

Response to the Annual Complaints Performance and Service Improvement Report 2024/25

Our vision is for Westmorland and Furness to be a 'great place to live, work and thrive'. We are committed to providing the best service possible for our residents, placing them at the heart of everything we do as we look to deliver the best possible outcomes for residents.

Compliments, complaints and feedback play a key role in how we design our services and plan improvements to those services. They enable us to identify what we are doing well as a landlord and what we could be better at. They are a way for tenants' voices to be heard and we recognise that it is important we act on those views and make improvements where this is necessary.

The recent self-assessment against the Housing Ombudsman's Complaint Handling Code shows that we are compliant with the code and also identified some next steps for us to take to strengthen our services. More information about this can be found in the Annual Complaints Performance and Service Improvement Report.

In my Portfolio role I am the Member Responsible for Complaints (MRC), and it is good to work alongside the Tenants' Forum to scrutinise and challenge the annual self-assessment and the above report to ensure complaints are being handled effectively and that the service uses complaints to learn and improve service delivery, and to make sure it gives a true reflection of our complaint handling.

The Westmorland and Furness Cabinet, the MRC and Tenants' Forum are also provided with in depth information about complaint performance on a quarterly basis, including the reasons for them, the outcomes and any corrective actions being taken to allow them to scrutinise the service's complaint handling and monitor this throughout the year.

Members of the Cabinet were pleased to see that the number of complaints remains low when considered against the stock numbers and feel this shows we are delivering a high quality service to our tenants and listening to their views, making the necessary improvements.



Judith Derbyshire

Cabinet Member for Housing & Homelessness

On behalf of Westmorland and Furness Council Cabinet Members