

The Safer Neighbourhoods and Active Communities Scrutiny Board, at its meeting on 17 September 2026, considered the Annual Housing Complaint Handling and Service Improvement Report.

Board Members acknowledged the importance of effective complaints handling in improving the service and providing accountability to tenants and leaseholders. As Chair of the Board, I can confirm that Members scrutinised the report and welcomed the progress made in improving complaint handling performance.

Following its consideration of the report, the Board resolved that a further report be submitted setting out the Council's approach to the use of artificial intelligence (AI), including staff training arrangements and the complaints handling process. The Board also requested a follow-up report following completion of the recruitment and training programme to enable Members to assess staff retention outcomes, lessons learned, further improvement opportunities and examples of good practice.

The Board remains committed to supporting and constructively challenging the Housing Service as it continues its improvement journey and looks forward to receiving further updates on progress against the actions identified.

Kind regards,
Councillor Tuli Zefi
Chair of the Safer Neighbourhoods and Active Communities Scrutiny Board

