

REPORT TITLE: Annual Customer Feedback Report 2024/25

To:

Cabinet 15 July 2025

Report by:

Jane Wilson, Chief Operating Officer

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Wards affected:

All

Director Approval: Director Jane Wilson confirms that the report author has sought the advice of all appropriate colleagues and given due regard to that advice; that the equalities impacts and other implications of the recommended decisions have been assessed and accurately presented in the report; and that they are content for the report to be put to the Cabinet for decision.

1.	Recommendations
1.1	It is recommended that Cabinet: <ol style="list-style-type: none"> 1. Approve publication of the Customer Feedback reports on-line. 2. Approve the findings of the self-assessment process documented in appendix two, Housing Complaints and Self-Assessment Report.
2.	Purpose and reason for the report
2.1	Good practice and visibility on customer feedback overall, and specifically to comply with the Housing Ombudsman guidance in relation to housing complaints.
3.	Alternative options considered
3.1	There are no alternative options to publication
4.	Background and key issues
	This item brings together two separate reports, one covering all customer feedback and complaints, and the second drawing out the housing specific feedback including the annual update on our compliance with the Housing Ombudsman's self-assessment criteria. This new process follows the review and alignment between the processes for the two ombudsmen and was agreed by the Exec Cllr to receive these two separate reports. This was brought to the previous strategy and resources scrutiny committee in November 2024 ahead of the decision of the Executive Cllr.
4.1	Appendix 1: The Annual Customer Feedback Report 2024-25
	This provides a summary and detail on all complaints, compliments and customer satisfaction for 2024-25. Key high-level points to note are: <ul style="list-style-type: none"> • The overall positive direction of travel, reflected both in the reduction in the

	<p>total number of complaints (855 compared to 953 in the previous year, representing less than 0.1% of all contacts with the Council) and in the outcome of cases referred to the Local Government and Social Care Ombudsman (LGSCO), where of the 15 complaints submitted, none were upheld.</p> <ul style="list-style-type: none"> • The impact of the reduction in the requirements to escalate a complaint to stage two saw an increase from 98 escalations in 23/24 to 118 in 2024/25. The change is that there is no longer a need to specify reasons for the escalation, other than continued dissatisfaction. • The proportion of complaints resolved within the target time of 10 days has increased to 80% (compared to 72% in 2023/24) • This is the first full year of data collection for the Customer Support feedback system. This provides valuable insights which are leading to service improvements, for example better queue management reducing wait times for priority calls.
4.2	<p>Appendix 2: Annual Housing Complaints Report and Self-Assessment 2024-25</p> <p>This report pulls out the housing specific customer feedback and complaints, in line with the requirements of the housing ombudsman. It also contains the annual self-assessment of our complaints process, which needs formal approval before it is submitted to the housing ombudsman.</p> <p>Key high-level points to note:</p> <ul style="list-style-type: none"> • The overall number of housing complaints received in 2024/25 remained broadly the same as in 2023/24 • The self-assessment, which must be submitted by 30 September 2025, demonstrates that we have updated our processes in line with ombudsman requirements in the last year • 81% of complaints were resolved with the target time of 10 working days • 5 complaints were referred to the Housing Ombudsman. From these, a number of faults and orders were found, however the Council was not served with any complaint handling failure orders.
5.	Corporate plan
5.1	<p>Corporate plan 2022-27: our priorities for Cambridge - Cambridge City Council</p> <p>This links to Corporate Priority 4, Modernising the Council to lead a greener city that is fair for all</p>
6.	Consultation, engagement and communication
6.1	These reports communicate the learning we have taken from customer feedback in the last year.
7.	Anticipated outcomes, benefits or impact
7.1	Approving the publication and findings of this report ensures our compliance with the Housing Ombudsman's code of practice and demonstrates our commitment to providing services in ways which are fair to all.

8.	Implications
8.1	If the report is not published and findings are not approved, we will not be complying with the Housing Ombudsman's code of practise.
8.2	Financial Implications
	N/A
8.3	Legal Implications
	N/A
8.4	Equalities and socio-economic Implications
	As approval of the recommendation will mean the continuation of the existing reporting procedure as is, there are no equalities and socio-economic implications.
8.5	Net Zero Carbon, Climate Change and Environmental implications
	There are no Net Zero Carbon, Climate Change or Environmental implications
8.6	Procurement Implications
	There are no procurement implications associated with this decision
8.7	Community Safety Implications
	There are no Community Safety implications associated with this decision
9.	Background documents
	Used to prepare this report, in accordance with the Local Government (Access to Information) Act 1985
9.1	Housing Ombudsman self-assessment form. Cambridge City Council complaints policy.
10.	Appendices
10.1	Annual Customer feedback Report and Housing Complaints Report with Self-Assessment
	To inspect the background papers or if you have a query on the report please contact Jane Wilson, Chief Operating Officer, jane.wilson@cambridge.goc.uk , 01223 457860