

North East Derbyshire District Council

Standards Committee

1st October 2025

Complaints Performance and Service Improvement Report for Housing

Report of the Portfolio Holder for Strategic Leadership and Finance

Classification: This report is public

Report By: Jayne Dethick – Director of Finance and Resources (Section 151 Officer)

Contact Officer: Diane Parker – Housing Intelligence and Assurance Officer

PURPOSE / SUMMARY

The Social Housing (Regulation) Act 2023 placed a duty on the Housing Ombudsman to monitor compliance with the statutory Complaint Handling Code (the Code), which came into effect 1 April 2024.

The purpose of this report is to note compliance with the Code's statutory requirements of publishing an annual Complaints Performance and Service Improvement report.

The report was submitted to Cabinet on the 31 July 2025 for approval and submitted to the Housing Ombudsman on the 11 August 2025.

This report also provides a comparison with other Derbyshire Local Authorities.

RECOMMENDATIONS

1. Standards Committee to note the publication of the annual Complaints Performance and Service Improvement Report for Housing.
2. Standards Committee to note that as part of the Complaint Handling Code regulatory annual submissions the report has been submitted to the Housing Ombudsman.

Approved by the Portfolio Holder – Cllr Barker, Leader of the Council and Portfolio Holder for Strategic Leadership and Finance

IMPLICATIONS

Finance and Risk: Yes ☐ No ☒

Details:

On Behalf of the Section 151 Officer

Legal (including Data Protection): **Yes** ☐ **No** ☒

Details: This is a statutory requirement to ensure compliance.

On Behalf of the Solicitor to the Council

Staffing: **Yes** ☐ **No** ☒

Details: All functions will be carried out by existing staff.

On behalf of the Head of Paid Service

DECISION INFORMATION

Decision Information	
Is the decision a Key Decision? A Key Decision is an executive decision which has a significant impact on two or more District wards or which results in income or expenditure to the Council above the following thresholds: NEDDC: Revenue - £125,000 <input type="checkbox"/> Capital - £310,000 <input type="checkbox"/> <input checked="" type="checkbox"/> <i>Please indicate which threshold applies</i>	No
Is the decision subject to Call-In? (Only Key Decisions are subject to Call-In)	No
District Wards Significantly Affected	None
Equality Impact Assessment (EIA) details:	
Stage 1 screening undertaken <ul style="list-style-type: none"> Completed EIA stage 1 to be appended if not required to do a stage 2 	Not Applicable
Stage 2 full assessment undertaken <ul style="list-style-type: none"> Completed EIA stage 2 needs to be appended to the report 	No, not applicable
Consultation: Leader / Deputy Leader <input checked="" type="checkbox"/> Cabinet <input checked="" type="checkbox"/> SMT <input type="checkbox"/> Relevant Service Manager <input checked="" type="checkbox"/> Members <input type="checkbox"/> Public <input type="checkbox"/> Other <input type="checkbox"/>	Yes Details:

Links to Council Plan priorities, including Climate Change, Economic and Health implications.
This is a statutory function of the Housing Ombudsman, however it will enforce our values to be honest and accountable, treat everyone fairly and with respect and listen, involve and respond.

REPORT DETAILS

1 **Background** *(reasons for bringing the report)*

- 1.1 The Social Housing (Regulation) Act 2023 placed a duty on the Housing Ombudsman to monitor compliance with the statutory Complaint Handling Code (the Code), which came into effect 1 April 2024.

- 1.2 As part of the Code's statutory requirements, social housing providers are required to develop and publish an annual Complaints Performance and Service Improvement report for housing.
- 1.3 The governing body's response to the report must be published alongside the report which can be found on the Council's website [Council Tenants / Rykneld Homes - North East Derbyshire District Council](#) .

2. Details of Proposal or Information

- 2.1 Rykneld Homes Limited (RHL), deals with tenant complaints on the Council's behalf under their complaints Policy and Procedures which is in line with the statutory Complaints Handling Code.
- 2.2 As landlord, the Council is ultimately responsible in terms of the regulatory oversight and compliance with the Code and Housing Ombudsman monitoring and reporting procedures.
- 2.3 The statutory annual Complaints Performance and Service Improvement report has been drafted in accordance with RHL's own complaints annual report provided to their Operational Board.
- 2.4 The report enables the Council to monitor RHL's performance and service improvements.

2.5 Benchmarking for Context

- 2.6 The Tenant Satisfaction Measures shows the number of complaints has increased during 2024/25 when compared to 2023/24. This is to be expected due to the media campaign to ensure tenants are aware of the complaint processes.

Performance Indicator	2023/24	2024/25
CH01 Number of: Stage 1 complaints received per 1,000 homes	6.7	11.5
CH01 Number of: Stage 2 complaints received per 1,000 homes	1.4	3.4

- 2.7 The table below shows a comparison for stage 1 and 2 complaints for neighbouring Local Authorities and nationally. North East Derbyshire District Council has the lowest number of stage 1 complaints and the second lowest stage 2, both of these are below the national average.
- 2.8 The proportion of respondents who report making a complaint in the last 12 months, who are satisfied with their landlord's approach to complaints handling is higher at North East Derbyshire than most of the Local Authorities and nationally, the exceptions being Derbyshire Dales and Bassetlaw.

- 2.9 To provide an accurate benchmarking analysis the figures have been taken from the published Tenant Satisfaction Measures for each Local Authority area.

Local Authority	CH01 - Number of: Stage 1 complaints received per 1,000 homes	CH01 - Number of: Stage 2 complaints received per 1,000 homes	TP09 – Percentage Satisfied with their landlord's approach to complaints handling
North East Derbyshire District	11.5	3.4	43.7%
Chesterfield	46.2	8.9	31.2%
Bolsover	19.0	4.0	37.8%
Derbyshire Dales	23.3	0.0	67.0%
Bassetlaw	36.2	6.3	46.8%
High Peak	28.2	6.3	30.0%
National Average	42.5	5.7	34.5%

3 Reasons for Recommendation

- 3.1 To note the Complaints Performance and Service Improvement Report for Housing and is compliant with the Code.
- 3.3 To note housing complaints are open and transparent to the public in line with legislation.

4 Alternative Options and Reasons for Rejection

- 4.1 Not to have an annual Complaints Performance and Service Improvement report, this was rejected as this would not comply with legislation.

DOCUMENT INFORMATION

Appendix No	Title
A	Complaints Performance and Service Improvement for Housing 2024/25
Background Papers (These are unpublished works which have been relied on to a material extent when preparing the report. They must be listed in the section below. If the report is going to Cabinet you must provide copies of the background papers)	