

YMCA South Midlands Board of Trustees Response to Annual Feedback Performance & Service Improvement Report 2025/26

- 1.1 YMCA South Midlands Board of Trustees has reviewed the Feedback Performance and Service Improvement Report 2025/26.
- 1.2 The Board is committed to building a culture of learning from complaints - values all feedback, identifies areas for improvement and drives positive change. The Board is therefore pleased to see the increase in complaints and compliments, and also an honest assessment against the Housing Ombudsman Code along with an action plan for improvements. The Member Responsible for Complaints will monitor progress on this action plan.
- 1.3 The Board is pleased to note the service improvements made during 2025/26 in response to resident feedback and complaints. Improvements have included strengthened communication with residents, increased opportunities for residents to raise concerns and provide feedback, and continued improvements to complaint handling processes to ensure issues are identified early and responded to promptly. The Board particularly welcomes the significant reduction in formal complaints during the year, alongside the continued focus on learning from feedback and resolving concerns at the earliest opportunity. The Board looks forward to building on this progress and supporting further service improvements throughout 2026/27

Debbie Stuart
Member Responsible for Complaints



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