



Audit & Standards Committee Report

Report of: Mark Bennett, Director of HR and Customer Services/ Gillian Duckworth, Director of Legal and Governance

Date: 24 March 2022

Subject: Annual Housing Ombudsman Complaints Report 2020/21

Author of Report: Paul Taylor, Head of Customer Services

Summary:

The Housing Ombudsman has now issued annual Landlord performance reports for 2020-21 (published on 11 March 2022) but had only done so for those landlords that had 5 or more cases determined during 2020-21.

For all Landlords with less than 5 determinations (this includes Sheffield City Council) they have simply issued basic decision data in a table – see copy table attached with this report.

Detailed information on Housing Ombudsman activity (based on local recording) was previously included and considered by the Audit and Standards Board in the report presented back in October 2021.

Recommendations:

The Audit & Standards Committee to note the limited information published by the HO in respect of Sheffield City Council for the 2020-21 period.

Background Papers:

Housing Ombudsman published table: Landlords with less than 5 determinations in 2020-21.

Category of Report: OPEN

Statutory and Council Policy Checklist

Financial Implications
Legal Implications
Equality of Opportunity Implications
NO
Tackling Health Inequalities Implications
NO
Human rights Implications
NO:
Environmental and Sustainability implications
NO
Economic impact
NO
Community safety implications
NO
Human resources implications
NO
Property implications
NO
Area(s) affected
None
Relevant Cabinet Portfolio Lead
Cabinet Member for Finance, Resources & Governance
Relevant Scrutiny Committee if decision called in
Not applicable
Is the item a matter which is reserved for approval by the City Council?

NO
Press release
NO

