



Committee Report

PURPOSE: Final Decision Report

KEY OR NON-KEY DECISION: Non-key decision

COMMITTEE: Homes and Housing Delivery Committee

DATE: 20 September 2024

TITLE: Housing Annual Complaints Performance and Service Improvement Report 2023/24

Ward(s): Citywide

Officer presenting the report: Jordan Crawford **Job title:** Service Development Manager

Committee Chair: Cllr Barry Parsons

Executive Director lead: John Smith: Executive Director for Growth & Regeneration

Proposal origin: BCC Staff

Purpose of Report:

To provide the Committee with the Annual Complaints Performance and Service Improvement Report for complaints handled by Bristol City Council (BCC) Landlord Services in 2023/24. This is in line with Housing Ombudsman Complaint Handling Code.

Evidence Base / Options to consider:

1. The council is required to increase visibility of complaints handling performance to residents and ensure robust and comprehensive reporting of complaints performance to councillors and senior leadership, conduct a self-assessment against the code (including any findings of non-compliance) and to measure resident satisfaction with complaint handling.
2. To ensure that there is sufficient oversight and governance of the complaints information and complaints improvement group I would like to recommend that the Housing and Landlord Service reports on either an annual or six-monthly basis.
3. To provide quarterly reports to the Chair during this period to ensure that EDM has oversight of the complaints performance.

Officer Recommendations: -

That the Committee for Homes and Housing Delivery notes the Annual Complaints Performance and Service Improvement Report for complaints handled by Bristol City Council has been published on the website.

Corporate Strategy alignment:

1. The publication of the annual complaints report aims to is lined to (HC5) to ensure that resident voice is being captured and we are able to evidence how residents are influencing service delivery and our ongoing commitment to improve transparency and accessibility to the complaints service.

City Benefits:

1. The complaints data has highlighted that there are areas for improvement such as: identifying trends and developing strategic responses to residents complaints regarding service delivery. We are committed to developing mechanisms where those data and insights are being utilised to improve housing services for residents. By adopting a data driven approach to our decision making we will ensure that the decisions being made are ethical.

Consultation Details:

1. Discussed with Committee Chair and Vice Chair

Background Documents:

[Housing Ombudsman Complaint Handling Code](#)

Revenue Cost	N/A	Source of Revenue Funding	N/A
Capital Cost	N/A	Source of Capital Funding	N/A
One off cost <input type="checkbox"/>	Ongoing cost <input type="checkbox"/>	Saving Proposal <input type="checkbox"/>	If yes - existing or new saving? Choose an item. OR Income generation proposal <input type="checkbox"/>

Professional comments section:

1. Finance Advice: There are no financial implications in relation to this report.

Finance Business Partner: Martin Johnson – Interim Finance Manager Housing and Landlord Services.

2. Legal Advice: There are no specific legal implications arising from this report which is for noting.

Legal Team Leader: Husinara Jones, Team Manager/Solicitor 13 August 2024

3. Implications on IT: No implications on IT regarding this report.

IT Team Leader: Alex Simpson – Lead Enterprise Architect 6 August 2024

4. HR Advice: Section 11 of the report sets out an action plan with measures relating to the workforce. These measures range from training interventions for the Customer Relations Team and Housing service; recruiting additional resource to support the resolution of complaints; capturing learning holistically to improve the management of complaints, and improving information and procedures that support the Council to meet its requirements in the management of complaints. Any additional resource should be recruited following the Council’s HR procedures.

HR Partner: Niki Rodgers, HR Consultancy Manager – Growth and Regeneration comments 7 August 2024

APPENDICES

Appendix A – Further essential background / detail on the proposal Annual Complaints Report 2023-2024	YES
Appendix B – Equality Impact Assessment (EqIA)	YES
Appendix C – Environmental Impact Assessment	NO
Appendix D – Risk Assessment	NO
Appendix E – Exempt Information	NO
Appendix F – Details of consultation carried out - internal and external	NO
Appendix G – Options appraisal matrix	NO
Appendix H – Business case / financial analysis	NO