

**NORTH WEST LEICESTERSHIRE DISTRICT COUNCIL**

**CABINET – TUESDAY, 25 NOVEMBER 2025**



Title of Report	REGULATOR SOCIAL HOUSING INSPECTION	
<b>Presented by</b>	Cllr A Woodman Housing, Property and Customer Services Portfolio Holder  PH Briefed <input checked="" type="checkbox"/>	
<b>Background Papers</b>	<a href="#">Corporate Scrutiny March 2023</a>  <a href="#">Corporate Scrutiny – Nov 2023</a>  <a href="#">Cabinet Jan 2024</a>  <a href="#">Cabinet April 2025</a>	<b>Public Report:</b> Yes
		<b>Key Decision:</b> Yes
<b>Financial Implications</b>	There is no direct expenditure, but costs for detailed action plans will be covered by existing budgets if possible. If additional resources are required, these will be authorised in accordance with the Council's Constitution.	
	<b>Signed off by the Section 151 Officer:</b> Yes	
<b>Legal Implications</b>	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.	
	<b>Signed off by the Monitoring Officer:</b> Yes	
<b>Staffing and Corporate Implications</b>	None directly – action plans developed may have potential staffing implications. However, these will be addressed under normal processes, if required.	
	<b>Signed off by the Head of Paid Service:</b> Yes	
<b>Purpose of Report</b>	To inform members about the recent Regulator of Social Housing judgment on housing landlord services and outline actions taken in response.	

<b>Reason for Decision</b>	Cabinet is responsible for monitoring the functions of the Council, within their remit, and contributing to any Council aims, objectives and policies. It is also responsible for determining policies and objectives for any Council services, within their remit, reviewing the extent to which they are met, and agreeing any necessary action, as well as ensuring the effective and efficient management of any services and resources, within their remit.
<b>Recommendations</b>	<p><b>THAT CABINET:</b></p> <ol style="list-style-type: none"> <li><b>1) NOTES THE OUTCOME OF THE SOCIAL HOUSING REGULATORS JUDGEMENT ON THE COUNCIL'S LANDLORD SERVICES AS SET OUT IN THE REPORT.</b></li> <li><b>2) NOTES THE CREATION OF AN ACTION PLAN TO ADDRESS THE ISSUES SET OUT IN THE REPORT WHICH ONCE DRAFTED WILL BE BROUGHT TO CORPORATE SCRUTINY COMMITTEE AND THEN TO CABINET.</b></li> <li><b>3) AGREES THAT THE HOUSING IMPROVEMENT BOARD WILL MONITOR THE ACTION PLAN WITH CABINET BEING UPDATED ANUALLY ON PROGRESS.</b></li> </ol>

## **1.0 BACKGROUND**

- 1.1** The Regulator of Social Housing (RSH) carries out inspections of all social landlords at least once every four years, to assess their delivery of services against four "Consumer Standards", which are: Safety and Quality, Neighbourhood and Community, Tenancy, and Transparency, Influence and Accountability. Further information about the Standards can be found on the RSH website: [Regulator of Social Housing - GOV.UK](https://www.regulatorofsocialhousing.gov.uk/).
- 1.2** The Regulator determines whether the landlord is performing at C1 level (the highest rating available, nationally only one local authority has achieved this), C2 (some weaknesses and improvement needed but the landlord is delivering the outcomes of the consumer standards), C3 (serious failings and significant improvement needed) or C4 (very serious failings and fundamental changes). The Regulator then works with the landlord to support them on their improvement journey, as all should be aiming towards C1 status.
- 1.3** The Council was inspected by the RSH in August 2025, and the outcome was a grading of C2. Annex A of this report sets out the regulatory judgement in full.

## **2.0 POSITION PRIOR TO THE INSPECTION**

- 2.1** The Housing Service had been working towards delivering the outcomes set out in the Consumer Standards for over two years, and significant changes and improvements have already been made. Cabinet and Scrutiny Committees have received regular update reports as set out in the background papers section of this report. These reports set out the actions which have already been undertaken and include:

- Restructuring the service to address the changing nature of demands on the service from new regulatory standards and to address a significant repairs backlog over past years;
- Ensuring a strong focus on landlord compliance and safety, and implementation of a robust monitoring regime;
- Establishing a Housing Improvement Board bringing together controlling and opposition members with the senior management of the housing service, focusing on the regulatory and service led changes in the sector;
- Initiating significant recruitment drives, including a recent appointment of a new Head of Housing;
- Strengthening the approach to dealing with cases of damp, mould and condensation and implementation of a monitoring and reporting system;
- Changing tenant engagement processes; and
- Changing ICT systems to support the above
- Focusing on dealing effectively with complaints and embedding learning from them in line with Housing Ombudsman standards.

**2.2** Some of these actions are complete and others are ongoing. These actions have helped to ensure the Housing Service is in a good position in relation to the RSH's Consumer Standards, aware of areas for improvement and proactively addressing them.

### **3.0 THE INSPECTION PROCESS**

**3.1** Following an initial meeting between the RSH inspection team and senior officers of the Council, a wide range of documentary evidence was requested and subsequently submitted to the RSH. The RSH reviewed the evidence and confirmed the areas to be covered during the inspection.

**3.2** The Council was then invited to submit any further evidence, and a timetable for the onsite activity was mutually agreed. The on-site part of the inspection took place over three days from 11 - 13 August 2025, and the programme of activity comprised:

- Observation of a Tenant Panel meeting and a review of various online meetings;
- Meetings with the Leader, Portfolio Holder for Housing, opposition lead for Housing and Chief Executive;
- Meetings with the Strategic Director for Housing and Communities and senior housing managers;
- Meetings with a range of other officers to assess services against all areas of the Consumer Standards;
- Meeting with tenants; and
- Observation of a Housing Improvement Board meeting.

**3.3** Throughout the on-site inspection, officers were self-aware, open and honest, and this was recognised by the inspection team. Overall, the inspection experience was positive and supportive.

### **4.0 THE REGULATORY JUDGMENT**

**4.1** As set out above, the RSH judged the Housing Service as being C2 graded. The published report is attached as Appendix 1, and a summary of key findings under each of the Consumer Standards, is set out below.

### **Safety and Quality Standard**

- The inspection found that currently 81% of the Council's homes have had a full stock condition survey within the last five years. The Council is carrying out further validation work and developing a programme to survey the remainder of the stock by the end of 2026.
- The Council reported that 87% of its homes meet the Decent Homes Standard (DHS), has demonstrated an ongoing commitment to investing in its stock and is working on a revised Asset Management Strategy to be published in 2026.
- Assurance was received by the inspectors that the Council is meeting the legal requirements that relate to the health and safety of tenants in their homes and communal areas.
- The work to date on compliance was recognised, however, further work is needed to continue improvement.
- The inspectors saw evidence that the Council is providing a repairs and maintenance service that meets regulatory requirements, but this requires improvement especially around the targets of timely completion of repairs. This area has been the focus of recent and continued work in the service.

### **Neighbourhood and Community Standard**

- The RSH saw evidence that the Council has an effective approach to dealing with Anti Social Behaviour (ASB) and hate crime and that it meets regulatory requirements.

### **Tenancy Standard**

- Evidence was clear that the Council offers tenancies or terms of occupation that are compatible with the purpose of its accommodation, the needs of individual households, the sustainability of the community and the efficient use of its housing stock.
- The RSH confirmed that they saw evidence of appropriate procedures and systems being in place to ensure the policy is applied.

### **Transparency, Influence and Accountability Standard**

- Through the inspection, a respectful and positive culture towards tenants was demonstrated, and engaged tenants told the regulator that they felt listened to, and that their work was having a positive impact on outcomes for tenants.
- The RSH saw evidence of some understanding of the diverse needs of Council tenants, but the information held needs to be strengthened to improve the use of tenant data to ensure that fair and equitable outcomes are being delivered. The Council did not provide clear evidence of how it proactively uses tenant data to inform service delivery and officers acknowledge that this is an area to work on.
- The RSH saw limited assurance that the quality and range of information made available to tenants meets the expectations set out in the standard.
- The Council was congratulated that it has a strong and well-established Tenant Scrutiny Panel.
- The Council is, however, not meeting relevant timescales for responding to complaints in all circumstances. Reporting demonstrated some learning from complaints although this had not yet led to improved outcomes for tenants.

- 4.2** The findings of the inspection are in line with the expectations and experience of management and the Portfolio Holder for Housing, and both recognise the conclusions of the inspection. Work is already ongoing to address the areas highlighted in the inspection as part of the work of the Housing Improvement Board and the associated Housing Improvement Plan.

## **NEXT STEPS**

**4.3** The Housing Service is committed to working with tenants to achieve C1 status, and the areas above will be prioritised in Action, Service and Team plans.

**4.4** A combined action plan, bringing together the RSH feedback and the previously identified Housing Improvement Plan, will be developed for Cabinet approval and subject to Cabinet endorsement progress will be monitored quarterly by the Housing Improvement Board with ongoing regular engagement with the Regulator. A full progress report will be presented to Corporate Scrutiny and Cabinet on an annual basis.

## **5.0 FINANCIAL IMPLICATIONS**

**5.1** Some of the newly identified actions may have financial implications, and these will be considered individually as part of governance and decision-making processes and reported on via budget monitoring reports. At this stage insufficient detail is known to present the detail.

<b>Policies and other considerations, as appropriate</b>	
Council Priorities:	<ul style="list-style-type: none"> <li>- Communities and housing.</li> <li>- A well-run council.</li> </ul>
Policy Considerations:	None directly.
Safeguarding:	None directly known at this time. however, service level impacts will be assessed of any changes to service to address this issue, if required.
Equalities/Diversity:	None directly known at this time, however, service level impacts will be assessed of any changes to service to address this issue, if required.
Customer Impact:	None directly known at this time, however, service level impacts will be assessed of any changes to service to address this issue, if required.
Economic and Social Impact:	None directly known at this time, however, service level impacts will be assessed of any changes to service to address this issue, if required.
Environment, Climate Change and Zero Carbon:	None directly known at this time, however, service level impacts will be assessed of any changes to service to address this issue, if required.
Consultation/Community/Tenant Engagement:	None directly known at this time, however, service level impacts will be assessed of any changes to service to address this issue, if required.
Risks:	The risks related to regulatory noncompliance can vary from regulatory intervention through to legal prosecution. The C2 grading of the service shows the Council is compliant in delivering the consumer standards, but some weaknesses are identified. The following Action Plans will aim to improve the next assessment in four years' time to a C1 level.
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