

Our residents are at different stages on their 'Journey to Independence'

In January 2020 we asked our YMCA Residents to give us their views on what we do. Here is what they said.

"I feel safe here at YMCA Derbyshire."

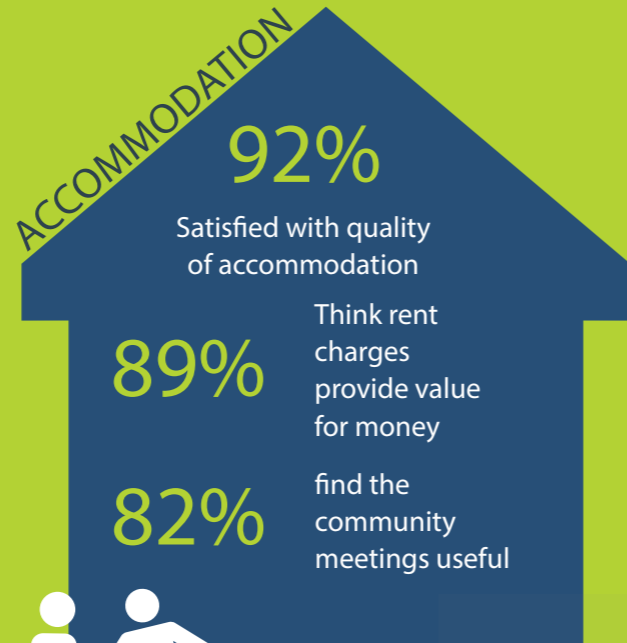
82%

"I am satisfied with the service overall."

81%

"YMCA Derbyshire has a strong sense of community."

64%



52%

Participate in activities

Our residents describe staff as:

91% Easy to contact

75% Approachable



MAINTENANCE

88% Satisfied with standard of work

92% Satisfied with maintenance service

81% Satisfied with response to repairs

How has everyday life changed since coming to YMCA Derbyshire?

My life has been better 58%

I have made positive changes 49%

33% I am gaining new skills I need to avoid being homeless in the future

I have a plan for the future 48%

What has worked well for me:

"Having my own space"

"The Health & Wellbeing Team"

"Getting support from staff"

"Having new friends"

"The community spirit & key worker support"

"Having Foyer activities every morning"



91% Get along with fellow residents

69% Think residents respect each other

72% Residents generally abide by the rules at the YMCA



How well does YMCA Derbyshire communicate with us?

94% I have enough opportunity to express my views about the service

95% I am kept informed about things that might affect me as a resident

83% Any problems, complaints or disputes I've had have been dealt with effectively

What could YMCA Derbyshire do to make my experience better?

"Foyer activities in the afternoon"

"Residents reps to show new residents around"

"More meetings"

"More washers and dryers"

"More activities"



MY YMCA DERBYSHIRE EXPERIENCE

Every six months and at move-on, feedback is collected on the service we offer. Here is what our residents told us. This feedback continually helps YMCA Derbyshire to improve what we do.

I feel that the people who supported me listened to me - 95%

It was easy to talk to the people who supported me - 93%

I have been given enough explanation about the help available here - 93%

I feel the people here know how to help me - 96%

I was treated well by the people who supported me - 80%

My views and worries were taken seriously - 90%

I feel in control of my support - 91%

My appointments are at a convenient time - 96%

The facilities are comfortable - 94%

If a friend needed this sort of help I would recommend the YMCA - 92%

Overall, the help I have received is good - 96%

"I am very happy and thankful for the support I got, I would not be able to move to my flat without it."

"I felt listened to, supported with college and encouraged to achieve some of my goals whilst having a safe space to live."

"With the support I got involved in the gym, Artcore and the 10k. These activities stretched me in a positive way."

What was really good about your support?

"They have helped me so much to move on with my life."

"Without the support I would still be in a bad place."

"No-one is judging you on your situation and there is always someone to speak to if needed."

"i felt listened to, I was given good advice, I felt understood. I was given help and felt support to feel included."

"That I feel valued"

"Just how you listened to me and supported me when I needed it."

"Being helped to sort out benefits and rent arrears"

Based on 107 responses

YMCA DERBYSHIRE

RESIDENTS' VIEWS 2020



www.ymcaderbyshire.org.uk

Protect | Trust | Hope | Persevere

YMCA

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.

YMCA