

Lancaster City Council | Council Housing
Complaints Code Publishable Statement
2023-2024

Lancaster City Council's Cabinet endorses the self-assessment for the Complaints Code for our Council Housing service as well as the complaints annual report and included action plan. We are pleased to see that the Council is compliant against this Code, although recognise that further work is needed to embed and strengthen compliance in some areas.

Lancaster City Council values feedback from our residents and recognises the importance this has in terms of helping us to identify areas where our services or properties can be improved.

We are pleased to see that on balance it appears that residents know how to make complaints and are able to do so, and continue to support the service in its work promoting to residents how they can complain if they feel the Council has not done something it should have or done something wrong.

Cabinet recognises that throughout the year performance has fallen short in terms of response timescales, however it has been pleasing to see how this has significantly improved throughout the last quarter of the year.

We will seek to continue to monitor this through regular performance reports.

We recognise that through the last quarter there has been a significant focus on putting things right for residents and driving performance improvements through quality checking and regular internal meetings to keep on top of progress, whilst this is resource intensive it demonstrates the importance of the feedback from residents and wanting to improve.

We are aware of the two Ombudsman findings against the Council during the last year and are satisfied required improvements have been put in place to address these issues.