

Appendix A
Draft Cabinet response to recommendations of
the Housing and Homelessness Panel of the Scrutiny Committee

The document sets out the draft response of the Cabinet Member to recommendations made by the Housing and Homelessness Panel on 07 March 2024 concerning the Housing Ombudsman Complaint Handling Code Self-Assessment. The Cabinet is asked to amend and agree a formal response as appropriate.

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Recommendation	Agree?	Comment
1) That the Council sets out its definition of what the 'Governing Body' referred to in the complaint handling code is in respect of the Council, to ensure clarity across the organisation.	Yes	<p>Compliance with the Housing Ombudsman's Complaint Handling Code is now a legal requirement, and this requires that performance on complaint handling relating to the landlord function is reported to the organisation's Governing Body. For this purpose, the Council's Governing Body is Cabinet. This clarification will be helpful and has also been reaffirmed by the Housing Ombudsman as being in line with the Housing Ombudsman's expectations.</p> <p>On a similar vein, the Regulator of Social Housing also requires that the landlord performance against its Regulatory Standards is reported to the organisation's Governing Body (also now a legal requirement). The Council's Governing Body for this purpose is also Cabinet.</p>

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