



## **HOUSING PERFORMANCE AND SERVICE IMPROVEMENT REPORT – GOVERNING BODY RESPONSE**

**The above report was presented to Cabinet on the 27<sup>th</sup> May 2025.**

As Portfolio Holder for Housing and Planning, and the Member Responsible for Complaints (MRC), on behalf of Cabinet my response to the report is outlined below:

We welcome feedback from our residents, as it helps us to shape and improve the services that we provide. Our Housing Complaint Performance and Service Improvement Report for 2024-25 highlights how we've handled complaints over the past year, and our next steps to make improvements.

The highest volume of complaints is for our Repairs and Maintenance Service, which we have now made changes to and are monitoring to ensure higher performance standards and service quality. We also recognise the need for accuracy when recording complaints, and that with improved communication, some of these complaints could have been avoided.

To make improvements, we have been working closely with a group of tenants to review how we handle complaints. The group looked at a selection of random, anonymised complaint responses from teams across housing. Through this process they identified areas for improvement, including the need for further staff training. In response to this, managers have now completed four courses offered by the Housing Ombudsman on Complaint Handling and Dispute Resolution.

Following the training, tenants have reviewed complaint responses again, and seen an improvement in the standard of responses. Further to this, we have enhanced our governance processes, so that Stage 1 and Stage 2 complaints are signed-off by managers and directors at the appropriate level.

We are committed to delivering the best possible service for our residents. Additional training is planned with our housing team, and we'll continue to work with residents to ensure improvements are embedded and to explore how we can further learn from complaints. We will report on our complaint's performance again at the end of 2025-26.

**Cllr Robinson**

Portfolio Holder for Housing and Planning, and the Member Responsible for Complaints