

Feedback on the Housing Annual Report 2023/2024

The Leader of the Council, Councillor Ray Morgan, along with Housing Lead Councillors, Councillor Natasha Summers and Councillor Paul McGeary, have reviewed the Housing annual report for 2023/2024. Additionally, the Director of Housing and Property has also reviewed the contents of the report.

The feedback received indicates that the report is factual and informative, and its content is accepted. It is acknowledged that changes have been implemented following the review of the KIM (Knowledge Information Management) spotlight report, as well as concerns raised by the Ombudsman regarding the handling of complaints and compliance.

It has been noted that the Insight, Investigations, and Information team have been collaborating with services to enhance service delivery. Structural changes have been made to the team to enable improvements to be realised. A new Corporate system introduced in December 2023 has improved complaints handling by providing auditable information in line with KIM.

The compliance requirement for this report to be produced in July 2023 was missed. However, arrangements have already been made to ensure timely compliance for the 2024/2025 reporting year and beyond.'