



## SOUTH HOLLAND

### DELEGATED DECISION RECORD

This records a key or other decision taken by the Cabinet in accordance with the Council's scheme of Delegations (as set out in Section D of Part 3 of the Council's Constitution).

Unless the Leader and the Chairman of the Performance Monitoring Panel certify that the matter is so urgent that the normal five-day scrutiny delay on action should not apply, then this decision will come into force and may then be implemented on the expiry of five working days after the publication of the decision, unless called in under the call-in procedures as set out in Section D of Part 3 of the Council's Constitution.

Decision Maker	Cabinet
Report Title	Housing Landlord Service – 2024/25 year-end performance
Summary Background	To provide Cabinet with assurance on the performance of the Housing Landlord Service including compliance with the Housing Ombudsman Service Complaint Handling Code
Author / Contact Officer	Assistant Director Housing - vcherry@sholland.gov.uk
Ward(s) Affected	All Wards
Urgent?	No
Key Decision?	No
In Key Decision Plan?	N/A
Date of Decision	10 June 2025
Date Published	11 June 2025
Call-In Expiry	18 June 2025
Exempt Information?	No
Decision (Action Agreed)	<ol style="list-style-type: none"> <li>1) That the Housing Landlord Service's performance against key areas be noted, accepting the report as assurance of the Service's performance in: <ul style="list-style-type: none"> <li>• Delivering the outcomes of the Safety &amp; Quality standard;</li> <li>• Meeting statutory Health &amp; Safety responsibilities</li> </ul> </li> <li>2) That feedback from Performance Monitoring Panel regarding the year-end performance reports scrutinised on 20 May 2025 (included as appendices to the report) be noted;</li> <li>3) That the Council's Annual Complaints Performance and Service Improvement Report for 2024/25 (Appendix 4) be approved;</li> </ol>

	<p>4) That the response to the Annual Complaints Performance and Service Improvement Report for 2024/25 be approved as the official response from the 'governing body', in accordance with the requirements of the Housing Ombudsman Service Complaint Handling Code.</p>
Reason(s)	<ul style="list-style-type: none"> <li>• To monitor performance and to provide assurance and confidence to Members that the Housing Landlord Service continues to prioritise tenant safety and satisfaction;</li> <li>• It is a statutory requirement that the Council complies with the Housing Ombudsman Complaint Handling Code and the requirement to provide an annual submission, including an Annual Complaint Handling and Service Improvement Report and annual self-assessment.</li> </ul>
Options	<ul style="list-style-type: none"> <li>• Do nothing – to not consider information presented regarding the performance of the Service. This option was not recommended;</li> <li>• To not consider the Council's annual complaints performance and service improvement report. If the Council did not complete its annual submission, a complaint handling failure order may be issued. If the Council failed to comply with this order, a referral may be made to the governing body or Regulator of Social Housing. This option was not recommended.</li> </ul>
Further Information	