

Report of the Portfolio Holder for Housing

Housing Service Improvement Plan Update

1. Purpose of Report

To provide Cabinet with an update on the Housing Service Improvement Plan following the recent judgement from the Regulator of Social Housing.

2. Recommendation

Cabinet is asked to NOTE the report and the key activities aligned to the revised Housing Service Improvement Plan.

3. Detail

The Council has reviewed and refreshed the Housing and Asset Management Service Improvement Plan following the inspection from the Regulator for Social Housing (RSH) in October 2025.

The Plan focuses on five key themes, which are:

- **Compliance:** strengthening governance and assurance to meet regulatory standards.
- **Knowledge and Information Management (KIM):** improving data quality to support informed decision-making.
- **Asset Management and Development:** continuing with the implementation of actions aligned to the Asset Management Strategy.
- **Housing:** continuing with the implementation of actions aligned to the Housing Strategy.
- **Staff Engagement:** developing behaviour and engagement principles to enhance cohesion and continuous improvement.

Progress has been made since the inspection in October 2025 to meet the Regulator requirements and improve service delivery. This includes:

- Colleagues contacting tenants to check that their records are up to date. This is helping the Council to clarify the diverse needs of our tenants, which will enable us to proactively tailor services. Officers have now contacted over 1,800 General Needs tenants (an increase of 300 since last month). The aim is to reach out to all relevant tenants by 31 May 2026.
- The implementation of the system that captures and distributes each fire safety action to colleagues and contractors, alongside more robust programme governance, has contributed to the reduction of fire safety actions to circa 3,000 (a reduction of circa 400 actions since last month).

These actions have been allocated to contractors (circa 1,700) and internal teams (circa 1,300) for completion, which include:

- Replacing identified common area doors and frames with ones that meet the E30S (FD30S) standard
 - Installing fire resisting glazing where required
 - Updating signs and notices
 - Sealing identified gaps with suitable fire-stopping material
 - Checking compartmentation within identified roof spaces over common areas to confirm that there is adequate separation.
- Detailed performance reports are now being shared with Housing Improvement Board. This gives the Portfolio Holder for Housing more information to scrutinise performance of Housing and Asset Management.
 - A further 140 stock condition surveys have been completed since last month's update.

Meetings continue to take place with the Leader of the Council, the Deputy Leader and the Portfolio Holder for Housing, with colleagues receiving the key message that improvement to meet the Regulatory standards is a top priority.

Officers are also meeting with representatives from the RSH on a monthly basis to share progress and give assurance.

Please refer to the **Appendix** for an overview of the key activities within the revised Service Improvement Plan.

4. Key Decision

This report is not a key decision.

5. Updates from Scrutiny

This report is not required to be considered by the Policy Overview Working Group or the Overview and Scrutiny Committee.

6. Financial Implications

The comments from the Interim Deputy Chief Executive and Section 151 Officer were as follows:

There are no financial implications to consider for the Housing Revenue Account (HRA) at this stage. Any uplift in costs going forward that cannot be contained within existing resources would require approval by Cabinet.

7. Legal Implications

The comments from the Head of Legal Services were as follows:

The legislative powers of the Regulator of Social Housing are set out in the Social Housing (Regulation) Act of 2023 however S.193 of the Housing and Regeneration Act 2008 introduced the inspection programme which states that the 'regulator may set Standards for registered providers as to the nature, extent, safety, energy efficiency and quality of accommodation, facilities or services provided by them in connection with social housing'.

The regulatory judgement is a formal process as part of the assessment on the Council's Landlord functions. The report sets out the details around the judgement and actions required. Failure to adhere to the recommendations of the Regulator will have consequences. It is imperative that the Regulators recommendations are considered and implemented as soon as practicably possible.

8. Human Resources Implications

Not applicable.

9. Union Comments

The Union comments were as follows:

This report did not contain any direct or negative impact on Broxtowe employees so no further comment required by Unison.

10. Climate Change Implications

The climate change implications are contained within the report.

11. Data Protection Compliance Implications

This report does not contain any OFFICIAL(SENSITIVE) information and there are no Data Protection issues in relation to this report.

12. Equality Impact Assessment

As this is not a change to or a new policy an equality impact assessment is not required.

13. Background Papers

Nil