

This report is public	
Housing Management Performance	
Committee	Accounts, Audit and Risk
Date of Committee	20 November 2024
Portfolio Holder presenting the report	Portfolio Holder for Housing – Councillor Nick Cotter
Date Portfolio Holder agreed report	6 November 2024
Report of	Assistant Director Wellbeing and Housing – Nicola Riley

Purpose of report

To provide the Committee with an annual report on Housing Management Performance relating to the Council's small stock holding of properties. Specifically, matters that relate to complaints performance in accordance with the Housing Ombudsman's Complaints Handling Code and the wider Social Housing (Regulation) Act.

1. Recommendations

The Accounts, Audit and Risk Committee resolves:

- 1.1 To note the content of the report and appendices. The appendices, including the Complaints Handling Code self-assessment, will be published on the Council's website and sent to the Housing Ombudsman as the Council's return for 2023-24.

2. Executive Summary

- 2.1 As part of meeting our statutory duties in relation to our stock holding and as part of new regulatory frameworks, the Council is required to produce and publish a report that outlines its complaint handling and compliance with the Housing Ombudsman's Complaint Handling Code every year. This relates to complaints that the Council receive as a landlord and that relate to its landlord functions.
- 2.2 Additionally, new regulation establishes a new regulator that oversees landlords and the services that they are providing to their tenants. Landlords are required to collect a suite of satisfaction and service data that it is required to submit to the regulator and publish.
- 2.3 Complaints that relate to other areas of the Council and do not relate to the discharge of our landlord functions for our housing stock are not within the scope of the report.

Implications & Impact Assessments

Implications	Commentary			
Finance	This report is for information only and does not have any direct financial implications. Kelly Wheeler, Finance Business Partner, 28 October 2024			
Legal	This report is for information however the information will be appendices will be published and reviewed by the Housing Ombudsman therefore if anything appears unclear it should be raised now so it can be clarified in advance of submission. Alison Coles, Legal Services Operations Manager 29/102024			
Risk Management	There are no risk implications arising directly from this report. However, this report is a necessary action that mitigates the risk of not complying with the correspondent legislation. Celia Prado-Teeling, Performance Team Leader, 30 October 2024			
Impact Assessments	Positive	Neutral	Negative	Commentary
Equality Impact		x		Not applicable
A Are there any aspects of the proposed decision, including how it is delivered or accessed, that could impact on inequality?		x		
B Will the proposed decision have an impact upon the lives of people with protected characteristics, including employees and service users?		x		
Climate & Environmental Impact		x		
ICT & Digital Impact		x		
Data Impact		x		
Procurement & subsidy		x		
Council Priorities	Housing that meets your needs			
Human Resources	Not applicable			
Property	Not applicable			

Consultation & Engagement	The report outlines customer engagement that has taken place in the reports production
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Supporting Information

3. Background

- 3.1 The Council has a small stock holding of 231 units. 101 of these are held within shared ownership, where the Council has less responsibilities as a landlord as the shared owner has responsibilities for the upkeep and repair of their home. The rest of the portfolio is made up of rented property. It is a mix of general needs accommodation, supported accommodation and temporary accommodation for homeless households. As the stock holding is small, our number of responses are also small. This can have an impact on the results presented.
- 3.2 The Housing Ombudsman's Complaint Handling Code came into effect in April 2024 in conjunction with the wider Social Housing (Regulation) Act 2023. It empowered the Ombudsman to issue a code of practice that landlords should have in place for considering complaints. It also places a duty on the Ombudsman to monitor compliance with the code. The code outlined definitions of complaints, timescales that they should be handled within and how they should be handled. It also advises that the Council must report on compliance with the code to its appropriate governing body or committee and complete a self-assessment form annually. It must also publish outcomes on its website.
- 3.3 Additionally, the Social Housing (Regulation) Act 2023 requires landlords to collect Tenant Satisfaction Measures and report the results. This is to enable people to use the measures to understand how well landlords are performing. There is additional regulatory involvement for larger landlords (1000 homes or more), which includes an inspection regime and rating system against the consumer standards within the Regulations. As the Council only has a small stock holding of less than 1000 homes, the rating and inspection regime will not routinely apply, but it is still necessary to report and publish the Tenants Satisfaction Measures.

4. Details

- 4.1 Appendix 1 shows the complaints received within 2023-24 that are within the scope of the Housing Ombudsman and the Council's performance against the code. It includes some improvements that have been identified and also, within Appendix 2, provides the self assessment that is required to be completed.
- 4.2 Appendix 1 also shows the results of the Tenant Satisfaction Measures for 2023-24 with analysis of the results.

5. Alternative Options and Reasons for Rejection

- 5.1 The following alternative options have been identified and rejected for the reasons as set out below.

Option 1: Not to produce and publish a report.

There is a statutory obligation to produce a report and report our performance in these areas as part of the legislation that is outlined within the report. This is therefore rejected.

6. Conclusion and Reasons for Recommendations

- 6.1 The report provides members with information regarding complaints performance within the scope of the Housing Ombudsman and wider performance that relates to the new Social Housing Regulation Act. It is a requirement within this legislation to report and publish our performance.

Decision Information

Key Decision	N/A
Subject to Call in	N/A
If not, why not subject to call in	N/A
Ward(s) Affected	All wards

Document Information

Appendices	
Appendix 1	Housing Management Performance Annual Report
Appendix 2	Housing Ombudsman Complaint Handling Code Self Assessment
Background Papers	None
Reference Papers	None
Report Author	Richard Smith – Head of Housing
Report Author contact details	richard.smith@cherwell-dc.gov.uk 01295 221640
Corporate Director Approval (unless Corporate Director or Statutory Officer report)	Ian Boll, Corporate Director – Communities, 8 th November 2024