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**Bolsover District Council**

**Meeting of the Housing Liaison Board on 29<sup>th</sup> July 2025**

**Agenda Item 3: Regulator of Social Housing - Improvement Plan**

<b>Classification:</b>	This report is Public
<b>Report By:</b>	Assistant Director of Housing Management & Enforcement

This report summarises the progress made under the Councils Improvement Plan following the C2 Grading by the Regulator Social Housing.

**Background**

The Regulator for Consumer Standards revised Consumer Standards were effective from 1<sup>st</sup> April 2024, and were designed to protect tenants and to ensure they receive high quality services.

The Social Housing Regulation Act, which also came into effect from 1 April 2024, gave the Regulator Social Housing enhanced powers to inspect social landlords to ensure that they comply with the consumer standards.

The council was one of the first to be inspected under the new inspection regime, received a C2 Grading. C1 being the highest achievable level with C4 the lowest.

The inspection, which took place in May 2024, considered how well the authority was delivering the outcomes of the Consumer Standards. As well as observing a Customer Services Scrutiny Meeting, Tenant Participation Development and Review Group and internal councillor and officer meetings, the Regulators met with tenants, officers and elected members. They also reviewed a wide range of documents.

The C2 grade recognises the council has provided assurance and met the consumer standards in many areas, but identifies some areas where improvement is needed.

The Regulator recognised the council understands where it needs to make improvements and was assured work is already underway to improve these areas, including the full stock condition survey which is about to commence.

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### Improvement Plan

Following the C2 Grading we have devised a comprehensive Improvement Plan to show how we will drive improvement and demonstrate to the Regulator that weaknesses have been addressed so that outcomes for our tenants are improved.

We have met the Regulators on five occasions since our inspection, most recently on 17<sup>th</sup> July 2025.

Appendix 1 has a summary of progress to date on these 4 key areas. Since the last update in April 2025, we have successfully recruited to the Housing Performance Manager position. One key area will be to analyse the feedback from the Tenant Census data so we can update information and demonstrate how we are delivering fair and equitable outcomes to tenants. Where there are gaps we will be looking at what changes and service improvements we can do to address this.

We have been importing the Stock Condition Survey data into the housing management system and testing the accuracy. This will allow us to run reports to drive future capital programmes. We will be using this data to launch an updated 30 year HRA business Plan next year.

We continue to work closely with the complaints team to ensure that the complaints process is fair to all, and have commenced the Comments, Compliments and Complaints (CCC) Locality Groups. This has been open to all tenants and is seeking feedback on the barriers to making a complaint, so we can seek to address these.

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### **RECOMMENDATION(S)**

1. That members of the Board note comments of the Improvement Plan.

#### **Links to Council Ambition: Customers, Economy, Environment and Housing**

Ambition: Customers

Priorities:

- *Continuous improvement to service delivery through innovation, modernisation and listening to customers*
- *Improving the customer experience and removing barriers to accessing information and services*
- *Promoting equality, diversity, and inclusion, and supporting and involving vulnerable and disadvantaged people*

Ambition: Housing

Priority:

- *Building more, good quality, affordable housing, and being a decent landlord*

Target HOU04: Work towards compliance with the Social Housing Consumer Standards, ensuring tenants' voice is key when developing new council housing policies, procedures, and improvements.

#### **DOCUMENT INFORMATION**

<b>Appendix No</b>	<b>Title</b>
1.	Regulator Social Housing Bolsover District Council Improvement Plan