

The YMCA logo is rendered in a bold, dark blue, blocky font. It consists of the letters 'Y', 'M', 'C', and 'A' in a stylized, interconnected manner. The 'Y' is the largest and most prominent, with the 'M', 'C', and 'A' following in a similar bold, geometric style.

Here for young people  
Here for communities  
Here for you

# Trustees Feedback Statement

February 2025

Southend YMCA

## Trustees Feedback Statement

Our operating and financial year runs from the 1st September to 31st August (academic year).

The 'Complaints Handling Code' was published on 08 February 2024 with an applicable date of 1<sup>st</sup>. April 2024. This means that at least 6 months of the year on which we report to the regulator operated under a different Complaints Policy and arrangements (which precede the code). This was unavoidable and attributable to transition. We ask the Regulator to take this into consideration as well as the fact we are a small provider with 35 units when considering compliance.

For social housing providers operating to a tax year 1st April to 31st March – they may be able to gather a whole year of compliant data to return and by our estimation are not required to make a return until 12 weeks after their year-end this means 23rd June 2025. And so, we question the return date set by the Ombudsman for Southend YMCA of 24th November 2024 as this is a much-shortened timescale and places huge burden on us. We know the regulator seeks to be proportionate.

Furthermore, we have contacted the regulator regarding the application of definitions concerning the year end,

Nevertheless, we find synergy between the intentions of, and many of the provisions and principles of, our then Complaints Policy with the Ombudsman's Code. A positive ethos, swift resolution, understanding of service requests and complaints and their inter-relationship all leading to proactive measures by the Board and our staff team.

We have ratified a Complaints Policy (03.12.24) which is tightly tied to and compliant with the provisions as set out in the 'Complaints Handling Code'. There is an overlay in terms of the language, structure and headings of our Complaints Policy, and the headings, clause and numbers as set out in the Code. Using this shared language and structure will make the requirements of the regulator clear to our team, and in this way, we feel that the regulators' code will have a positive impact on our practice.

We are working towards full compliance with all processes in the code, we have an action plan in place to train all staff member in new definitions and associated documentation. We are adding a complaints field within our new Management Information System for ease of data gathering and analysis.

We note that the Ombudsman distinguishes between service requests and complaints and the interrelationship between the two. We are comforted by the positive practices of the housing team, to move forward, for action, key themes affecting residents. We believe that this is in the spirit of the intention of the Ombudsman. Our relationship with themes that are important to our residents is demonstrated within our Board meetings.

Responsively, we have appointed new personal investing in:

Additional fundraisers - to secure the resources which will enable us to deliver environmental improvements with positive impacts on energy costs. This capacity is strengthened with the appointment of an accountant to support housing business planning including capital delivery, financing and grants.

In September we have appointed a staff member with responsibility for our website and they have formulated a performance page where we can put all statutory documents relating to complaints, and a residents portal for further accessibility.

We have received complaints data and with the appointment of David Bland as the member responsible for complaints (MRC) and Ed Galgano as their deputy the scrutiny arrangements will develop and strengthen.

Southend YMCA

**For more information, please  
contact:**

**Contact details**

**Social media**

**Website**



**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.

FAMILY & YOUTH WORK

HEALTH & WELLBEING

HOUSING

TRAINING & EDUCATION

SUPPORT & ADVICE