

## CORPORATE SCRUTINY COMMITTEE – THURSDAY 18 JUNE 2026

### ITEM 6 – CABINET RESPONSE TO SCRUTINY RECOMMENDATIONS

Scrutiny Comments made on: the Council Delivery Plan – Performance Report – 2025/26 Quarter 3

Date considered by Cabinet: 19 May 2026

	Comments/recommendations from scrutiny	Advice provided by officers at the Scrutiny meeting	Cabinet response
C1	Landlord Charter: Members welcomed the launch of the charter but asked how many landlords had signed up and what percentage that was of all private landlords. The lack of private landlord register was also noted, limiting the council's ability to assess impact.	Officers confirmed that the council did not hold a full register of private landlords which did limit the ability to calculate meaningful percentages. Officers would explore the data held and report back with further information where possible.	Noted.
C2	<b>Housing resident customer satisfaction:</b> Concern was raised that the resident satisfaction figure was shown as 'amber' rather than 'red'. Members questioned whether this adequately reflected performance.	Officers explained that the annual figure differs from monthly monitoring data which showed significantly higher satisfaction levels. The colour status reflects the most up to date monitoring assessed using the same methodology as the national indicator.	Noted.
C3	<b>Complaints and customer services performance:</b> Members noted that customer services indicators often appeared 'red' and asked if complaints data could be broken down further to better identify where problems originate.	Officers confirmed that the complaints data could be broken down further if required but assured that more detailed analysis was undertaken internally. It was noted that a full breakdown would be presented to the committee in the annual report due later in the year.	Noted.