



STROUD DISTRICT COUNCIL

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Performance Monitoring Report: Housing Committee

DATE OF MEETING	30 July 2021
ATTENDEES	Members: Cllr Lindsey Green, Cllr Laurie Davies Officers: Kev Topping (Head of Housing Services), Christine Welsh (Projects Officer) Tenant Reps: Becky Adams, Michael Richter
PERFORMANCE UPDATE (<i>please give a brief progress update on the following areas</i>)	
PROJECTS / CAPITAL PROGRAMME (<i>if not covered in CDP</i>)	Attached (Appendix A) is the complaints report for Q1 that set the scene for the performance meeting. Complaints are an integral part of how we improve our services by identifying points of failure and learning outcomes. This is also a requirement of the Housing Ombudsman and the Regulator for Social Housing in its Consumer Standards and the strengthened approach in the white paper and the Charter for social housing residents.
RISKS	Failure to learn from how we did not get things right leading to complaints puts the organisation at reputational and financial risk and potential investigation by the Regulator who will be rolling out regular checks of all landlords with over 1,000 homes every four years.
ANY ISSUES OF SIGNIFICANT CONCERN TO BE REPORTED TO AUDIT AND STANDARDS	
ANY ACTIONS/RECOMMENDATIONS FOR THE COMMITTEE	
REPORT SUBMITTED BY	Kev Topping
DATE OF REPORT	30 July 2021