



OFFICIAL

**Bolsover District Council**

**Meeting of the Housing Liaison Board on 21<sup>st</sup> October 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.

### 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 six occasions since our inspection, most recently on 7<sup>th</sup> October 2025.

Appendix 1 has a summary of progress to date on these 4 key areas. Since the last update in July 2025, we have reviewed the Savills stock condition survey data and successfully uploaded this to the Open Housing Management System 'Train' system and testing of accuracy is going well. We are reviewing the required work as specified by Savills for years 1-5 so we have a clear capital programme for the next 5 years which will feed into the Councils 30 year HRA Business Plan.

We must ensure that we know our housing stock and the preferred approach is an inhouse rolling programme of stock condition, with approximately 1000 properties per year. We are in the process of internal approvals to be able to commence this from April 2026.

We are training existing Asset Management Officers on [Housing Health and Safety Rating Systems \(HHSRS\)](#) with a view to undertaking the outstanding 296 surveys before end March 2026. During the period we are also devising a survey which can be completed on tablets at an inspection which will also directly link into the Open Housing Management System.

It is imperative we know our tenant base so we can deliver services tailored to their needs. The uptake and completion of the Tenant Census has been slow. We are looking at how we can capture this information at all tenant touch points.

We continue to develop Tenant Engagement activities, including consultation on the revised Welfare Adaptation Policy and an Easy Read Tenancy Agreement. These have been very well received by the Regulator.

**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