

Housing Complaints Performance and Service Improvements Annual Report 2023-24

Response from the Member Responsible for Complaints

We are pleased to receive the first annual *Housing Complaints Performance and Service Improvement Report* and we note the detailed breakdown of activity in the handling of housing complaints in 2023-24.

While the report shows an increase in the overall level of complaints, this is partly attributable to wider promotion of our complaints process and a more proactive approach to registering concerns from residents as formal complaints for investigation.

Members are also keenly aware of the challenges faced by City Corporation's Housing Division, which are reflected in increased levels of complaints from residents. Members are monitoring progress on improvements designed to enhance service delivery in key areas such as responsive repairs, to increase tenant satisfaction and improve overall service quality. Learning from complaints is an important way of shaping improvements in housing service delivery.

This report shows that improvement is needed in our compliance with timescales for complaints responses, as required under the Complaint Handling Code. Performance in this area reduced in 2023/24 and this is clearly a matter of concern. Members will continue to monitor performance closely, to ensure that it returns to the high levels achieved in previous years.

We have requested that complaints performance is reported and discussed at each meeting of the Housing Management and Almshouses Sub-Committee, to enable Members to have greater oversight of activity in this important area. We are particularly keen to identify learning from complaints, to inform improvements to services and foster a more positive experience for residents of the City Corporation's housing estates. Having a robust complaints handling process is essential, however it is also critical that we improve services to increase resident satisfaction and reduce the need for complaints to be made by our residents.

Improvements to the way in which we engage and involve tenants and leaseholders forms an important part of our new Housing Strategy, which is currently working its way through our governance processes. Increased transparency on service performance is key to building more open and trusting relationships with our residents, and this report will support that aim.

Steve Goodman

Chair, Housing Management and Almshouses Sub-Committee
Member Responsible for Complaints



Helen Fentimen

Deputy Chair, Housing Management and Almshouses Sub-Committee

