

Annual Feedback Performance & Service Improvement Report 2023/24

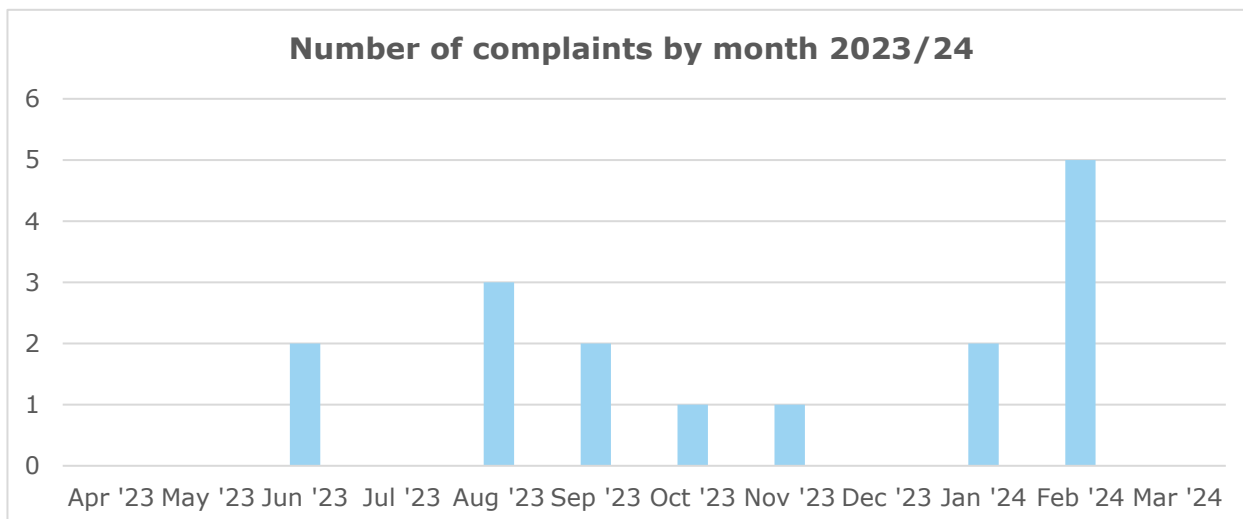
1. INTRODUCTION

1.1 Our mission is to provide young people in Milton Keynes and Northamptonshire a safe place they can stay, people they can trust and support to fulfil their potential. At YMCA Milton Keynes we take every complaint very seriously, regardless of the format in which it is received, and value every compliment. This report is prepared for the Senior Leadership Team, Board of Trustees and the Housing Ombudsman.

2. NUMBER OF COMPLAINTS

2.1 A total of sixteen complaints were received in 2023/24.

2.2 Fourteen were from residents, the other two were from a parent of a resident.

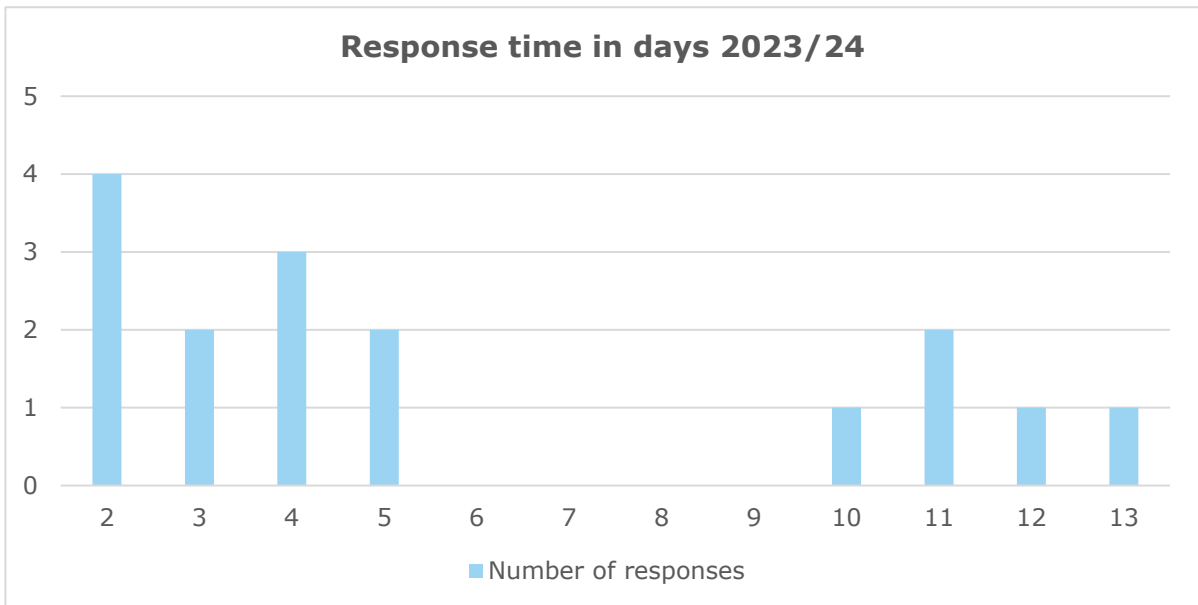


2.3 The busiest month for complaints was February, but no particular trend can be identified from these.

2.4 The increase in complaints in August and September can be partly attributed to two cold snaps, as we received three complaints about lack of heating during this time period.

3. COMPLAINT RESPONSE TIMES

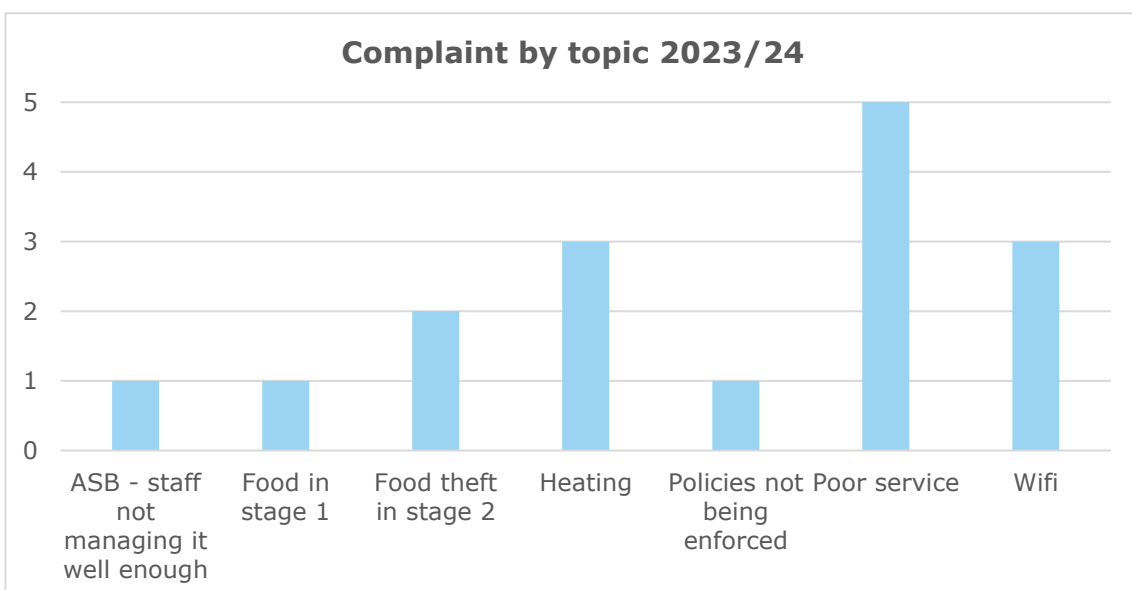
3.1 All complaints were responded to within the timeframe set out in our Feedback Policy, which meets Housing Ombudsman guidelines.



3.2 The majority of complaints that we receive are acknowledged and responded to within five days of receipt of the complaint (69%).

3.3 No complaints were refused, and no complaints were escalated to stage 2.

4. TOPIC OF COMPLAINT



4.1 Of the complaints about poor service, two are about how a staff member dealt with a situation, one was about facilities and the fourth was regarding lack of support, specifically the lack of support given to stage 3 residents to ensure they understand how much to pay for their accommodation.

5. SERVICE IMPROVEMENTS

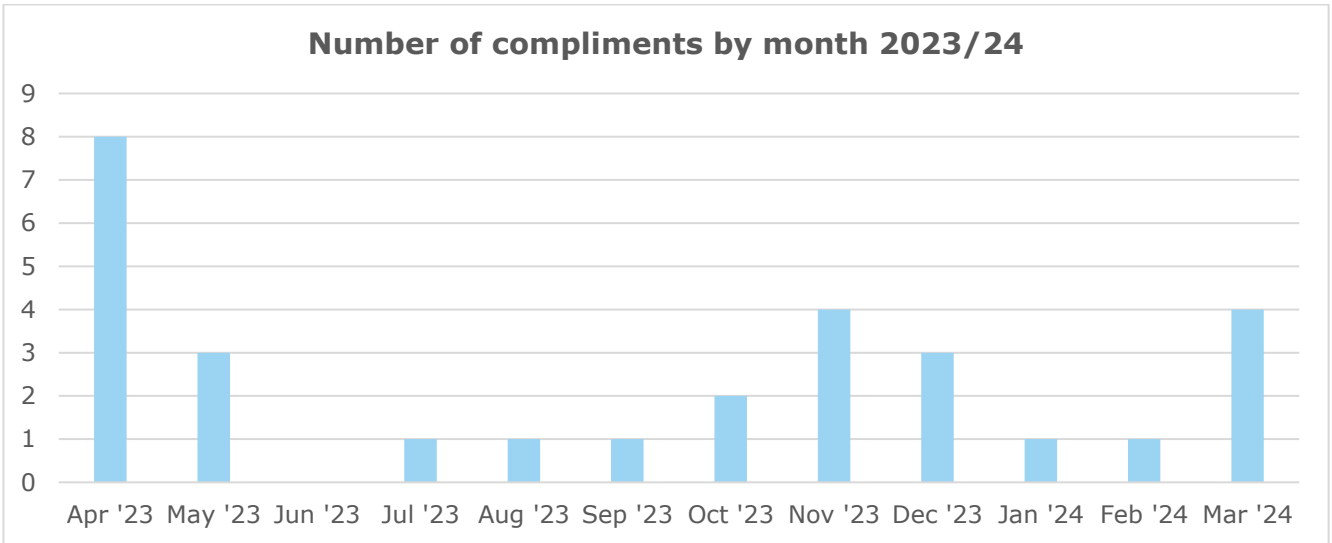
5.1 All complaints are considered to assess whether any service improvements could be made in response to the complaint. Where service improvements are identified, this is communicated to the complainant as part of the response.

| Complaint Type | Complaint | Response | Service Improvement |
|----------------|---|--|--|
| Poor service | How staff dealt with a situation x 2 | Situation investigated, and outcome of investigation communicated to resident. | Staff de-briefed and supported to identify how they might manage a similar situation differently in future. |
| | Facilities – TV, laundry & fridge. | Promptly addressed and confirmed in writing. | No service improvement learnings. |
| | Income Coordinator’s approach | Apology to resident, with clear explanation provided. | Feedback was taken on board by Income Team and contributed to decision to produce clear “accommodation charges agreement”. |
| | Support to stage 3 residents on how much to pay | Apology to resident, with clear explanation provided. | Service improvement (as above) was already in place – but the resident affected had been with us for several months by that point. |
| Heating | No heating available in August & September x 3 | Residents provided with an explanation that the heating system couldn’t be turned on for a cold snap of a few days, otherwise the building would then be too hot when the weather changes. | Explanation on heating system provided to all staff, so that staff could manage expectations of residents. |
| Wifi | Poor wifi connectivity x 3 | Residents asked to provide the MAC address of the device so that the issue can be | Wifi issues are now rare and are dealt with on case by case basis. One resident was not using resident wifi, so was |

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|---|--|---|---|
| | | investigated by our IT provider. All resolved. | provided with the correct password -this will always be checked going forward. |
| Food theft in stage 2 | Food being stolen by other residents in our shared kitchens | Explanation to resident why CCTV will not be installed in kitchens. | Regular group activities arranged for each kitchen group, both cooking and games, to try to build community in each kitchen. |
| ASB – staff not managing it well enough | ASB was high in the building - already recognised by staff | N/A as complaint was anonymous. | ASB was high, so CEO wrote to all residents to ask for their support in reporting all issues promptly. Very few further incidents occurred. |
| Food in stage 1 | Request for more fresh items such as fruit, veg and eggs | Shopping list amended. | Resident feedback is sought at all stage 1 resident meetings and shopping list tailored accordingly. |
| Policies not being enforced | Resident felt that neighbours had more visitors than allowed in the visitor policy | Resident asked to report it to reception promptly, so that night staff could investigate while visitors were still present. | N/A |

6. NUMBER OF COMPLIMENTS

- 6.1 A total of twenty-nine compliments were received in 2023/24. One was from a parent, the rest were from residents.
- 6.2 Compliments are displayed by month. The largest number of compliments were received in April 2023, this is partly because any compliments made in the moving out form were recorded as a compliment by the previous Allocations & Occupancy Lead who left in May 2023. This approach has not been continued by the new Income & Allocations Team because responses to the question “What did you not like about YMCA MK?” are not categorised as complaints – this data will be analysed separately to identify service improvements.



7. TOPIC OF COMPLIMENTS

7.1 The vast majority of compliments were about support staff, with the compliment being shown in the form of a small gift such as chocolates or flowers. These small tokens of appreciation are only accepted in line with our Professional Boundaries Policy.



7.2 Examples of compliments are:

Support: "Chloe, you have been so lovely to her and I really appreciate everything you have done for her"

Facilities: "I've had about 4 maintenance requests so far and Douglas always actions it promptly. He's such a friendly man and always makes sure he does a perfect job."

Mental Wealth: "thankyou my head feels so free."

Reception: "Sonya ... has helped me a lot. She has helped me find a place and sorted out the paperwork."



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