



Here for young people
Here for communities
Here for you

HOUSING ANNUAL REPORT 2025/26



YMCA BLACK COUNTRY GROUP

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Everyone
should have
a fair chance
to discover
who they are
and what
they can
become.

INTRODUCTION

Welcome to YMCA Black Country Groups Annual Resident Review for April 1st 2025 - March 31st 2026.

We are governed by the Regulator of Social Housing against consumer and economic standards and we are held accountable by a local Board of Trustees.

As a Registered Provider of Social Housing, we understand that providing secure and comfortable accommodation is an essential part of a healthy, thriving and compassionate community.

We manage sites across the Black Country and Staffordshire Border areas, working in partnership with Local Authorities and other agencies where appropriate.

We know that people's needs vary at different points in their lives, that's why we provide a range of types of accommodation.

- Supported Housing, for young people and vulnerable adults that need more than just a roof over their head.
- Supported Lodgings, for young people who need to live in a family environment.
- Y-Living, accommodation for economically active young people who want to access safe, secure, affordable accommodation with a landlord they can trust.
- Living Springs, supported housing for parents with young children where families experience love and community to enable healing and growth for a better future.

This Resident Review will tell you about how we have performed over the last 12 months in these accommodation settings.

Sally Cowan
Chief Officer for Places

OUR STRATEGIC PLAN FOR 2025 - 2030



We are now a year into our Strategic Plan 'The Shape of Communities' and so much progress has been made.

We have developed new 'safe' spaces for young people to belong, introduced 'health' initiatives for our service users and staff, we have recruited a second 'aspirational' young person to join our Board of Trustees, we have co-designed with young people a YMCA Green Strategy to ensure our

communities are 'protected and sustainable' and we are ensuring we 'engage' our communities in various ways like sending out regular supporters newsletters.

Follow the QR code to read more about our Strategic Priorities and what we will deliver over the next 5 years.



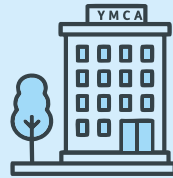
OUR IMPACT ON HOUSING

At YMCA Black Country Group, providing safe, secure and supportive accommodation is at the heart of what we do. Over the past year, we've continued to offer homes across the Black Country and Staffordshire border areas, helping hundreds of individuals take their next steps towards independence.

From long-term supported housing to emergency accommodation for those in crisis, our housing services are designed to meet people where they are and help them move forward.



2,057
nights of emergency housing provided through Open Door and our E-Bed in Rugeley



413
safe homes provided by YMCA



273
of residents have moved on positively

632
individuals have called YMCA home



132,156
bed nights provided by YMCA Black Country



Stats taken from April 2025 - March 2026

HOW YOU THINK WE'RE DOING

86%
are satisfied with the overall services provided

86%
are satisfied with the overall repairs services

80%
are satisfied with the time taken to complete a repair

92%
are satisfied that we provide a home that is well maintained

5%
of you had cause to complain about YMCA services

86%
are satisfied that we listen to your views and act on them

89%
are satisfied that we keep you informed on things that matter

91%
think we treat you fairly and with respect

61%
are satisfied with our approach to complaint handling

88%
are satisfied that we keep communal areas clean and well maintained

79%
are satisfied that we make a positive contribution to the community

93%
are satisfied that their home is safe

Based on responses from 141 YMCA BC residents

KEEPING YOU SAFE

SAFEGUARDING

YMCA BCG wants to support our residents in Body, Mind and in Spirit and as such we take safeguarding your welfare very seriously.

This year we have supported 60 individuals who needed extra help to stay safe. This could have meant enabling you to access support for your mental wellbeing, referring you to specialist agencies, putting welfare checks in place or implementing strategies to keep you safe.

REPAIRS & MAINTENANCE PERFORMANCE

Managing our 413 properties and communal areas is a big task, and we have worked hard throughout the year to ensure you have safe, secure well maintained homes.

83% of you reported that you are satisfied with the overall repairs services and 80% of residents that have reported a repair issue were satisfied with the time taken to complete that repair.

Between 1st April 2025 and 31st March 2026, the Premises Management Team responded to 3,161 responsive repair requests and 2,483 of them were in a housing setting. 94% of repair requests were completed on time which we are proud of, but we will always seek to do better.

22 of the responsive repairs were due to damp and 48 were due to mould.

This year we completed Stock Condition Surveys on all of our your homes. We now have up-to-date information on the standard of all of our properties and can plan how we need to prioritise investment moving forward. Thank you to all of you for allowing us access when our Surveyors knocked the door!

Our premises team responded to

2,483

housing related repair requests

98%

compliance rate across electrical, gas, fire & water inspections and assessments

BUILDING SAFETY

Building Safety is a critical element of being a landlord and we have ensured our settings meet the statutory compliance standards required.

At the end of the financial year (March 31st 2026) we had an overall compliance rate of 98% for things like Electrical Inspections, Gas Safety Certificates, Fire Risk Assessments, Water Hygiene Inspections etc.

One area for improvement we have noted is ensuring we have valid Energy Performance Certificates on all our lettable spaces so we will be working on this over

the next 12 months, and will be ensuring all of our properties are EPC grade C or above by 2030.

Over the next year, as part of our Protected & Sustainable strategic priority, we will be working with partners to access retrofit funding to make your homes more energy efficient. We will be exploring things like solar panels, better insulation and upgrading our existing heating systems.

We understand that money can be tight, especially with rising fuel costs, so making sure your homes are energy efficient is a priority for us too.

Inspection Results



Electrical Inspection Certificates

100%



Gas Safety Certificates

99%



Water Hygiene Inspections

100%



Fire Risk Assessments

100%



Asbestos Management

100%



Emergency Lighting Testing

96%

LISTENING TO YOUR NEEDS

During the year we received 27 service requests or complaints across our Housing Services and 6 were escalated outside of the Housing Project as complaints to be reviewed by the Head of Housing or higher.

That means of the 632 individuals that lived in our properties, 4.2% of you had cause to complain.

Of the complaints received we upheld 4, partially upheld 4, and 19 we didn't uphold. Sometimes we may agree with

the nature of the complaint, but it isn't upheld because it doesn't represent a failing on the part of the YMCA, but please be assured your voice has still been heard and hopefully we have been able to deal with the issue.

Of the individuals that raised a complaint, according to our Tenant Satisfaction measures, 61% were satisfied with our approach. Though this is better than the YMCA benchmarked average and an improvement on last year's performance, we still want to do better.



Follow this QR code to see our Self-Assessment against the Housing Ombudsman Complaint Handling Code.

27

service requests or complaints about YMCA's Housing Services

61%

of YMCA residents are satisfied with our approach to complaint handling

The service requests and complaints themes were as follows:

Policies & Procedures (1)	Maintenance of our property (2)
Conduct of an external contractor (2)	Conduct of another resident (13)
Regarding processes (4)	Conduct of staff (3)

INVESTING IN YOU

YMCA BCG provides more than just Housing Services. We also deliver Early Years Education, Health & Wellbeing Services, Training & Education and Advice & Support.

Across all our services we need to be financially viable to ensure we can continue to deliver the services our communities need.

We finished the financial year in March 2026 with an operating surplus within Housing of £370,018. This is great as it shows our income is greater than our expenditure and our budgets are being well managed.

In housing, your rent charge is made up of three elements, Core Rent, Eligible Service Charges and a Self-Rent. These charges are




all based on the actual costs of delivering the services you receive.

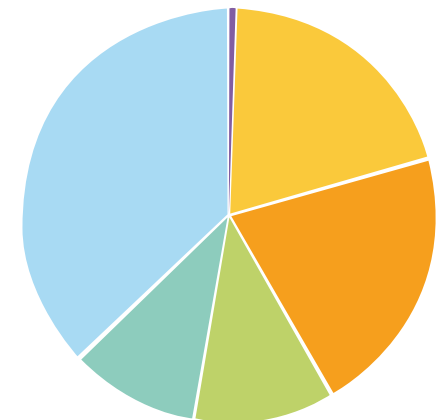
Depending on where you live, the total rent charge will include things like door entry systems, CCTV, grounds maintenance, pest control, refuse collection, premises management, furniture and fittings, housing management, and other operational costs. These charges are reviewed every year and communicated to you.

In our Housing Department specifically we performed well generating a health surplus across the year and lost just over 0.5% of rent charged through debts (rent) not paid. (Lower than the sector average).

As a charity, all surpluses made are reinvested into delivering services to enable service users to belong, contribute and thrive.

HOW £1 OF YOUR RENT IS SPENT

	Rent Arrears	0.5p
	Maintenance	20p
	Staff Team	21p
	Concierge Team	11p
	Overheads	10p
	Bricks & Mortar	37p



ENABLING YOU TO THRIVE

GEORGE WILLIAMS AWARD

Our George Williams Award is a programme we've developed at YMCA Black Country Group to help our supported residents build the skills and confidence they need to thrive.

Through fun and practical sessions like "Sensible Spending," "Feel Good Factor," and "How Clean is Your House?", we support young people to prepare for independent living.

The award has three levels, each encouraging residents to explore their local area, manage their space, and take part in positive activities. Completing all levels shows they're ready to move on confidently.

Feedback has been fantastic, and a total of 14 residents completed the George Williams Award last year, with many having now moved on or waiting for a property to become available.

We're delighted to provide an opportunity for our residents to feel motivated, learn new things, and enjoy working towards something meaningful.



THRIVE INTO WORK

The YMCA BCG Thrive to Work initiative was introduced to support residents living in our Supported Housing who have become economically active and started work.

We know living in supported housing isn't cheap, and when you are in work the support you receive from Housing Benefit to cover your rent costs can reduce. This sometimes led to residents being discouraged from starting work or not managing their new income well and ending up in arrears.

We didn't want to prevent our residents from being rewarded for working, so we introduced a way of subsidising rents to those affected. This year 17 residents have been supported through Thrive to Work, (accessing subsidies totalling £17,670.69) meaning they were able to stay in work and afford their rent.

These residents could then either start to save whilst still receiving the support they need or move on in a planned way to more affordable accommodation.



MOVING FORWARD FUND

The YMCA BCG Moving Forward Fund provides our Supported Housing residents with access to a grant for essential items that could support their move-on journey. This could include white goods or furniture for their new home when it's time to move on, a new suit for a job interview or a bicycle in order to get to work.

These items, though they may seem small to many, can be the make or break of a successful move-on for our residents.

This year 35 residents have accessed the Moving Forward Fund (accessing grants totalling £8,788.78) and been able to move forward and reach their potential.

HELPING YOU GROW

Wherever you live at YMCA we want to feel a sense of 'belonging', we will invite you to 'contribute' to the service we provide, and we will seek to enable you to 'thrive.'

BELONG

You said...

74% of residents are either satisfied or very satisfied with their sense of belonging to the YMCA and their community, whilst 24.6% of residents gave a neutral response to this question in our last survey.

One resident commented, "I have really enjoyed my time here, the staff are always friendly and willing to help. I feel very safe, secure and comfortable in YMCA and the sense of community at YMCA makes a big difference in feeling at home. I appreciate the effort that goes into keeping the facilities clean and creating a safe, welcoming environment for everyone. Keep up the great work and thank you for what you do. Cheers"

We did...

Our Youth Engagement Officer, Gary Ellis and the Y-Living team have been busy throughout the year delivering a range of activities to enable you to feel a sense of 'belonging' to the YMCA and your community.

Their role is all about bringing residents together to participate in strengths-based, positive activities that harness a sense of belonging.

Be it paintball, hikes, bowling, go-karting, pizza nights, games nights, yoga sessions – the aim is the same, to ensure our residents know they belong!



CONTRIBUTE

You said...

78.6% of residents are either satisfied or very satisfied with the opportunities to contribute to the YMCA and their community, whilst 20% of residents gave a neutral response to this question in the last survey.

One resident commented “I appreciate the YMCA’s charitable work and the positive impact it makes in the community.”

A great way residents have contributed this year has been by helping us to share your experience of the YMCA; whether that’s through your case studies, videos or testimonials, shouting about the YMCA helps boost our reputation and allow us to continue creating safe homes for more young people in the future.

We did...

This year we specifically wanted residents to contribute to the creation of a Green Strategy for the organisation. 141 residents told us what is important to them and the feedback has provided some interesting insights.

55% of residents stated the issue of climate change is important to them. Residents are most concerned about recycling and waste and less about ethical purchasing. Residents think the YMCA should focus on the use of renewable energy within our projects and reducing waste and 60% of residents want to be involved in working with the YMCA to tackle climate change.

We will be launching the Green Strategy soon so watch this space to see how your feedback has shaped our work.



THRIVE

You said...

81% of residents are either satisfied or very satisfied with the progress they are making within the YMCA and their community, whilst 17.7% of residents gave a neutral response to this question in the latest survey.

We still receive lots of comments from residents regarding the prospects of moving on from YMCA accommodation.

One resident remarked, “I am ready to move on, and I wish I could be allowed to invite my partner to stay over in my flat.”

We understand our visitors policy can sometimes feel restrictive, but it's there to keep people safe, to ensure we know who is in our properties and so that we are not overcrowding our flats.

We did...

There is a national shortage of social housing, and we are doing everything we can to enable residents to move on when they are ready.

This includes expanding our Y-Living Accommodation (safe, secure affordable YMCA accommodation for 18-35 year old who are in work) and launching Living Springs, our first accommodation unit for Young Families in April 2025.

We want you to 'Thrive' and having the right accommodation to meet your needs is fundamental to that.



Supporting young people in the Black Country to belong, contribute & thrive.

YMCA BLACK COUNTRY GROUP

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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.

FAMILY & YOUTH WORK

HEALTH & WELLBEING

HOUSING

TRAINING & EDUCATION

SUPPORT & ADVICE