

Report to: Governance, General Purposes & LGR Committee: 27 November 2025

Director Lead: Suzanne Shead, Director – Housing, Health & Wellbeing

Lead Officer: Jill Baker, Business Manager Customer Services, ext. 5810; and
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Report Summary	
Report Title	Annual Review of Housing Service Complaints & Improvement Report
Purpose of Report	To provide insight into complaints performance and confirm the Council's compliance with the Complaint Handling Code for 2024/25. To highlight themes, trends or risks identified through complaints, and to present to members the Housing Ombudsman Service 2024/2025 Landlord Performance Report.
Recommendation	That the Governance, General Purposes & LGR Committee approve the Annual Report and note the contents of the Housing Ombudsman Service Report for 2024-25.
Reason for Recommendation	It is a requirement of the Complaint Handling Code that the Housing Ombudsman Landlord Performance Report is reviewed by Members for scrutiny and to approve the Annual Complaints and Improvements Report.

1.0 Background Information

- 1.1 As a landlord, the Council is accountable to the Housing Ombudsman, who consider complaints from tenants in instances where either the Council's complaints procedure has been exhausted or where the complainant feels the Council has not dealt with a complaint appropriately.
- 1.2 To comply with the Housing Ombudsman Complaint Handling Code, landlords must publish an Annual Housing Complaints & Improvement Report.
- 1.3 Each year the Housing Ombudsman undertakes an annual review of complaints. The 2024/25 Landlord Performance Report was published on 23 September 2025 – **Appendix 2.**

- 1.4 This committee report incorporates the Annual Housing Complaints & Improvement Report and the Housing Ombudsman Landlord Performance report for 2024-25.

2.0 Annual Review of Housing Service Complaints

- 2.1 This report, **Appendix 1**, which is a requirement of the Housing Ombudsman Complaints Handling Code, details the number of and category of the complaints received, performance, outcome and learnings. It also has a section on Housing Ombudsman complaints.

3.0 Housing Ombudsman Landlord Performance Report

- 3.1 The Landlord Performance Report, **Appendix 2**, details that the Housing Ombudsman upheld four complaints and made 22 orders, all which were complied with, within the timescales.
- 3.2 These reports, issued by the Housing Ombudsman Service, provide data on the determinations issued to landlords between 1 April 2024 and 31 March 2025. Individual reports are provided to landlords with five or more findings in cases determined during the year. They issued reports to 281 landlords.
- 3.3 This is the first year the Council has received a Performance Report, and this replicates the findings from the Housing Ombudsman that local authority landlords are facing acute pressures in handling housing complaints following successful campaigns by the Housing Ombudsman and the Council to support tenants to raise issues of poor service.
- 3.4 Complaints provide valuable insights that drive service improvement. While service failures may occur, the Council's effective response—analysing trends and collaborating with tenants—enabling us to enhance our services and reduce repeat issues. We are working hard to develop and embed a positive culture around the value of complaints to the Council's services.

4.0 Further Learning and Developments

- 4.1 Complaints provide a perfect opportunity to improve the service delivered to our tenants. They are reviewed by senior managers and the Housing Advisory Board, to what learnings and improvements can be made. These are detailed in section 6 of the Annual Review of Housing Services Complaints report.

5.0 Implications

In writing this report and in putting forward recommendation's, officers have considered the following implications: Data Protection, Digital and Cyber Security, Equality and Diversity, Financial, Human Resources, Human Rights, Legal,

Safeguarding and Sustainability and where appropriate they have made reference to these implications and added suitable expert comment where appropriate.

Financial Implications - FIN25-26/7729

- 5.1 There are no financial implications arising from this report. However, it is worth noting that if any maladministration is found by the Ombudsman, a financial remedy or compensation can be imposed, for which there would be no specific budget for.

Background Papers and Published Documents

Except for previously published documents, which will be available elsewhere, the documents listed here will be available for inspection in accordance with Section 100D of the Local Government Act 1972.

None