

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 earlier 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 continues to implement actions within the refreshed Housing and Asset Management Service Improvement Plan following the inspection from the Regulator for Social Housing (RSH) in October 2025.

Progress continues to be made to meet the Regulator requirements and improve service delivery. This includes:

- Officers continue to contact 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 contacted a further 600 General Needs tenants since the last update, with a remaining 540 to be contacted.
- Officers and contractors continue to focus on reducing the number of outstanding fire safety actions. A further 300 actions have been completed since the last update, bring the total down to 2,420.
- Detailed performance reports continue to be shared with Housing Improvement Board, giving the Portfolio Holder for Housing more information to scrutinise performance of Housing and Asset Management. Reports include:
 - Safety performance (overview of the 'big 6' compliance areas),
 - Complaints and compliments (a quarterly high-level overview by department and section),
 - Tenant data project (overview of tenant record updates held in Capita).
 - Housing Influence Panel summary (consolidated update from the recent meetings with tenants, highlighting key discussions, performance insights, policy considerations and agreed actions).

- A further 114 stock condition surveys have been completed since the last update, with a remaining 540 to be completed.
- The Total Mobile project has commenced which will improve various processes, including how a repair is raised, booked, managed, and completed. The initial stage is to provide Total Mobile with key datasets to enable core system configuration. Further information on project plans and milestones to be shared in due course.

Officers continue to meet with representatives from the RSH monthly to share progress and give assurance. Going forward, a quarterly report will be shared with the Governance, Audit and Standards Committee to enhance the scrutiny of activity within the Service Improvement Plan.

The **Appendix** provides 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

Any 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.