

Response of the Member Responsible for Housing Complaints (Cabinet Member for Housing) to the following:

- Chesterfield Borough Council's housing complaints performance 2024/25
- Self-assessment against the Housing Ombudsman's Complaint Handling Code
- Action plan to address any gaps in the self-assessment

As Cabinet Member for Housing I have reported the Housing Complaints Performance report 2024/25, self-assessment and action plan to the Housing Advisory Board on 17th June 2025, and the Council's Standards and Audit Committee on 23rd July 2025. The documents presented represent an honest and comprehensive appraisal of the Housing Service's approach to complaint handling.

I am pleased that there has been a clear upward trend in complaint handling performance throughout 2024/25. Performance is now routinely scrutinised at Housing Advisory Board meetings and via monthly key performance indicator reporting. The appointment of staff with responsibility for complaint handling has driven improvements and I thank them for their efforts. During 2025/26 we will be reshaping the repairs service with a renewed focus on customer care, which I am sure will further strengthen complaints performance in this area.

I am also pleased to see a reduction in the number of complaints received overall, with a sizeable fall in the number of repairs complaints, which corresponds to our much-improved performance in completing repairs within timescales.

Finally, I note that the housing service has made significant progress in meeting the majority of the requirements of the Housing Ombudsman's Complaint Handling Code.

Councillor Jean Innes Cabinet Member for Housing

Member Responsible for Housing Complaints, Chesterfield Borough Council