






YMCA
ENGLAND & WALES

Housing Annual Report 2016-17

YMCA England & Wales works with 23 local YMCAs (our Local Housing Partners) to provide supported accommodation for young people.

The information in this report has been selected by the **YMCA** England & Wales National Residents Forum as the information that is most important to residents.

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

National Residents Forum

There were **three meetings** of the **YMCA** England & Wales National Residents Forum in 2016-17.

Attendance was good, with an average of **9 residents** at each meeting and a total of **28 residents** attending over the year.

On average, **six Local Housing Partners** (LHPs) were represented at each National Residents Forum meeting, with **12 LHPs** overall attending meetings through the year.

Repeat attendance was also good. **Two LHPs** sent residents to **every meeting**.

Topics discussed at the National Residents Forum in 2016-17 included welfare reform, complaints, legal highs, affordability and the annual report.

How open and inclusive we are

We collect information about our residents to make sure that we are delivering services to everyone who needs them.

66% of residents moving in were male, we aim for this to be 50% male/50% female.

Most of our residents (59%) are in the age category of 18-24 years old.

7.5% of our residents in 2016-17 considered themselves to have a disability – the target is 5%.

12.2% of the residents that moved in were from a BME community – our target is 5%.

How we deal with your complaints

22 complaints were received in 2016-17 - **fewer** than in 2015-16 (42).

10% of complaints were classed as ‘other aspects of housing management’ – this has reduced each year since 2013-14, which means we are recording complaints more clearly.

91% of complaints were handled within Residents’ Charter timescales. 100% of residents who complained were satisfied with the complaints procedure.

100% of residents who complained were satisfied with the outcome of their complaint.

Positive about Complaints

We learn about the services we provide and how to improve through the complaints we receive. We are positive about complaints and encourage residents to complain, that is why we monitor the number of complaints that we receive. In 2016-17 we learnt that on average, housing providers receive complaints from an average of 3.3% of their total number of bedspaces each year. Over five years we have received complaints from an average of 5.4% of bed spaces. We believe this means that our complaints process is accessible to residents and that we encourage complaints.

Home

How we look after your home

96.2% of emergency repairs completed within 24 hours.

93.4% of urgent repairs completed within 5 working days.

94.6% of routine repairs completed within 28 days.

99.4% of residents were satisfied with the repairs service.

The repairs target is **100%**. The number of repairs completed within the required timescales has **reduced** across all repairs categories from the year before and satisfaction with the repairs service has increased.



Work carried out in 2016-17 included:

- Kitchen upgrades in 85 homes
- Energy rated window upgrades in 24 homes
- New security locks in 42 homes
- Energy rated boiler renewals to 6 homes
- Heating & hot water upgrades to 82 homes
- Bathroom upgrades in 58 homes
- Fire Safety Improvements in 6 schemes

A budget of £471,986 for repairs and maintenance by Local Housing Partners.

A programme of planned and health & safety works of £345,000, plus a budget of £110,000 for other issues.

Neighbourhood and community

How we create a safe place

386 complaints of anti-social behaviour (ASB) were received in 2016-17. **99.2%** of ASB reports were handled within our target time (the target is 100%) – this is an **improvement** on the previous year which was **92.9%**.

100% of residents who reported ASB were satisfied with the process (target 80%) – this is an **improvement** on the previous year which was **97.1%**.

What this means:

We have **met our target** for handling reports of anti-social behaviour within the Resident Charter Timescales and more residents who reported ASB were satisfied with the process.

Value for money

How we manage your rent

3.7% of rent and service charges was owed by current residents in 2016-17. The target is 4%.

2.7% rent still owed by residents who have moved on. The target is 2%.

1.1% arrears were lost as 'bad debt' (they will never be paid). The target is 2%.

5.4% rent lost from empty rooms. The target is 3%.

After a YMCA has made every effort to trace and collect arrears from former residents, these arrears become known as bad debts.

All of the services, staff, bills and repairs are paid for from rent and service charges.

Our LHPS met the target for current arrears and bad debts but were over the target for empty rooms.

What this means:

Rent and service charges owed by residents who have not paid is known as arrears – this is either owed by current residents or residents who have moved out.

Tenancy

941 new residents moved into our accommodation between April 2016 and March 2017.

74% of move-ons from our accommodation were positive (693 out of 931) between April 2016 and March 2017 (target 75%).

What this means:

Fewer residents have moved on positively from our accommodation and we are short of our target of 75%.



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.