

YMCA East Surrey Annual Complaints Performance and Service Improvement Report 2025-2026

Introduction

Housing Ombudsman Service requires landlords to produce an Annual Complaints Performance and Service Improvement Report.

This is our third year of compliance to provide insight around how we manage our complaints, the types of complaints we receive, plus the learning outcomes and actions we take.

To produce the content of this report, we have involved our residents by introducing a section in resident forums to not only take feedback, but to support us to ensure this report is accessible and easy to understand for our residents.

In line with Regulator of Social Housing's requirements this report reflects our most recent Tenancy Satisfaction Measures (TSM) outcomes which we conducted in March 2025 and published in May 2025.

Our Tenant Satisfaction Measures (TSM's) are to be conducted every 2 years as advised by the Housing Ombudsman, due to having under one thousand bed spaces.

Requirements

In terms of our expectations, we are required to complete the self-assessment, annual complaints managing and service improvement report, and for its governing body to scrutinise this and provide its response.

This Report includes:

- A qualitative and quantitative analysis of the landlord's complaint handling performance - this must also include a summary of the types of complaints the landlord has refused to accept.
- Any findings of non-compliance with the Code by the Ombudsman
- The service improvements made because of the learning from complaints.
- Its actions following any annual report about the landlord's performance from the Ombudsman.
- Its actions following any other relevant reports or publications produced by the Ombudsman in relation to the work of the landlord.

Steps conducted.

1. Completed this annual *Complaints Performance and Service Improvement Report*
2. Ensured compliance of our *Complaints Policy* in line with the *Housing Ombudsman Complaints Handling Code*. The code can be found here: [Complaint Handling Code 2024 | Housing Ombudsman Service \(housing-ombudsman.org.uk\)](https://www.housing-ombudsman.org.uk/complaint-handling-code-2024)
3. Completed the *Self-Assessment Form*. The template and additional guidance for which can be found via the following link: [Self-assessment webinars | Housing Ombudsman Service \(housing-ombudsman.org.uk\)](https://www.housing-ombudsman.org.uk/self-assessment-webinars).

4. Provided a *Governing Body Response* to the report. This came from Paul Byrne, who sits on the Board of Trustees and the assigned Member Responsible for Complaints (MRC)
5. Uploaded all five documents to our website. The link to our website can be found here: [Home - YMCA East Surrey](#)
6. Completion of the electronic submission form using the following link: [Complaint Handling Code Annual Submissions Form](#)

Annual Self-Assessment

We have completed a self-assessment which demonstrates our complaint handling service and how it complies with the provisions of the Complaint Handling Code. In addition, the self-assessment supports informs our residents about our service provision.

The self-assessment form was reviewed and completed by Lee Fabry, the complaints officer, and was reviewed and approved by YMCA East Surrey governing body. In this case it was our Finance and Resource Committee.

Once approved, we publish the self-assessment on our website as part of the annual complaint's performance and service improvement report.

The Governing Body Response to the report is published alongside the self-assessment.

We completed the self-assessment in full and in support with statements of evidence, with additional commentary, as necessary.

The new Complaints Handling Code originally came into effect April 2024 and can be viewed on our website. [Home - YMCA East Surrey](#)

The self-assessment was reviewed by the support our Trustees, CEO, Central Services, and support from resident via our feedback mechanisms that include resident forums, resident representatives, support meetings, feedback forms and the feedback post-box.

Complaints Handling Performance 2025-2026

All complaints were raised directly with YMCA East Surrey have been accepted during the reporting period.

Data

- 18 complaints were received over the last 12 months. However, all were resolved at Stage 1, with no Stage 2 escalations.
- 100% of complaints were acknowledged, investigated, and responded to within policy timescales.
- 7/18 were upheld and resolved.
- 6/18 were not upheld.
- 5/18 were partially upheld.

Areas of complaint

- 9/18 were regarding facilities and maintenance.
- 7/18 were regarding housing services.
- 2 were regarding anti-social behaviour.

Housing Ombudsman Service

During the last 12 months the Housing Ombudsman did not issue YMCA East Surrey with any non-compliance findings with the code.

The Housing Ombudsman has not produced an annual report on YMCA East Surrey performance.

No further reports or publications were produced by the Housing Ombudsman in relation to YMCA East Surrey

Service Improvements and Learnings

Complaints are an opportunity to gain experience and improve our services. As part of our commitment for continual improvement we introduced a 'Learning from Feedback' Forum to provide a platform to learn, progress and regularly discuss feedback. We are able track complaints learning and action using internal tracker tools and report back to this forum. This forum is held quarterly is an excellent opportunity to come together as a group to learn, development and to feedback.

Following a Tenant Satisfaction Measures (TSM's) survey conducted in March 2025, we received a high overall satisfaction score of 82.8%, with residents stating the help and support from staff as the reason most often mentioned for satisfaction. However, we strive for continuous improvement so focus areas have been raised for improvement to provide better security of the property, maintenance, and improved Wi-Fi. Other areas of focus are repairs of resident rooms and communal areas, especially timeliness and making residents feel repairs are a priority and improved communication around repairs.

Action plan

1. To improved reporting of repairs for resident rooms and communal areas by Sept 2026. An online multi-purpose IT platform called 'Log-It' is used to provide accessibility, timeliness and help residents, staff and services users understand repairs are a priority. The platform provides the ability to record repairs, learnings, and actions. Using the tracker tools, we can report back to residents, staff, and other service users via resident meetings/forums.
2. To improve our complaints reporting platform by October 2026, for improved reporting of complaints for residents, service users and customers. As above, an online multi-purpose IT platform called 'Log-It' has is used for accessibility, timeliness and helping residents, customers and services users understand complaints are a priority. The platform provides the ability to record complaints, learnings, and actions. Using the tracker tools, we can report back to residents, customers, and other service users via appropriate channels.
3. To introduction a bar code to help report repairs easier for residents. by November 2026. Posters will be made up with a bar code to scan for residents, staff, service users and customers to ensure we are transparent, and client-driven regarding facilities, repairs, and maintenance.
4. Improvement of the visual poster that contains a bar code to report complaints by August 2026. Posters with a bar code to scan for residents, service users and customers to ensure we are transparent, and client driven.
5. The introduction of a Housing Operations Manager to improved operations, safety, and security of our properties.
6. Housing Operations Manager to conducting a safety and security review in conjunction with the Facilities Manger by Sept 2026, including improved maintenance and Wi-Fi throughout all buildings.

7. Improve staff training and offer of qualifications in key areas of resident support to ensure staff have complete training packages in all vital areas of resident's support, taking a trauma informed approach, throughout the year.

Board Response

Board Member and Trustee Chair, Paul Byrne - responsible for Complaints, has overseen this report and will share with at the board at the next Finance and General-Purpose meeting. The response to this report is as follows.

"As the Board of Trustee's Chairperson, I am satisfied that the approach to complaint handling by the organisation remains a high priority and that we are compliant with the Complaint Handling Code, evidenced in the self-assessment and Complaints Performance and Service Improvement Report.

During the coming months we expect to see an enhanced focus on service improvement and learning outcomes from complaints to ensure YMCA East Surrey can continue to demonstrate their commitment to residents.