

Appendix 2

Response on behalf of the Cabinet to the Annual Complaints Performance and Service Improvement Report

“Having joined the Cabinet in May 2025, this response covers the period when my predecessor in this role, Councillor S B Blair, was the Member Responsible for Complaints.

I have reviewed the contents of the Self-Assessment and the Annual Complaints Handling and Self-Improvement Report. I note the positive steps that the Council has taken to improve its complaint handling performance covering the period of the first full year of operation under the Ombudsmen Joint Complaint Handling Code, as adopted in our Complaints Policy.

I welcome the overall picture of compliance with the provisions of the Complaint Handling Code while noting that we have had to report a failure to fully comply with the requirements for responding within 10-working days or within 20-working days with an extension at Stage 1. I believe as was said at Cabinet in September 2025 when reporting on the complaint performance for Quarter 1, 2025/26 that the goal of restoring full compliance in this area is achievable. I, and the rest of my Cabinet colleagues, will continue to monitor performance in this area with a view to achieving full compliance again in 2025/26.

I would also emphasise the importance placed by the Cabinet on the first Strategic Priority of the Council’s Corporate Plan is ‘Improving our Housing’, which the Cabinet remains committed to delivering.

To achieve this Strategic Priority, the Council will:

- Drive continuous improvement of our housing services in line with legislative reform.
- Undertake refurbishments and improving the energy efficiency of our existing Council housing to at least decent home standard, as resources allow.
- Carry out a stock condition survey and developing a new Housing Revenue Account (HRA) Business Plan framework for long-term strategic planning, maintenance, maximising rental income, and investment in and increasing our housing stock.
- Proactively manage our neighbourhoods and supporting our tenants through community engagement, community safety initiatives, regulation, and enforcement.

As the Member Responsible for Complaints (MRC), I am committed to ensuring that this continuous improvement is delivered in respect of complaint handling.”

Councillor M J Nee

Portfolio Holder for Finance, Governance, Climate Change and Environment

(Member Responsible for Complaints)