

# Decision Notice

## Decision Taken Between Meetings

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<b>Decision No:</b>	<b>DPH01 24</b>
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<b>Subject:</b>	<b>ANNUAL HOUSING COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT INCLUDING SELF-ASSESSMENT AGAINST THE HOUSING OMBUDSMAN'S COMPLAINT HANDLING CODE</b>
<b>Notification Date:</b>	<b>21 June 2024</b>
<b>Implementation Date:</b>	<b>27 June 2024</b>
<b>Decision taken by:</b>	<b>Councillor S B Blair, Portfolio Holder for Finance, Governance, Climate Change and Environment</b>
<b>Authority:</b>	<b>Paragraph 12 (General Responsibilities Delegated to all Members of the Executive) of Section 3C of Part 3 (Responsibility for Functions) of the Constitution</b>
<b>Decision Type:</b>	<b>Executive Non-Key Decision</b>
<b>Call-In to Apply?</b>	<b>Yes (Call-in will expire at 10.00am on 27 June 2024)</b>
<b>Classification:</b>	<b>UNRESTRICTED</b>

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<b>Reason for the Decision:</b>	To approve the self- assessment and authorise its publication and submission to the Housing Ombudsman.
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<b>Decision:</b>	<p>(a) That in accordance with the Housing Ombudsman's Complaint Handling Code the Annual Complaints Performance and Service Improvement Report, which includes the Annual Self-assessment against the Code, as set out in Appendices 1 and 2 be received and approved.</p> <p>(b) That the Portfolio Holder for Finance, Governance, Climate Change and Environment approve the proposed response, as set out in Appendix 3, on behalf of the Cabinet for the Annual Complaints Performance and Service Improvement report, for publication.</p> <p>(c) That the Head of Corporate Services and Democracy be authorised to publish the report and the response from the Portfolio Holder for Finance, Governance, Climate Change and Environment on behalf of the Cabinet.</p> <p>(d) That the Head of Corporate Services and Democracy be authorised to submit the self-assessment to the Housing Ombudsman by 30 June 2024.</p>
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1. **Consideration and Alternatives** *(if applicable)*
  - 1.1 See attached report.
2. **Any Conflicts of Interest Declared?**
  - 2.1 None.

3. **Supporting Information** *(as applicable)*

3.1 See attached report.