

Annual Complaint Performance and Service Improvement Report 2024-25

Overview of Service and Analysis of Service Requests and Complaints received

YMCA Exeter is a specialised supported housing provider with 85 units of supported accommodation across four stages of support level. These stages help young people progress from a very highly intensive 24 hours a day support service through to middle stages where staffing is just through the daytime and early evening, all the way to stage 4 where young people are able to call upon support as and when they need and want it around their working lives.

This progression pathway is based upon creating excellent communication and being present for the young people who call YMCA home, where this is physically impractical, we have developed digital methods of keeping the conversation active, with an in house app that allows regular messaging and chat.

The operation of our housing service runs very much in line with this way of engaging our young people and often the same staff delivering the support services are the same ones passing on practical reports and any issues with repairs, often it will also be the same staff member who uses the report as an opportunity to demonstrate how to repressurise a combi-boiler or fix a running cistern to the young person as a method of increasing their practical skills in independent living.

We have various methods of reporting service requests and for making complaints. There is a complaint form available for young people to use in each project and submit, an email address to send complaints to electronically and a web form on our website to report any matter in regard to their accommodation or support service.

Alongside this we operate a smartphone app that all young people are helped to sign up to when they join the support service and this has many areas in which to communicate an issue or a complaint, including posting in dedicated channel for each project or service and the ability to directly message the staff team about any matter.

In addition to this, every staff member is given a work mobile phone, and the mobile number is shared with the young people the staff member works with for direct communication such as phones calls and SMS.

For the staff team, each member of staff has a smartphone and a smartphone app that enables them to quickly input a repair or issues report, including photos and description directly to our facilities team. In reviewing the maintenance workloads this is one of the most common ways in which a repair / issue report is made in Stages 1 and 2 of our service. For Stage 3 & 4, young people more commonly used the digital app, closely followed by speaking to a staff member who reported it on their smartphone app and then after this, the webform on our website.

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In the year 2024 – 2025 there were no recorded complaints against any reported service requests.

Our support recording tools and service request database currently operate separate from each other, creating the opportunity for recording of data to be missed.

Improvement and development plan

From our analysis we will develop what we do in the following ways:

- Our housing support database has the built in ability to log and track service requests and complaints. We will implement the use of this to aid with better tracking of requests and more succinct and useful data lead reports.

Quantitative Report

Due to no complaints being received within the financial year, no complaints were sent to the Housing Ombudsman.

Consequently, no complaints resulted in Ombudsman action.

Table of results

	Service Requests through web & paper forms.	Stage 1 complaints	Stage 2 complaints	Complaints sent to the Housing Ombudsman
Total	183	0	0	0

Response from YMCA Exeter's Board of Trustees

We shared this report with our Board who responded as follows:-

"We remain committed to maintaining the high standard of accommodation across our supported housing projects, recognising this as a core element of the service we provide. Actions from last year's report have been implemented successfully which have strengthened our service provision, we will continue to monitor progress to ensure their effectiveness. We are pleased to read of the excellent work of our support and maintenance staff leading to no complaints within the year."

Si Johns & Gareth Sorsby

Joint Chief Executives

6th October 2025