



Service Delivery Committee

**Tuesday, 10 June
2025**

Matter for Information

Report Title:

Housing Annual Complaints Performance and Service Improvement Overview Report

Report Author(s):

Chris Eyre (Housing Manager)

Purpose of Report:	For the Service Delivery Committee to consider, respond and note the Housing Annual Complaints Performance and Service Improvement Report (appendix 1)
Report Summary:	The Housing Annual Complaints Performance and Service Improvement Report provides performance data for complaints handling and outlines actions that will be taken to ensure continuous improvement of the way the Council manages housing complaints and use tenants feedback to improve housing services.
Recommendation(s):	That the content of the Housing Annual Complaints Performance and Service Improvement Report (appendix 1)
Senior Leadership, Head of Service, Manager, Officer and Other Contact(s):	Adrian Thorpe (Head of Built Environment) (0116) 257 2645 Adrian.thorpe@oadby-wigston.gov.uk Chris Eyre (Housing Manager) (0116) 257 2726 Chris.eyre@oadby-wigston.gov.uk
Strategic Objectives:	Our Council (SO1) Our Communities (SO2)
Vision and Values:	Customer & Community Focused (V1) Proud of Everything We Do (V2) Collaborative & Creative (V3) Resourceful & Resilient (V4)
Report Implications:-	
Legal:	There are no implications arising from this report.
Financial:	There are no implications arising from this report.
Corporate Risk Management:	Reputation Damage (CR4) Regulatory Governance (CR6)
Equalities and Equalities Assessment (EA):	There are no implications arising from this report.
Human Rights:	There are no implications arising from this report.
Health and Safety:	There are no implications arising from this report.
Statutory Officers' Comments:-	

Head of Paid Service:	The report is satisfactory.
Chief Finance Officer:	The report is satisfactory.
Monitoring Officer:	The report is satisfactory.
Consultees:	None.
Background Papers:	None.
Appendices:	1 - Housing Annual Complaints Performance and Service Improvement Report

1. Report Overview

- 1.1 The Housing ombudsman Complaints Handling Code became a statutory requirement from 1st April 2024 and sets out the expectation placed on social landlords of how they will deal with and manage complaints within their service areas.
- 1.2 The Complaints Handling Code requires social landlords to produce an annual complaints performance and service improvement report which must be reported into its governing body as well as published to residents, along with a response from the governing body, and submitted to the Housing Ombudsman.
- 1.3 The Housing Annual Complaints Performance and Service Improvement Report must include:
 - A qualitative and quantitative analysis of the landlords complaint handling performance
 - A summary of the types of complaints the landlord has refused to accept
 - Any findings of non-compliance within the Housing Ombudsman's Code
 - Improvements made as a result of learning from complaints
 - Actions following any reports and publications from the Ombudsman in relation to the work of the landlord.
- 1.4 Oadby and Wigston Borough Council, in its role as a social housing landlord has produced The Housing Annual Complaints Performance and Service Improvement Report (appendix 1). This report provides an overview on performance of the Housing complaints function during 2024-25.
- 1.5 A summary of Stage 1 and Stage 2 complaints can be found in the report. This provides a breakdown of acknowledgment and response times, the outcome of each complaint and any compensation paid.
- 1.6 The Housing Ombudsman has set out guidance related to compensation. The team use this guidance to ensure consistency in approach.
- 1.7 The report also includes information relating to any Housing Ombudsman determinations, the Service Improvement Plan and related actions.
- 1.8 Members are asked to review and note the Housing Annual Complaints Performance and Service Improvement report (appendix 1).

