

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

Councillor S B Blair, Portfolio Holder for Finance, Governance, Climate Change and Environment:

“The first Strategic Priority of the Council’s Corporate Plan is ‘Improving our Housing’ and the Cabinet is committed to delivering on that objective. As part of this, 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 a Cabinet we are committed to providing good quality housing and how we respond to and learn from complaints is an important part of that objective.

As the designated Member Responsible for Complaints (MRC), I fully support and adopt the Housing Ombudsman’s revised complaint handling code and I am committed to high quality complaint handling. As the MRC, I will work with the Head of Corporate Services and Democracy to ensure that we as a Cabinet we continue to receive regular information and updates on complaints, in particular, what they tell us about our services, what we have learnt from them and what we have done to put things right.

As an organisation it is important that we learn from all complaints and use this information to drive service improvements across the Council.”