

Report of the Portfolio Holder for Housing

Housing Service Improvement Plan Update1. 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. The headlines are as follows:

- The Service Improvement Plan has been refreshed following feedback from key stakeholders. The high-level plan has been simplified with more detailed plans now available, including improvements on:
 - Fire Risk Management
 - Insight and Inclusion
 - Anti-Social Behaviour
 - Complaints improvement
- The restructure within Housing and Asset Management teams, which focuses on centralising compliance and providing stronger oversight on key function such as Repairs and Damp and Mould, is in the consultation stage. It is envisaged that the restructure is operational by October 2026.
- With regards to Fire Risk Management, Officers and contractors continue to focus on reducing the number of outstanding fire safety actions. A further 449 actions have been completed since the last update, bringing the overall total down to 1,791.
- Action within the Total Mobile project continues. The project team are currently attending workshops on system design and will be moving into system build in October 2026.
- A lessons learned exercise, deigned to identify root causes for the C3 judgement has been completed. The results of this exercise will be shared with Cabinet in the next update.

- Additional scrutiny of performance has recently been implemented, including a quarterly report to the Governance, Audit and Standards Committee plus the reintroduction of the independent consultant to support challenge.

Officers meet with representatives from the Regulator monthly. The purpose of these meetings is to give the Regulator an overview of progress aligned to the Service Improvement Plan, especially compliance and inclusion (assurance).

The attached appendices are:

- **Appendix 1** is a copy of the refreshed Service Improvement Plan.
- **Appendix 2** is a copy of the detailed plan aligned to Insight and Inclusion (as an example).
- **Appendix 3** is a copy of the safety performance report shared with Housing Improvement Board on 13 August 2026.

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.