

REPORT TO EXECUTIVE

Date of Meeting: 11th January 2022

Report of: Deputy Chief Executive

Title: Housing Ombudsman Complaint Handling Code: Self-Assessment

Is this a Key Decision?

No

Is this an Executive or Council Function?

Executive

1. What is the report about?

In 2020 the Housing Ombudsman published their Complaint Handling Code [The Housing Ombudsman's Complaint Handling Code \(housing-ombudsman.org.uk\)](https://www.housing-ombudsman.org.uk) setting out good practice that will allow landlords to respond to complaints effectively and fairly. As part of the Code member landlords must complete regular self-assessments in order to benchmark against the Code's requirements and identify areas where a landlord can make improvements.

The Council Housing and Development Advisory Board reviewed the self-assessment on 16th November 2021, the Board did not identify any issues or request any amendments to be made and noted that the self-assessment will be presented to the Executive. Therefore, we are asking members to review and consider our self-assessment.

2. Recommendations:

That the Executive note the report.

3. Reasons for the recommendation:

The Code must be reported to Board/elected members in order to ensure transparency.

4. What are the resource implications including non-financial resources?

There are no additional resource implications at this stage

5. Section 151 Officer Comments:

There are no financial implications contained within this report.

6. What are the legal aspects?

None identified

7. Monitoring Officer's comments:

This report raises no issues for the Monitoring Officer.

8. Report details:

The self-assessment promotes transparency and compliance by comparing complaints procedure against the Housing Ombudsman Complaint Handling Code. The self-assessment requires a landlord to consider all the communication methods offered, consider accessibility of the service and to ensure feedback and service improvement mechanisms are in place so the complaints service has opportunity to be improved when improvements are identified.

9. How does the decision contribute to the Council's Corporate Plan?

The self-assessment contributes to the Council's Corporate Plan by meeting the communities' aspirations, and assisting in having a well-run council whilst providing value-for-money services.

10. What risks are there and how can they be reduced?

By following the Housing Ombudsman Complaint Handling Code and carrying out self-assessment, the level of risk in regards to the Housing Ombudsman issuing a negative determinations with the handling of complaints will be reduced considerably.

11. Equality Act 2010 (The Act)

11.1 Under the Act's Public Sector Equalities Duty, decision makers are required to consider the need to:

- eliminate discrimination, harassment, victimisation and any other prohibited conduct;
- advance equality by encouraging participation, removing disadvantage, taking account of disabilities and meeting people's needs; and
- foster good relations between people by tackling prejudice and promoting understanding.

11.2 In order to comply with the general duty authorities must assess the impact on equality of decisions, policies and practices. These duties do not prevent the authority from reducing services where necessary, but they offer a way of developing proposals that consider the impacts on all members of the community.

11.3 In making decisions the authority must take into account the potential impact of that decision in relation to age, disability, race/ethnicity (includes Gypsies and Travellers), sex and gender, gender identity, religion and belief, sexual orientation, pregnant women and new and breastfeeding mothers, marriage and civil partnership status in coming to a decision.

11.4 In recommending this proposal potential impact has been identified on people with protected characteristics as determined by the Act and an Equalities Impact Assessment has been included in the background papers for Member's attention.

12. Carbon Footprint (Environmental) Implications:

No direct carbon/environmental impacts arising from the recommendations

13. Are there any other options?

No

Deputy Chief Executive, Bindu Arjoon

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Local Government (Access to Information) Act 1972 (as amended)

Background papers used in compiling this report:-

None

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