

Report of the Interim Director of Housing, Environmental Health and Communities

Regulator of Social Housing - Service Improvement Plan Review
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1. Purpose of Report

To review and scrutinise the Service Improvement Plan and relevant documents to ensure appropriate action is aligned with the Regulator of Social Housing standards and outcomes.

2. Recommendation

The Committee is asked to NOTE this report.

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.

Recent feedback from the RSH suggests that the scrutiny of Housing, Repairs and Asset Management performance requires strengthening. As such, it has been requested that this Committee reviews and scrutinises the Service Improvement Plan and relevant documents to ensure that action is aligned with the Regulator of Social Housing standards and outcomes.

The following are attached to this report:

- **Appendix 1:** RSH judgement
- **Appendix 2:** The Service Improvement Plan that was developed following the judgement
- **Appendix 3:** The agenda for Housing Improvement Board on 11 June 2026
- **Appendix 4:** The Safety Performance Report that was shared with Housing Improvement Board on 11 June 2026
- **Appendix 5:** Minutes from Housing Improvement Board on 11 June 2026.

4. 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.

5. 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 Section 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.

6. Human Resources Implications

Not applicable.

7. Union Comments

Not applicable.

8. Climate Change Implications

Any climate change implications are contained within the report.

9. 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.

10. Equality Impact Assessment

Not applicable.

11. Background Papers

Nil.