

Housing Complaint Responses customer contact scrutiny review

Purpose of the Report

1. To seek the views of the Housing, Environment and Healthier Communities OSC on the outcome and recommendations from the recently completed customer scrutiny review of Housing stage 1 complaint responses.

Background

2. The Transparency, Influence and Accountability standard states that social landlords must give tenants a wide range of meaningful opportunities to influence and scrutinise their landlord's strategies, policies, and services.
3. A scrutiny review is a tool used widely across the social housing sector to give tenants the opportunity and power to hold their landlord to account for decisions and performance. It is also a mechanism for building in influence to decision making and provides an opportunity for a reality check on service delivery.
4. The reasons for the review are set out in page 1 of the accompanying report, along with methodology, results, and recommendations. The report will be co-presented by two of the customer volunteers who carried out the scrutiny review.
5. The results and recommendations of this report should be viewed alongside the Complaints Annual report that is also being presented at this meeting.

Proposal

6. Subject to committee's comments on the report and recommendations it is proposed that officers meet with the scrutiny group to agree an action plan to implement the recommendations.

Recommendations

7. The Housing, Environment and Healthier Communities OSC is asked to provide comment on the report and recommendations.

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