Housing Portfolio

To consider report CH/208 of the Head of Crawley Homes, which was referred to the meeting of the Overview and Scrutiny Commission on 2 September 2024.

Appendix A - Crawley Homes Annual Complaints Performance and Service Improvement Report and Statutory Complaints Handling Code and Self Assessment, item 6.

That the Cabinet:

a. approves the Crawley Homes Annual Complaints Performance and Service Improvement Report and Statutory Complaints Handling Code (appendix A) for adoption and subsequent publication, with subsequent complaint reports and

Bulletin (as agreed in 2015).

b. delegates authority to the Head of Crawley Homes, in consultation with the Cabinet Member for Housing and the Leader of the Council, to approve the response, submission and publication of the report online, alongside the report and compliance with statutory code.

delegates authority to the Head of Crawley Homes, in consultation with the Cabinet Member for Housing, to make minor amendments to the Crawley Homes Annual Complaints Performance and Service Improvement Report and Statutory Complaints Handling Code as further changes are introduced, including as and when legislation and statutory guidance are forthcoming.

out in 4.1 of report CH/208.

The Cabinet Member for Housing presented report CH/208 and associated appendix of the Head of Crawley Homes. The report sought approval for the new Crawley Homes Annual Complaints Performance and Service Improvement Report along with the associated Statutory Complaints Handling Code. It was noted that it was a requirement by the Housing Ombudsman that those documents be produced, approved and then ed the Cabinet that part of

the recommendation was

Housing complaints data and he commented that he would be pushing officers to make this information more readily available, even potentially monthly in due course.

comments on the

report to the Cabinet following consideration of the matter at its meeting on 2 September 2024, which included:

mandatory from 1 April this year.

- It was noted that there had been more complaints in different areas of the town. This was in the latter half of last year and as a result of staffing issues, together with publicity in the sector, especially around damp and mould.
- It was noted that complaints can be an opportunity to highlight factors in order to provide a good service. Action plans and complaints were looked at monthly to ensure improvement.
- The Tenants and Leaseholders Action Panel was thanked for the input and feedback, particularly into the Complaints Service Improvement Plan. Councillors Jones, Nawaz, C Mullins and S Mullins spoke as part of the discussion on the report.

That the Cabinet:

a) approves the Crawley Homes Annual Complaints Performance and Service Improvement Report and Statutory Complaints Handling Code (appendix A) for adoption and subsequent publication, with subsequent complaint reports and

Bulletin (as agreed in 2015).

- b) delegates authority to the Head of Crawley Homes, in consultation with the Cabinet Member for Housing and the Leader of the Council, to approve the response, submission and publication of the report online, alongside the report and compliance with statutory code.
- c) delegates authority to the Head of Crawley Homes, in consultation with the Cabinet Member for Housing, to make minor amendments to the Crawley Homes Annual Complaints Performance and Service Improvement Report and Statutory Complaints Handling Code as further changes are introduced, including as and when legislation and statutory guidance are forthcoming.

out in 4.1 of report CH/208.

Overview and Scrutiny Commission 2 September 2024

- Confirmation was provided on the classification of formal complaints from the
- Details provided on the offer of financial and non-financial compensation. In some cases compensation may be justified, however the evidence and merit of awarding compensation would always be evaluated. A new compensation policy was being drafted which would offer appropriate remedies and compensation in a fair and justified approach.
- The Tenants and Leaseholders Action Panel (TLAP) was commended for the scrutinising, input and continued feedback, particularly into the Complaints Service Improvement Plan.

RESOLVED

That the Commission noted the report and requested that the views expressed during