

Response to Newham Council's Annual Complaints Self-Assessment

As the Cabinet Member for Council Housing Improvements and Member Responsible for Housing Complaints I welcome this year's self-assessment on behalf of Newham Council's Cabinet and Executive.

This response confirms that Cabinet is assured that the self-assessment is a true reflection of the landlord's complaint handling. We have scrutinised and challenged the self-assessment and are satisfied that the areas of partial and non-compliance have been addressed or are well on the way to being addressed.

The Annual Housing Complaints Performance Report 2025/6 sets out positive progress, particularly in the improved timeliness of responses. However there is further to go to ensure that we are responding to all complaints within the given timelines. The report highlights two specific actions we will take to improve our overall performance over 2026/7:

1. Amend the online complaints reporting form to drill down into the detail of service area and reason for complaint, to allow analysis of which areas are driving complaints to be carried out automatically, and targeted improvements.
2. Learning from the success of existing lessons learned meetings held following Housing Ombudsman determinations, aim for regular programme of lessons learned from wider range of complaints.

As lead member, I will continue to monitor performance against these actions through regular reporting to my monthly Lead Member Portfolio Meetings and the Housing Services Improvement Programme.

Councillor John Gray, Cabinet Member for Housing on behalf of Newham Council's Cabinet and Executive