

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 refreshed 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 the information in Appendix 1 and CONSIDER Appendices 2, 3 and 4 and provide guidance on the level of scrutiny being provided by Housing Improvement Board (HIB) aligned to compliance and RESOLVE accordingly.

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:** The Service Improvement Plan that has been refreshed following the last GAS meeting
- **Appendix 2:** The agenda for HIB on 13 August 2026
- **Appendix 3:** Minutes from the 13 August 2026 HIB
- **Appendix 4:** The Safety Performance Report that was shared with HIB on 13 August 2026

4. Financial Implications

The comments from the Assistant Director Finance Services were as follows:

TBC

5. Legal Implications

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

TBC

6. Human Resources Implications

N/A

7. Union Comments

N/A

8. Climate Change Implications

The 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

As this is a change to policy / a new policy an equality impact assessment is included in the appendix to this report.

11. Background Papers

These are papers that you have used to inform your recommendation that haven't been published as part of the report.