

## **Annual Complaints Performance and Service ~Improvement Report 2024/25**

### **Statement from Cllr Charlie Hastie, Cabinet Member for Housing, West Northamptonshire Council**

As part of my role as the Cabinet Member for Housing and communities, I am pleased to present this report which outlines our ongoing commitment to improving housing services for residents across West Northamptonshire. The insights and recommendations within this document will act as a guide in our determination to ensure that every tenant receives the quality of service they deserve.

In line with this commitment, West Northamptonshire Council has taken the decision to consult on whether services currently delivered by Northamptonshire Partnership Homes (NPH) – particularly those relating to complaints handling – should be brought back in-house. This consultation marks an important step in evaluating how we can deliver more responsive, accountable, and resident-focused housing services.

We also look forward to the publication of the NPH Annual Performance Report in November, which will provide further transparency and detail on service delivery outcomes during the past year. This will be a valuable opportunity to assess progress, identify areas for improvement, and ensure that our strategic direction continues to align with the needs of our communities.

I welcome feedback from residents, stakeholders, and partners as we continue to shape the future of housing in West Northamptonshire.