

BOLSOVER DISTRICT COUNCIL

Meeting of the Executive on 8th September 2025

Annual Housing Ombudsman Report including Self Assessment 2024/25

Report of the Portfolio Holder for Partnerships, Health & Wellbeing

Classification	This report is Public
Contact Officer	Lesley Botham Customer Service, Standards & Complaints Manager

PURPOSE/SUMMARY OF REPORT

For Executive to approve the Housing Ombudsman Annual Report and Self Assessment 2024/2025.

REPORT DETAILS

1. Background

- 1.1 The Annual Housing Ombudsman Complaints Report and Self Assessment are required to be submitted by the Council by the 30th September 2025. The report provides information to the Housing Ombudsman on the performance of our complaint handling, in terms of the volume and timeliness of responses, in addition the report identifies themes and lessons learnt to drive improvements. The Self Assessment ensures the Councils Complaints and Standards department have reviewed and aligned its Policy and Procedures to meet the Housing Ombudsman Complaint Handling Code requirements for 2024/25.
- 1.2 The Annual Housing Ombudsman Complaints Report (Appendix 1) and Self Assessment (Appendix 2) are attached.

2. Details of Proposal or Information

- 2.1 To approve the Annual Housing Ombudsman Complaints Report (Appendix 1) and Self Assessment (Appendix 2) for submission to the Housing Ombudsman to meet the requirements of the Housing Ombudsman Complaint Handling Code.
- 2.2 This report has been reviewed and noted at the Customer Services Scrutiny Committee on the 19th August 2025.

3. Reasons for Recommendation

- 3.1 To approve the content of the Annual Housing Ombudsman Complaints Report and Self Assessment 2024/25 to ensure corporate compliance with the Housing Ombudsman Complaint Handling Code and the Councils CCC Policy.

4 **Alternative Options and Reasons for Rejection**

- 4.1 The Annual Housing Ombudsman Complaints Report and Self Assessment 2024/25 in a requirement of the Housing Ombudsman Complaint Handling Code.

RECOMMENDATION(S)

1. That Executive approve the Annual submission Housing Ombudsman Report and Self Assessment 2024/25.

Approved by Councillor Mary Dooley, Portfolio Holder for Health and Wellbeing

IMPLICATIONS:

<u>Finance and Risk</u> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>		
Details: Whilst there are no direct financial implications with regard to the report, the Council is at risk of recommendations or decisions by the Local Government and Social Care Ombudsman and Housing Ombudsman if complaints are not handled appropriately. In cases of maladministration, financial penalties can be imposed by the Ombudsman. <div>On behalf of the Section 151 Officer</div>		
<u>Legal (including Data Protection)</u> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>		
Details: The Council is at risk of recommendations or decisions by the Local Government Ombudsman and Social Care Ombudsman and Housing Ombudsman. In the case of complaints about Freedom of Information, Data Protection and Environmental Information requests, the Information Commissioner's Office can issue decision notices and impose significant fines. There are no Data Protection implications. <div>On behalf of the Solicitor to the Council</div>		
<u>Staffing</u> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>		
Details: There are no staffing implications contained within this report <div>On behalf of the Head of Paid Service</div>		

Equality and Diversity Impact and ConsultationYes ☐No ☒**Details:**

There are no equality and diversity impact and consultation implications contained within this report

On behalf of the Information, Engagement and Performance Manager

EnvironmentYes ☐No ☒**Details:**

There are no areas contained within this report

DECISION INFORMATION:

☒ **Please indicate which threshold applies:**

Is the decision a Key Decision?

A Key Decision is an Executive decision which has a significant impact on two or more wards in the District or which results in income or expenditure to the Council above the following thresholds:

Yes ☐No ☒

Revenue (a) Results in the Council making Revenue Savings of £75,000 or more or **(b)** Results in the Council incurring Revenue Expenditure of £75,000 or more.

(a) ☐**(b)** ☐

Capital (a) Results in the Council making Capital Income of £150,000 or more or **(b)** Results in the Council incurring Capital Expenditure of £150,000 or more.

(a) ☐**(b)** ☐**District Wards Significantly Affected:**

(to be significant in terms of its effects on communities living or working in an area comprising two or more wards in the District)

Please state below which wards are affected or tick **All** if all wards are affected:

All ☒

Is the decision subject to Call-In? <i>(Only Key Decisions are subject to Call-In)</i>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
If No, is the call-in period to be waived in respect of the decision(s) proposed within this report? <i>(decisions may only be classified as exempt from call-in with the agreement of the Monitoring Officer)</i>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Consultation carried out: <i>(this is any consultation carried out prior to the report being presented for approval)</i>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Leader <input type="checkbox"/> Deputy Leader <input type="checkbox"/> Executive <input type="checkbox"/> SLT <input type="checkbox"/> Relevant Service Manager <input type="checkbox"/> Members <input type="checkbox"/> Public <input type="checkbox"/> Other <input type="checkbox"/>	

Links to Council Ambition: Customers, Economy, Environment, Housing
Increasing customer satisfaction with our services Improving customer contact and removing barriers to accessing information Actively engaging with partners to benefit our customers Promoting equality and diversity and supporting vulnerable and disadvantaged people

DOCUMENT INFORMATION:

Appendix No	Title
1	BDC Annual Report for the Housing Ombudsman 2024/25
2	BDC Self Assessment for the Housing Ombudsman 2024/25

Background Papers
<i>(These are unpublished works which have been relied on to a material extent when preparing the report. They must be listed in the section below. If the report is going to Executive, you must provide copies of the background papers).</i>
None