

Nuneaton and Bedworth Borough Council

Cabinet response to the Annual Housing Complaint Performance and Service Improvement Report 2023-24

Nuneaton and Bedworth Borough Council are pleased to share with tenants and partners the Council's Annual Housing Complaint Performance & Service Improvement Report for the period 1st April 2023 – 31st March 2024, as approved by Cabinet at its meeting on 19th June 2024.


The Council's Cabinet is responsible for the exercise of all executive functions on behalf of the authority and is the collective decision-making body of the council. Cabinet approved that this Annual Report be submitted, along with the required self-assessment, to the Housing Ombudsman.

Cabinet also approved the appointment of the Portfolio Holder for Housing as the Member Responsible for Housing Complaints (MRC), along with the future governance, performance monitoring and reporting of housing complaint handling and service improvements as detailed within the Annual Report.

The Council is committed to meeting its landlord obligations, being compliant with the Housing Ombudsman Complaint Handling Code 2024, achieving best practice in its complaint handling process and ultimately providing a better service to tenants and leaseholders. This Annual Report demonstrates the Council's commitment to continuous improvement both to service delivery and to complaint handling.

Whilst Tenant Satisfaction Measures at mid-point in the year indicated that Nuneaton and Bedworth Borough Council was exceeding top quartile performance when compared with peers, the council recognises that it has more to do to further improve its approach and learning in relation to complaint handling. The Council will continue to seek to learn from complaints and pursue the identification and implementation of service improvements/changes following complaint outcomes. Detailed within the report are service improvement actions carried out by the various housing teams during 2023/24, along with an improvement action plan for 2024/25.

Forward by Councillor J. Shepherd – Deputy Chair of Cabinet

Date:  20/6/24