

North Yorkshire Council Tenant Review Group (Scrutiny)

Notes and actions

22 May 2025

1. Welcome and apologies

Emma welcomed those in the room and on teams to the meeting and introduced guest speakers Nathan (Complaints Officer) and Vicky (Service Improvement Manager).

Apologies noted from Leonard and Sarah (NYC).

2. Minutes and actions from meeting held 30 April 2025

Guest speakers to be programmed in but to fit around scrutiny work.

Regulator of Social Housing meeting 10 June, time TBC.

3. Share any press coverage

Nothing visible on the website or picked up by the press from the launch pictures/article. Action – Lucy to speak with Comms team. It will be prominent in the next tenant newsletter June 2025.

4. Complaints Presentation

Vicky and Nathan talked through the approach to complaints at NYC and shared the slides

Positive resource based in the Community Development team. Vision to share performance info more widely and more frequently in addition to annual report and info to Tenants Forum.

They noted a lack of equalities data and referred to a new complaints system to collect/record this essential info.

They shared the self assessment against the Housing Ombudsman Complaint Handling Code and noted 2 areas of non compliance, 5.5 and 8.1.

<https://www.housing-ombudsman.org.uk/landlords-info/complaint-handling-code/#a>

They are holding complaints workshops with relevant managers regularly and rolling out training to wider teams. They want to embrace complaints.

The Panel asked questions about recording complaints that are shared with workforce to ensure action/appropriate recording, is complaints satisfaction collected, how accessible is the complaints policy and easy to understand and who would carry out home visits and take ownership of the complaint.

Nathan encouraged the Panel to visit the Housing Ombudsman website to see all the valuable material / insight / determinations from the sector.

[Housing Ombudsman Service](#)

5. Scrutiny topic and draft scope

Panel agreed to focus the first scrutiny project on complaints and discussed key features they wanted to include in the scope [draft scope for complaints NYC.docx](#) and who would carry out specific tasks to deliver the scope and the final report and recommendations to Members. Discussion followed on tasks including:-

- Talking to relevant staff at NYC
- Talking to customers with lived experience
- Reviewing documents
- Reviewing the website
- Reviewing performance and benchmarking

6. A.O.B

None

7. Date and Time of next meeting

- **Thursday 26 June 2025 (Emma attending via Teams)**
- **Monday 14 July 2025 TBC**