

# Housing

## Complaints report April 2024 to March 2025

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## Important items of note

- All data in this report is correct as of 08/05/2025, some figures for previous periods included in this report may differ from data of previous reports. This is due to cases being ever changing and being updated, this can include things like: re-allocating to different services, case being closed and cases being re-opened. This may mean that figures in this report may subsequently differ to any future reports.
- Some cases now get marked as “service requests” rather than proceeding to a Stage 1 complaint. This may make it appear as if fewer enquiries were received compared to previous years. Service requests still need to be responded to in a timely manner and are now included in this report. Reports on theme for service requests aren’t included as they are all marked as service requests.
- When looking at timescales and themes for complaints, this includes all service requests, Stage – 1 complaints and Stage – 2 complaints.
- In previous reports “themes” were manually categorised, however they are now only what the complainant has selected when sending in their enquiry or what the most appropriate selection was when manually logged on caseworker.

## Description of service area

- Building and technical services (BTS) are responsible for answering complaints relating to housing repairs.
- Housing Needs respond to complaints relating to waiting times on the housing register and bidding for properties. They will also respond to enquiries regarding homelessness and complaints relating to temporary accommodation (TA) and allocations of TA as well as rough sleeping enquiries and enquiries relating to adaptations.
- Housing Operations will respond to complaints from tenants living in council housing and income complaints relating to TA.
- Housing Strategy will respond to complaints relating to new homes and latent defects. Claire Astbury (Head of Housing Strategy and Development) will respond to Stage 2 complaints on behalf of the wider housing service as an independent reviewer.
- Private Sector Housing (PSH) will respond to complaints from constituents that own their homes and also from those renting privately.

## Executive summary

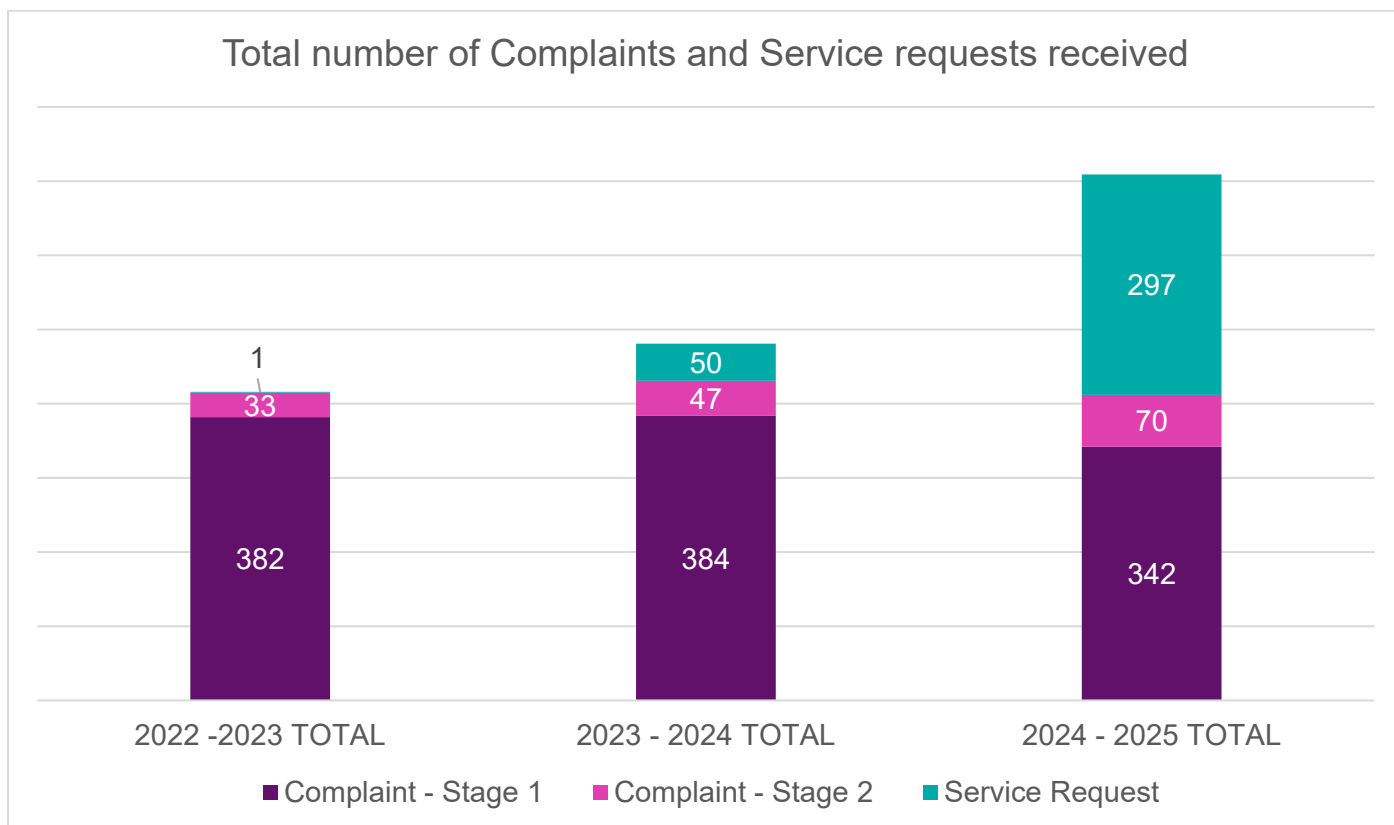
Welcome to the Annual Housing Complaints Report 2024/25. Please see the executive summary below for an overview of the key figures/trends outlined in this report.

1. The number of Stage 1 complaints received by the service in 2024/25 (342) has reduced compared to the number received in 2023/24 (384).
2. The number of complaints escalated to Stage 2 in 2024/25 (70) increased compared to figures in 2023/24 (47).
  - a. This growth can in part be explained by LBC's own promotion of the complaints process and increased advertising by the Housing Ombudsman of the service it provides.
  - b. To address this Housing Services is developing mandatory training for all complaint handlers which covers the Housing Ombudsman Complaint Handling Code. Housing complaint handlers have also been completing online learning on the Housing Ombudsman's website. The Corporate Complaints Team have received additional resources in the form of a Complaints Officer dedicated to housing. These measures will ensure complaints are more effectively addressed at Stage 1.
3. The number of Service Requests has increased significantly since 2022/23.
  - a. In 22/23 total Service Requests for housing services stood at 1, in 23/24 the total was 50 and in 24/25 the total was 297.
  - b. Any complaint that is reclassified as a Service Request requires sign off by a manager.
  - c. The trend of significantly increasing Service Requests is to be expected given that the Housing Ombudsman's Complaint Handling Code has now been implemented. Under this some cases now get marked as "Service Requests" rather than proceeding to a Stage 1 complaint. It should be noted that Service Requests still need to be responded to in a timely manner.
4. 2024/25 saw an increase in the number of complaints being answered on time and a decrease in the number of complaints being answered late.
  - a. In 2023/24 61% of complaints were answered on time but in 2024/25 this had increased to 65%.
  - b. These improvements can be attributed to the extra focus placed on complaints by housing services and the introduction of a Complaints Handling Group which meets fortnightly.
  - c. Housing service's performance in relation to complaints being answered on time continues to improve.
5. The three main themes present in complaints during 2024/25 were "delay in providing a service", "failure to provide a service" and "lack of contact/not returning contact".
  - a. These themes reflect the fact that many teams across Housing Services (Tenancy Services in particular) continued to suffer from staffing issues during 2024/25 with this placing increased pressure on officers.
  - b. Recruitment is underway to fill any vacant posts. The service is currently recruiting a Data and Training Officer, and a customer service training plan is currently being

implemented in Housing Operations for all staff. This will reduce pressure on staff and help to address the top themes within complaints.

6. During 2024/25 Housing Services received 323 Member Enquiries. This was 33 less than in 2023/24 when the service received 356.
  - a. It should be noted that these figures do not account for Member Enquiries received outside of the Caseworker system. Housing services continues to receive a significant number of these.
  - b. To address the above Housing Services is happy to offer training to members via Democratic and Member Support Services.
7. The percentage of recorded Member Enquiries answered on time in 2024/25 remains low (49%).
  - a. We have identified which areas of housing service are struggling to respond to Member Enquiries on time and will be approaching heads of service for comment and development of improvement plans.
8. 2024/25 saw a total of 126 Freedom of Information Requests made to housing services. This is a slight reduction when compared the number of FOI requests received in 2023/24 (130).
9. The number of FOI requests completed on time in 2024/25 increased to 64% compared to 60% in 2023/24. This is particularly positive given the overall number of FOIs received in 2024/25 decreased compared to 2023/24.
10. In 2024/25 the service received a total of 60 compliments.
  - a. These included a thank you letter to the Sheltered Housing Team for a barbecue, multiple compliments directed to BTS relating to standard and speed of their work and multiple compliments praising the compassion, kindness and general good conduct of Housing Officers.
11. Out of a total of 412 complaints received in 2024/25, 251 or 61% of these had lessons learned recorded against them.
12. Housing Services regularly looks to use lessons learned to inform service improvement. Please see below for an example:
  - a. A family was placed in temporary accommodation (TA) due to works being carried out on their council property. However, as a result of this they were charged rent on two properties. This incident led to a change in process to ensure council tenants are no longer exposed to the financial strain of paying charges on two properties in the future.
  - b. **Process change:** A nil charge account now exists against TA removing financial strain from the tenant and allows housing to make a claim through LBC insurance.
13. In 2024/25 9 complaints were escalated to the Housing Ombudsman. Of this total, 8 incurred a financial penalty with the largest of these being £4,355. The total cost to LBC of all Housing Ombudsman complaints which incurred financial penalties was £10,605. It should be noted that the council is required to have a compensation policy in place.

## Complaints & Service Requests



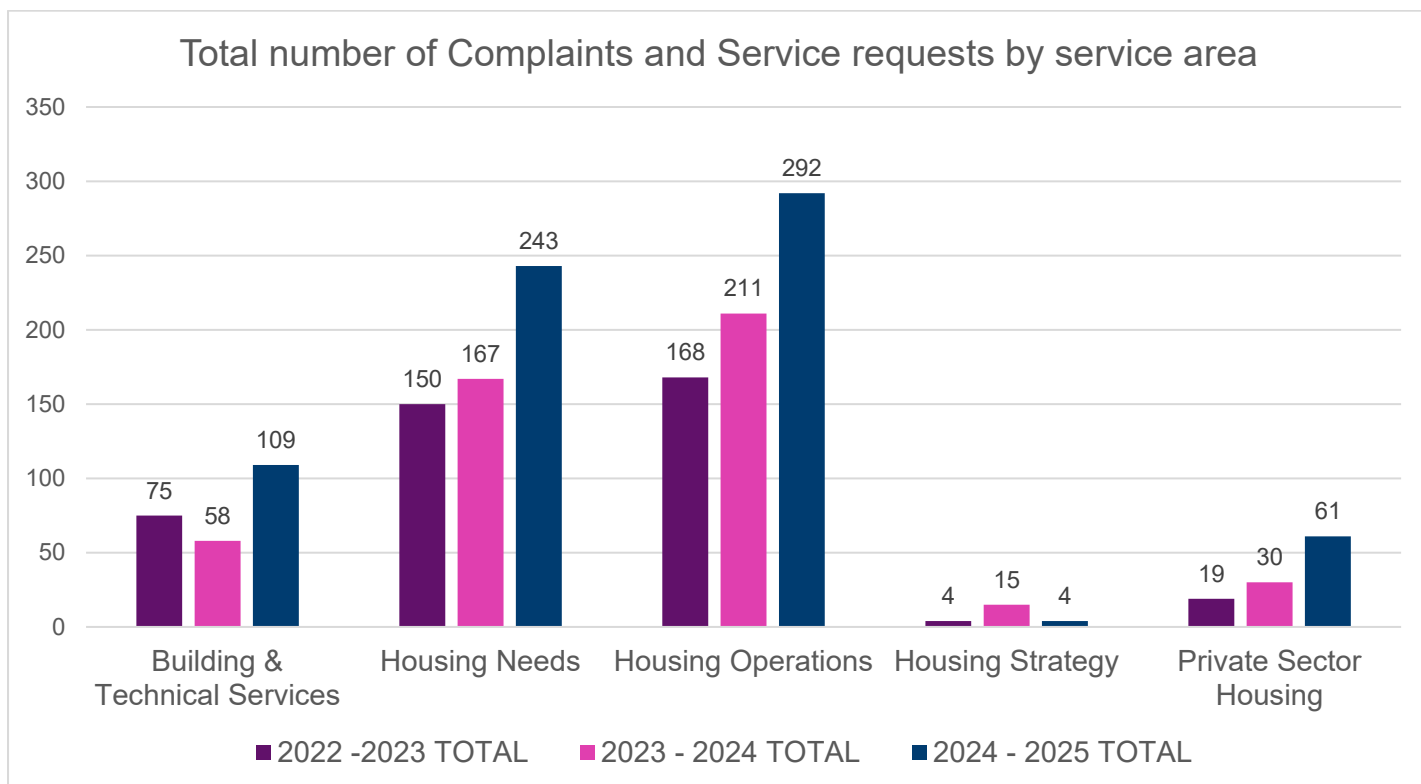
The above figures show that LBC's wider housing services received a total of 412 complaints (Stage 1 and Stage 2 combined) for 2024/25. This is a decrease of 19 compared to figures for 2023/24 which saw a total of 431 complaints, the highest out of the three years displayed on the above charts. Figures for 2022/23 show a total of 415 complaints.

When separating Stage 1 and Stage 2 complaints, LBC's wider housing services saw a reduction of 42 Stage 1 complaints compared to 2023/24 and a reduction of 40 compared to Stage 1 totals for 2022/23. This reduction is positive and will look to be maintained.

However, when looking at Stage 2 complaints, LBC's wider Housing Services saw a three year high of 70. This is an increase of 23 compared to 2023/24 and an increase of 37 compared to 2022/23. This growth can in part be explained by increased advertising by the Housing Ombudsman of service it provides. However, these figures also suggest that whilst LBC's wider Housing Services are receiving less complaints, more are failing to be properly addressed at Stage 1 leading them to be escalated to Stage 2. This is being addressed via the development of mandatory training for all complaint handlers which covers the Housing Ombudsman Complaint Handling Code. Housing complaint handlers have also been completing online learning on the Housing Ombudsman's website.

When looking at Service Requests, 2024/25 saw significant increases with a total of 297 Service Requests being submitted. This is an increase of 247 compared to 2023/24. However, this trend is to be expected given that the Housing Ombudsman's Complaint Handling Code has now been implemented. Under this some cases now get marked as "Service Requests" rather than proceeding to a Stage 1 complaint. It should be noted that Service Requests still need to be responded to in a timely manner and for any complaint to be changed to a Service Request requires authorisation by a manager.

## Complaints & Service Requests by Service



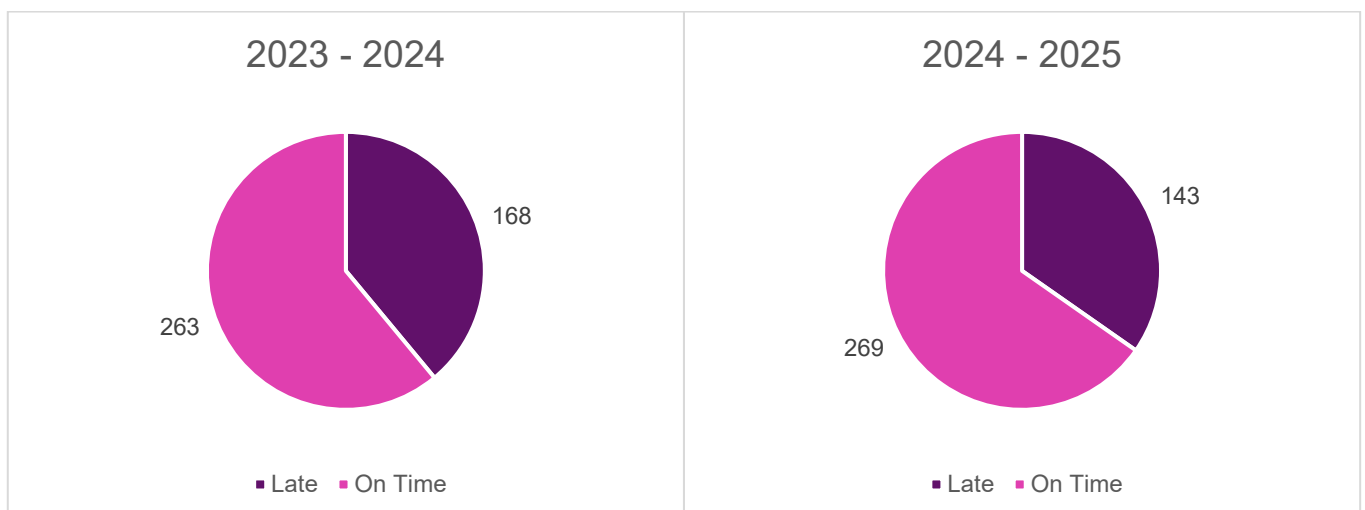
For 2024/25 Housing Operations (292) followed by Housing Needs (243) received the most complaints and Service Requests. This is a continuation of the trend seen in both 2022/23 and 2023/24 of Housing Operation and Housing Needs receiving the most complaints and Service Requests when compared to BTS, Housing Strategy and Private Sector Housing (PSH). This can be attributed to increased publicity by the Housing Ombudsman, which has made complaints a focus for housing providers, and by the Housing Service itself, which has included information in its tenant newsletter.

The below tables provide a breakdown of complaints (Stage 1 and Stage 2) and Service Requests for each service area from 2022 to 2025.

	2022 -2023 TOTAL	2023 - 2024 TOTAL	2024 - 2025 TOTAL
<b>Building and Technical Services</b>			
Complaint - Stage 1	70	50	41
Complaint - Stage 2	5	6	16
Service Request	0	2	52
<b>Housing Needs</b>			
Complaint - Stage 1	139	143	139
Complaint - Stage 2	11	16	21
Service Request	0	8	83
<b>Housing Operations</b>			
Complaint - Stage 1	156	171	154
Complaint - Stage 2	12	22	31
Service Request	0	18	107
<b>Housing Strategy</b>			
Complaint - Stage 1	3	8	0
Complaint - Stage 2	1	1	0
Service Request	0	6	4
<b>Private Sector Housing</b>			
Complaint - Stage 1	14	12	8
Complaint - Stage 2	4	2	2
Service Request	1	16	51

The number of PSH complaints has reduced gradually since 2022 whilst service requests have significantly increased. Work is being undertaken to improve reporting tools used by the public who will soon be able to report private sector housing issues on the Love Clean Streets App. This will help to reduce the number of reports initially recorded as complaints which are then switched to service requests.

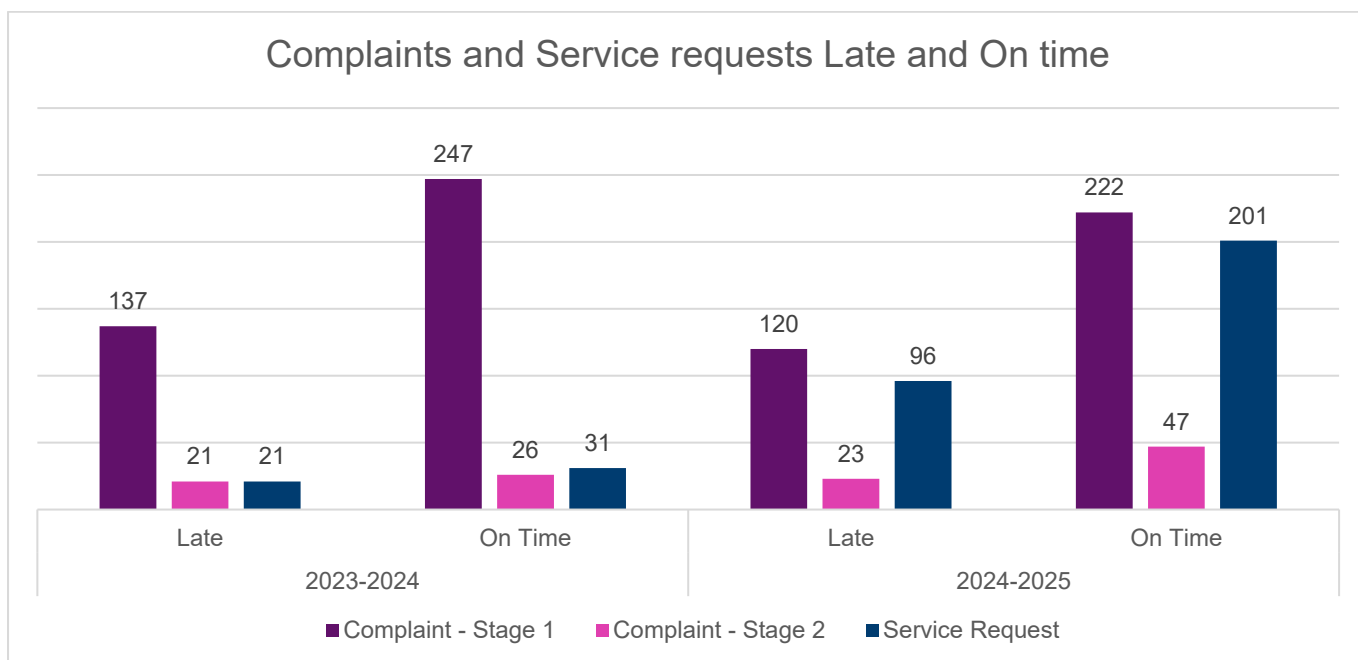
## Complaints & Service Requests Completed Timescale



Figures for 2024/25 show that the number of complaints being responded to on time (269) has increased by 6 compared to 2023/24 (263). The trend towards more complaints being answered within their allotted timeframe is also reflected when looking at the figures as percentages. In 2023/24 61% of complaints were answered on time but in 2024/25 this had increased to 65%. This is positive and the service is building on this trend.

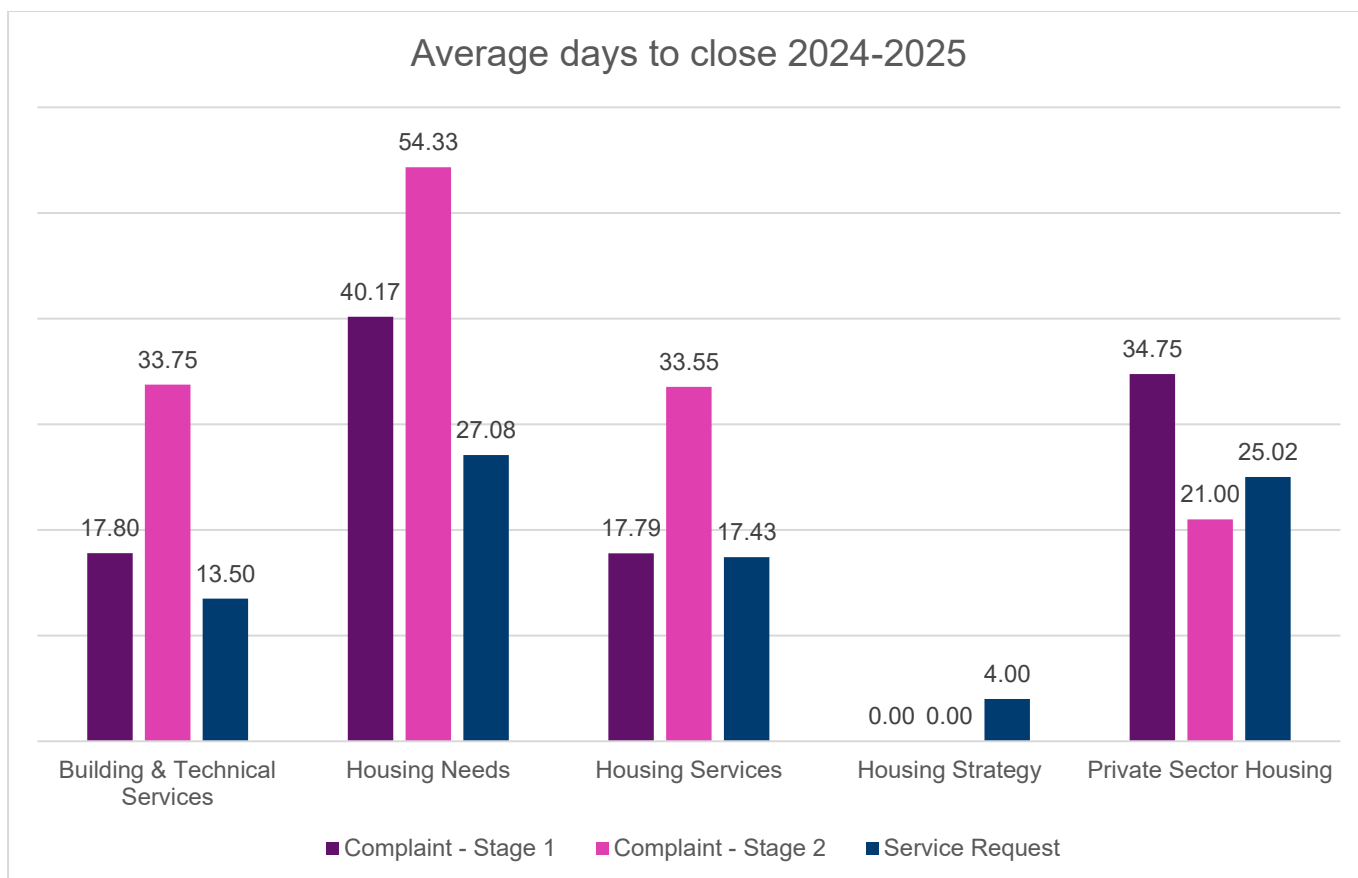
2024/25 also saw a reduction in the number of complaints being answered late. Compared to the previous year, 2024/25 saw 25 less complaints being answered late. This equates to 34% of complaints being answered late in 2024/25 compared to 38% in 2023/24.

These improvements can be attributed to the extra focus placed on complaints by Housing Services and the introduction of a cross-service Complaints Handling Group which meets fortnightly and includes key service managers as well as representation from the corporate management team.



The above charts show the number of complaints answered late and on time from 2023 to 2025 broken down into Stage 1, Stage 2 and Service Requests.

### Average days to close 2024-2025



The above chart shows the average time it took to close Stage 1s, Stage 2s and Service Requests per service area in calendar days. Please see below the timescales Luton Borough Council aims to respond to Stage 1, Stage 2 and Service Requests within. Please note that whilst the above chart shows averages in calendar days, official timescales are in working days.

The below tables provide a breakdown of complaints answered on time and late by service area from 2022 to 2025. An overall percentage of complaints answered on time is also given for each service area.

Complaints	2022 – 2023	2023 – 2024	2024 – 2025
<b>Building and Technical Services</b>	<b>75</b>	<b>56</b>	<b>57</b>
Late	20	18	12
On Time	55	38	45
<b>Percentage on time</b>	<b>73.33%</b>	<b>67.86%</b>	<b>78.95%</b>

<b>Housing Needs</b>	<b>150</b>	<b>159</b>	<b>160</b>
Late	84	97	94
On Time	66	62	66
<b>Percentage on time</b>	<b>44.00%</b>	<b>38.99%</b>	<b>41.25%</b>

<b>Housing Operations</b>	<b>168</b>	<b>193</b>	<b>185</b>
Late	41	35	31
On Time	127	158	154
<b>Percentage on time</b>	<b>75.60%</b>	<b>81.87%</b>	<b>83.24%</b>

<b>Housing Strategy</b>	<b>4</b>	<b>9</b>	<b>0</b>
Late	4	4	0
On Time	0	5	0
<b>Percentage on time</b>	<b>0.00%</b>	<b>55.56%</b>	<b>N/A</b>

<b>Private Sector Housing</b>	<b>18</b>	<b>14</b>	<b>10</b>
Late	8	12	6
On Time	10	2	4
<b>Percentage on time</b>	<b>55.56%</b>	<b>14.29%</b>	<b>40.00%</b>

<b>Service Requests</b>	<b>2022 – 2023</b>	<b>2023 – 2024</b>	<b>2024 – 2025</b>
<b>Building and Technical Services</b>	<b>0</b>	<b>2</b>	<b>52</b>
Late	0	0	6
On Time	0	2	46
<b>Percentage on time</b>	<b>N/A</b>	<b>100.00%</b>	<b>88.46%</b>

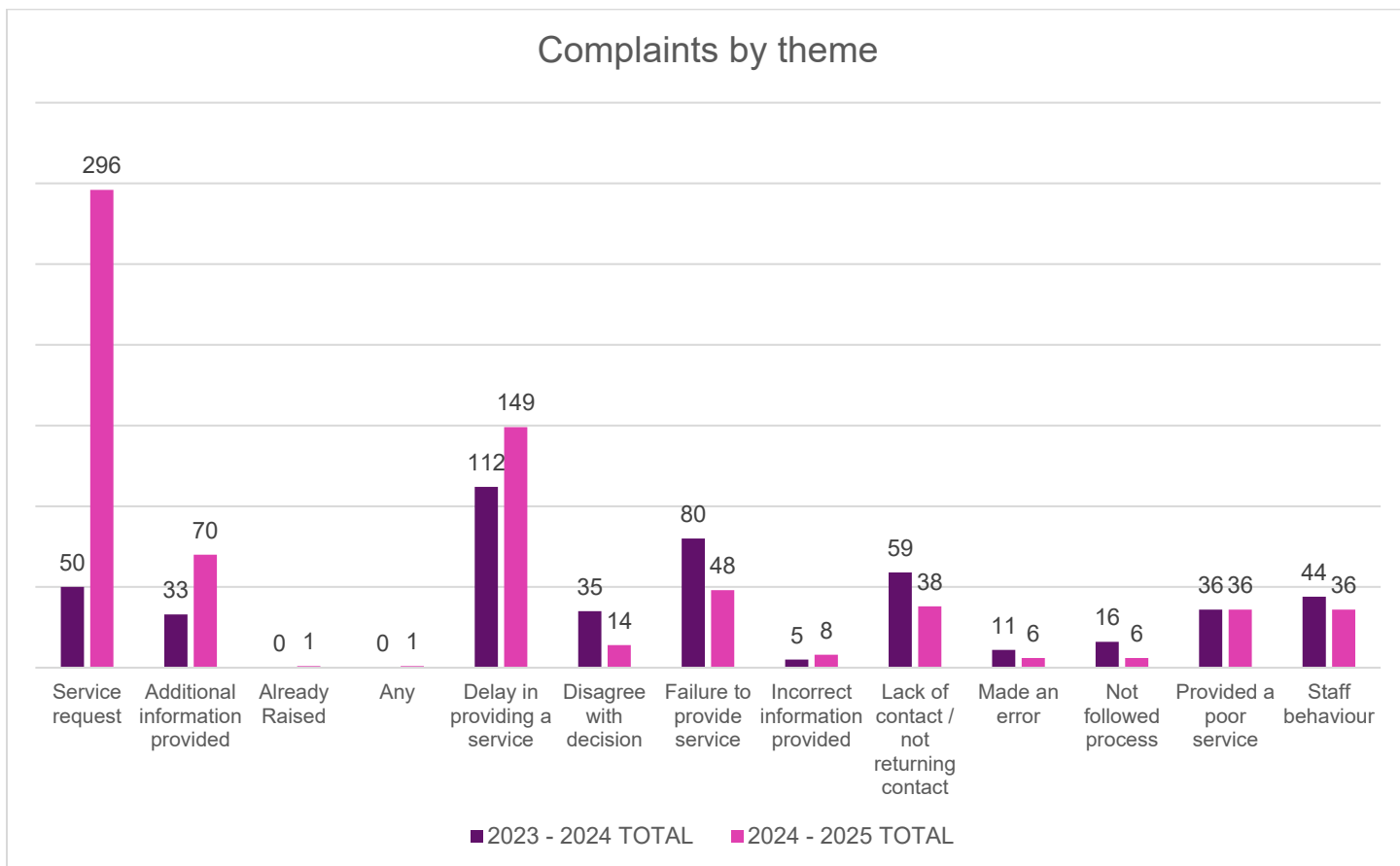
<b>Housing Needs</b>	<b>0</b>	<b>8</b>	<b>83</b>
Late	0	4	42
On Time	0	4	41
<b>Percentage on time</b>	<b>N/A</b>	<b>50.00%</b>	<b>49.40%</b>

<b>Housing Operations</b>	<b>0</b>	<b>18</b>	<b>107</b>
Late	0	3	19
On Time	0	15	88
<b>Percentage on time</b>	<b>N/A</b>	<b>83.33%</b>	<b>82.24%</b>

<b>Housing Strategy</b>	<b>0</b>	<b>6</b>	<b>4</b>
Late	0	2	0
On Time	0	4	4
<b>Percentage on time</b>	<b>N/A</b>	<b>66.67%</b>	<b>100.00%</b>

<b>Private Sector Housing</b>	<b>1</b>	<b>16</b>	<b>51</b>
Late	1	12	29
On Time	0	4	22
<b>Percentage on time</b>	<b>0.00%</b>	<b>25.00%</b>	<b>43.14%</b>

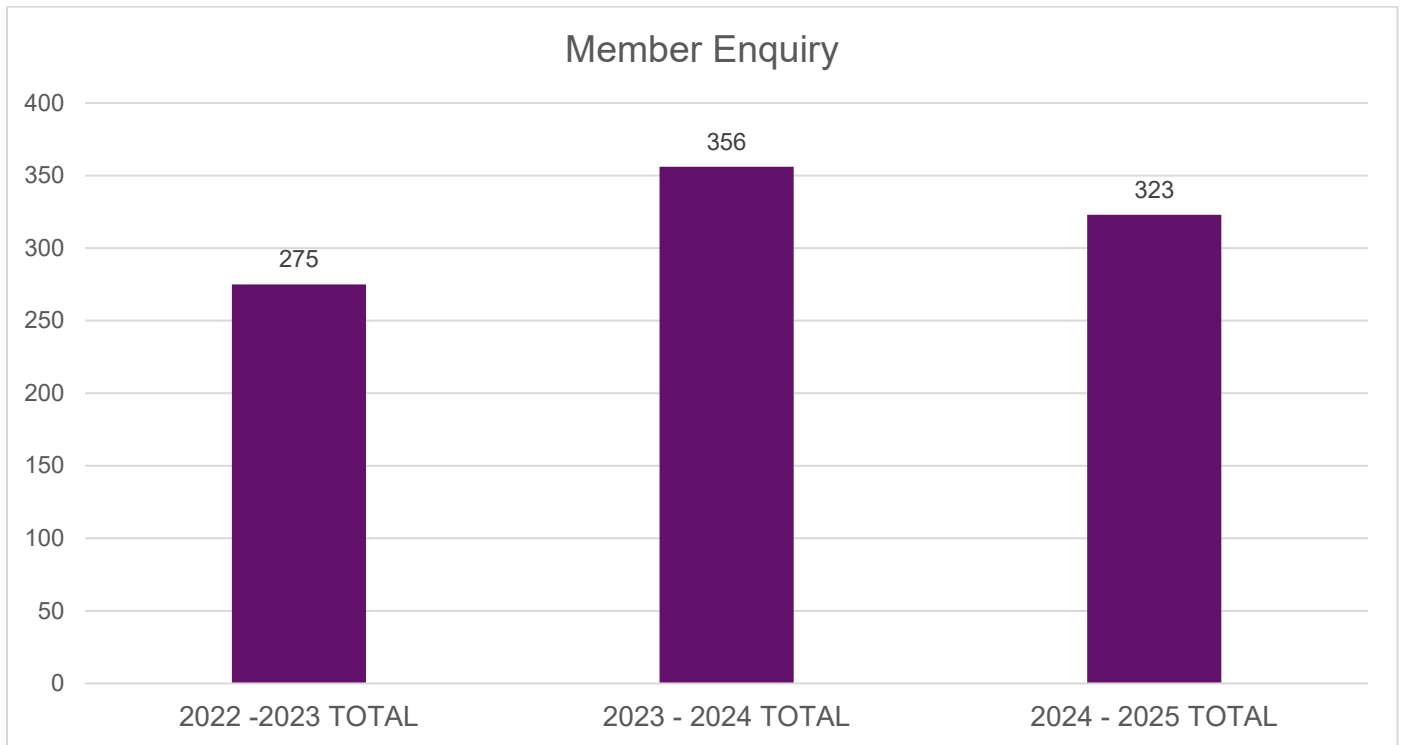
# Complaints by Theme



When examining the dominant themes across complaints for 2024/25 trends follow those in 2023/24. In 2024/25 the top three complaint themes were “delay in providing a service”, “failure to provide a service” and “lack of contact/not returning contact”. This was followed by “provided a poor service” and “staff behaviour”. Whilst staffing issues across Housing Services have improved in 2024/25 areas such as Tenancy Management continue to suffer. This has created a bottleneck of complaints in this area. Recruitment is however underway, and filling of vacant posts will reduce pressure on staff. These themes reflect the fact that many teams across Housing Services continue to suffer with staffing issues with this placing increased pressure on officers.

Housing Services closely monitor any complaints relating to staff conduct/behaviour on an ongoing basis. Any complaints received are addressed via extra staff training. Specific issues relating to staff conduct/behaviour are discussed between the relevant staff member and management in an appropriate setting.

# Member Enquiries



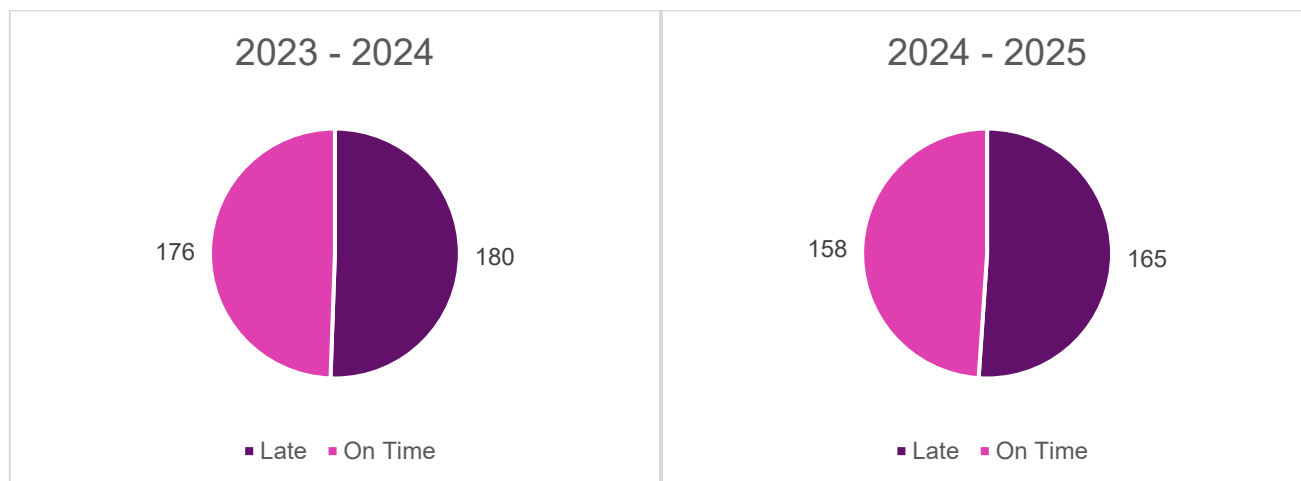
2024/25 saw a decrease in the number of Member Enquiries with a total of 323 being made. This is a reduction of 33 compared to the 356 received in 2023/24. Member Enquiry levels remain considerably higher than 2022/23 when a total of 275 were made.

It should be noted that the above figures do not account for Member Enquiries received outside of the Caseworker system. Housing Services continues to receive a number of Member Enquiries outside of Caseworker. The service would like to stress the importance of making enquiries via the proper channel(s) to ensure they are dealt with in a timely manner. Housing Services is happy to offer training to members via Democratic and Member Support Services.



Figures for 2024/25 show a continuation of the trend of Housing Needs consistently receiving the highest number of Member Enquiries out of all the services within Housing. In 2024/25 all other service areas received the same number or less Member Enquiries than they did in 2023/24.

## Member Enquiries Completed Timescale



Whilst the total number of Member Enquiries received during 2024/25 reduced, the percentage of enquiries answered on time and late remains the same as 2023/24 (49% answered on time and 51% answered late).

In 2024/25 Housing Needs saw the lowest percentage of Member Enquiries answered on time with just 37.26% responded to within their designated timeframe. This is not a trend the Housing Services wishes to see continue and as such this is now regularly reviewed by the housing complaints group and improvements have been seen.

The below tables provide a breakdown of the number of Member Enquiries responded to on time and late per service area from 2022 to 2025. An overall percentage for the number of Member Enquiries responded to on time for each year is also given.

Member	2022 – 2023	2023 – 2024	2024 – 2025
<b>Building and Technical Services</b>	23	23	18
Late	11	3	4
On Time	12	20	14
<b>Percentage on time</b>	<b>52.17%</b>	<b>86.96%</b>	<b>77.78%</b>

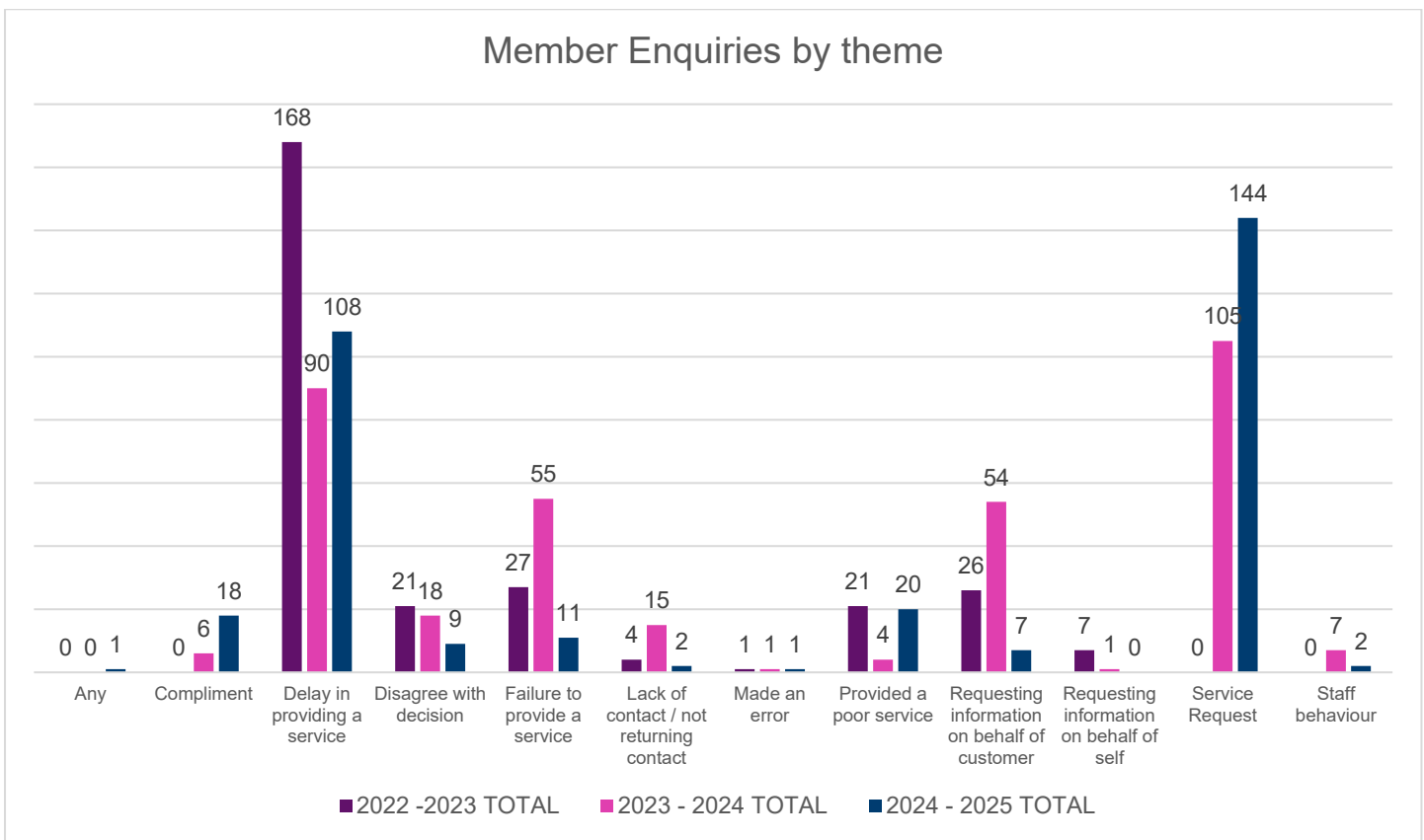
<b>Housing Needs</b>	182	199	212
Late	134	130	133
On Time	48	69	79
<b>Percentage on time</b>	<b>26.37%</b>	<b>34.67%</b>	<b>37.26%</b>

<b>Housing Operations</b>	52	90	77
Late	32	15	16
On Time	20	75	61
<b>Percentage on time</b>	<b>38.46%</b>	<b>83.33%</b>	<b>79.22%</b>

<b>Housing Strategy</b>	4	1	1
Late	2	0	1
On Time	2	1	0
<b>Percentage on time</b>	<b>50.00%</b>	<b>100.00%</b>	<b>0.00%</b>

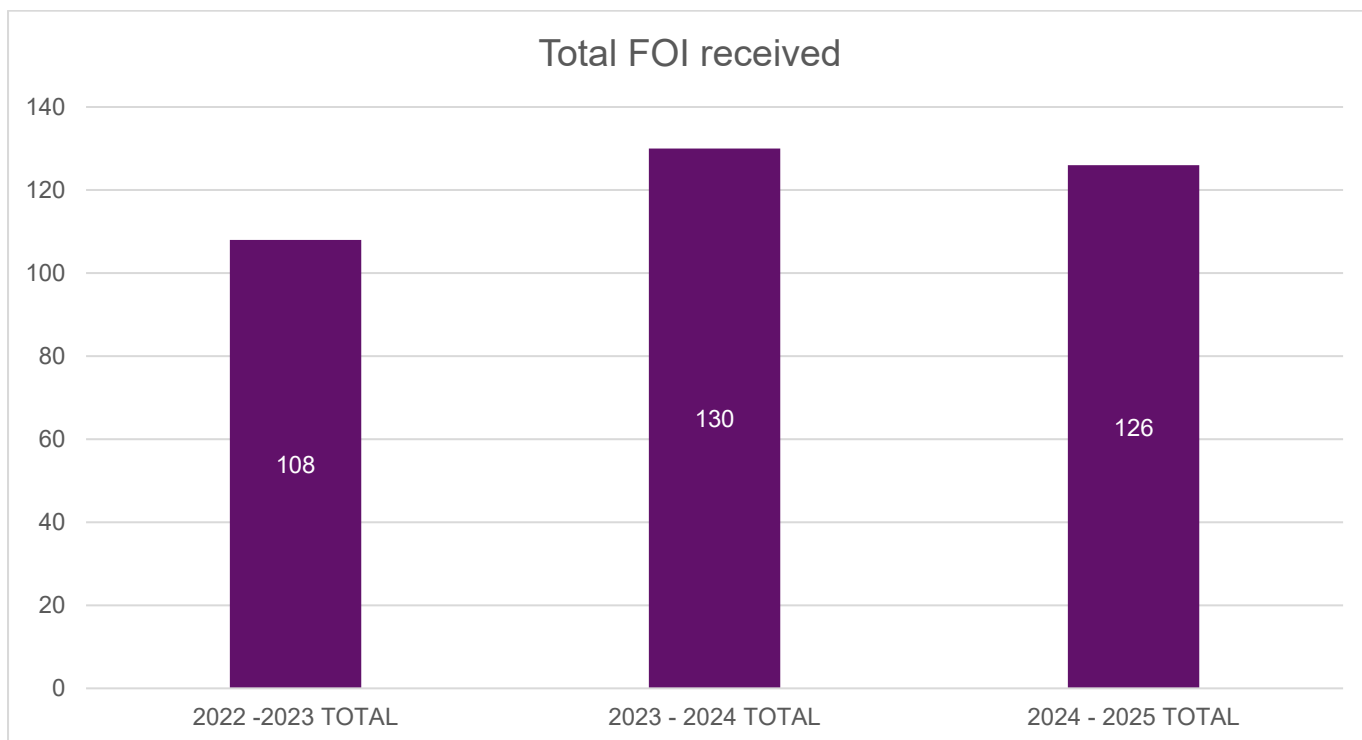
<b>Private Sector Housing</b>	14	43	15
Late	5	32	11
On Time	9	11	4
<b>Percentage on time</b>	<b>64.29%</b>	<b>25.58%</b>	<b>26.67%</b>

## Member Enquiries by Theme

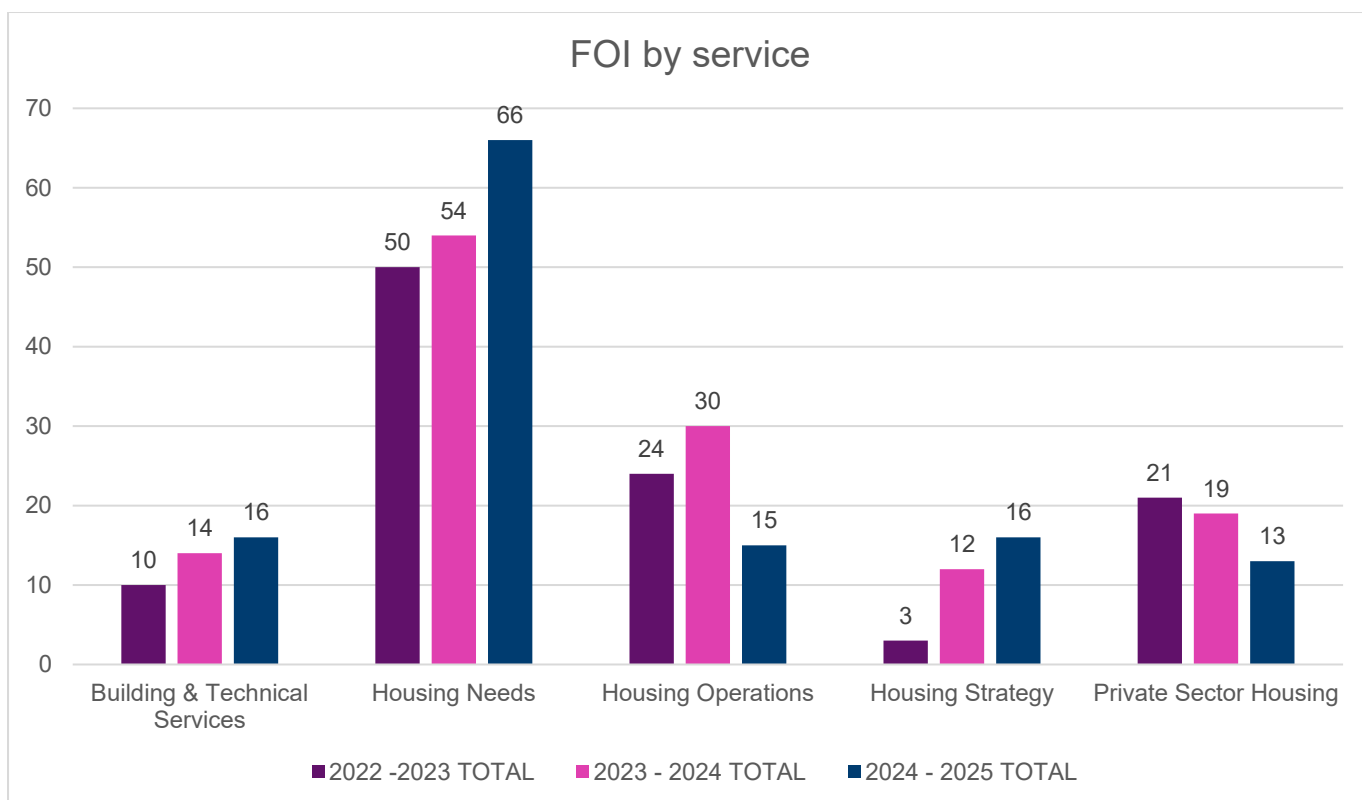


Figures for 2024/25 show that the top three themes present in Member Enquiries were “service request” (144), “delay in providing a service” (108), “provided a poor service” (20). This was followed by themes such as “compliment” (18), “failure to provide a service” (11) and “disagree with decision”.

## Freedom Of Information Requests (FOI)

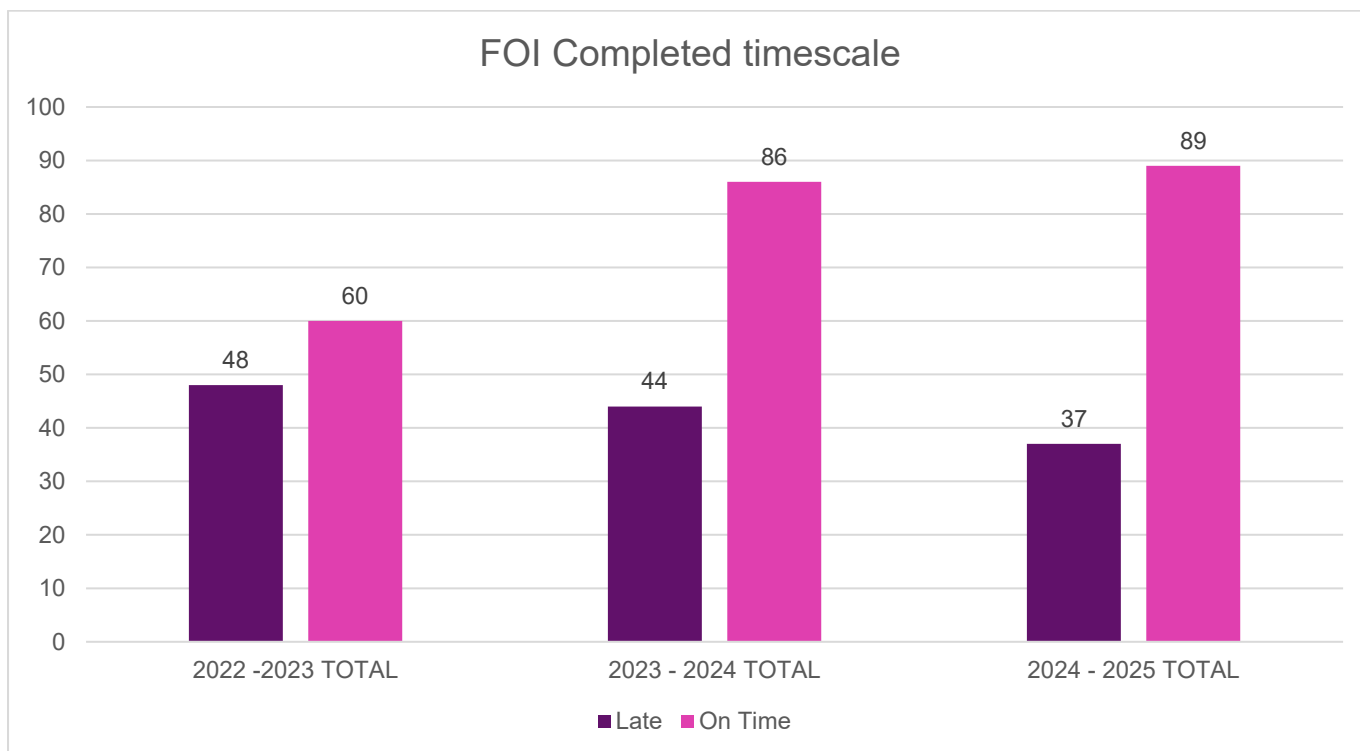


2024/25 figures show that the total number of FOI requests reduced by four compared to the total number of FOI requests received in 2023/24 (130).



2024/25 figures show a continuing trend of Housing Needs receiving the most FOI requests compared to other Housing Services. When looking at all service areas across Housing, the number of FOIs received has steadily increased since 2022/23 for three out of the five main service areas – BTS, Housing Needs and Housing Strategy.

## FOI Completed Timescales



In 2024/25 64% of FOI requests received by the service were completed on time whilst 36% were completed late. In 2023/24, 60% of FOI requests were completed on time and 40% were completed late. The trend towards increasing numbers of FOI requests being completed on time is particularly positive given that the overall number of FOI requests received by the service has increased year on year.

The below tables provide a breakdown of the number of FOI requests responded to on time and late per service area from 2022 to 2025. An overall percentage for the number of FOI requests responded to on time for each year is also given.

	2022 -2023	2023 - 2024	2024 - 2025
<b>Building and Technical Services</b>	10	14	16
Late	0	3	3
On Time	10	11	13
<b>Percentage on time</b>	<b>100.00%</b>	<b>78.57%</b>	<b>81.25%</b>

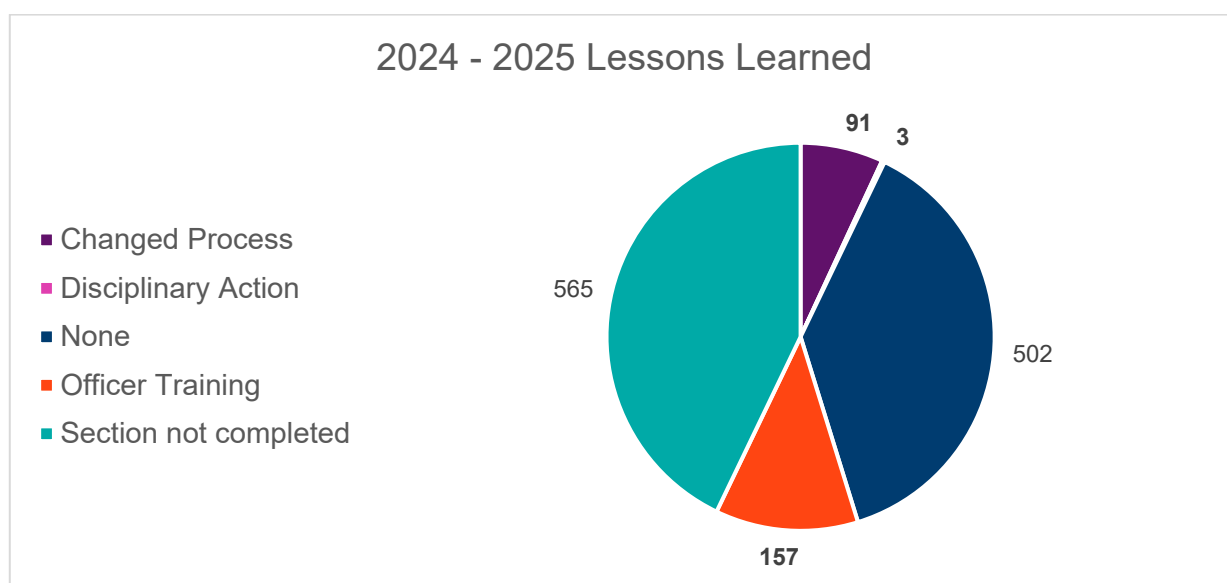
<b>Housing Needs</b>	50	54	66
Late	28	16	28
On Time	22	38	38
<b>Percentage on time</b>	<b>44.00%</b>	<b>70.37%</b>	<b>57.58%</b>

<b>Housing Operations</b>	24	30	15
Late	5	4	2
On Time	19	26	13
<b>Percentage on time</b>	<b>79.17%</b>	<b>86.67%</b>	<b>86.67%</b>

<b>Housing Strategy</b>	3	12	16
Late	0	1	1
On Time	3	11	15
<b>Percentage on time</b>	<b>100.00%</b>	<b>91.67%</b>	<b>93.75%</b>

<b>Private Sector Housing</b>	21	19	13
Late	11	17	3
On Time	10	2	10
<b>Percentage on time</b>	<b>47.62%</b>	<b>10.53%</b>	<b>76.92%</b>

## Lessons Learned



Out of a total of 412 complaints received in 2024/25, 251 or 61% of these had lessons learned recorded against them. Of the 251 lessons learned, 157 or 63% of these indicated that officer training was required. 91 or 36% indicated that a change in process was required and 3 or 1% indicated disciplinary action was needed.

Below is a sample of some of the details noted when change of process was assigned to a complaint as a lesson learned.

- Ensuring appropriate “out of office” messages with contact information are attached to officers’ email accounts when they are on leave/sick.
- Ensure that customers are provided with contact details of correct individual responsible for the service.
- Contractors not providing a satisfactory standard of work will not be used again.

### Case study - change to process from lessons learned

A family was placed in temporary accommodation (TA) due to works being carried out on their council property. However, as a result of this they were charged rent on two properties. This incident led to a change in process to ensure council tenants are no longer exposed to the financial strain of paying charges on two properties in the future.

**Process change:** A nil charge account now exists against TA removing financial strain from the tenant and allows housing to make a claim through LBC insurance.

The below tables provide a breakdown of the number and type of lessons learned per service area from 2022 to 2025. Housing Services has implemented a number of measures to capture and implement lessons learned. Quality audits of complaint responses take place and a full training plan for officers is being introduced. A Training Officer is currently being recruited to work with Housing Services on complex/difficult complaint cases with the aim of embedding learnings.

Housing Services is however aware that its ability to report on trends relating to complaints, particularly those relating to equality, diversity and inclusion (EDI) is not advanced. EDI reporting is an area the service wants to improve on and Housing Services more generally continues to review and develop its reporting and recording functionality to enhance the quality of this section in future reports.

Service	2022 – 2023 TOTAL	2023 – 2024 TOTAL	2024 – 2025 TOTAL
<b>Building and Technical Services</b>	1	8	6
Changed Process	0	1	0
None	1	6	6
Officer Training	0	1	0

<b>Housing Needs</b>	0	0	
Changed Process	0	0	9
Disciplinary Action	0	0	1
None	0	0	54
Officer Training	0	0	30

<b>Housing Operations</b>	9	122	124
Changed Process	0	4	16
Disciplinary Action	0	2	0
None	9	92	79
Officer Training	0	24	29

<b>Housing Strategy</b>	0	6	0
Changed Process	0	1	0
None	0	4	0

<b>Private Sector Housing</b>	0	8	8
Changed Process	0	2	5
None	0	6	3

## Housing Ombudsman

The below table provides an overview of all complaints escalated to the Housing Ombudsman for 2022/25. Information on the type and financial penalty levied against LBC is given.

	Date	Severe Maladministration (SM)	Maladministration (M)	Service Failure (SF)	No Fault (NF)	Financial Penalty	Financial Penalty (£)
<a href="#">202220071</a>	23/07/2024	0	2	0	0	YES	625
<a href="#">202305069</a>	26/07/2024	0	2	0	0	YES	900
<a href="#">202222538</a>	30/04/2024	1	3	1	0	YES	4355
<a href="#">202229082</a>	28/06/2024	0	0	1	0	YES	100
<a href="#">202337343</a>	25/07/2024	0	3	0	0	YES	900
<a href="#">202234460</a>	07/03/2025	0	0	1	0	YES	100
202308425 N/A	24/09/2024	0	0	0	0	NO	n/a
<a href="#">202343510</a>	31/10/2024	0	2	0	0	YES	550
<a href="#">202316649</a>	16/01/2025	0	1	2	0	YES	3075
<b>Total</b>		<b>1</b>	<b>13</b>	<b>5</b>	<b>0</b>	<b>8</b>	<b>10605</b>

Data for 2024/25 shows that a total of 9 complaints were escalated to the Housing Ombudsman for the year. Of this total, 8 incurred a financial penalty with the largest of these being £4,355. This particular complaint saw the Ombudsman ruling that LBC had demonstrated one count of severe maladministration (SM), three counts of maladministration (M) and one count of service failure (SF).

When examining all Ombudsman complaints for 2024/25, LBC has demonstrated one count of severe maladministration, thirteen counts of maladministration and five counts of service failure.

The total sum paid by LBC during 2024/25 for all Ombudsman complaints that incurred a financial penalty was £10,605.

To help support transparency and to ensure Housing Services learn lessons from complaints more broadly, particularly those which are escalated to the Housing Ombudsman complaints reports are reviewed by Tenant Board on a quarterly basis. All findings from complaints escalated to the Housing Ombudsman are shared with Service Directors and the Monitoring Officer.

## Comparisons

Whilst data for 2024/25 is yet to be released, when comparing LBC's performance against other landlords of a similar size and type, the Housing Ombudsman noted in its 2023/24 Landlord Report that LBC performed well<sup>1</sup>.

- Nationally, landlords with between 1,000 to 10,000 units saw 41% of cases escalated to the ombudsman between April 2023 and March 2024 determined as maladministration compared to 40% for LBC. Nationally, the same size of landlord saw 4% of determinations classed as severe maladministration compared to LBC's 0%.
- When comparing LBC to other landlords by type, Luton outperformed national figures for local authorities. Between April 2023 and March 2024 local authorities with cases escalated to the ombudsman saw 45% of these classed as maladministration compared to LBC's 40%.
- In the same period local authorities whose cases had been escalated to the ombudsman saw just 15% of determinations classed as no maladministration compared to LBC's 40%.
- Local authorities saw 9% of cases determined as severe maladministration in this period compared to LBC's 0%.
- Between April 2023 and March 2024 local authorities whose cases had reached the ombudsman saw 18% of these determined as service failure. This was compared to 20% for LBC.

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<sup>1</sup> The Housing Ombudsman, *Landlord Performance Report Luton Borough Council 2023/24*, <https://www.housing-ombudsman.org.uk/app/uploads/2024/10/Landlord-Report-Luton-Borough-Council.pdf>, p1. It should be noted that performance reports for 2024/25 have not yet been released.