

To: Cabinet

Date: 15 November 2023

Report/Comments of: Scrutiny Committee

Title: Scrutiny Feedback to Cabinet – Housing Ombudsman,  
Annual Report 2022/23

<b>SUMMARY OF REPORT CONSIDERED</b>	
<b>Report Title:</b>	Housing Ombudsman, Annual Report 2022/23
<b>Purpose/Description of Report:</b>	The report sets out the content of the annual report and provides context regarding the complaints and the way in which complaints are managed by Melton Borough Council.
<b>Key Decision:</b>	No
<b>Scrutiny Lead Member:</b>	Cllr M Brown, Scrutiny Committee Chairman
<b>Relevant Portfolio Holder:</b>	Cllr P Allnatt, Portfolio Holder for Housing and Landlord Services

## **1. Introduction and Overview**

The Scrutiny Committee met on 19 October 2023 to consider a report on the Housing Ombudsman’s Annual Report 2022/23.

The Council received notification on Thursday 12 October that the Housing Ombudsman would be issuing their annual landlord performance reports for complaints they had determined for each local authority on Tuesday 17 October.

The report sets out the content of the annual report and provides context regarding the complaints and the way in which complaints are managed by Melton Borough Council.

## **2. Summary of Feedback/Recommendations for Cabinet Consideration**

- Members commented that, occasionally, they recognise that complaints acknowledgement had been an issue and the work that had been done to improve this.
- Concern was raised that the way the contractor acts can affect the way the Council is viewed by the Housing Ombudsman, however, it was noted that the Council is the landlord and is ultimately responsible.
- Members noted that being able to demonstrate learning from complaints was important. It was suggested that as part of the committees workplan review, the council's complaints policy and complaint handling may be added as a future workplan item.

**Written by: Scrutiny Committee Chairman in consultation with Members of the Scrutiny Committee**