



ADUR & WORTHING
COUNCILS

13 March 2024

Joint Audit and Governance Committee	
Date:	21 March 2024
Time:	6.30 pm
Venue:	Gordon Room, Town Hall, Chapel Road, Worthing

<p>Committee Membership:</p> <p>Adur District Council: Councillors; Andy McGregor (Adur Chair), Kevin Boram (Adur Vice-Chair), Tony Bellasis, Ann Bridges, Jim Funnell, Julian Shinn and Debs Stainforth, Vacant</p> <p>Worthing Borough Council: Councillors; Dan Hermitage (Worthing Chairman), Mike Barrett (Worthing Vice-Chairman), Ödül Bozkurt, Ibsha Choudhury, Nigel Morgan, Hazel Thorpe, John Turley and Steve Waight</p>

Agenda

Part A

12. Complaints Lead Member Champion (Pages 3 - 8)

To consider a report by the Director for Housing & Communities copy attached as item 12

Recording of this meeting

Please note that this meeting is being live streamed and a recording of the meeting will be available on the Council's website. This meeting will remain on our website for one year and will be deleted after that period. The Council will not be recording any discussions in Part B of the agenda (where the press and public have been excluded).

For Democratic Services enquiries relating to this meeting please contact:	For Legal Services enquiries relating to this meeting please contact:
Simon Filler Democratic Services 01903 221439 simon.filler@adur-worthing.gov.uk	Joanne Lee Head of Legal Services and Monitoring Officer 01903 221134 joanne.lee@adur-worthing.gov.uk

The agenda and reports are available on the Councils website, please visit www.adur-worthing.gov.uk

Duration of the Meeting: Three hours after the commencement of the meeting the Chairperson will adjourn the meeting to consider if it wishes to continue. A vote will be taken and a simple majority in favour will be necessary for the meeting to continue.

Housing Complaints Review and Actions 2023/24

This document outlines the actions required to make Adur & Worthing Councils compliant with the Housing Ombudsman's statutory Code of Practice.

Document / Area	Action	Self Assessment Dependencies Ref (Inc Mandatory or BP)	Target Date	Progress February 2024
Policy & Procedure	Remove reference to Designated Person	HO Email	31/10/23	Complete
	Include statement on Reasonable Adjustments	2.5 & 4.11 - Mandatory 4.19 - BP	31/3/24	Included in the new draft policy
	Change Stage 1 response time - 15 to 10 Working Days	5.1 - Mandatory	31/10/23	Complete
	Statement confirming acknowledgement letters due within 5 working days	4.1 - Mandatory	31/10/23	Complete
	Review complaints handlers to ensure impartiality.	3.2 ,4.1 & 4.2 - Mandatory 3.3 - BP	31/10/23	Complete
	Clearly clarify escalations & exclusions within the policy,ensuring they are code	4.14, 5.1, 5.10 5.11, 5.13 - Mandatory	31/3/24	Included in the new draft policy

	compliant.			
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	Clarify stage, decision, reasons & remedies will be outlined in response letter.	4.14, 5.1, 5.10 5.11, 5.13 - Mandatory	31/3/24	Included in the new draft policy
Website Changes	Publish: Complaints P&P Compensation P&P HO Code of Practice HO Contact Details	2.4 Mandatory	31/10/23	Complete
	Add statements on reasonable adjustments.	2.4 Mandatory	31/3/24	Complete

Newsletter	Publish Ongoing Article: Link to feedback portal HO Contact Details Summary of how to complain	2.6 Mandatory Complaints (council wide) will need something similar	31/10/23	Completed & ongoing
	Publish Ongoing Article: Quarterly summary of lessons learned	7.2 Mandatory Need to record this data - spreadsheet or Matsoft	31/3/24	In progress
Tenants Handbook	Publish complaints policy in handbook	Redrafting handbook & all T&C's - Jane Shepherd	31/3/24	In progress
Letters	Acknowledgement Letter Revisions: Include HO Contact Details Include Summary of Complaint	2.8, 4.2, 5.10, 5.16 & 6.5 Mandatory	31/3/24	Complete

	Add statements on reasonable adjustments.			
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	<p>Stage 1 Letter Revisions:</p> <p>HO Details Summary of Complaint Stage Definition Remedies Outstanding Actions</p>	<p>2.8, 4.2, 5.10, 5.16 & 6.5 Mandatory</p>	<p>31/3/24</p>	<p>Complete</p>
	<p>Create Letterhead / Reverse of all correspondence including:</p> <p>Link to feedback portal How to make a complaint HO contact details Statement on reasonable adjustments</p>	<p>2.6 Mandatory Ability to change Orchard templates - training being booked.</p>	<p>31/3/24</p>	<p>In progress</p>
<p>Process</p>	<p>Develop & implement step by step process including agreeing resolution with customer & management of expectations</p> <p>Introduce method of tracking actions & lessons learned following response.</p>	<p>4.1 - Mandatory 4.2 - Mandatory</p> <p>5.5 - Mandatory Tracey-Sarah Boniface-this will be picked up as part of the paper to CLT, as MATS will need to be developed</p>	<p>31/3/24</p> <p>31/3/24</p>	<p>Drafted & out for comments</p>

Training	Provide Complaint Handling/dispute resolution training	33.2-Mandatory 4.17-BP	31/3/24	Complete
	Provide Process System Training	3.2-Mandatory 4.17-BP	31/3/24	AwaitingProcess approval.

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