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Bolsover District Council

Meeting of the Housing Liaison Board on 27th January 2026

Agenda Item 3: Regulator of Social Housing - Improvement Plan

Classification:	This report is Public
Report By:	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 1st 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 and 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 has now taken place.

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 weakness have been addressed so that outcomes for our tenants are improved.

We have met the Regulators on seven occasions since our inspection, the next one being an in-person meeting on 4th February 2026.

Since the last meeting we have made significant progress on the key actions arising from the improvement plan and feel that we will be in a position later this year to seek a regrade and be able to demonstrate that we are fully complying with the Consumer Standards.

Appendix 1 shows a revised version of the Improvement Plan, which summarises the standards, details the Regulatory Judgement with regards to each Standard and then provides an overview of the work we have done. We have highlighted those we feel we are meeting in Green and there are a small number of Amber matters which will be the area of focus in the coming months.

These are as follows;

- Stock Condition Survey – we need to ensure that we gain entry to the properties we have not yet been able to access and survey. We need to take a further report to Council to approve the posts, and associated salary costs we require to deliver an in-house rolling programme of Stock Condition Surveys. It is anticipated that this will be the March 2026 Council meeting.
- Decency – We need to use the Savills data and subsequent Stock Condition Survey data we obtain to drive capital programmes. We will use this to update the HRA 30-year business plan to be devised in conjunction with Finance.
- Tenant Profile information – we need to ensure that we know all our tenants, so we can tailor our services around their needs. At present we have been seeking to update all key information held on tenants and occupants and have been analysing the data we have so far.
- Information about Landlord Services – in order to ensure we are providing tenants with essential information to hold us to account, we have provided lots of performance data. We are looking at a revised tenancy sign up pack as well as a Tenant Portal which would allow tenants easier access to their rent account and repairs records.

RECOMMENDATION(S)

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

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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

Appendix No	Title
1.	Regulator Social Housing Bolsover District Council Improvement Plan