

YMCA

YMCA ENGLAND

Housing Annual Report to Residents 2015-16

YMCA England works with 23 local YMCAs (our Local Housing Partners) to provide supported accommodation for young people. This mini report contains highlights from the YMCA England Housing Annual Report 2015-2016 which can be found on our website: www.ymca.org.uk/housing

The highlights in this mini report have been chosen by the YMCA England National Residents Forum as the information that is most important to residents of YMCA England.

If you would like to get involved in producing the YMCA England Housing Annual Report, then ask a member of staff at your YMCA about attending the YMCA England National Residents Forum.

We use a traffic light system for our performance figures. As you read through this year's report you can see how we are doing.

-  = On/above target
-  = Just off target
-  = Off target



Involvement and Empowerment

How we give you a voice

YMCA England National Residents Forum

There was **one** meeting of the YMCA England National Residents Forum in 2015-2016. Five residents attended this meeting from three Local Housing Partner YMCAs.

The topics discussed at the National Residents Forum in 2015-2016 were the Annual Report to Residents, Welfare Reform, the Residents Handbook and maintenance good practice guidance.

What we will do in 2016-2017:

- We will provide more opportunities for involvement through the YMCA England National Residents Forum.
- The forum will continue to discuss issues that are important to residents and provide feedback to the Housing Business Division Board (HBDB) on where we can improve our services.
- The forum will continue to provide a scrutiny role for YMCA England and our Local Housing Partners.
- We will consult residents on the best way of involving them in the governance and scrutiny of the housing management service.
- We will work with Local Housing Partners to review local involvement arrangements and to share good practice to increase opportunities for residents to become involved.
- We will strengthen the link between the National Residents Forum and the HBDB.

How we deal with your complaints

What this means:

- During 2015-2016 a total of 42 complaints were received.
- **17%** of complaints were classed as 'other aspects of housing management' or 'other' – this compares with **20%** for 2014-2015.
- **More** complaints were recorded in 2015-2016 than 2014-2015.
- **93%** of complaints were handled within Residents Charter timescales.

What we will do in 2016-2017:

- We will review how complaints are managed and recorded.
- We will continue to monitor complaints performance, monitoring the number of complaints received and the category of complaints.
- We will report to the YMCA England National Residents Forum to identify how services can be improved using complaints information.

How open and inclusive we are

A total of 1025 new residents moved into our accommodation between 1 April 2015 and 31 March 2016

What this means:

- **63%** of residents moving in were male. We aim for this to be 50% male/50% female.
- Most of our residents (60%) are in the age category of 18-24 years old.
- **8%** of our residents in 2015-2016 considered themselves to have a disability – the target is 5%.
- **12%** of the residents that moved in were from a BME community – our target is 5%.

Home

How we look after your home

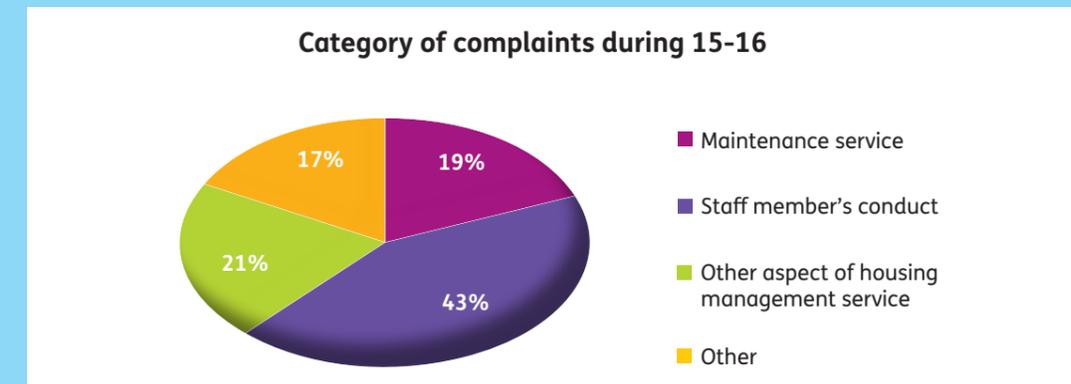
98.7% of emergency repairs completed within 24 hours compared with **96.5%** last year.

97.4% of urgent repairs completed within 5 working days, an improvement on **93.5%** last year.

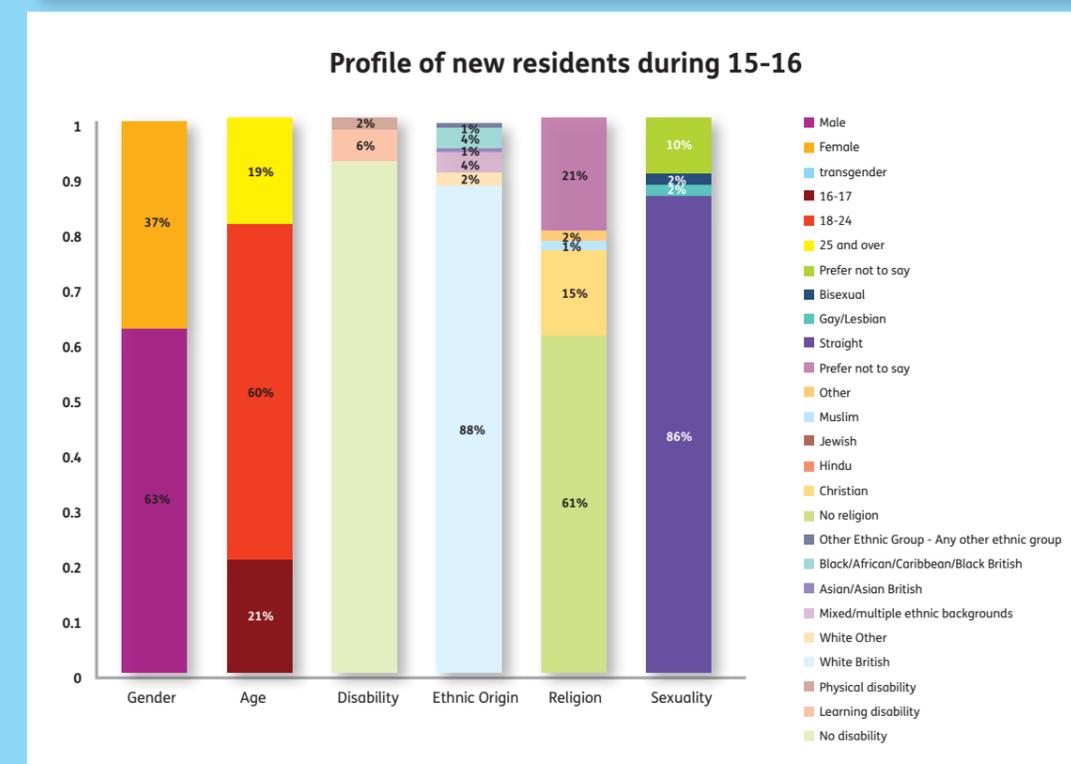
95.8% of routine repairs completed within 28 days compared with **96.9%** last year.

99.7% of residents were satisfied with the repairs service, a slight increase from **98.8%** last year.

The target for all repairs categories is 100%. The number of emergency repairs completed within 24 hours has **increased** since 2014-2015, and satisfaction with the repairs service has also slightly **increased**.



Category of complaints during 15-16



Profile of new residents during 15-16

Work completed in 2015-2016 included:

- Improvements to kitchens in 44 homes
- New windows in 54 homes
- New security locks in 70 homes
- Heating improvements to 74 homes
- New CCTV equipment to 59 homes
- Improvements to bathrooms in 79 homes
- Upgraded communal lighting to LED lights for 34 homes

What we will do in 2016-2017:

- We will continue to work towards the aims of 2015-2016 and also
- Monitor performance information to assess the success of the Maintenance Service Good Practice Guide and address poor performance with individual Local Housing Partners where necessary.
- Health & Safety works will continue to be our priority.

Neighbourhood and community

How we create a safe place

92.9% of anti-social behaviour (ASB) reports were handled within our target time (the target is 100%) – this is an improvement on the previous year which was **89.2%**.

97.1% of residents who reported ASB were satisfied with the process (target 80%) – this is an improvement on the previous year which was **94.7%**.

What this means:

We have not met our target for handling 100% of reports of anti-social behaviour within our timescales; however, more residents who reported ASB were satisfied with the process.

What we will do in 2016-2017:

- We will continue to monitor performance against the target timescales published in the Residents Handbook and address performance with Local Housing Partners where necessary.

Tenancy

We had 1025 residents move on from our accommodation between 1st April 2015 and 31st March 2016.

75% of move-ons from our accommodation were positive (769 out of 1025) between April 2015 and March 2016 (target 75%). This is an improvement on 73.9% last year.

What this means:

- More residents have moved on positively from our accommodation and we have met the target.

What we have done:

We said in 2015-2016 we would:

- continue to work with our Local Housing Partners to see how more residents who leave the YMCA do so in a planned way.

What we will do in 2016-2017:

- We will continue to work with our Local Housing Partners to ensure that residents have a positive experience during their stay and that they move-on in a planned way.
- We will work with our Local Housing Partners to ensure that the most appropriate form of occupancy agreement is being used and that the rights of residents are being safeguarded.

0.8% arrears were lost as 'bad debt' (they will never be paid). This equates to £74k and the target is 2%.

6.2% rent lost from empty rooms. This equates to £417k and the target is 3%.

What we will do in 2016-2017:

- We will work with the policy team of YMCA England on the review of funding for Supported Housing and support our LHPs in implementing any changes.
- We will discuss affordability with the National Residents Forum in 2016.

How we manage your rent

4.3% of rent and service charges was owed by current residents in 2015-2016. This equates to £287k and the target is 4%.

2.4% rent still owed by residents who have moved on. This equates to £160k and the target is 2%.

Value for money



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.