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Board Response to the Annual Self-Assessment

24.02.2026

Organisation: Southend YMCA

Reporting Year: Operating year 01.09.2024- 31.08.2025

Residents Supported: 35 young people at risk

Board Response to the Annual Self-Assessment dated 24.02.2026

The Board has reviewed Southend YMCA Annual Complaints Performance and Service Improvement Report and the accompanying Self-Assessment against the Housing Ombudsman's Complaint Handling Code, as required for all member landlords.

As a small, non-profit supported housing association working closely with 35 young people at risk, the Board recognises that timely, compassionate, and fair complaint handling is essential to maintaining trust and safety within our services.

Our Review

The Board received updates on complaints, including themes, outcomes, and any feedback from the Ombudsman. This mirrors good practice in comparable small community-based associations that maintain close oversight and learn quickly from issues raised by residents.

Key Observations

- *The complaint volumes and themes have not been a cause of concern*

Learning and Improvements

The Board welcomes the learning identified in the report and notes the mobilisation activity undertaken to strengthen responses to young people framed by the Code.

Commitment to Residents

We remain committed to ensuring that young people feel heard, respected, and safe when raising concerns. The Board will continue to monitor progress and receive regular updates.

Approval

The Board approves the Self-Assessment and this response and supports their publication in line with the Housing Ombudsman's requirements.

Southend YMCA

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contact:**

Contact details

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**Here for young people
Here for communities
Here for you**

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.

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HEALTH & WELLBEING

HOUSING

TRAINING & EDUCATION

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