

## Cabinet Response to Complaint Code Self-Assessments and Annual Reports

Lancaster City Council's Cabinet endorses the Self-Assessments for the Complaints Code as well as the complaints annual reports and included service improvement plans that align to the requirements from the Housing Ombudsman for our Council Housing Service as well as the Local Government and Social Care Ombudsman for our wider Council service delivery. We are pleased to see that the Council is compliant against this Code for both Ombudsman's, 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 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. This is evident from the increase in complaints seen and we welcome the learning that is being taken from these, evidence of tracking learning and changes in service delivery to reduce complaints in those areas will be critical. We are pleased that systems have developed for reporting, recording and tracking complaints across the whole Council this year which should help.

Cabinet recognises that throughout the year performance has fallen short in terms of response timescales from where we would like to see them, however it has been pleasing to see how this is being monitored and has significantly improved for Council Housing over the past 12 months. The Member with Responsibility for Complaints will continue to monitor this through regular performance reports.

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

We recognise that there continues to be 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. The Council is committed to providing sufficient resources to make the improvements required happen.