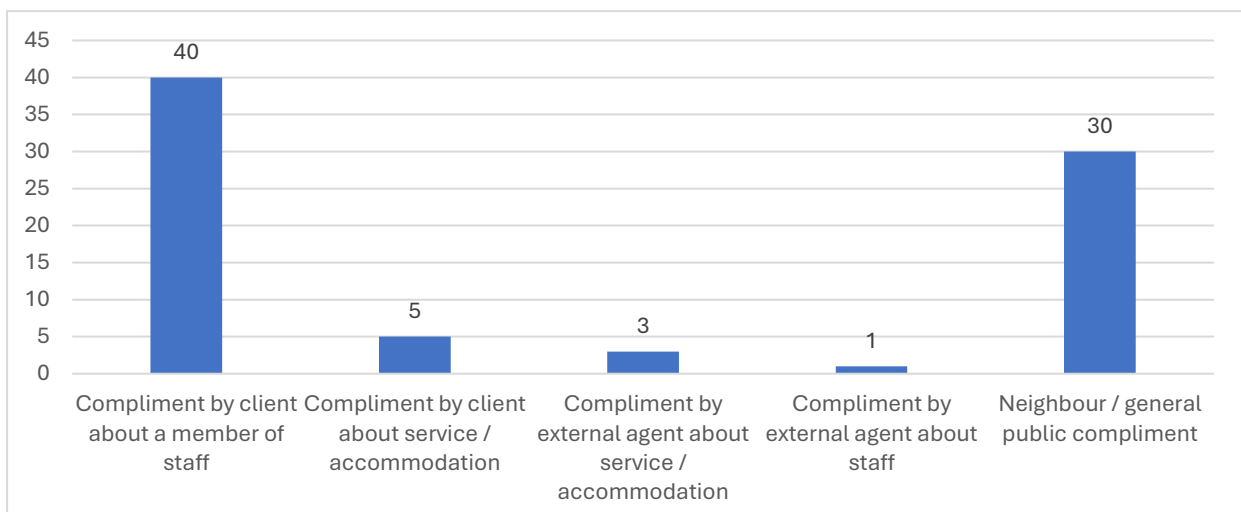
4. Compliments

During the reported period the organisation received a total of 79 compliments across various sectors of the organisation as detailed below:



4.1 Category of Compliment

As with complaints the organisation has certain categories to define who the compliment was raised by, for the reporting period these are detailed below:



5. Service Improvements

During the year the Board of Trustees highlighted our poor performance at resolving complaints on time.

Only 29 of the 50 complaints resolved were resolved on time (58%).

27 of these were housing related. The delay was in part due to changes in the housing management structure and the performance of individual managers.

The appointment of an Interim Housing Director has helped resolved this. Performance in Q1 of 2024/25 is significantly better.

All managers have received a briefing as to the new timescales outlined in the updated Compliments and Complaints Policy. Further training will be provided to staff.

The data shows that the majority of our complaints come from our residents which shows we are proactive in encouraging them to air their views and most importantly listen to them. However both the Exec team and the Board recognise the need to improve our responsiveness.

The residents survey conducted in 2023/24 highlights that 91% of residents said they knew how to make a complaint.

It is encouraging to see that we received more compliments than complaints during 2023/24, with the focus of many of these being about our staff.

6. Housing Ombudsman

Between 1 April 2023 31 March 2024 no complaints were raised with the Housing Ombudsman.

During 2023/24 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.

7. Board Response

“YMCA Norfolk’s mission is to transform young lives. We provide support services to enable this. We recognise that the Compliments and Complaints process serves as an important part of achieving our mission for young people.

As a Board, with the support and scrutiny of our Compliance and Performance Committee and Member Responsible for Complaints (MRC), we have reviewed the report and noted our self-assessment against the Housing Ombudsman Complaint Handling Code.

The Board of Trustees, Executive team and operational management teams are committed to providing the highest standards of care and service to all including but not limited to residents, service users, staff, volunteers, suppliers etc.

Complaints are treated seriously, dealt with by careful process and in addition to any direct response, they are used to learn, develop and shape the way we work going forward

The board is satisfied that this report represents an accurate picture for 2023/24 and reflects the determination to do all it can to uphold the highest level of operational standards care and service upon which it prides itself"