

Waverley Borough Council

Report to: Landlord Services Advisory Board

Date: 27 June 2024

Ward(s) affected: All

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Report Status: Open

1. Annual self-assessment against the Housing Ombudsman's Complaint Handling Code and reports on the Housing Service's complaints handling performance and its learning from the complaints

2. Executive Summary

- 2.1 This report present the information that the Housing Ombudsman requires the Council to publish by the 30 June. This includes an analysis of the complaints received by the Council, a summary of the service improvements that have been made, and a self-assessment against the Complaints Handling Code.

3. Recommendation to LSAB:

- 3.1 That the Board:
- Reviews and comments on the annual complaints and service improvement report and self-assessment against the Housing Ombudsman’s Complaints Handling Code.
 - Confirms that the self-assessment is a true reflection of the Housing Services complaint handling.
 - Provides comments about whether the service improvements implemented have addressed the lessons learned in the complaints.

4. Reason(s) for Recommendation:

- 4.1 To be transparent with tenants about the way in which the Council handles complaints and the service improvements that have been made.

5. Exemption from publication

- 5.1 No

6. Purpose of Report

- 6.1 To receive feedback from the board on the report being published and to receive their comments to inform the response from the governing body that will be published alongside it.

7. Strategic Priorities

- 7.1 The report supports the Council's Corporate commitment to promote "*Good quality housing for all income levels and age groups*" and aim to "*be the best council landlord in the South East and to be acknowledged so by our tenants.*"

8. Background

- 8.1 Compliance with the Housing Ombudsman's Complaints Handling Code was made a statutory requirement by the Social Housing (Regulation) Act 2023.
- 8.2 One of the requirements of the code is to publish annually:
- a complaints and service improvements report
 - a self-assessment against the Complaints Handling Code
 - a response from the governing body of the organisation
 - any reports published by the Ombudsman about the landlord
- 8.3 The complaints and service improvements report and self-assessment against the Complaints Handling Code are included as appendices 1 and 2.
- 8.4 The Housing Ombudsman guidance about the response from the governing body is that the response must consider what scrutiny has been carried out to ensure the accuracy of the reported information and can highlight any achievements or challenges from throughout the year.

9. Consultations

- 9.1 Publishing this information is a statutory requirement.

10. Key Risks

- 10.1 Not publishing the required information by the 30 June would mean that Waverley would need to report non-compliance with

the Housing Ombudsman's Complaint Handling Code. This would damage Waverley's reputation and would reduce transparency.

11. Financial Implications

11.1 None

12. Legal Implications

12.1 Publishing the annual complaints and service improvements report by the 30 June is a statutory requirement.

13. Human Resource Implications

13.1 None

14. Equality and Diversity Implications

14.1 None

15. Climate Change/Sustainability Implications

15.1 None

16. Summary of Options

16.1 Review and comment on the annexed report to inform the governing body's response and ensure that Waverley complies with the statutory obligation to publish this report by the 30 June.

16.2 Do nothing.

17. Conclusion

17.1 It is a statutory requirement to publish the annexed information alongside a response from the governing body. This will increase

transparency with tenants about the type of complaints received and the actions taken to implement the learning from them.

18. Appendices

- 18.1 Appendix 1 Summary of complaints and service improvements for year 2023/24
- 18.2 Appendix 2 Self-assessment against the Complaints Handling Code.

Please ensure the following service areas have signed off your report.
Please complete this box, and do not delete.

Service	Sign off date
Finance / S.151 Officer	n/a
Legal / Governance	n/a
HR	n/a
Equalities	n/a
Lead Councillor	n/a
CMB	n/a
Executive Briefing/Liaison	n/a
Committee Services	n/a