

Housing Overview and Scrutiny Committee



SOUTH
KESTEVEN
DISTRICT
COUNCIL

Monday, 8 June 2026 at 2.00 pm
Council Chamber - South Kesteven House,
St. Peter's Hill, Grantham. NG31 6PZ

Committee Members: Councillor Lee Steptoe (Chairman)
Councillor Zoe Lane (Vice-Chairman)

Councillor Kyle Abel, Councillor Emma Baker, Councillor Paul Fellows, Councillor Gloria Johnson, Councillor Habib Rahman and Councillor Susan Sandall + Vacancy
Democratic Independent Group

Agenda

This meeting can be watched as a live stream, or at a later date, [via the SKDC Public-I Channel](#)

- 1. Public Speaking**
The Council welcomes engagement from members of the public. To speak at this meeting please register no later than 24 hours prior to the date of the meeting via democracy@southkesteven.gov.uk
- 2. Apologies for absence**
- 3. Disclosure of Interest**
Members are asked to disclose any interests in matters for consideration at the meeting.
- 4. Minutes of the meeting held on 31 March 2026** (Pages 3 - 16)
- 5. Announcements or updates from the Leader of the Council, Cabinet Members or the Head of Paid Service**

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Karen Bradford, Chief Executive
www.southkesteven.gov.uk

- 6. New Build and Acquisitions Update** (Pages 17 - 26)
To provide the Committee with an update on the new build and acquisitions pipeline.
- 7. Homelessness and Rough Sleeper Update** (Pages 27 - 31)
To update the committee on the status and recent activity in SKDC's Homelessness and Rough Sleeper services
- 8. Housing Performance Data April 2026** (Pages 33 - 58)
To present the Housing Overview and Scrutiny Committee with the Housing Performance Data to 30 April 2026.
- 9. Corporate Plan 2024-27: Key Performance Indicators Report - End-Year (Q4) 2025/26** (Pages 59 - 68)
To present the Council's performance against the Corporate Plan 2024-27 Key Performance Indicators (KPIs) within the remit of this Committee for Quarter Four 2025/26.
- 10. Choice based Lettings Update** (Pages 69 - 73)
The purpose of this report is to give an update on the progress of the Choice Based Lettings Allocations System.
- 11. Empty Homes Update** (Pages 75 - 79)
To give an overview of empty homes within the district, and the work undertaken in the past year in relation to the 4 priorities listed within the Empty Homes Strategy 2024.
- 12. Voice of the Tenant Strategy (Tenant Engagement)** (Pages 81 - 108)
The Committee is asked to recommend submission of the draft South Kesteven District Council Voice of the Tenant Strategy to Cabinet for consideration.
- 13. Aids and Adaptations Policy** (Pages 109 - 121)
To consult the Housing Overview and Scrutiny Committee on the proposed new Aids and Adaptations Policy and ask for recommendation to Cabinet for approval.
- 14. Improvement Plans** (Pages 123 - 129)
To update the committee on the progress against plans to improve performance across repairs and maintenance workstreams managed by the Technical Services team.
- 15. Work Programme 2026/27** (Pages 131 - 132)
- 16. Any other business which the Chairman, by reason of special circumstances, decides is urgent**

Meeting of the Housing Overview and Scrutiny Committee

Tuesday, 31 March 2026, 2.00 pm



SOUTH
KESTEVEN
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Committee Members present

Councillor Lee Steptoe (Chairman)
Councillor Zoe Lane (Vice-Chairman)
Councillor Emma Baker
Councillor Anna Kelly
Councillor Bridget Ley
Councillor Charmaine Morgan
Councillor Susan Sandall

Other Members present

Councillor Tim Harrison
Councillor Ian Selby

Cabinet Members

Councillor Virginia Moran, Cabinet Member Housing
Councillor Philip Knowles, Cabinet Member Corporate Governance and Licensing

Officers

Alison Hall-Wright, Director of Housing and Projects
Sarah McQueen, Head of Service, Housing
Mark Rogers, Head of Technical Services,
Phil Swinton, Head of Service (Health & Safety, Emergency Planning and Housing Compliance)
Tom Amblin-Lightowler, Environmental Health Manager, Environmental Protection and Private Sector Housing
Megan White, Corporate Projects Officer
Lucy Bonshor, Democratic Officer

64. Public Speaking

There were no public speakers.

65. Apologies for absence

An apology for absence was received from Councillor Gloria Johnson. The Chairman stated that he and the Vice-Chairman had received an email from Councillor Kyle Abel giving his apologies for the meeting.

66. Disclosure of Interest

One Member raised an issue in respect of the garage sites report but it was confirmed that there was no interest to disclose.

67. Minutes of the meeting held on 5 February 2026

Minutes of the meeting held on 5 February 2026 were proposed, seconded and agreed.

68. Announcements or updates from the Leader of the Council, Cabinet Members or the Head of Paid Service

The Cabinet Member for Housing informed Members that there would be an all Member, in person, briefing at 5pm on Tuesday 14 April 2026 in relation to Asylum Seekers Dispersal.

69. New Build and Acquisitions Update

The Cabinet Member for Housing updated the Committee on the new build and acquisition pipeline. Developments at Larch Close, Grantham (21 Units) were progressing and work had started at Wellington Way (11 Units), Market Deeping.

Other schemes were progressing and were either in pre-construction or pre-application phases.

The Council continues to have a hybrid approach to purchasing and building its affordable housing to meet the needs of residents with an overall positive and active programme.

One Member asked if there were still tenants in properties at Bourne Road, Colsterworth and it was confirmed that one property was still tenanted. Another Member asked about accommodation for large families and how this was managed to which the Director of Housing and Projects responded.

The Committee noted the report.

70. Homelessness and Rough Sleeper Update

The Cabinet Member for Housing presented the regular report which updated the Committee in respect of the recent status and activity in the South Kesteven District Council's Homelessness and Rough Sleeper Services.

There had been an increase in Homelessness case figures from January to February. Active homelessness cases were at 224 with 57 being in temporary accommodation.

Rough sleeping continued to be a challenge faced by all the District Councils and although seven rough sleepers were reported in January in South Kesteven this figure would have been higher if not for the provision of the night shelter in Grantham. Change 4 Lincs Outreach Teams conducted three weekly outreach sessions in the early hours to attempt to engage with all those who were rough sleeping in the SKDC area.

From April 2026 the Outreach service would be locally delivered by in house roles within South Kesteven. It was noted that 22 individuals had accessed the night shelter during the winter period with 14 being successfully supported into more permanent accommodation through collaborative partnership working by SKDC with Living Concepts. Had the night shelter not been utilised the Council would have incurred approximately £34,000 in costs for nightly paid accommodation over the same period.

SKDC's partner, Living Concepts was now operating as a supported housing provider, delivering accommodation in Grantham for individuals with identified support needs. This integrated provision enabled a flexible and inclusive response to a wide range of housing and support requirements. Although the service was newly launched, it was anticipated that the approach would help reduce gaps in service provision, strengthen engagement with service users and improve communication between partners.

One Member made reference to the "allowed" camp site at Kesteven Road, Stamford. It was stated that the Council did not "allow" people to camp there and the Officer indicated that they could give the Member more information outside the meeting.

Another Member made reference to alternative initiatives and referenced pods that had been supplied in coastal areas. The Head of Service, Housing stated that alternative initiatives were always being looked into and it was stated that pods had been looked at but these were not cost effective for this area. New and innovative ways of tackling rough sleeping were constantly being looked at. Reference was made to the success of the night shelter and ways to open the shelter all year round were being reviewed.

The Head of Service, Housing stated that the service was moving away from reactivity towards a more preventative modal approach to look holistically at the service.

Further discussion followed in respect of extending the time that the night shelter was open and work was on going with the Ark. It was stated that the months the night shelter was open would be extended but other more cost effective ways would also be continued to be looked into as there was a cost implication of keeping the night shelter open all year. More preventative measures in respect of homelessness were being considered.

More comments were made in respect of the homelessness figures and it was stated that “trends” were not easy to track, however, the Head of Service, Housing would look at what data could be included in the next report to the Committee.

Questions were raised about the use of HMO’s for temporary accommodation and also number of veterans who presented as homeless to which the Head of Service, Housing replied.

The report was noted and Officers thanked for the work that they undertook in respect of the homelessness function.

71. Garage Site Update

The Cabinet Member for Housing introduced the report which updated the Committee on the Council’s district wide garage site stock condition survey which was currently being undertaken. There were a variety of garage buildings which presented several challenges and opportunities to the Council in terms of repair, maintenance and management to possible redevelopment. Currently there were 830 individual garage units. The survey was progressing with several sites currently being reviewed internally as they had been identified for further feasibility work. The Council had been successful in securing Homes England funding to contribute toward the cost of the stock condition survey and the feasibility work. A further report would come to the Committee once the survey work was complete.

A question was asked about the number of garages still in use. It was stated that the survey would find out this information. The garages were originally built when cars were smaller and under utilised garage sites represented potential opportunities for new housing development.

One Member made reference to the maintenance of some of the garages which had been disappointing. It was stated that routine maintenance was still being carried out.

Another Member made reference to the cost of renting a council garage which could be considered small compared to renting a private garage. It was felt that the garages represented an under used resource which was under appreciated.

Members noted the update.

72. Housing Performance Data February 2026

The Committee received the Housing Performance data up to the end of February 2026; each area was presented by the relevant Housing Officer.

Repairs Call Handling

The Head of Technical Services stated that the performance in this area was on target.

Reactive Repairs – All Repairs

The overdue number of repairs had significantly reduced from 2276 in March 2025 to 1264 in February 2026. Emergency Repairs were a key priority and were always prioritised and completed. There had been a strong performance in emergency repairs, however non-emergency repairs were below target.

The target to complete repairs was reducing from 40 days to 31 days which matched feedback from tenants that the Council was delivering a faster repairs service.

Reactive Repairs In-house

Members were informed that two thirds of repairs were delivered by in-house Teams. Emergency repairs performance was healthy with action plans in place behind each area. Non-emergency repairs needed to improve performance and work was being done to maximise productivity with jobs being booked at the right time with better diary management.

Reactive Repairs - Sureserve

It was stated that emergency repairs were key, especially in respect of heating and Sureserve performed well in respect of emergency repairs. In respect of non-emergency repairs the Council was working closely with all reactive repairs contractors to make sure appointments were being received and that the data was being inputted into the Council's systems so assurances could be given in respect of jobs completed and there was tighter contract management control.

Reactive Repairs - Other contractors

More focus was being taken in respect of the contract management for the Council's three main contractors and that systems were updated with appointments and work completed to improve performance in areas which were currently shown as red.

Damp and Mould

Inspections were ahead of target and overdue repairs had reduced down to 53. Managing appointments better would help bring the non-emergency repairs figures down and this area was currently being focused on. The average time taken to complete non-emergency repairs was reducing significantly down to 22 days.

Voids

Management of voids was a head of target with the average void time on all voids down to 55 days. The target that had been set for the year was 80 days, going forward the proposed target for next year was 60 days. Benchmarking against Housemark put the Council in the medium quartile.

Customer Satisfaction

Customer satisfaction in respect of repairs was green although the figures had dropped slightly. The target for next year would be raised as the service needed to keep improving.

Planned Works

Planned works fed in to how satisfied a tenant was with the condition of their home. At the end of February 72% of planned works had been completed. Validation surveys had been completed which had slowed work down. Work was now being balanced against the budgets available to maximum the work that could be delivered against the budget available. It was hoped that the numbers would increase from 72% by the end of the financial year.

The Head of Technical Services gave assurances that all non-decent properties would be completed.

Asset Management

Work was being undertaken to make sure all properties were decent by the end of the financial year. Currently there were 12 outstanding properties where there was no data and stock condition surveys were being carried out.

Decarbonisation work in respect of decent homes was continuing to improve the EPC rating to C or above.

Stock Condition Survey

The percentage of properties with a stock condition survey completed within five years stood at 95% which was over the target of 90%. Three attempts to access properties were made before support from Housing to gain access was requested. Of the number of properties with a survey over five years old 155 of the total figure were down to access issues with the property. Although the percentage of the programmed annual stock surveys were shown as red these were increasing towards the target. Any properties that were unable to have a survey completed this year would be programmed for the following year. There were no category 1 health and safety surveys outstanding.

The Chairman thanked the Officer for the great work being undertaken especially in respect of voids.

One Member questioned why non-emergency repairs were below target and the reason for this to which the Head of Technical Services, stated it was a combination of budget constraints, new contractors being appointed and contract management of diaries. Reference was made to the recent Repairs and Management Policy that had been introduced which created a delay especially with backlogged repairs. The Head of Technical Services assured the Committee that the average time for repairs was reducing.

A further question was asked in respect of repeat visits regarding the same repairs, how were these managed and monitored and budget implications. It was stated that any financial risk was worked through in collaboration with the Finance Team and these would be reported to the Finance and Economic OSC.

The Head of Technical Services stated that quality assessments were carried out and also feedback from the tenant satisfaction surveys were taken into account in respect of repair work.

Further questions were asked about identified issues, had damp and mould issues increased, were apprentices being trained in house to help with any deficit in skills to which both the Director of Housing and Projects and the Head of Technical Services, replied. A further question was asked in respect of emergency repairs and the lead in time to which the Head of Technical Services, responded that emergency repairs were prioritised within 24 hours and dealt with to make safe.

The Chairman thanked the Head of Technical Services, and their team for the work undertaken in respect of repairs.

Allocations and Lettings Call Handling

The Head of Housing stated that the percentage of call handling was consistently over the 80% target.

Housing Options

There had been an increase in the number of people in temporary accommodation which was inline with the number of new homelessness approaches. A piece of work was being undertaken to look at the numbers of rough sleepers and how to better engage with them as often they had a number of complex needs.

The Change4Lincs funding would be ending at the end of March 2026. Two new Outreach Support Workers would be appointed to support the homelessness and rough sleeper function specifically within the South Kesteven area.

Allocations

There had been a rise in the number of complete housing register applications waiting for assessment, the oldest application waiting assessment was dated

January 2026. Although the number shown was 304 it was stated that this would include applications that had missing information that had been requested.

Offers made during the month had increased in February with properties being advertised increasing since December 2025. Overall it was a positive picture.

Bedroom need by Band as at 16 March 2026

Demand remained for one bedroom accommodation and the Council worked with partners, the private sector and HMO's to help to accommodate this demand.

Tenancy Management

Reference was made to the Anti-Social Behaviour figures (ASB) and the results received from the Tenant Satisfaction Survey in which ASB had scored low. Tackling ASB was a complex area and the Action Plan looked at how this areas was being addressed.

Bench marking was carried out against other authorities in respect of performance in this area with the number of cases stable. Due to the change in Right to Buy (RTB) legislation in respect of discounts, the number of applications remained low to non-existent.

Tenancy checks at six weeks and nine months remained over target and there had been no evictions in January and February. The number of MESNE accounts were down to seven.

The Chairman thanked the Officer and her team for the work undertaken in this area.

One Member asked about the location for where properties were most requested and the Head of Service, Housing stated that this was something that could be looked at and brought before the Committee.

➤ **Action**

To include the location of where accommodation was requested the most.

A further question was asked about the process when applying on line to which the Head of Housing replied. The Director of Housing and Projects indicated that temporary support was available to help with capacity in respect of the number of outstanding applications.

The Cabinet Member for Housing stated that unfortunately tenants did not regularly check the portal to see if further information was required for them to submit which held up Officers progressing applications.

Further discussion followed about support in place to help support completion of an application on the portal.

One Member asked where the most amount of rough sleepers tended to be located. The Head of Housing indicated that this varied between Grantham, Stamford and Bourne and a piece of work was being undertaken in respect of rough sleeper location.

Further discussion followed about communication and contact with rough sleepers to which the Head of Service, Housing responded.

The Chairman asked whether the upcoming Local Government Reorganisation (LGR) had been instrumental in the changes to Change4Lincs. It was stated that the decision regarding the changes in the Change4Lincs set up had been made prior to LGR. It was noted that there had been a lot of changes since the Change4Lincs service was first implemented seven years ago and demands and the service delivery was shaped more now by local needs than the previous model.

Housing Compliance

Legionella, Asbestos, FRA and Smoke/Co remained at 100%. There had been a gradual increase in compliance in respect of EICR. Currently gas now stood at 27 non-compliant properties with 13 of these properties having appointments scheduled within the next eight days.

Compliance – FRA Remedial Actions

Since the report had been written there were now 69 medium outstanding items and 242 low outstanding items. The number of gas remedial actions stood at 43, these were low level remedials not category 1 or 2 levels.

There was a huge amount of work that went on in the background to bring the remedial actions to a close.

A question was asked about the safety aspect of the work to which the Head of Service (Health & Safety, Emergency Planning and Housing Compliance) replied.

Members noted the report.

(An adjournment took place between 3:45 – 4:01)

73. Corporate Enforcement Policy Update - Private Sector Housing

The Cabinet Member for Corporate Governance and Licensing presented the report which amended the Corporate Enforcement Policy specifically in respect of

Appendix C - Private Sector Housing Approach to Investigation and Enforcement (Appendix 2 of the report) due to changes in legislation.

The changes proposed to the Corporate Enforcement Policy would enable the Private Sector Housing Team to carry out their functions as set out in legislation. The updates within the document primarily related to the financial penalties matrix that was used to calculate penalties for breaches of the relevant legislation. It had been necessary to revise the statutory guidance due to changes within the law. The Renters Rights Act 2025 would come into force on 1 May 2026 and provided additional civil penalties that may be imposed by the local housing authority; in order to impose the penalties the Council was required to have a policy or matrix in place setting out how the penalties would be calculated. The Corporate Enforcement Policy therefore needed to be amended to take account of the new legislative requirements. It was noted that future updates would be likely due to secondary legislation which would require the Policy to be amended again. The Cabinet Member for Corporate Governance and Licensing thanked the Environmental Health Manager – Environment and Private Sector Housing, Tom Amblin-Lightowler for all his hard work in amending this section of the Corporate Enforcement Policy.

The Vice-Chairman asked if the changes made to the Policy were in respect of the new Renters Rights Act that was coming into effect on 1 May 2026.

The Environmental Health Manager – Environment and Private Sector Housing stated that yes some of the new penalties and offences were due to the Renters Rights Act where civil penalties rather than prosecutions would be undertaken. Some of the new offences were not in the existing matrix and there were some existing offences under the previous legislation that had carried over to the new legislation which now had maximum penalties changed. Recently there had been draught legislation that had been put before Parliament in March that would come in to effect on 1 May 2026 which were existing penalties in breach of the Housing Act 2004 which have been aligned to £40,000 instead of £30,000. The Policy had been changed to address the new penalties brought in, together with new offences and corresponding penalties. New guidance in respect of statutory guidance that the Council must follow gave a starting point for each offence as indicated by Government. This was in conflict with the Council's previous policy which had no set starting point. The Policy had been updated with existing penalties in line with the new guidance, existing penalties to the new penalty amounts and to bring the Policy in line with those new penalties.

The Chairman stated that in simple terms the Enforcement Policy was being amended to bring the Council in line with what was contained within the Renters Rights Act 2025. The Environment Health Manager, Environment and Private Sector Housing stated it was a tidying up exercise to enable the Council to have the ability to carry out its legislative functions as contained within the Renters Rights Act 2025.

A comment was made by one Member in relation to the benefits but it was stated that this was in relation to private sector housing not social housing.

The proposed amendments would aid Officers in carrying out their roles in respect of private sector housing.

It was proposed, seconded and agreed to recommend the amended document to Cabinet for approval.

Recommendation

That the Housing OSC recommends that Cabinet approves the amendments to Appendix C – Private Sector Housing Approach to Investigation and Enforcement as part of the Corporate Enforcement Policy.

74. Tenant Satisfaction Measures Survey

The Director of Housing and Projects presented the report which gave further details from the presentation made at the last Committee meeting. The Tenant Satisfaction Measures (TSM) Survey was a mandatory requirement placed on Social Landlords by the Regulator of Social Housing to comply with the Transparency, Influence and Accountability Standard of the Social Housing Regulation Act (2023). The results of the survey were submitted to the Regulator who published them in an annual report which analysed the results for social landlords with 1,000 or more homes. The Survey had been undertaken in two waves and had been carried out by Acuity on behalf of the Council.

The results for Wave 1 had been presented to the Committee in October and the report before Members included Wave 2 figures and the overall annual results. A total of 550 responses had been received across both waves of the survey plus a further 32 partially completed responses which the Council were also required to submit as part of its TSM submission. There were 131 surveys completed online and 451 by telephone, giving a total of 582 which was enough to give a representative view from tenants across the Council's housing stock.

There were 12 mandatory questions which ensured that results were consistent across all landlords to allow the Regulator to undertake benchmarking.

The survey results were presented at Table 1 of the report and showed a comparison between each of the two waves. The table showed positive movement in 12 of the 15 areas surveyed. The most significant reduction in results was the percentage of people satisfied that the Council keeps communal areas clean and maintained. This had been referenced at the last Committee when it was noted that the Council had undertaken an exercise where tenants were required to remove personal items stored in the communal areas due to associated fire risks and it was felt that this may have impacted the score.

People who had completed the survey had indicated to Acuity that they were happy for their detailed results to be shared and this information had been sought from

Acuity to allow detailed analysis to be carried out to see if the exercise undertaken earlier in the year had influenced the results.

Members were then referred to Table 2 of the report which showed comparisons between 2024/25 and 2025/26 and showed significant improvements in the results with the overall satisfaction with the Housing Service increasing by 8%. Satisfaction with the Repairs Service had significantly increased which was a reflection of all the work that was being undertaken within the Service. An example was given that the time taken for repairs to be completed had increased satisfaction by 18% and satisfaction with the overall Repairs Service had increased by 15%.

Further increase in satisfaction by tenants had been seen in how the Council communicated and engaged with tenants which had increased between 7%-11% which could be due to the increased level of engagement that the Council had with tenants over the last few months with five housing roadshows being held across the District. Decarbonisation works had been undertaken with meetings being held between tenants and contractors so each was fully aware of the works to be completed and what this involved with tenants being able to contribute to these discussions. Positive engagement with tenants had also been carried out where improvements were being discussed at sheltered housing schemes.

Reference was made to the reduction in satisfaction with regard to Anti-Social Behaviour and complaints but it was noted that the number of complaints had significantly reduced and the quality and timeline of responses had improved. The Director of Housing and Projects indicated that this would be looked into with the detailed information given to Acuity and tenants would be contacted and sessions arranged to enable more information about issues to be understood.

The Director of Housing and Projects then referred to Appendix 1 of the report which included the information that would be provided to all tenants. Acuity who carried out the survey provided a tenant-friendly report which would be published on the website with residents being made aware that the results were now available to view.

Members attention was drawn to paragraph 2.13 of the report which summarised the recommendations proposed by Acuity to support the continued improvement to satisfaction levels. An action plan was provided at Appendix 2 which detailed the actions proposed by the Council and also any progress that had been made against any actions listed and the Director of Housing and Projects apologised for the late publication of Appendix 2.

Acuity also carried out benchmarking and a table was included in the report which compared the Council results for 2025/26 with those published by the Regulator for 2024/25. The blue line in the table charted the Council's performance against the upper quartile which was shown by the green line within the table. The Regulator medium line was orange and the lower quartile was shown by a purple line.

Table 3 of the report showed the significant improvement shown by the Council within the benchmarking table, although it was noted that this was against benchmarking of social landlords for 2024/25. The information for 2025/26 would be uploaded in June 2026 and the Regulator would publish reports for the whole sector and then benchmarking performance could be carried out for 2025/26 with other social landlords in the sector. The Director of Housing and Projects stated that the performance shows the positive work that was being undertaken by the Housing Team and the improvement plans in place and the results were reflective of the progress and improvements made in the Housing Service.

Members congratulated Officers on the work done with comments being made in relation to the following:

- Communal areas – concern wasn't in respect of cleanliness or tidiness but the use of the facilities by outside organisations who did not clean up after they had used the facilities – The Director of Housing and Projects indicated that she would follow this information up
- Reference to negative bias from those who have had to move personal belongings from communal areas
- Although movement in the service was going in the correct direction with repairs what was being done to further improve the service from good to stronger - the overall satisfaction for all landlords was 74.9% against the Council's which was 68.9%. The Director of Housing and Projects indicated that the recommendations proposed by Acuity would be implemented by the Council to improve tenants satisfaction. Work would continue with contractors to improve the service offered in respect of repairs with appointments being given in advance and reminders being timelier. The action plan would be put in place to help meet the expectations of tenants.

Members noted the report.

75. Work Programme 2025/26

The Chairman asked if Members had anything to add to the Work Programme for the next year.

The Vice-Chairman made reference to having a report on the relationship with Housing Associations which had been referred to at a previous meeting. The Director of Housing and Projects indicated that this could be part of a wider report in relation to Choice Based Lettings and how the Council worked with Housing Associations.

One Member referred to landscaping and tree planting and reference was made to the adoption of the Tree and Woodland Strategy 2024-2034 which had been discussed at the Environment OSC and approved by Cabinet in May 2024. A brief

discussion followed on estate walks that were being arranged and dates and times would be publicised widely including being published on the website.

The Director of Housing and Projects asked for the following items to be included on the work programme for the June Committee meeting:

- Update on progress in relation to the Voice of the Tenant Strategy
- Update on the review of Sheltered Housing Scheme Charges

A visiting Member to the Committee who had been involved with the recent event at Riverside in Grantham congratulated those Officers who had been involved stating it had been a brilliant engagement event.

76. Any other business which the Chairman, by reason of special circumstances, decides is urgent

There was no urgent business.

77. Close of meeting

The Chairman thanked everyone for attending and closed the meeting at 4:39pm.



**SOUTH
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Housing Overview and Scrutiny Committee

Monday, 8 June 2026

Report of Councillor Virginia Moran
Cabinet Member for Housing

New Build and Acquisitions Update

Report Author

Suniel Pillai, New Build Project Officer, Megan White, Corporate Project Officer

✉ suniel.pillai@southkesteven.gov.uk, megan.white@southkesteven.gov.uk

Purpose of Report

To provide the Committee with an update on the new build and acquisitions pipeline.

Recommendations

The Committee is recommended to note the content of this report.

Decision Information

Does the report contain any exempt or confidential information not for publication?	No
What are the relevant corporate priorities?	Housing
Which wards are impacted?	(All Wards);

1. Implications

Taking into consideration implications relating to finance and procurement, legal and governance, risk and mitigation, health and safety, diversity and inclusion, safeguarding, staffing, community safety, mental health and wellbeing and the impact on the Council's declaration of a climate change emergency, the following implications have been identified:

Finance and Procurement

- 1.1 The HRA Capital Programme includes a New Build dedicated budget and the schemes outlined in this report are being delivered against that budget. Regular monitoring is undertaken to review progress against the spend projections. The 2026/27 budget has an allocation of £4m and at the time of setting the budget a further £8.5m was projected to be carry forward to support the delivery of the new build programme. The outturn for 2025/26 is currently being finalised and will include the final carry forward figure once confirmed.

Completed by: David Scott – Assistant Director of Finance and Deputy S151 Officer.

Legal and Governance

- 1.2 This is an update report for noting, there are no governance implications.

Completed by: James Welbourn, Democratic Services Manager

2. Background to the Report

- 1.3 The purpose of this report is to provide the Committee with an update regarding the new build housing pipeline and purchases using Right to Buy capital receipts.
- 1.4 The approved Corporate Plan 2024-2027 clearly sets out how South Kesteven District Council intends to meet the mission “to ensure that all residents can access housing which is safe, good quality, sustainable and suitable for their needs and future generations.”
- 1.5 The Corporate Plan, Priority 4 identifies ‘Housing’ as a key priority with high quality housing essential for all, and the Council is committed to working with partners to provide this by:
- Facilitating a range of appropriate and sustainable housing and community facilities for future generations and the emerging needs of all our communities.
 - Delivering exemplary and high-quality services for housing and homelessness.
 - Increasing the supply of sustainable and high-quality Council-provided housing.

- Working with developers and private landlords to ensure sustainable, affordable, and high-quality housing is facilitated.

1.6 There are several pipeline schemes within the district that are at various stages of development, an update on each one is as follows:

1.7 **Larch Close, Grantham (21 Units)**

- Construction works at the Larch Close development continue to progress well, with the contractor, Mercer Building Solutions maintaining the current programme.

- Good progress has been made across the site:

Plots 1–4 have commenced first fix works and window installations.

Plots 5–6 have progressed to roof tiling works.

Plots 7–8 have completed substructure brickwork.

Plots 9–21 have completed first lift brickwork & installation of first floor planks.

- Mechanical and electrical design matters have progressed positively, with both the mechanical drawings and electrical design amendments now approved by SKDC.
- The project team continues to work through the detailed ventilation strategy (Mechanical Ventilation Heat Recovery) and any associated cost implications.
- Overall, the scheme is progressing well on site, with construction advancing across all plots and key design approvals continuing to be closed out in line with the programme with contractual completion set for 18 December 2026.



Larch Close - On Site Progress Photos - 27th April 2026.

Left-to-Right: *David Ward (MBS), Suniel Pillai (SKDC), Alison Hall – Wright (SKDC), Walter Nkiwane (Turner Townsend), Cllr Ashley Baxter (SKDC), Mike Price (Pelham), Megan White (SKDC), Cllr Lee Steptoe (SKDC), Paul Farrell (MBS), Darren Hodgett (MBS), James Ward (MBS), David Taylor (Turner Townsend), Darren Homer (William Saunders)*



1.8 Wellington Way, Market Deeping (11 Units)

- Works at the Wellington Way development commenced on 2 March 2026.
- Construction has progressed well since the last update, with:
 - Substructure brickwork completed.
 - Below slab drainage installed.
 - Ground floor planks placed.
 - External mains drainage installed to the rear and side of the plots.
 - Dewatering measures and installation of attenuation tank completed.

- The contractor reported challenging ground conditions and groundwater issues within the centre of the site, which did impact progress relating to the attenuation tank installation. Temporary dewatering works and groundwater testing were required before excavation works could proceed. As a result, the project is currently reported as being approximately 9 days behind programme.
- From a planning and statutory approvals perspective, most pre-commencement conditions have now been discharged.
- Building Control have attended site to inspect drainage works, and several key subcontract packages have now been appointed, including groundworks, masonry, precast items, and windows and doors.
- A small number of local resident concerns were received regarding delivery vehicles accessing the estate via Northfield Road. Additional signage has now been erected, and the issue has been addressed with the supply chain.
- The contractor is also developing a social value plan and has commenced engagement with local community groups, including discussions with the Scouts regarding potential activities linked to the scheme.



Wellington Way - On Site Aerial Progress Photo - 30th April 2026.

1.9 Toller Court, Horbling (3 Units)

- The scheme comprises of the demolition of the vacant community building and construction of 3 bungalows in Toller Court, Horbling. Works on site are due to commence in the coming two weeks.
- A resident drop-in session was held on site on the 14 April 2026 with Officers from the Project and Housing teams at the Council in attendance as well as the project team at Gusto. Several residents attended the consultation and had open discussions with Officers and Gusto to address any concerns or outstanding queries that they had in relation to the works.
- Gusto will continue to engage with residents and will inform them of a start on site date once this has been confirmed.
- The pre-construction phase is almost complete with detailed designs finalised, standard technical reviews in progress, and applications submitted for the pre-commencement planning conditions which await discharge.
- Heras fencing has been erected to protect the vacant building until start on site.
- The completion date remains set for 18 December 2026.

1.10 Kesteven Road, Stamford (13 Units)

- The design work is nearly complete so a full planning application will be prepared and submitted in the coming weeks.
- This scheme could see the construction of thirteen units in Stamford, comprising of much needed adapted bungalows, terraced houses and apartments.

1.11 Bourne Road, Colsterworth (9 Units)

- Due to structural issues within the existing timber frame properties and their poor thermal performance, there are opportunities on this estate to demolish and redevelop certain dwellings.
- The large plot sizes present potential to increase the number of new homes delivered on the site.
- A successful pre-application has been completed, and residents impacted by Stage 1 of this scheme have been personally approached by the Housing Team to explain the proposals and provide support throughout the process.
- Wider community engagement will follow, with a public consultation planned in the coming months to gather feedback from residents, which will inform the formal planning application.

1.12 Housing - Homes England

- The Council has been successful in securing external funding from Homes England to support its housing delivery ambitions under the Council Housebuilding Support Fund.
- The funding is being used to finance the review of the Council's garage sites and to undertake feasibility work to bring forward potential housing schemes.
- This will help accelerate future engagement with national affordable housing programmes and support the delivery of additional affordable homes within the district.

1.13 Other Schemes

- In addition to the schemes already reported, the Council is exploring a range of further housing opportunities across the district. These initiatives are at an early stage of consideration and are subject to feasibility, funding, planning and governance processes.
- Members will be kept informed as proposals develop and are brought forward for decision in accordance with the Council's established procedures.

1.14 Acquisitions

- The Council has already taken handover of Phase 1 (4 units) and Phase 2 (2 units) of the 36 affordable homes being delivered at the David Wilson Homes development in Corby Glen. Phase 3, comprising 6 units, is anticipated to hand over in mid-June 2026, with Phase 4, comprising 5 units, currently targeted for handover in March 2027.

1.15 Disposals

- The Council continues to progress the disposal of the 12 vacant properties at Lumby's Terrace, Stamford. To date, 6 of the 12 properties have completed, with further completions anticipated over the coming weeks as legal processes continue. One sale has unfortunately fallen through, and the property is currently being remarketed and viewed by prospective purchasers.
- The income from the sales will be reinvested into replacement affordable housing.

3. Key Considerations

- 3.1 As part of the Council's hybrid approach to the housing pipeline several properties in the district are currently being valued and inspected with a potential to acquire them.

4. Reasons for the Recommendations

- 4.1 The Council needs to have a hybrid approach to purchasing and building its affordable housing to meet the needs of our residents.
- 4.2 A hybrid approach to the acquisition and development of affordable housing enables the Council to maintain flexibility, manage risk and respond effectively to changing housing demands and market conditions. It provides the ability to balance immediate delivery needs with longer-term strategic objectives, ensuring a supply of affordable homes can be delivered to help meet the needs of residents.
- 4.3 This regular report is to provide an update on the pipeline of new housing and future development for the committee to scrutinise.

5. Consultation

- 5.1 Discussions are held with the relevant ward members prior to any new build schemes being submitted for planning and as part of the planning determination

process there is consultation with wider public including any town/parish councils alongside statutory consultees.

5.2 The Cabinet Member for Housing is kept informed on the progress of the pipeline.



**SOUTH
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Housing Overview and Scrutiny Committee

Monday, 8 June 2026

Report of Cllr Virginia Moran Cabinet
Member for Housing

Homelessness and Rough Sleeper Update

Report Author

Sarah McQueen, Head of Service (Housing)

✉ sarah.mcqueen@southkesteven.gov.uk

Purpose of Report

To update the committee on the status and recent activity in SKDC's Homelessness and Rough Sleeper services

Recommendations

The Committee is recommended to note the latest position of the Homelessness and Rough Sleeper services

Decision Information

Does the report contain any exempt or confidential information not for publication?	No
What are the relevant corporate priorities?	Housing Effective council
Which wards are impacted?	All

1. Implications

Taking into consideration implications relating to finance and procurement, legal and governance, risk and mitigation, health and safety, diversity and inclusion, safeguarding, staffing, community safety, mental health and wellbeing and the impact on the Council's declaration of a climate change emergency, the following implications have been identified:

Finance and Procurement

- 1.1 There are no direct financial implications arising from this report but it should be noted that to fund Local Council's homelessness services, Central government distribute a Homelessness Prevention Grant which for 2026/27 is £920k
- 1.2 All funding received is being used to deliver the service in meeting homelessness and rough sleeper demands
Completed by: David Scott – Assistant Director of Finance and Deputy S151 Officer.

Legal and Governance

- 1.3 This report is provided to the committee for information and oversight purposes only; accordingly, there are no substantive legal or governance implications arising.
- 1.4 The Council's homelessness functions are exercised in accordance with the Council's statutory duties and powers under housing and homelessness legislation. Any decisions relating to homelessness applications, temporary accommodation and support interventions must be undertaken in accordance with the relevant legislative framework and public law principles.
- 1.5 Any processing or sharing of personal information relating to applicants or service users must be done in accordance with the Council's data protection obligations.

Completed by: Graham Kitchen, Director of Law and Governance (Monitoring Officer)

2. Background to the Report

- 1.1. It was agreed by the Housing Overview and Scrutiny Committee that there will be a standing agenda item updating the committee on Homelessness and Rough Sleeper services. This report will give an overview of the recent work and status of both teams as well as some key updates in specific areas of interest.

3. Key Considerations

Rough Sleeping

- 1.1. As previously reported, the Change 4 Lincs (C4L) service offer has now come to an end.
- 1.2. In order to continue to deliver a rough sleeper service, 2 roles have been created within the housing options team which are currently being recruited to.
- 1.3. In the meantime, all known rough sleepers are supported by our housing options team who will continue to signpost to support services.
- 1.4. In April 2026 3 number of rough sleepers were reported across SKDC

Homelessness update

- 1.5. The Housing Options team provide the Council's statutory homeless function. The team consists of one Temporary Accommodation Support Officer, four Housing Options Assistants, six Housing Options officers, a Senior Housing Options Officer and a Homelessness and Rough Sleeper Manager.
- 1.6. Table 1 provides details of the homelessness case figures for the last three months:

Table 1 – Homelessness Case Figures

	Feb 26	Mar 26	April 26
Number of active Homelessness cases	224	227	279
Number of new approaches	124	156	146
Number in temporary accommodation	57	50	55
Of which – nightly paid	8	11	12
Of which – SKDC stock	49	39	46

- 1.7. The number of Veterans the team are currently supporting is 9
- 1.8. It is important to note that not every homelessness case results in a need for temporary accommodation. The Housing Options team works closely with households at risk of homelessness to prevent it wherever possible, helping reduce the demand for temporary placements.
- 1.9. To support the reduction of nightly paid placements, the Council has secured access to 13 bed spaces in Grantham through a partner agency. This accommodation is now being fully utilised and has proven effective in helping meet temporary housing needs for individuals for whom other options are unsuitable.

Night shelter

- 1.10. During the winter period, the Council once again opened the night shelter to support individuals who did not meet the statutory priority need criteria and who would otherwise have been at risk of rough sleeping.
- 1.11. SKDC in partnership with the Ark, reopened the Night shelter on 10 November 2025 in the same format as last winter, with SKDC utilising a 3-bed flat for the provision.
- 1.12. The first guest was accommodated on 11 November 2025. The service has operated every night since opening at a total cost of approximately £50,000.
- 1.13. In total, 38 individuals accessed the night shelter during November 2025 – May 2026. Of these, 18 have been successfully supported into more permanent accommodation. This outcome has been achieved through a collaborative partnership between SKDC and Living Concepts.
- 1.14. It is estimated that, had the night shelter not been utilised, the Council would have incurred approximately £83,500 in costs for nightly paid accommodation over the same period. The use of the night shelter has therefore delivered a significant cost saving in addition to the housing outcomes achieved.
- 1.15. There has been a significant reduction in the number people using the night shelter since the weather has improved.
- 1.16. A comprehensive housing pathway has been established which ensures that all individuals are considered for support.
- 1.17. In partnership with the Ark, SKDC has been successful in ensuring that the Shelter remains open on a year-round basis at a cost of £35k for the year.

Newly Launched Homelessness prevention service

- 1.18. SKDC, in partnership with Living Concepts has now launched a new Homelessness Prevention service.
- 1.19. Prevention is the foundation for tackling homelessness as intervening before eviction delivers the best outcomes for residents and the greatest value for the council.
- 1.20. The Prevention service will provide the following:

Early Intervention

- 1.21. This prevents homelessness and delivers better outcomes and value for both residents and the council.

Comprehensive Support Services

- 1.22. Direct action through tenancy assessments, support with budgeting, landlord mediation, and property searches and applications

Ongoing Engagement

- 1.23. Regular check-ins during critical periods and follow-up after housing moves to maintain engagement and stability.

System Benefits

- 1.24. Effective prevention reduces temporary accommodation needs, eases system pressure, and prevents family trauma.
- 1.25. The Service will be monitored regularly through monthly meetings with Living Concepts, it is hoped the Council will see an improvement in the number of successful homelessness prevention cases.

4. Other Options Considered

- 4.1 This report is for noting

5. Reasons for the Recommendations

- 5.1 This report is for noting

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SOUTH
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Housing Overview and Scrutiny Committee

Monday, 8 June 2026

Report of Councillor Virginia Moran
Cabinet Member for Housing

Housing Performance Data April 2026

Report Author

Alison Hall-Wright, Director of Housing and Projects (Deputy Monitoring Officer)

✉ Alison.Hall-Wright@southkesteven.gov.uk

Purpose of Report

To present the Housing Overview and Scrutiny Committee with the Housing Performance Data to 30 April 2026.

Recommendations

The Committee is asked to:

1. Review and scrutinise the current performance of the Housing Service

Decision Information

Does the report contain any exempt or confidential information not for publication?	N
What are the relevant corporate priorities? <i>(delete as appropriate)</i>	Housing
Which wards are impacted?	(All Wards);

1. Implications

Taking into consideration implications relating to finance and procurement, legal and governance, risk and mitigation, health and safety, diversity and inclusion, safeguarding, staffing, community safety, mental health and wellbeing and the impact on the Council's declaration of a climate change emergency, the following implications have been identified:

Finance and Procurement

- 1.1 There are no direct financial implications associated with this report. Any delivery of performance objectives needs to be maintained within existing budgets.

Completed by: David Scott – Assistant Director of Finance and Deputy S151 Officer.

Legal and Governance

- 1.2 This report is provided to support the committee's overview and scrutiny functions in relation to the performance of the Council's housing service.
- 1.3 The delivery of housing services engages a range of statutory duties and regulatory requirements, including those applicable to the Council as a registered provider of social housing.
- 1.4 There are no substantive legal implications as this report is presented for monitoring and scrutiny purposes only and does not seek any substantive decision from the committee.

Completed by: Graham Kitchen, Director of Law and Governance (Monitoring Officer)

2. Background to the Report

- 2.1 The Council has a clear commitment in its Corporate Plan 2024-2027 to ensure that all residents can access housing which is safe, good quality, sustainable and suitable for their needs and future generations so it is essential performance is regularly monitored as this will ensure residents are receiving the level of service expected from the Council.
- 2.2 Appendix 1 provides performance data for Housing Technical Services, Housing Services and Compliance across the housing stock. A presentation will be given during the committee meeting where officers will provide detailed information regarding the performance.
- 2.3 The key points to note for Housing Technical Services are:

Reactive Repairs Service

- The total number of overdue repairs has continued to reduce, at 30 April 2026 there were 749 overdue repairs compared with 2,276 in March 2025 which shows a significant improvement.
- Performance on emergency repairs has improved with 97% completed on time during March and 98% in April.
- The performance for non-emergency repairs and all repairs completed on time has significantly improved between March and April 2026. Non-emergency repairs completed on time in March were 62% compared with 77% in April and 68% of all repairs were completed on time in March compared with 82% in April.

Damp and Mould

- The performance on inspections completed within 14 calendar days has reduced from 81% in March 2026 to 76% in April 2026. The Council will continue to review the actions it needs to take to ensure all surveys are completed within 14 days.
- The average time to complete and issue the damp and mould inspection report was 14 days in April 2026 which met the set target.
- At 30 April 2026 there were 210 outstanding repairs of which 30 were overdue (these figures are also included in the reactive repairs data).
- The performance on emergency repairs completed on time improved to 100% in April 2026.

Voids

- At 30 April 2026 the Council had 53 void properties compared with 44 properties in March.
- The average time to repair all void properties remained consistent between March and April 2026.
- The average time for a property to be handed back to the Council and relet to a new tenant has reduced from 79 days in March 2025 to 57 days in April 2026.

Asset Management and Stock Condition

- Excluding properties where tenants have refused works 79% of Council owned dwellings currently meet the Decent Homes Standard. The percentage of properties meeting the decent homes standard will reduce every April as property components have reached the end of their useful life according to data in the stock management system, Apex. These components will be validated by the Planned Works team and those which require replacement will be committed to the capital works programme.

Components which can have their life extended will be updated in Apex for replacement in a future year.

- 95% of Council owned dwellings have a stock condition survey and 93% of Council owned dwellings have a survey which has been completed within the last 5 years survey, the Council is working with Impart Link to undertake the remaining surveys.

2.4 The key points to note for Housing Services are:

- At 30 April 2026 the number of housing register applications waiting for assessment was 167 compared with 318 at 31 March 2026.
- The number of applicants on the housing register at 30 April 2026 was 975 the number of applicants in bands 1 and 2 has increased from 294 in March 2026 to 325 in April 2026 which will be due to the reduction in the number of applications waiting for assessment in the same period.
- 112 offers of Housing to people on the register during March and April
- The number of ASB cases has remained at a similar level between March and April 2026.

2.5 The key points to note for Housing Compliance are:

- Legionella – 100% compliant with required inspections.
- Asbestos – 100% compliant with required inspections.
- Fire Risk Assessments – 100% compliant with required inspections.
- Lift Inspections (LOLER) – 92.86% compliant with required inspections. The inspection of one lift has been delayed as at the time of inspection the lift shaft light was not operational so a full inspection could not be completed. The lift has been allowed to remain in service and the LOLER inspection will be completed once the repair has been carried out to the light.
- Gas Safety Inspections – 99.54%. There are 21 properties without a Gas Safety Certificate, Housing are engaging with tenants where Sureserve has not been able to gain access to complete the inspection. The Council is currently waiting for a court date to apply for warrants to gain access.
- Electrical Inspections – compliance has increased to 97.62%. The compliance and housing teams continue to work together to increase tenant engagement.
- Smoke and CO – 100% compliant with required inspections.
- Gas Remedial Actions – there were 40 outstanding remedial actions at 30 April 2026.
- Electrical inspection remedial actions - there were 16 outstanding remedial actions at 30 April 2026.
- Legionella remedial actions – there were 3 outstanding remedial actions at 30 April 2026.

2.6 Following the completion of Fire Risk Assessments, remedial actions are identified which the Council is required to complete. The actions are categorised

as High, Medium, Low and Advisory Recommendations. The Fire Safety Working Group which is chaired by the Head of Service for Health, Safety, Compliance and Emergency Planning and attended by key officers in Housing, monitors the completion of these actions. During April the team completed 52 actions. At 30 April 2026 the number of outstanding actions are as follows:

- High – 0
- Medium – 34
- Low – 199
- Advisory – 0

3. Key Considerations

- 3.1 This report provides an update on the current performance of the Housing Service and provides committee with the opportunity to ask pertinent questions regarding the data that is being presented to them.

4. Other Options Considered

- 4.1 This report ensures that the Housing Overview and Scrutiny Committee are given the opportunity to review, scrutinise and comment on the performance of the Housing Service

5. Appendices

- 5.1 Appendix 1 – Housing Performance

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Technical Services – April 2026



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Repairs Call Handling

KPI	March 25	Target	March	April	Direction of travel
Total calls offered	2,079	NA	2,105	2,152	NA
Number of calls Handled and Interflowed	1,903	NA	2,021	2,065	NA
% of calls Handled and Interflowed	91%	>90%	96%	95%	↓
% of abandoned calls	9%	<10%	4%	5%	↓
Average Speed of Answer	0:00:59	NA	0:00:57	0:00:53	NA
Average Handling Time	0:03:00	NA	0:03:25	0:03:08	NA

Reactive Repairs – All Repairs

	March 25	Target	March	April	Direction of travel
No repairs in WIP	4,075	NA	2,814	2,366	NA
No of overdue	2,276	<10%WIP	1,208	749	↑
Emergency repairs completed on time	NA	100%	97%	98%	↑
Non-emergency repairs completed on time	NA	77%	62%	77%	↑
All repairs completed on time*	77%	80%*	68%	82%	↑
Average time taken to complete all non-emergency repairs	NA	40 days	34 days	34 days	NA
Post Inspections	NA	10%	19%	16%	↓

Damp and Mould

	March 25	Target	March	April	Direction of travel
No surveys in WIP	NA	NA	19	22	NA
No of overdue surveys	27	<10%WIP	1	3	↓
Inspections completed within 14 days	67%	75%	81%	76%	↓
Average time taken to complete damp and mould survey and issue inspection report	19 days	14 days	17 days	14 days	↑
No damp and mould repairs in WIP	875	NA	245	210	NA
No damp and mould repairs overdue	315	<10% WIP	25	30	↓
Emergency repairs completed on time	100%	100%	91%	100%	↑
% 5 working day repairs completed on time	NA	90%	87%	87%	↔
All repairs completed on time	NA	80%	72%	78%	↑
Average time taken to complete all non-emergency repairs	NA	40 days	21 days	31 days	↓

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Voids

	March 25	Target	March	April	Direction of travel
No voids in WIP	103	80 voids	44	53	↓
Average time to repair a TA void	13 days	15 calendar days	8 days	9 days	↓
Average time to repair a minor void	56 days	45 calendar days	37 days	30 days	↑
Average time to repair a major void	108 days	100 calendar days	82 days	75 days	↑
Average time to repair all voids	53 days	65 calendar days	38 days	37 days	↑
Average void time (key to key) all voids	79 days	80 days	61 days	57 days	↑

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Customer Satisfaction

	March 25	Target	March	April	Direction of travel
Repairs satisfaction survey response rate	35%	25%	33%	33%	↔
Repairs overall satisfaction	99%	75%	89%	90%	↑



Planned Works

	Programme Completions 24.25	Annual Programme Reforecast	March	April	Direction of travel
Kitchen replacements YTD	219	282	235	8	N/A
Bathroom replacements YTD	217	258	179	4	N/A
Heating replacements YTD	248	323	286	24	N/A
Window replacements YTD	167 (windows and doors combined)	292	283	22	N/A
Roofing replacements YTD	44	90	90	1	N/A
External refurbishments YTD	NA	968	849	0	N/A
WH SHF Upgrades YTD	369 properties (over 2 years)	127 properties (year 1/273 overall prog)	127	16	N/A

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Aids and Adaptations (new performance reporting for 2026/27)

	Programme Completions 2024/25	Target	March	April	Direction of travel
Minor jobs completed YTD	N/A	N/A	100	2	N/A
Major jobs completed YTD	N/A	N/A	70	8	N/A
% of minor orders completed within 20 working days	N/A	N/A	33%	0%	N/A
% of major orders completed within 60 working days	N/A	N/A	100%	0%	N/A
Average time taken to complete minor order	N/A	N/A	27 days	45 days	N/A
Average time taken to complete major order	N/A	N/A	45 days	80 days	N/A
Overall satisfaction YTD	N/A	N/A	89%	100%	N/A

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Asset Management

	March 25	Target	March	April	Direction of travel
% of properties meeting DH standard (incl refusals)	94.62%	100% at year end	100%	79%	↓
No properties failing to meet DH standard (incl refusals)	325	0 at year end	0	1,197	↓
% of properties EPC C or above	57.88%	No target	64%	64%	↔
Average SAP rating for all properties surveyed	C	C by 2030	C	C	↔

Stock Condition

	March 25	Target	March	April	Direction of travel
% of properties with a stock survey	NA	>90%	95%	95%	↔
No properties with no stock survey	NA	NA	296	298	NA
% of properties with a stock survey completed within 5 years	NA	>90%	93%	93%	↔
No of properties with a survey over 5 years old	NA	NA	435	433	NA
No stock surveys completed YTD	1,868	1,453 by end of year	1,004	225	NA
% of annual stock survey programme completed	106%	100% by year end	69%	8%	NA
% of properties with an HHSRS survey completed within 5 years	NA	100%	93%	93%	↔
Total No outstanding HHSRS actions	26	No Target	9	1	NA
No outstanding HHSRS category 1 actions (A-C)	2	No Target	0	0	NA

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Housing Services Performance



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Allocations and Lettings Call Handling

	April 2025	Target	March 2026	April 2026
Total calls offered	865	NA	851	831
Number of calls Handled and Interflowed	805	NA	735	737
% of calls Handled and Interflowed	93%	>80%	94%	95%
% of abandoned calls	7%	<10%	6%	5%

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Housing Options

Criteria	April 2025	Of which	March 2026	April 2026
No in Temporary Accomodation	59		50	55
	40	Family	26	29
	19	Single	24	26
	14	Nightly paid	11	12
	45	Our stock	39	46
No of new homeless approaches	149		156	146
No of active homelessness cases	304		227	279
No of rough sleepers	5		5	3
No of successful homeless outcomes	32		35	37

Allocations

	April 2025	Of which	March 2026	April 2026
Number of applications received			356	336
Number of complete housing register applications waiting for assessment	133		318	167
Oldest application waiting assessment	03/02/2025		14/01/2026	18/03/2026
Number on the housing register	1,138		893	975
	178	Band 1	56	72
	352	Band 2	238	253
	491	Band 3	465	503
	117	Band 4	134	147
Offers made during the month	138		67	45
	87	SKDC	54	38
	51	Housing association	13	7
Properties advertised during the month	72		48	70
	42	SKDC	32	38
	30	Housing Association	16	32

Tenancy management

	April 2025	Of which	March 2026	April 2026
Number of ASB cases	25		11	13
Number of new ASB reports	12		27	12
Number of sign ups	50		26	26
Number of terminations	59		17	20
Number of RTBs	5		2	4
Number of successions	7		4	7
Number of Mutual exchanges	4		10	2
Number of active Legal cases	6		9	8
Number of tenancy checks				
6 weeks checks due			30	21
6 week checks completed	22	Target>80%	25 (83%)	19 (90%)
9 month checks due			27	32
9 month checks completed	12	Target>80%	20 (74%)	29 (90%)
Number of evictions	1		3	1
Number of notices issued				
	4	NTQ	8	6
	0	CPNw	5	3
	0	CPN	1	0
	0	NOSP	6	2
Number of MESNE accounts	8		5	5

Glossary

- ASB = Anti Social Behaviour
- CPN = Community protection Notice
- CPNw = Community Protection Notice Warning
- NOSP = Notice of Seeking Possession
- NTQ = Notice to Quit
- RTB = Right to buy
- MESNE = this is when a person is occupying a property, liable for use an occupation charges, but is not a tenant. This can occur after an unsuccessful succession for example.

Housing Compliance



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Compliance

	March 2026			April 2026		
	Compliant	Non-Compliant	% Compliant	Compliant	Non-Compliant	% Compliant
Legionella	34	0	100%	35	0	100%
Gas	4,566	23	99.49%	4,558	21	99.54%
EICR	5,672	167	97.14%	5,695	139	97.62%
Asbestos	222	0	100%	227	0	100%
FRA	150	0	100%	150	0	100%
Lifts	12	1	92.31%	14	13	92.86%
Smoke/CO	5,839	0	100%	5,834	0	100%

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Housing Compliance – Outstanding Remedial Actions April 2026

	Gas	EICR	Legionella
Total number of remedial actions	40	16	3
C1 – Danger to life	0	0	0
C2 – Potentially dangerous	0	16	0
C3 – Improvement recommended	40	0	3

Compliance – FRA Remedial Actions

	April 2026
Total number of outstanding actions	233
High	0
Medium	34
Low	199
Advisory recommendations	0
Actions closed in April 2026	52
Actions closed in April 2025 – March 2026	1,607
Total Actions Closed	1,659



**SOUTH
KESTEVEN
DISTRICT
COUNCIL**

Housing Overview & Scrutiny Committee

Monday 8 June 2026

Report of Councillor Philip Knowles,
Cabinet Member for Corporate
Governance and Licensing

Corporate Plan 2024-2027: Key Performance Indicators Report - End-Year (Q4) 2025/2026

Report Author

Charles James, Policy Officer

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Purpose of Report

To present the Council's performance against the Corporate Plan 2024-2027 Key Performance Indicators (KPIs) within the remit of this Committee for Quarter Four 2025/26.

Recommendations

That the Committee:

- 1. Notes and scrutinises the Council's performance against Key Performance Indicators in relation to delivery of the Corporate Plan 2024-2027 during Quarter Four 2025/2026.**

Decision Information

Does the report contain any exempt or confidential information not for publication?	No
What are the relevant corporate priorities?	Housing
Which wards are impacted?	All

1. Implications

Taking into consideration implications relating to finance and procurement, legal and governance, risk and mitigation, health and safety, diversity and inclusion, safeguarding, staffing, community safety, mental health and wellbeing and the impact on the Council's declaration of a climate change emergency, the following implications have been identified:

Finance and Procurement

- 1.1 There are no significant financial implications arising from this report, which is for noting.

Completed by: David Scott, Assistant Director of Finance (Deputy s151 officer)

Legal and Governance

- 1.2 This report does not itself seek any substantive executive decision and is presented for monitoring, scrutiny and assurance purposes only; accordingly, there are no direct legal and governance implications.

Completed by: Graham Kitchen, Director of Law and Governance (Monitoring Officer)

2. Background to the Report

- 1.1 The Corporate Plan 2024-2027 was adopted by Council on 25 January 2024. It was proposed actions, key performance indicators (KPIs) and targets would be developed by the relevant Member led Committees, which would retain oversight of the performance management arrangements at a strategic level.
- 1.2 The actions within the purview of this Committee with accompanying measures were presented to and agreed by the Committee on 21 March 2024.

3. Key Considerations

- 1.3 This report is the fourth of the reporting cycle and covers the period January to March 2026 (Quarter 4 2025/26).
- 1.4 Appendix A presents the overall performance against the nine actions being presented in this session. Commentary by the responsible officer is provided for each action. Performance is summarised using a RAG system as follows:
- 1.5 Seven of the actions are rated Green. These are actions which are on or above target as planned.
- 1.6 One action is rated as Amber, these are those off target by less than 10% or where milestone achievement is delayed but with resolution in place to be achieved within a reasonable timeframe.
- 1.7 One action is rated as N/A. These are actions for which work has not yet meaningfully commenced e.g. being sequenced on the completion of other items, or where data is unavailable. In this case, HOUS12, the metric is under review.
- 1.8 The KPIs have been developed in close consultation with the relevant Officers for each service. It is expected that the KPI suite will experience a degree of evolution over the next four years. This improvement will be prompted by the needs of decision makers and the Committees, and further consideration of how to best meet those needs by Officers.

4. Other Options Considered

- 1.9 As Council has agreed the Committees will lead monitoring performance, there are no viable alternatives. An absence of performance arrangements would mean the delivery of the Corporate Plan is unmonitored and prevent continuous improvement. A purely internal KPI suite would prevent effective and transparent scrutiny and accountability.

5. Reasons for the Recommendations

- 1.10 This is a regular report where Members are invited to scrutinise and comment on performance.

6. Appendices

- 1.11 Appendix A – Corporate Plan 2024-2027 KPI Report: Housing Overview & Scrutiny Committee End-Year (Q4) 2025/2026

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Corporate Plan 2024-27: KPI Summary Report 2025/26 – Housing Overview & Scrutiny Committee							
Index	Priority	Action	Owner	Quarterly Overall Status			
				2025/26			
				Q1	Q2	Q3	Q4
ENVIRO5 & HOUS4	Sustainable South Kesteven & Housing	Review and implement energy efficiency and renewable energy opportunities across the sheltered and social housing properties. Deliver the £3.3m decarbonisation programme.	Head of Service: Housing Technical Services	On Target	On Target	On Target	On Target
HOUS1	Housing	Review the quality of existing properties across all tenures and seek to reduce the impacts of poor housing on residents and communities.	Head of Service: Housing Technical Services	On Target	On Target	On Target	On Target
HOUS5	Housing	Ensure the Council's housing stock is high quality and suitable for the needs of tenants now and into the future. Seek to dispose of properties which are economically unviable.	Head of Service: Housing Technical Services	On Target	On Target	On Target	On Target
HOUS6	Housing	Continue to improve the turnaround period and standard of properties.	Head of Service: Housing Technical Services	On Target	Above Target	Above Target	Above Target
HOUS7	Housing	Deliver a high quality, planned and responsive repairs service.	Head of Service: Housing Technical Services	Below Target	Above Target	Above Target	Above Target
HOUS8	Housing	Deliver a pipeline of new build housing following a hybrid approach of construction and acquisition when appropriate to maximise funding streams.	Director of Housing	On Target	On Target	On Target	On Target
HOUS9	Housing	Develop a joint approach to bringing Empty Homes back into use.	Head of Public Protection	Under Review	Under Review	Under Review	Under Review
HOUS12	Housing	Deliver an effective Housing Options Service	Head of Service: Housing	Below Target	Below Target	Below Target	Below Target
HOUS13	Housing	Protect our most vulnerable residents with robust safeguarding processes.	Head of Service: Housing	On Target	On Target	On Target	On Target

Corporate Plan 2024-27: KPI Summary Report Q4 2025/26 – Housing Overview & Scrutiny Committee							
Index	Priority	Action	Owner	Target/s	Q4 Value	Q4 Status	Manager Commentary
ENVIRO5 & HOUS4	Sustainable South Kesteven & Housing	Review and implement energy efficiency and renewable energy opportunities across the sheltered and social housing properties. Deliver the £3.3m decarbonisation programme.	Head of Service: Housing Technical Services	% of owned properties EPC C or above (100% EPC C by 2030)	64.09% of owned properties EPC C or above	On Target	There has been a steady improvement in the number and percentage of properties that meet the energy target of EPC C. 64.09% of owned properties are EPC C or above at the end of Q4 2025/26. This KPI can fluctuate as more EPC energy surveys are undertaken across the portfolio, which improves the accuracy of reporting. The 2 year WH SHF contract with Equans is running smoothly with programme numbers on track, 114 properties of 127 programmed were completed to ensure spend remained within budget.
				Implementation of energy conservation measures (All properties on programme completed by year end)	127/127 properties completed on Wave 3 SHDF (Social Housing Decarbonisation Fund) programme		
HOUS1	Housing	Review the quality of existing properties across all tenures and seek to reduce the impacts of poor housing on residents and communities.	Head of Service: Housing Technical Services	Number of properties with category 1 or 2 HHSRS(Housing, Health & Safety Rating System) damp & mould hazards (own stock)	3 HHSRS fails (0 category 1)	On Target	The Council has a rolling programme of stock condition surveys which identify Housing Health and Safety Rating System (HHSRS) actions which are passed to the Housing Repairs team to complete. As of Q4 2025/26 95% of properties have a stock condition survey, 93% of which were completed within the last 5 years. 1,004 stock condition surveys were completed in 2025/26. Of the properties with a stock condition survey, 100% of Council owned properties met the Decent Standard up from 94.62% in Q4 2024/25. There were 0 properties with HHSRS fails as of the end of Q4.
				% of own Properties meeting the Decent Homes Standard (100%)	100%		

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Index	Priority	Action	Owner	Target/s	Q4 Value	Q4 Status	Manager Commentary
HOUS5	Housing	Ensure the Council's housing stock is high quality and suitable for the needs of tenants now and into the future. Seek to dispose of properties which are economically unviable.	Head of Service: Housing Technical Services	Properties with EICR (Electrical Installation Condition Reports) up to 5 yrs. Old	97.23%	On Target	EICR (Electrical Installation Condition Reports) compliance data has continued to see a steady rise as access is obtained for completions, as of the end of Q4 EICR coverage stands at 97.23%. Gas compliance has been maintained at +99% throughout the year.
				% Dwellings with valid gas safety certificate	99.35%		
HOUS6	Housing	Continue to improve the turnaround period and standard of properties.	Head of Service: Housing Technical Services	Average void times (days) *100 days year 1 *80 days year 2 *60 days year 3	71 days (average YTD) 61 days (average March 2026)	Above Target	In Q4 2024/25 the average void period was 91 days. In March 2026, the average void time was 61 days. Over the course of 2025/26 the average void time was 71 days, ahead of the set target of 80 days. Major voids have the biggest impact on turnaround time. By the end of Q4 2025/26, the major void turnaround time was 86 days whereas for standard voids the turnaround time was 39 days. The average figures in 2024/25 were 193 and 75 days respectively. A target of 60 days is set for 2026/27.
HOUS7	Housing	Deliver a high quality, planned and responsive repairs service.	Head of Service: Housing Technical Services	Emergency repairs completed on time target 75%	97%	Above Target	Significant progress has been made to improve the repairs service during 2025/26 with the overall work in progress jobs reducing from 4,065 in April 2025 to 2,814 at the end of March 2026. The number of overdue jobs has reduced from 2,337 in April 2025 to 1,208 as of the end of March 2026. The average time taken to complete non-emergency repairs has reduced from 54 days in April 2025 to 34 days in March 2026. The Tenant Satisfaction Measures (TSM) tenant survey shows an improvement from 50% in 24/25 to 70% in 2025/26 further evidencing improvement.
				Non-emergency repairs completed on time target 70%	68%	Below Target	
				Overall satisfaction with repairs service target 75%	85%	Above Target	

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Index	Priority	Action	Owner	Target/s	Q4 Value	Q4 Status	Manager Commentary
HOUS8	Housing	Deliver a pipeline of new build housing following a hybrid approach of construction and acquisition when appropriate to maximise funding streams.	Director of Housing	Deliver 80 properties over life of Corporate Plan (2024-27) (20 per annum)	Total units delivered since Q1 2024/25: 57(excluding further phase handovers in Corby Glen) Total units delivered in 2025/26: 23 (20 Swinegate units & 3 Corby Glen units) Total units in construction pipeline for 2026/27: 35 (excluding Corby Glen see commentary) Total units in early planning pipeline: 22	Above Target	35 units were progressed (at various stages) during Q4, and are now under construction scheduled for completion during 2026/27: A pipeline of 22 units in early planning stages has been established to be progressed in 2026/27: -Kesteven Road, Stamford (13 units) – planning application to be submitted in May/June 2026 -Bourne Road, Colsterworth (9 units) – public consultation to inform planning application to take place in summer 2026. As of the end of Q4, 7 units have been handed over in the first two phases of the acquisition of 36 units in Corby Glen. Further handovers will take place in 2026/27.
				Delivery of Larch Close, Grantham development (21 properties)	Works Commenced	On Target	Larch Court Grantham (21 units) – contractor on site expected completion December 2026/January 2027
				Delivery of Wellington Way, Market Deeping (11 properties)	Works commenced	On Target	Wellington Way, Market Deeping (11 units) – contractor on site expected completion December 2026
				Delivery of Toller Court, Horbling (3 bungalows)	Works commenced (May 2026)	On Target	Toller Court, Horbling (3 bungalows) – contractor due to start on site in May 2026. Expected completion December 2026.

Index	Priority	Action	Owner	Target/s	Q4 Value	Q4 Status	Manager Commentary
HOUS9	Housing	Develop a joint approach to bringing Empty Homes back into use.	Head of Public Protection	Number of Private Sector Homes brought back into use. Target 2025/26: 5 Houses.	See Commentary	Under Review	The team has undertaken work contacting the owners of empty homes. As 2025/26 progressed it became clear that the identified KPI for bringing homes back into use did not align with the practice of delivery, due to challenges in confirming that properties have been brought into use post contact. Therefore, new KPI metrics measuring contacts and enforcement actions are being developed to reflect activity.
HOUS12	Housing	Deliver an effective Housing Options Service	Head of Service: Housing	Number of cases overdue a full homelessness decision (target 0)	4 (119 decisions made)	Below Target	<p>The number of overdue decisions has fallen to 4 out of 119 total decisions (5%).</p> <p>There were 423 new homelessness approaches, up from 345 in the quarter 3. However, over the course of 2025/26, overall approaches have reduced. In 2025/26 the average approaches per quarter was 417, in 2024/25 it was 524.</p> <p>Domestic abuse (DA) cases have increased slightly to 25, compared with 19 last quarter. The volume of this type of case has remained stable over the past two years.</p> <p>The number of households in temporary accommodation (TA) was 50, a continuation on Q3.</p> <p>There were 102 successful homelessness outcomes this quarter, in line with the previous period.</p>
				Number of homelessness approaches (domestic abuse presented separately) For Information only	423 25 Domestic Abuse cases		
				Number in temporary accommodation and temporary accommodation spend. For Information only	50 £411,636 spend on Temporary Accommodation year to date		
				Number of successful homelessness outcomes (for all the duties owed) For Information only	102		

Index	Priority	Action	Owner	Target/s	Q4 Value	Q4 Status	Manager Commentary
HOUS13	Housing	Protect our most vulnerable residents with robust safeguarding processes.	Head of Service: Housing	Number of safeguarding referrals (for information only)	7	On Target	The Council has a strong safeguarding team in place, who continue to promote awareness of safeguarding across the organisation. Some safeguarding concerns do not result in a referral to Lincolnshire County Council but are signposted to other support services who are better equipped to provide support and assistance. Many concerns are dealt with internally through referrals to mental health services, visits from housing officers and tenancy support.



**SOUTH
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COUNCIL**

Housing Overview and Scrutiny Committee

Monday, 8 June 2026

Report of Councillor Virginia Moran
Cabinet Member for Housing

Choice based Lettings Update

Report Author

Sarah McQueen, Head of Service (Housing)

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Purpose of Report

The purpose of this report is to give an update on the progress of the Choice Based Lettings Allocations System.

Recommendations

The Committee is recommended to note the update on the Choice Based Lettings Allocations System

Decision Information

Does the report contain any exempt or confidential information not for publication?	No
What are the relevant corporate priorities?	Housing Effective council
Which wards are impacted?	All

1. Implications

Taking into consideration implications relating to finance and procurement, legal and governance, risk and mitigation, health and safety, diversity and inclusion, safeguarding, staffing, community safety, mental health and wellbeing and the impact on the Council's declaration of a climate change emergency, the following implications have been identified:

Finance and Procurement

1.1 There are no direct financial implications arising from this report.

Completed by: David Scott – Assistant Director of Finance and Deputy S151 Officer.

Legal and Governance

1.2 This report is presented to the committee for noting and oversight purposes only; accordingly there are no direct substantive legal and governance implications arising.

1.3 The Council's Choice Based Lettings and allocations functions are exercised in accordance with the Council's Housing Allocation Scheme and relevant housing legislation.

1.4 Any allocation decisions must be taken in accordance with the Council's published policy, statutory guidance and public law principles, including fairness and reasonableness.

1.5 Any processing or sharing of applicant information undertaken as part of the Choice Based Lettings process must comply with the Council's data protection obligations.

Completed by: Graham Kitchen, Director of Law and Governance (Monitoring Officer)

2. Background to the Report

1.1. As the Committee are aware, the Council launched the Choice Based Lettings (CBL), Huume, in October 2023 following a full registration process.

2.2 The system ensures that social housing is allocated fairly and transparently. Applicants on the housing register can express interest ('bid') on available properties via an online platform. Allocations are made in line with the Council's Housing Allocation Policy, which is designed to ensure priority is given based on assessed housing need. The system has been a successful way of managing our housing register and allocations.

3. Key Considerations

- 1.1. The following table provides the latest data as of 22 May 2026 to demonstrate the volume of applications received and assessed

	February 2026	March 2026	April 2026	May 2026
Applications received	354	356	336	257
Applicants who have applied and do not qualify/closed applications	0	0	0	21
Applications incomplete (waiting further info)	3	0	41	76
Applications pending assessment	304	318	167	171
Active applications	892	893	975	992
Of these: Band 1:	57	56	72	76
Band 2	236	238	253	260
Band 3:	465	465	503	511
Band 4:	134	134	147	145
Housed:	56	59	50	29
Of these: Band 1	24	18	19	11
Band 2	19	26	25	15
Band 3:	10	15	6	3
Band 4:	3	0	0	0

- 1.2. Please note the information for May 2026 relates to 1 May to 22 May 2026.
- 1.3. A key priority since implementing this system is to ensure that the Council are assessing applications in a timely manner.
- 1.4. The oldest application pending assessment is 7 April 2026 (as of 22nd May 2026). So, the team are currently working on a 6-week lead time for housing register assessments.
- 1.5. On average the Council receives approximately 300-350 applications per month which equates to the team needing to assess around 18 applications a day to keep pace with the volume of work. The number of applications waiting assessment has dropped over the last 4 months to 171.

- 1.6. This will be monitored over the coming months to ensure that the workload is manageable. Currently, the team working on application assessments consists of 5 Housing Options assistants, plus 1 agency housing register officer, as well as the 2 allocations officers, if workload permits. There is a rota system in place to ensure the housing options assistant's workload is split equally across the housing options service, which includes homelessness.
- 1.7. Overall, general feedback from customers through phone calls into the department remains positive and understanding of the system seems to be good. We have had a few customers query the positioning in shortlists of properties as they assume their position will improve for each property. This is not necessarily the case, and it is important to remember that each property holds its own shortlist and therefore positioning can vary from one property to another.

How the Council work with Registered Social Landlords

- 1.8. Registered Social Landlords (RSL) also advertise their properties on the Choice Based Lettings system, the following table shows the split of properties advertised over the last 4 months between RSLs and SKDC.

Properties advertised	Feb 2026	March 2026	April 2026	May2026
SK	29	32	38	14
RSL	34	16	32	27
Total	63	48	70	41

- 3.9 The Allocations Team Leader and Planning Policy Officer (affordable housing) have regular meetings with RSL partners and developers to ensure Section 106 (planning) allocation meets the needs of applicants on the housing register.
- 3.10 The Allocations Team Leader is in the process of setting up quarterly meetings with the RSL lettings teams to support with further developing positive working relationships between the SKDC allocations team and RSL partners.
- 3.11 RSL's have limited access to the Huume system, they are able to create their own adverts for properties, which are approved for publishing by a member of the Allocations Team, at the end of an advert the Allocations Team will review the matching list and nominate applicants to the RSL. The RSL is provided with access to that nominees' information to enable them to review the nomination.
- 3.12 The Allocations Team Leader provides support and assistant to RSL's which includes training their staff to use the Huume system.

4. Other Options Considered

4.1 None as this report is for noting.

5. Reasons for the Recommendations

5.1 This is for noting

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**SOUTH
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COUNCIL**

Housing Overview and Scrutiny Committee

Monday, 8 June 2026

Report of Councillor Moran - Cabinet
Member for Housing

Empty Homes Update

Report Author

Tom Amblin-Lightowler, Environmental Health Manager – Environmental Protection & Private Sector Housing

 tom.amblin-lightowler@southkesteven.gov.uk

Purpose of Report

To give an overview of empty homes within the district, and the work undertaken in the past year in relation to the four priorities listed within the Empty Homes Strategy 2024.

Recommendations

The Committee is asked to:

- Note the contents of the report for information only as an update on work undertaken to tackle private sector empty homes within the district.**

Decision Information

Does the report contain any exempt or confidential information not for publication?	No
What are the relevant corporate priorities?	Housing Effective council
Which wards are impacted?	All Wards

1. Implications

Taking into consideration implications relating to finance and procurement, legal and governance, risk and mitigation, health and safety, diversity and inclusion, safeguarding, staffing, community safety, mental health and wellbeing and the impact on the Council's declaration of a climate change emergency, the following implications have been identified:

Finance and Procurement

- 1.1 There are no direct financial implications arising from this report, however members are reminded, where homes are classed as long-term empty homes which are both unoccupied and substantially unfurnished for a continuous period of a least 1-year, a Council Tax premium can be charged.

Completed by: David Scott – Assistant Director of Finance and Deputy S151 Officer.

Legal and Governance

- 1.2 This report is provided to the committee for information and oversight purposes only and so there are no substantive legal and governance implications arising.
- 1.3 The Council's work in relation to empty homes engages a number of statutory functions and powers relating to housing, public health, planning and enforcement activity. Any enforcement or intervention activity undertaken in relation to empty homes must be exercised in accordance with the relevant legislative framework and public law principles, including proportionality and reasonableness.
- 1.4 Any processing or sharing of information relating to property owners or occupiers must be undertaken in accordance with the Council's data protection obligations.

Completed by: Graham Kitchen, Director of Law and Governance (Monitoring Officer)

2. Background to the Report

- 2.1 South Kesteven District Council updated its Empty Homes Strategy in 2024 which set out four priorities.

Priority 1: The Council will identify and work with owners of long-term empty properties to bring them back into use for re-occupation.

Priority 2: Develop effective partnerships with key stakeholders to bring empty properties back into use.

Priority 3: Improve our neighbourhoods by addressing long term empty homes that have become the focus of anti-social behaviour and neglect.

Priority 4: Provide advice and information to help raise awareness around empty homes.

2.2 In April 2025 a part-time Empty Homes Officer was appointed. In addition, a working group has been established consisting of Officers from the following service areas:

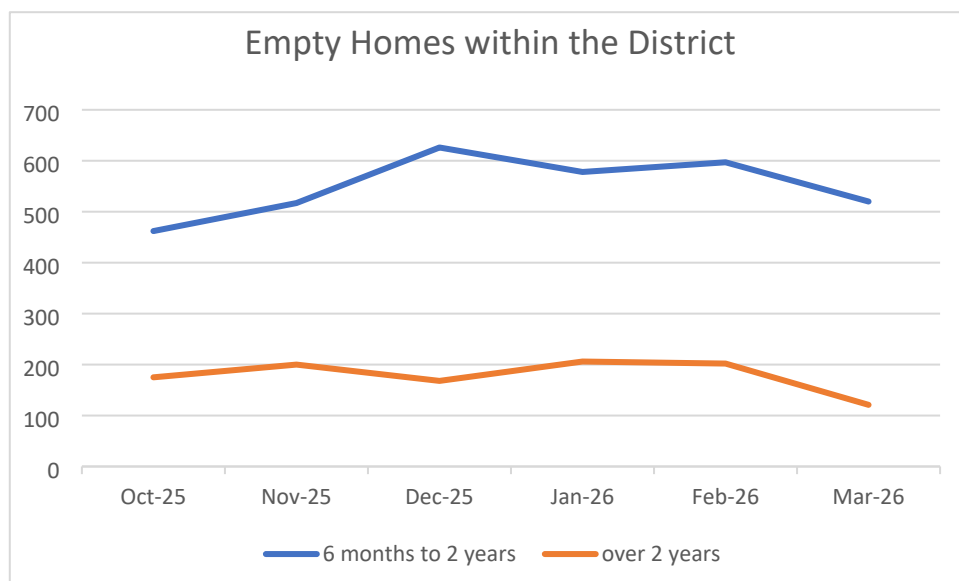
- Public Protection – Private Sector Housing and Neighbourhoods Teams
- Housing
- Planning and Building Control
- Council Tax

This working group meets quarterly and has established a joined-up approach to tackling empty homes, including establishing clear processes for similar cases

2.3 Empty Homes are primarily identified via complaints directly from members of the public, or via Council Tax records, with a list of empty homes being provided to the Empty Homes Officer every month. At the beginning of this financial year (2026/2027) a total of 641 homes were classified as empty, meaning they have been empty for six or more months. Of those, only 121 homes are classified as long term empty homes as they have been empty for two or more years. The number of empty homes fluctuate constantly as homes are continuously filled and vacated.

2.4 Figure 1 below provides a visual presentation of the number of private sector empty homes within the District between October 2025- March 2026.

Figure 1



- 2.5 The Empty Homes Officer has developed processes for investigating empty homes, which includes inspecting, identifying the owner, engagement and working with owners to bring them back into use. Where necessary options around enforcement are explored, paying particular attention to those longer term and problematic empty homes.
- 2.6 Since the appointment of the Officer in April 2025 the following actions have been taken:
- 92 visits to assess the condition of the homes reported as empty.
 - 37 empty homes questionnaires have been completed – to understand from the owner why the home is empty and their long-term intentions.
- 2.7 The assessments undertaken have identified that some homes are within the following stages:
- Potentially occupied,
 - New builds,
 - Awaiting demolition and re- development.
- Where this is the case, the Empty Homes Officer provides relevant information to Council Tax colleagues to update the records kept.
- 2.8 The work has identified several homes where planning has since been granted for demolition and redevelopment, for example a problematic empty home on Meadowgate in Bourne has been demolished and is due to be replaced with three new homes.
- 2.9 The Council faces limitations when dealing with empty homes that are well maintained and are up to date with Council Tax payments. In these types of cases, the only action the Council can take is to approach the owner and try to work with them. Therefore, the Empty Homes Officer prioritises homes that are causing problems, such as due to disrepair, or are accruing any unpaid Council Tax debt.
- 2.10 A range of enforcement options are available when dealing with empty homes, and these are detailed within the Empty Homes Strategy 2024 (See Background Papers). An example of a case where an enforcement notice was served related to a home where pests (vermin) were reported and defective rainwater goods were causing damp to the neighbouring house. The owner did not comply with the notice served, and the Council undertook the necessary works in default. Alongside following the process of recovering the debt, the Council is currently pursuing the legal process for a potential enforced sale which, if successful, would enable the house to be auctioned.

- 2.11 Legal enforcement action is a complex and lengthy process. To recover unpaid Council Tax, the Council may secure any unpaid council tax debt via charging orders and seeking orders for sale against long-term empty homes. These orders enable the Council to sell the home to clear the debt, though navigating this legal process does take considerable time.
- 2.12 Alongside building on the work undertaken within 2025/2026, the Empty Homes Officer is working towards launching an Empty Homes Open Day in 2026. This is where homeowners will be invited to speak with a range of stakeholders, including industry leaders in selling homes. The aim of the event is to break down the barriers between empty homeowners and homes being brought back into use.

3. Key Considerations

- 3.1 Homes are empty for a variety of reasons, and it is often difficult to tackle the root cause of this. In many cases an empty home does not directly cause an issue to a community.
- 3.2 Whilst Officers are unable to track the exact number of homes that have been brought back into use as a direct result of the work carried out, major strides have been taken in tackling problematic empty homes. Officers remain committed to continuing this work, and tackling the most problematic empty homes, though legal procedures do take time.

4. Other Options Considered

- 4.1 No other options considered, the report is for noting only.

5. Reasons for the Recommendations

- 5.1 None, the report is for noting only.

6. Background Papers

- 6.1 Empty Homes Strategy 2024 - [Empty Homes Strategy July 2024.pdf](#)

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**SOUTH
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Housing Overview and Scrutiny Committee

Monday, 8 June 2026

Report of Councillor Virginia Moran
Cabinet Member for Housing

Voice of the Tenant Strategy (Tenant Engagement)

Report Author

Sarah McQueen, Head of Service (Housing)

✉ sarah.mcqueen@southkesteven.gov.uk

Purpose of Report

To recommend submission of the draft Voice of the Tenant Strategy to Cabinet for approval.

Recommendations

The Committee is asked:

1. To recommend submission of the draft South Kesteven District Council Voice of the Tenant Strategy to Cabinet for consideration.

Decision Information

Does the report contain any exempt or confidential information not for publication?	No
What are the relevant corporate priorities?	Housing Effective council
Which wards are impacted?	All

1. Implications

Taking into consideration implications relating to finance and procurement, legal and governance, risk and mitigation, health and safety, diversity and inclusion, safeguarding, staffing, community safety, mental health and wellbeing and the impact on the Council's declaration of a climate change emergency, the following implications have been identified:

Finance

1.1 There are no direct financial implications associated with this report.

Completed by: David Scott – Assistant Director of Finance and S151 Officer.

Legal and Governance

1.2 The SKDC Voice of the Tenant Strategy supports the Council's housing functions and its ongoing obligations as a registered provider of social housing.

1.3 In developing and implementing the strategy, the Council must have regard to the relevant regulatory and consumer standards applicable to social housing providers, including requirements relating to tenant engagement and transparency.

1.4 Any consultation, engagement or processing of tenant information undertaken as part of the strategy must be done in accordance with the Council's data protection and equality obligations.

1.5 The committee's role is advisory only and any approval of the final strategy is a matter for Cabinet in accordance with the Council's executive arrangements.

Completed by: Graham Kitchen, Director of Law and Governance (Monitoring Officer)

2. Background to the Report

2.1 The Social Housing Regulation Act (2023) introduced new consumer standards, effective from 1 April 2024. One of the consumer standards is the Transparency, Influence and Accountability standard.

2.2 This consumer standard is about being open with tenants and treating them with fairness and respect, so that tenants can access services, raise complaints, influence decision making and hold their landlord to account.

2.3 To comply with this standard, the Council engages with tenants and invites them to influence the way we shape and deliver our policies and services. We also

provide opportunities for our tenants to monitor and scrutinise the services we provide.

- 2.4 The Councils current [Voice of the Tenant Strategy 2023-2025](#) sets out the framework on how this is undertaken and the support and training that can be provided to enable tenants to be involved in a co-operative and partnership approach. The strategy has been reviewed and updated to reflect the current regulatory framework and is attached at Appendix 1.
- 2.5 The Council has extended the Key Principles of tenant engagement to be more comprehensive and updated the Menu of Opportunities with three tiers of engagement rather than two. This is to make it clearer on the time commitment required for the different levels of involvement.
- 2.6 Tier one requires a high level of commitment and time, as participation at this level enables a tenant to make recommendations to inform decision-making on policies and service delivery. This is the Tenant Panel and Task and Finish groups.
- 2.7 Tier two opportunities require less commitment and time. These enable tenants to give feedback on the services they receive and also provide an opportunity for the Council to inform tenants about what we are doing or how we have responded to tenant feedback. This can include, for example, sheltered housing scheme and neighbourhood meetings.
- 2.8 Tier three is the most flexible in terms of time and commitment, allowing tenants to be involved as and when they wish to be. Most of these activities can be carried out locally or at home without attending meetings. This can include completing consultation and customer experience surveys.
- 2.9 The strategy sets out how the Council will support tenant involvement which includes paying expenses to cover care or transport costs, training, removing barriers to involvement, such as the time-of-day activities are held and access to venues.

3. Key Considerations

- 3.1 A key consideration is the types of tenant engagement activities the strategy proposes to include and whether there are any other engagement activities tenants would like the Council to offer.
- 3.2 Another key consideration is to have an on-going budget specifically to enable tenant involvement.

4. Other Options Considered

- 4.1 An alternative option would be to not update the current tenant engagement strategy; however, this would mean that SKDC would not have an up-to-date strategy in place and would be non-compliant with the Regulator of Social Housing's consumer standards.

5. Reasons for the Recommendations

- 5.1 The draft strategy is recommended for approval by Cabinet as this will ensure the Council is compliant with the current regulatory framework.

6. Consultation

- 6.1 There will be an 8 week consultation period with tenants which will be both in-person and on-line to maximise engagement with as many tenants as possible.
- 6.2 Feedback from the consultation will be considered and changes will be made to the strategy document, where needed. The consultation feedback and any changes made will be presented to Cabinet, along with the draft strategy document.

7. Appendices

- 1.1. Appendix 1 – Draft Voice of the Tenant Strategy

South Kesteven District Council

Draft Tenant Voice Strategy

2026 to 2028



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DISTRICT
COUNCIL

Tenant Voice Strategy 2026 to 2028

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In this strategy, we refer to tenants as the named tenant and includes family members of their household who normally live with them in one of our social housing properties such as partner, daughter/son etc. It does not include lodgers or those who visit or stay on a short-term basis.

We use the term residents to define those living within a neighbourhood regardless of their housing tenure. This includes council tenants, homeowners, private tenants, housing association tenants and others.

Foreword

At South Kesteven District Council, we believe that our tenants are at the heart of the housing service we provide. This strategy sets out how we will work together with our tenants to monitor the performance of our services, identify areas for improvement, and influence meaningful change in how we provide this service. We are committed to enabling informed participation and offering opportunities for tenants to engage at a level that suits their time, interests, and commitment.

We recognise that understanding what our tenants think about the services they receive is not only the right thing to do—it also leads to better outcomes. By listening carefully, we can focus our resources where they will have the greatest impact and deliver the services our tenants truly value.

Our tenants bring with them a wealth of knowledge, insight, and lived experience. The Tenant Voice is essential in shaping a housing service that meets their needs and reflects their aspirations. By working together, we can create a service that is responsive, accountable, and continuously improving.

This strategy is our commitment to making that collaboration real and effective.

Introduction

South Kesteven District Council is committed to providing opportunities for our tenants to be involved in all areas of the landlord service from developing strategies and policies, to monitoring and scrutinising the services we provide.

This strategy sets out how we will provide these opportunities, and the support and training to enable our tenants to be involved in a co-operative and partnership approach.

This strategy adheres to the statutory rights of tenants:

- To be consulted on changes in how we manage their homes that will have a significant effect on them.
- To have information on the terms of tenancy, repair obligations of the landlord and key policies that relate to the housing management service

Positive and successful engagement is built upon the key guiding points below, building trust and enabling a partnership approach between the landlord and tenant.

- **Relationships** – We will treat tenants with respect, based on openness, honesty and transparency in how we provide a landlord service
- **Communications** – We will ensure we provide clear, accessible and timely information to tenants on issues that matter to them
- **Voice and Influence** – We will seek and value views of tenants to help inform decisions and enable them to speak on issues that matter to them
- **Accountability** – We will work together with tenants to ensure the landlord service can be scrutinised and ensure decisions that affect the quality of their homes and services are open and transparent.
- **Quality and Standards**– We recognise our tenants expect their homes to be of good quality, well maintained, safe and well-managed. We also want to ensure the service we provide meets and exceeds the standards expected of us. TO do this we will involve tenants in reviewing how we do this and involve them in developing these further.
- **When things go wrong** – We recognise that things can go wrong, or we may fail to deliver the service our tenants expect. In such cases, we want to make it easy and clear on how tenants can complain, and to use these complaints as an opportunity to learn how we can improve the services we provide.
- **Equality, diversity and inclusion** – We recognise the diversity among our tenant population and will ensure we are aware of this to ensure we obtain the views of tenants from a wide range of backgrounds and experiences, reaching out to underrepresented communities.

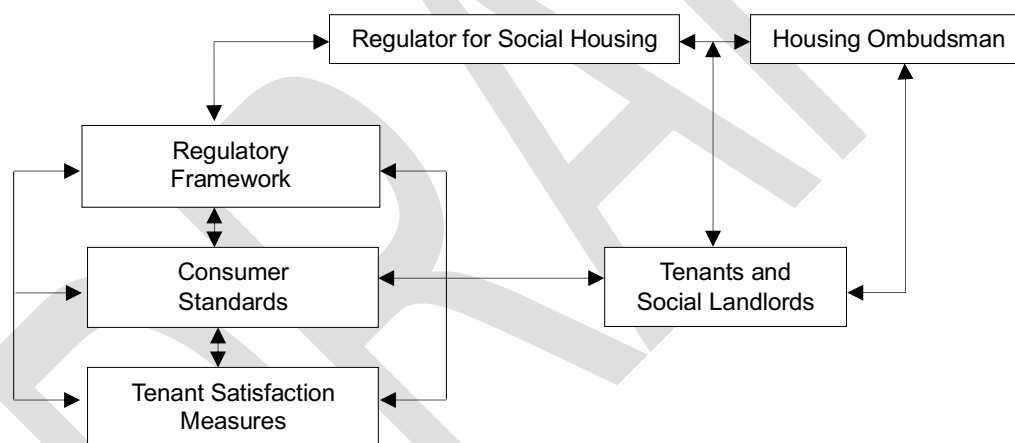
Regulatory Framework

The Social Housing (Regulation) Act 2023 sets out how social housing will be regulated and monitored by the Regulator of Social Housing. This works alongside the Housing Ombudsman to improve the process for how tenants can give feedback and raise complaints against their social landlord.

Social housing is under more scrutiny than ever before and tenants are placed at the centre of this. A key part of this new regulatory approach is use of 'standards' that set out the minimum level of service a tenant can expect from their landlord. These measures, known as the 'Consumer Standards' apply to all social landlords including council landlords and housing associations. Social housing landlords will be monitored and inspected to ensure they meet the required standards.

All social housing landlords are required to carry out an annual survey of their tenants known as the Tenant Satisfaction Measures. This consists of a standardised set of 12 measures asking how satisfied tenants are with their landlord. Social landlords will be able to compare their scores against other social landlords to encourage improvement and sharing of experiences.

The diagram below shows how the new regulatory framework works and how it links into the landlord and tenant.



This ensures the Regulator and the Housing Ombudsman are able to work together to monitor and inspect a landlord's service to ensure these Consumer Standards are met. Where these standards are not being met, the regulator will require the landlord to address this and show how this has been achieved.

The Four Consumer Standards

The four consumer standards cover the core housing services of a social landlord and establish the minimum standard a landlord is required to meet. These apply to all social landlords – both council and housing association – to ensure social housing meets a minimum standard across the whole sector.

Each standard, set out below, has several themes to it which set out how a social landlord provides the key services to their tenants. A landlord will be judged on how they meet these standards, and how they compare to other social landlords.

Standard	Themes
Standard One Transparency, Influence and Accountability	<ul style="list-style-type: none"> • Customer service, choice and complaints • Involvement and empowerment • Understanding and responding to diverse needs of tenants • Access to Information • Performance Information
Standard Two Safety and Quality	<ul style="list-style-type: none"> • Quality of accommodation • Health and Safety • Repairs and maintenance • Adaptations
Standard Three Tenancy	<ul style="list-style-type: none"> • Allocations • Rents • Tenure • Mutual Exchanges
Standard Four Neighbourhood and Community	<ul style="list-style-type: none"> • Neighbourhood management • Local area co-operation • Anti-social behaviour • Addressing Domestic Violence

You can find more information on the role of the housing Regulator and the standards on their website at: www.gov.uk/government/organisations/regulator-of-social-housing

What do we mean by The Tenant Voice?

The Tenant Voice is about tenants working in partnership with their social landlord to challenge, monitor and influence the service they receive.

In order to ensure the improvements we make to the service you receive are those that meet your expectations and aspirations, we need to hear from our tenants about their experience in using our services and how they could be improved.

We acknowledge that while a tenant may not feel they have the choice in who provides the service they receive, but a tenant can still challenge and influence the standard of service you receive.

Involvement on its own will not bring about improvement or change, it requires a consensus between both tenant and landlord through which change can occur.

Good involvement brings benefits to both the tenant and the landlord such as:

- Increasing the levels of satisfaction of tenants with their homes and neighbourhood
- Targeting resources to meet the needs and expectations of our tenants
- Empowering those living within neighbourhoods to influence the decisions that affect their community and neighbourhood.
- Creating a culture of continuous improvement through challenge, change and monitoring
- Developing closer understanding and awareness of tenant and landlord expectations and aspirations

The key principles behind this approach

“What matters is not only **listening** to the tenants,
it's also about **taking action** on what matters to tenants,
it's about **communicating** in a sensible way to tenants
and **being honest** with them if things can't be done right away”

In developing and implementing involvement, we will adopt the following principles to ensure this takes place in a consistent and transparent manner.

First Principle

Involvement will lead to real service improvement and will be embedded within the housing and related services, based on mutual accountability and responsibility.

Second Principle

Tenants will be involved at the beginning of the process to ensure their voice is heard and they are part of the process through which change will occur from start to finish.

Third Principle

A range of opportunities will be provided to enable all tenants to choose how they wish to be involved and the issues they wish to be involved in. This will combine traditional approaches with new ones, to provide opportunities for all tenants to be involved.

Fourth Principle

Tenants will be provided with the information and knowledge they need to be able to have meaningful and informed involvement.

Fifth Principle

Involvement will have clear outcomes that can be evidenced and shows how tenant input has led to change, how this was decided and what difference it has made.

Sixth Principle

Involvement will be inclusive and barriers to involvement will be removed or addressed to ensure no tenant is unable to be involved. We will use customer insight to ensure involvement represents the wider tenant population and ensure the housing service is inclusive and adaptable to the needs of our tenants and their families.

Seventh Principle

Tenants will be able to be involved in all aspects of the landlord service other than where statutory or legal requirements prevent this. Where this applies we will explain why and look to find an alternative way to ensure your voice is still heard.

Eighth Principle

Everything we do will be transparent and clear. Where we are unable to do something we will explain why and work towards an acceptable alternative.

What can you be involved in

The landlord function is provided through the Directorate of Housing and Projects which is divided into:

- Housing Services – relating to the allocation and management of our properties, our tenancies and the neighbourhoods in which they live, and addressing the needs of the vulnerable, those who are homeless and those who need further support
- Technical Services – relating to maintenance (repairs) and improvements to our properties, including adaptations, health and safety, and compliance with building and fire safety

We will involve tenants in looking at the following:

- **Strategies and policies**– we will ask you to look at the various strategies and policies that set how we will deliver the housing service when these are created or reviewed. These include:
 - How we allocate and let our homes
 - How we carry out repairs and carry out improvements to your home, including how we work with contractors
 - Customer service and how we communicate with you
 - How we deal with complaints
 - Anti-social behaviour and tenancy management
 - Sheltered housing
 - Tenancy support
- **Budget setting and resources** – We will tell you how we use the rental income we receive to finance the housing service and ask you for your feedback on this and what you think we should be doing
- **Service performance** – we will ask you to help set the standards for the service we provide and how we measure our performance on achieving these.
- **Tenancy management and support** – we will ask you to look at how we support our tenants in managing their tenancies and their homes, including adaptations and sustaining their tenancy.
- **Repairs and maintenance** – we will ask you to help monitor our performance on this and how we can provide a service that meets our tenants expectations.
- **Estate and neighbourhoods** – we will involve you in monitoring the neighbourhood in which you live and help to address any issues.
- **Communicating with us** – we will involve you in helping to ensure you can contact us easily and that we communicate with you in a clear and understandable way in a timely and consistent manner.

The Framework for Involvement

We have reviewed our framework for engagement that sets out how we will involve tenants. This new framework allows tenants to choose their own levels and methods of involvement and engagement.

Central to this will be a 'Tenant Voice Register' which will contain details of tenants wishing to be involved, how they wish to be involved and the issues that they wish to be involved with.

A 'Tenants Panel' will be established to ensure tenants are at the centre of this involvement by offering an overarching approach.

We recognise that tenants may wish to be involved in different ways and have different levels of commitments. To allow for this we have adopted a layered approach that enables a tenant to choose the level of involvement according to their interest and commitment.

Tier One

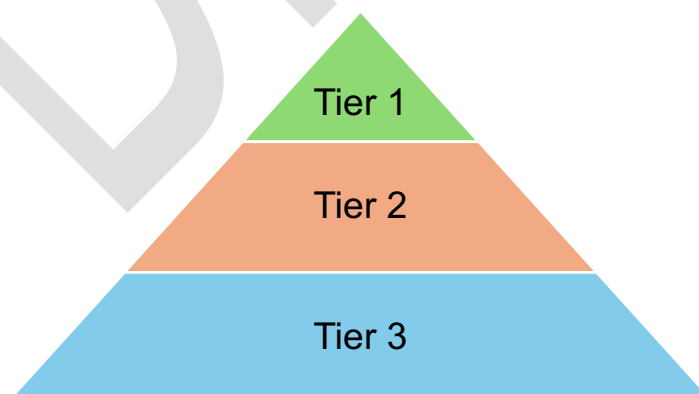
This is the most time and commitment intensive level, focusing on the scrutiny role of tenants through the Tenants Panel, working with Task and Finish Groups, to scrutinise our policies, services and decisions.

Tier Two

This level requires less time and commitment and provides opportunities for those wishing to be involved on a shorter time or ad hoc basis, through attending focus groups, forums and local tenant meetings.

Tier Three

This level requires the least amount of time based on surveys and feedback without formal meetings or direct involvement, allowing tenants to be involved as and when they wish to.

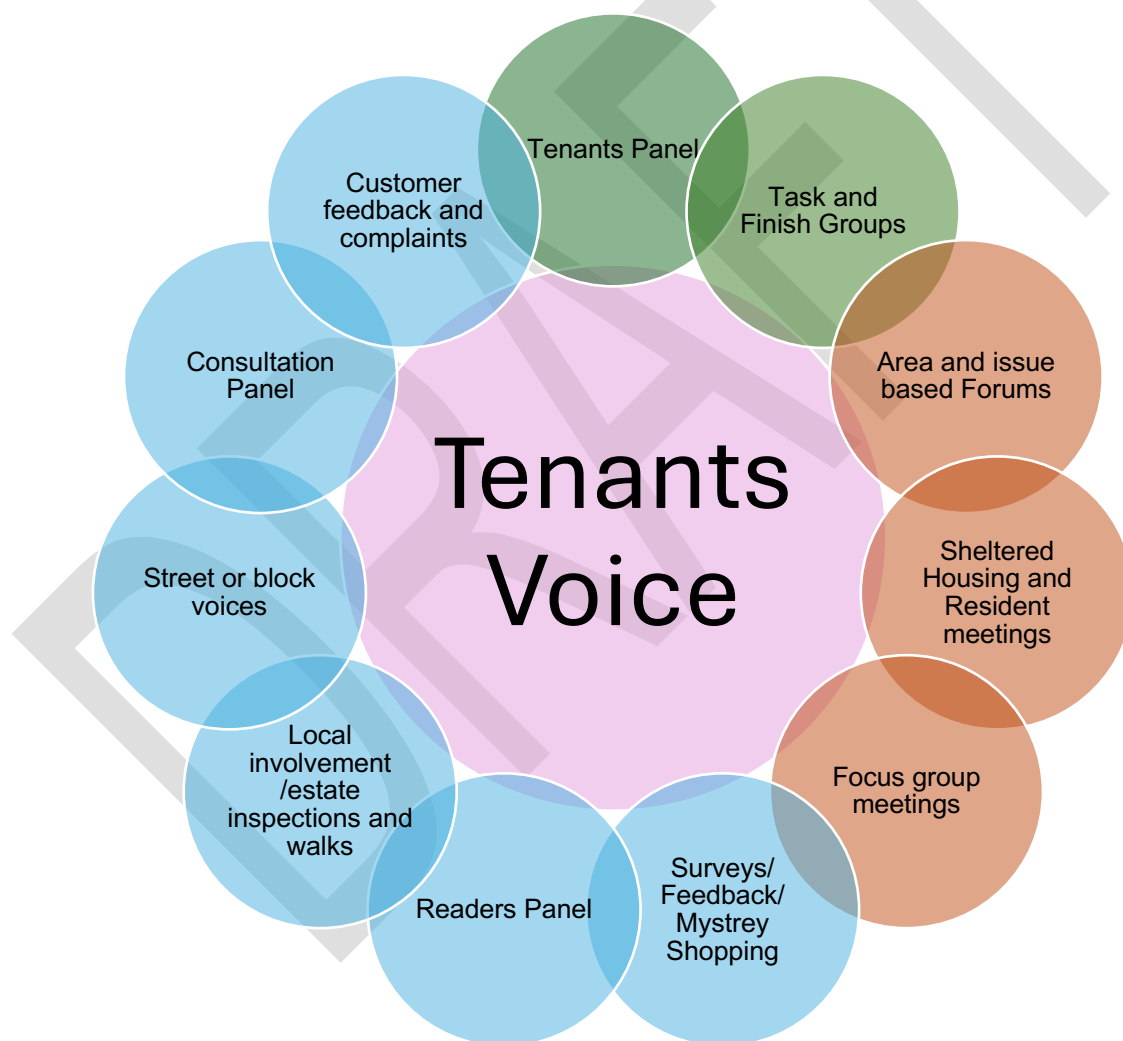


How can you get involved

A key part of this strategy is offering tenants with opportunities to be involved at the level they choose to be, taking account of the time and commitment they wish to offer.

We have taken a flexible approach to involving tenants, combining online and traditional 'in person' methods. Everything we do will be available in both formats to ensure tenants can be involved in the way that suits them best.

Whether it is a few minutes to complete a questionnaire to a longer term commitment as part of a group or panel, tenant feedback will help to monitor, challenge and develop a service that meets your expectations.



Menu of Opportunities

Our 'Menu of Opportunities' sets out the time and commitment required to be involved at the three tiers. Tenants can choose how they want to be involved at any time and change this as they wish.

Tier one

This requires a high level of commitment and time as participation at this level enables you to be part of the decision making itself with recommendations and feedback from these groups being used to inform formal decision-making. These will often require you to attend meetings and carry out tasks over a period of time.

Tenants Panel 🗣️🗣️🗣️🗣️👍👍👍👍

The highest level of involvement, involving looking at policies, strategies and performance, talking to housing management and others to represent the wider tenant voice.

Task and Finish Groups 🗣️🗣️🗣️👍👍👍

Working closely with the panel, these groups will scrutinise our services in more depth and make recommendations on how we can change how we do something.

Tier Two

These opportunities require less commitment and time. These enable tenants to give feedback on the service they receive and also provide an opportunity for us to inform tenants about what we are doing or how we have responded to tenant feedback.

Sheltered Housing Scheme Meetings 🗣️🗣️👍👍

We will hold meetings at our sheltered housing schemes throughout the district to ensure residents in these schemes can be involved in issues that affect their scheme and sheltered housing in general.

Area Forums 🗣️🗣️👍👍

We will hold meetings across the district and online to ensure tenants living in either general needs or sheltered housing can raise issues relevant to their area and be involved in shaping the services we provide in your area.

Forums 🗣️🗣️👍👍

We have a diverse range of tenants and want to hear from these tenants to ensure we are aware of your specific needs. We will do this by setting up groups that allow your specific voice to be heard. This includes tenants with health and related issues, younger tenants with families, tenants living in rural areas, tenants living in flats.

Neighbourhood meetings 🗣️🗣️👍👍

There may be occasions when we want to consult with tenants within a particular neighbourhood or tenants may want to arrange a meeting themselves. This includes opportunities for residents, partnership agencies and the Council to work together to resolve local issues.

Focus Groups

Focus groups will be held to look at a specific issue or review a policy in depth as a one off meeting.

Tenant Associations

Tenants may wish to form a local group to represent tenants in their neighbourhood, we will help tenants to setup these groups and provide support.

Tier Three

This level is the most flexible in terms of time and commitment, allowing tenants to be involved as and when they wish to. Most of these activities can be carried out locally or at home without attending meetings.

Local/neighbourhood involvement

Working alone or with others in your neighbourhood, as part of an estate walkabout or as a local group on issues that affect you where you live.

Block Voices

Tenants living in flats can become a Block Voice to keep us informed of issues such as safety issues, tenancy issues and security issues that can occur in flats. We will also set up a forum focusing on the needs of those living in flats.

Street voices

Tenants are an invaluable source of information on issues that affect them at a local level. Street voices act as the eyes and ears of the local community helping to bring issues to notice before they become problems.

Readers Panel

This panel will help us ensure our letters, policies and other forms of communication are accessible to tenants, easy to read and understand, and provide the information tenants want and need. This can be done at home by reading and commenting on items we send to you to look at. This will also include helping us produce the tenants newsletter and how our website looks.

Consultation Panel

We understand not all tenants will want to be involved in a formal manner but still want to provide us feedback on the service we provide. We will ensure you receive information on changes and ideas we are looking at and ask for your feedback through surveys and reviewing information we may send you.

Customer Feedback

Understanding how we communicate to our tenants is important and ensuring you can give your views is important. We will involve tenants in checking how we do this through monitoring and challenging how we contact tenants and how you contact us.

Other activities

We will participate in other activities organised for neighbourhoods where we can meet tenants and other residents to gather their views.

Wider Community involvement

Our tenants live within communities alongside residents who are affected by community wide issues as well. We want to encourage the whole community to work together to resolve issues that occur in their neighbourhood, regardless of housing tenure.

Working alongside our Housing Officers, we will adopt a partnership approach that brings residents, interested agencies and partners such as the police, county council and others together to resolve community wide issues such as parking or anti-social behaviour, which affects everyone and not just council tenants.

To do this we will arrange neighbourhood meetings when such issues arise to work together to produce a solution that benefits all. We will also encourage all residents to join us on neighbourhood walks, looking for fly tipping, vandalism and issues that spoil where they live. If we are carrying out major works in the neighbourhood we will talk to residents about any disruption this may cause.

Ad hoc events and activities will be used to ensure tenants who do not choose to be formally involved have the opportunity to take part in activities where they can meet officers and tenants

Inclusive and meaningful Involvement

We are committed to ensuring everyone can be involved and that this is meaningful and leads to change. To ensure this we will ensure the following core principles will be followed in all involvement activities.

- All participants will be encouraged and supported to express their views and to allow others to express their views.
- All activities will have an outcome in mind so there is a purpose to involvement.
- Information will be timely, up to date, and easy to read.
- All opportunities will make it clear how much time and commitment will be required.
- All activities will be planned to enable those involved to understand their commitment and to avoid or minimise clashes and excessive meetings.
- Feedback will be given on actions and meetings in a timely manner to those involved.
- Support will be provided where required to overcome barriers and enable involvement to be effective and meaningful.
- Where it is appropriate, we will contribute towards the cost of approved travel expenses.

How we will keep you informed

Good communication is essential for involvement to be effective, both in ensuring tenants have the information they need to be involved and that they receive feedback on what has happened because of their involvement. We will ensure tenants are kept informed by the following methods.

Annual Report

We will produce an annual report and distribute it via our tenants newsletter, Skyline, to all our tenants and place it on the Council's website. This will tell provide key performance information and tell you what we have done, how it was done, and how involvement has made a difference to how we do things.

Performance information

We will publish key performance information on our website and in Skyline to ensure tenants can see how we perform against statutory standards and our own internal performance targets and those we develop alongside tenants.

Skyline

This is the tenants' newsletter, published twice a year and sent to all our tenants.

Tenants Handbook

Our tenants' handbook will contain all the information our tenants need regarding their homes.

Website and social media

A dedicated page will be developed on the council's website where information, all minutes and feedback from involvement activities can be posted. We will also look at how social media such as Facebook and YouTube can help keep tenants informed and involved.

Documents, leaflets and reports

All documents, reports and other publications will use 'Plain English'. All publications can be made available in other formats as required by individual tenants to ensure everyone has access to the same information.

In person

Officers will attend meetings and other events by invitation or request to provide information, address issues that arise or to give feedback on actions.

Contacting tenants

We will contact tenants individually in their preferred format where required on issues and actions that affect them or in response to queries or comments they have made.

Roadshows and organised events

We will arrange events and activities where tenants and residents can be involved in an informal manner.

How we will support your involvement

Tenants wishing to be involved will be supported in a variety of ways to ensure no individual tenant is unable to be involved because of barriers that we can identify and address.

This support includes:

Funding

Involvement will be funded to ensure it can provide appropriate support to tenants wishing to be involved.

Expenses

We will look at how we can support your involvement including helping with travel costs associated with attending meetings where necessary and approved.

Training

Training is a key element of involvement, and we will ensure tenants have the skills and knowledge to be involved.

Staff involvement

Involvement will be the role of every housing officer, supported by the Community Engagement Officer who will ensure the support is available to enable tenants and staff to work together. All officers will be encouraged to promote and support involvement and work with tenants to ensure involvement is effective and benefits are promoted.

Standards for meetings and activities

All meetings and activities will be arranged and managed in accordance with a code of conduct developed in partnership with involved tenants. This includes how we will inform you of the meeting or activity and how we conduct this. All activities will have clear objectives, and feedback will be given to those attending on what was achieved

Overcoming barriers to involvement

We will ensure no tenant is unable to be involved through barriers that can be removed.

The key barriers that prevent tenants being involved are:

Time of activities – we will arrange activities to suit the majority of those who wish to be involved.

Family commitments – we will develop online opportunities to ensure those with other commitments such as work, or family responsibilities are still able to get involved.

Access to venues – we only use venues for meetings and activities that are fully accessible and adapted to accommodate tenant needs.

Support – we will provide tailored support as required or identified. This may include documents in large print, translation services etc.

Training and knowledge – we will ensure tenants have the information and skills/capacity to be involved in a meaningful way

Other – we will look at how we can reduce or remove any other barriers that prevent tenants from being involved or will look at other ways in which tenants may be involved

How we will monitor the effect your involvement has

It is important that tenants who choose to be involved are able to see the impact they have on how the service we provide. It is also important that we can show that involvement is effective, and the service is able to change to reflect new priorities.

We will monitor the effectiveness of involvement by the following:

Monitoring your involvement

We will monitor involvement from tenants to highlight how it has led to positive change to the services we deliver.

Annual Report

We will tell our tenants how the housing management service has changed over a year as measured against tenants' expectations and aspirations.

Performance monitoring

We will monitor key performance against targets set on a regular basis to identify and challenge areas for improvement.

Performance reporting

We will report on our performance as part of our Annual Report and publish this in the tenant newsletter, Skyline.

Satisfaction Surveys

We will monitor the satisfaction levels of our tenants with services at the point of use and use this feedback to improve how we deliver the service as part of a cycle of continuous improvement.

Complaints

We encourage complaints about our services as these are key drivers for service improvements. We will publish reports on how we address complaints and how we have used these to help improve services.

Tenant Satisfaction Measures Survey

This is an annual survey we carry out based around 12 core questions that allow a housing sector view of social housing and allow us to measure the Council's performance against other social housing providers.

Standards

In addition to the statutory and corporate standards, we will develop further standards with tenants that reflect your expectations. This helps us to ensure the service we deliver meets expectations.

Future of Resident Involvement

Resident Involvement is always changing, and it is important we are able to adapt to these changes. To enable this, we have adopted a flexible structure that we can review and build on to ensure meaningful involvement and outcomes as required.

We will monitor this strategy and the impact of tenant involvement to ensure it continues to lead to service improvements. Tenants will be involved in this to ensure it remains relevant to tenants.

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How will we achieve this?

The table below sets how we will achieve the aims of this strategy and how we will monitor our progress on this.

The action plan has four key objectives:

- Develop and support tenant engagement
- Understand who our tenants are
- Understand how our services are received by our tenants
- Embedding Involvement across the housing service

1) Develop and support tenant engagement			
	Aim	How we will do this	How we will monitor this
1.1	Develop and implement structure to enable tenants to be involved in monitoring and challenging the performance and delivery of the landlord service they receive.	<p>Develop strategy, approved by management and tenants.</p> <p>Ensure 'menu of involvement' provides range of opportunities for tenants to be involved at the level and commitment they choose to do so.</p> <p>Ensure tenants have the information required for them make informed input</p> <p>Benchmark our performance against peer landlords</p>	<p>Strategy approved and on website.</p> <p>All tenant involvement to be recorded and actions monitored to ensure they are implemented.</p> <p>Feedback from consultations and annual Tenant Satisfaction Measure Survey</p> <p>Information to be published on council website</p>
1.2	Develop and implement feedback to tenants on the activities, outcomes and impact of tenant engagement	<p>Annual Report</p> <p>Articles in tenant newsletter</p> <p>Social media to get to wider audience</p>	<p>Published information</p> <p>Information on website</p> <p>Feedback from tenants</p>
1.3	Ensure tenants have the capacity to have meaningful engagement	<p>Identify training needs of involved tenants and develop training programme to address these</p> <p>Ensure information is available and in</p>	<p>Tenants attending training</p> <p>Level and format of information provided</p> <p>Number of networking opportunities</p>

		<p>accessible format to help understanding of this</p> <p>Enable involved tenants to network with other tenants to share good practice and learn from others</p>	<p>Feedback from tenants</p> <p>Quality of tenant input to engagement activities</p> <p>Tenant feedback leads to outcomes that can be evidenced as tenant led</p>
1.4	Ensure all tenants have the opportunity to be involved	<p>Identify barriers to involvement in general</p> <p>Identify barriers to involvement for individual tenants</p> <p>Provide necessary support to allow tenants with specific needs to be involved</p> <p>Ensure all activities are carried out in accordance with the findings of the above</p>	<p>Tenants are engaged in methods that overcome any barriers they have</p> <p>All venues and activities are accessible to all tenants</p> <p>Attendance at activities</p>
1.5	Ensure involvement is representative of the tenant population	<p>Identify under represented and difficult to engage tenants</p> <p>Develop ways of including these groups by using appropriate method of involvement</p> <p>Develop hybrid approach of traditional in person involvement and online methods to enable tenants to be involved.</p>	<p>Representative profile of involved tenants</p> <p>Range of methods used by tenants to be involved</p> <p>Types of method used to involve tenants</p>
1.6	Involve tenants in the management and development of their neighbourhoods	<p>Implement estate/neighbourhood walks with residents to identify issues within their neighbourhood</p> <p>Residents to be involved in setting a 'neighbourhood standard' against which performance and actions can be measured</p>	<p>Number of walks carried out and level of resident involvement in these</p> <p>Number of tenant voices and the information received from these</p> <p>Notes and outcomes of local meetings held</p> <p>Performance measured against outcomes</p>

		<p>Develop tenant voices/champions covering streets, blocks of flats and areas to ensure we are aware of wider neighbourhood issues</p> <p>Hold local meetings where required to support residents in resolving local issues as identified by them and partnership approach</p>	
2) Understand who our tenants are			
2.1	<p>Develop an involved tenant profile that identifies the diversity of our tenant profile</p>	<p>Carry out an analysis of our current tenant information</p> <p>Identify the gaps in this and how we can fill these gaps</p> <p>Carry out a tenant census to identify the core tenant profile characteristics</p> <p>Ensure our tenant information is updated on a regular and consistent basis</p>	<p>Have an up to date tenant profile including tenants and household</p> <p>Response rate to tenant census as measure of accuracy of data held</p>
2.2	<p>Use the tenant profile to help ensure services meet the needs of a diverse tenant population</p>	<p>Use this information to ensure we are targeting the right tenants in the right way</p> <p>Develop profile tailored approach to service delivery where appropriate</p>	<p>Knowing who are tenants are and how our services impact on them</p> <p>Tailored service delivery to meet the diverse needs of tenants</p> <p>Involvement is representative of tenant population</p>
3) Understand how our services are received by our tenants			
3.1	<p>Identify how our services are received by different tenant profiles</p>	<p>Conduct customer journey mapping on key services to identify</p>	<p>Service delivery tailored to tenant needs</p>

		<p>perception and experience of our tenants</p> <p>Conduct regular transactional surveys to develop customer experience performance and trends via rant and rave and other surveys</p>	<p>Improvement in satisfaction from tenants</p> <p>Service managers awareness of impact of service on tenants</p>
3.2	Carry out in depth reviews of services via scrutiny, focus groups etc	Task and finish groups will enable focused approach to service impact	Be able to evidence how tenant influences service improvement
4) Embedding Involvement across the housing service			
4.1	Develop tenant involvement across all housing service areas	<p>Service area groups</p> <p>Service area inspectors</p>	<p>Number of service groups set up and outcomes from these</p> <p>Number of inspectors involved and outcomes from these</p>
4.2	Service areas own the tenant feedback and outcomes	<p>Service managers involved in task and finish groups</p> <p>Feedback to service managers and elected members</p>	<p>Number of meetings and attendance by service managers/teams</p> <p>Outcomes and impact of these</p>
4.3	Management listens to tenants	Recommendations from tenants are listened to and acted on	Outcomes can be traced back to tenant recommendations

Contact Details

Alternative formats are available on request:
audio, large print and Braille

South Kesteven District Council

 **01476 40 60 80**

 **www.southkesteven.gov.uk**



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Housing Overview and Scrutiny Committee

Monday, 8 June 2026

Report of Cabinet Member for Housing,
Councillor Virginia Moran

Aids and Adaptations Policy

Report Author

Mark Rogers, Head of Service (Technical Services)

✉ mark.rogers@southkesteven.gov.uk

Purpose of Report

To consult the Housing Overview and Scrutiny Committee on the new Aids and Adaptations Policy and to recommend that the policy is submitted to Cabinet for approval.

Recommendations

The Committee is asked to:

- 1. To review and provide comments on the attached new Aids and Adaptations Policy.**
- 2. Recommend that the new Aids and Adaptations Policy is submitted to Cabinet for approval.**

Decision Information

Does the report contain any exempt or confidential information not for publication?	No
What are the relevant corporate priorities? <i>(delete as appropriate)</i>	Housing Effective Council
Which wards are impacted?	(All Wards);

1. Implications

Taking into consideration implications relating to finance and procurement, legal and governance, risk and mitigation, health and safety, diversity and inclusion, safeguarding, staffing, community safety, mental health and wellbeing and the impact on the Council's declaration of a climate change emergency, the following implications have been identified:

Finance and Procurement

- 1.1 There are existing budgets in place to fund aids and adaptations which will support the implementation of the new policy.

Completed by: David Scott – Assistant Director of Finance and Deputy S151 Officer.

Legal and Governance

- 1.2 The proposed policy supports the Council's housing functions and its duties in relation to disabled tenants and residents
- 1.3 In implementing the policy, the Council must have regard to its obligations under the Equality Act 2010 and relevant housing legislation, including the need to ensure a fair and consistent approach to the provision of aids and adaptations.
- 1.4 The committee's role is advisory only. Approval of the policy in an executive matter and the final decision rests with Cabinet in accordance with the Council's constitution.

Completed by: Graham Kitchen, Director of Law and Governance (Monitoring Officer)

2. Background to the Report

- 2.1 The Regulator of Social Housing sets out the requirement in the Safety and Quality Standard that registered providers must clearly communicate to tenants and relevant organisations how they will assist tenants seeking housing adaptations where appropriate.
- 2.2 This policy sets out the approach that the Council will take in relation to requests for aids and adaptations. This policy applies to Council tenants or household members who are named on the tenancy agreement or a member of the immediate family who is permanently resident in the household. It does not apply to leaseholders, free holders, shared owners, intermediate or market rent properties.

3. Key Considerations

- 3.1 The aim of this policy is to assist tenants, where possible, to remain in their homes and communities through the provision of aids and adaptations.

The Care Act places a general duty on local authorities to promote individual wellbeing, including:

- Personal dignity
- Physical and mental health
- Control over day-to-day life
- Suitability of living accommodation

- 3.2 Local Authorities must act to prevent or delay the development of needs for care and support and ensure that policies and procedures are in place to support people to remain independent in their own homes wherever possible.
- 3.3 To receive aids and adaptations a tenant must meet the disability criteria as set out within the Housing Grants, Construction and Regeneration Act 1996.
- 3.4 Aids and adaptations are provided to improve access to the home, improve mobility or help with daily living.
- 3.5 An aid is a piece of equipment which is portable and not permanently fixed to a property. Aids are provided by Occupational Health Services and are not provided by the Council. Adaptations are permanent fixtures to a property and are funded by the Council's Housing Revenue Account subject to the conditions set out in this policy.
- 3.6 Occupational Therapists are health care professionals and will carry out an assessment of tenants needs and identify appropriate aids and adaptations in a tenant's home. Adaptations are referred to the Council to review and complete accordance with this policy.

4. Other Options Considered

- 4.1 The alternative option for the Council is to not have an Aids and Adaptation Policy in place, however this was ruled out as the Regulator for Social Housing requires that landlords must clearly communicate to tenants and relevant organisations how they will assist tenants seeking housing adaptations.

5. Reasons for the Recommendations

- 5.1 The Committee are asked to review and provide comments on the content of the new Aids and Adaptations Policy and recommend approval by Cabinet.
- 5.2. A policy for Aids and Adaptations will ensure compliance with the requirements set out by the Regulator for Social Housing in the Safety and Quality Standard.

6. Consultation

- 6.1 The Council are consulting the Housing Overview and Scrutiny Committee on the attached proposed policy, and all feedback will be used to inform the final policy draft.
- 6.2 The Council have consulted with the Lead Practitioner for Occupational Therapy at Lincolnshire County Council to ensure that our Policy complies the Local Government and Social Care Ombudsman and Care Act 2014.
- 6.3 In addition the Council are consulting with tenants on this policy, and this includes contacting all tenants who have used the aids and adaptations service over the last 2 years. The feedback will be used to update the final draft of the policy which is due to be sent to Cabinet in September 2026.

7. Appendices

- 1.1. Proposed new Aids and Adaptations Policy

Front and back pages to be added and uploaded to SKDC website after Cabinet approval.

1. Scope of Policy

The Regulator for Social Housing sets out the requirement in the Safety and Quality Standard that registered providers must assist tenants seeking housing adaptations to access appropriate services.

This policy sets out the approach that the Council will take in relation to requests for aids and adaptations.

This policy applies to Council tenants or household members who are named on the tenancy agreement or a member of the immediate family who is permanently resident in the household. It does not apply to leaseholders, free holders, shared owners, intermediate or market rent properties.

The aims of this policy are to:

- Assist tenants, where possible, to remain in their homes and communities through the provision of aids and adaptations.
- Ensure tenants applying for aids and adaptations are treated in fair way.
- Ensure that the Council makes the best use of existing housing stock.
- Comply with legal and regulatory requirements.

2. Policy Statement

The Council is committed to delivering a range of services to best meet the needs of tenants, legal and regulatory requirements and to ensure that homes and communal facilities are safe and well maintained.

If a tenant has problems getting around their home, the Council may be able to provide adaptations which would make it easier for them.

3. Legislation Requirements

Social landlords must adhere to the following legislation and standards:

- Housing Grants, Construction and Regeneration Act 1996
- Care Act 2014
- Equality Act 2010
- Disability Discrimination Act 1995

The Council will liaise with Social Services and consult best practice to ensure that this policy is kept in line with current requirements and takes account of any legislative changes.

4. Aids and Adaptations Service

To receive aids and adaptations a tenant must meet the disability criteria as set out within the Housing Grants, Construction and Regeneration Act 1996. A disability is defined as a physical or mental impairment which has a substantial and long-term adverse effect on a person's ability to carry out normal day to day activities.

Aids and adaptations are provided to improve access to the home, improve mobility or help with daily living.

An aid is a piece of equipment which is portable and not permanently fixed to your home. Aids are provided by Occupational Health Services and are not provided by the Council.

Adaptations are permanently fixed works carried out by the Council and are categorised as:

- Minor Adaptations – costing up to £1,000.
- Major Adaptations – costing over £1,000.

See APPENDIX A – Examples of Minor and Major Adaptations

The Council's Housing Revenue Account will fund the provision of adaptations in Council homes. Budgets are limited each year and therefore adaptations will be carried out on a first come first served basis. The maximum spend on one project under this policy is £30,000.

It is recognised that a small number of exceptional cases fall outside of this limit, exceptional cases will be considered on a case-by-case basis by the Head of Service (Technical Services) and the Director of Housing and Projects.

Occupational Therapists are health care professionals and will carry out an assessment of a tenant's need and recommend aids and adaptations in a tenant's home.

We are not responsible for installing or maintaining aids and adaptations where an application for right to buy is active.

Requests for adaptations in communal areas are considered on a case-by-case basis, and all affected tenants will be considered.

5. Minor Adaptations

We will only consider carrying out minor adaptations that have been recommended by Occupational Therapy Services, hospital or clinical doctors, GPs, or other medical professionals.

Minor adaptations shall be reviewed and a decision made to approve or decline the works within 5 working days of receiving the request.

Minor adaptations orders will be placed within 5 working days of a decision with a maximum completion date for works of 20 working days allowed.

Where a rapid response minor adaptations is required to facilitate a hospital discharge, we aim to complete these within 24 hours of approving and raising an order.

6. Major Adaptations

We will only consider carrying out major adaptations that have been recommended by Occupational Therapy Services from Lincolnshire County Council.

Major adaptations are provided in line with the purposes set out in the Housing Grants, Construction and Regeneration Act 1996 for disabled facilities grants and may include:

- help facilitate access to the home or garden
- making a premises safe
- access to the principal family room
- access to the room for sleeping
- access to the toilet
- access to bath or shower
- access to the wash basin
- the preparation of food and cooking
- better heating
- control of power, light and heat
- caring for those who normally reside at that property
- adaptations to the common parts of buildings containing flats.

Subject to budget provision all major adaptations will be reviewed and a decision made to approve or decline the works within 10 days of receiving an Occupational Therapy Services recommendation.

Major adaptations orders will be placed within 5 working days of a decision to approve or decline the work with a maximum completion date for works of 60 working days allowed.

For extensions or major conversions, specific target timeframes will not be set due to the varying amount of work required for each case.

7. Internal Transfers

As an alternative or if it is confirmed that the property is not suitable to be adapted for major adaptations, a tenant can apply for an internal transfer to a more suitable property.

At the Council's discretion, it may choose to move a tenant to more suitable property which better meets their needs rather than adapting the current home. The Technical Services team will work with the Housing team to facilitate this and keep the tenant updated.

If a tenant chose to move away from a property which has already been fully adapted, no further adaptations will be carried out at the new property.

8. Asset Data Management and Planned Works Programmes

The Council maintains accurate and up to date assets management database with all relevant information about major aids and adaptations. These details are available to inform the management of allocations and lettings, and the maintenance of the adaptations itself including renewals dates.

When planning improvement programmes, the Council will consider the incorporation of adaptations as part of works to reduce the pressure on aids adaptations budgets, such as installing level access bathrooms in bungalows and ground floor flats.

9. Post Checks and Repairs

The Council aims to carry out post checks to 10% of all completed minor adaptations and 100% post checks to major adaptations, where a post check is required and access restricted, we may contact the tenant so that any defects

can be reported. The responsible officer will log any defects identified by the tenant or during the post check process and monitor that these are completed.

10. Retaining Adaptations

The Council will retain minor and major adaptations in properties when property is vacated and becomes void. The Council will only remove adaptations if they are beyond economic repair.

11. Declining Requests for Adaptations

The Council may decline requests for adaptations if this is not an effective use of resources or does not provide value for money for example:

- Level access showers to houses and flats above ground floor which cannot be accessed by a vertical lift.
- Extensions or major conversions if the Council can offer alternative accommodation.
- Adaptations that will adversely affect the letting of the property in future.
- Adaptations which will place other tenants at risk or impede access for others.
- Adaptations to facilitate the use of tenant bought mobility scooters or mobility aids.
- Ovens, hobs or white goods.
- Off Street Parking/Hardstanding for vehicles

The Council will decline adaptations where it is not physically possible to alter the property in the requested way, or the adaptation would involve major structural works or may create health and safety risks.

The Council will assess each case individually before deciding to approve or decline the requested adaptations. The Council will work with Occupational Therapy Services to consider combined adaptations where appropriate and decisions will be linked to assessed needs and wellbeing outcomes.

The Council will write to the tenant to confirm the decision outcome and provide details of how the tenant can appeal the decision if required.

Where requested adaptations are declined, the Council will work with the tenant, Occupational Therapy Services and Housing Management to find more suitable accommodation. An Occupational Therapist may provide a rehousing report to support this process.

If a tenant wishes to carry out their own adaptations to a property they must obtain permission in accordance with the Council's permissions policy.

We do not carry out temporary aids and adaptations.

12. Equality and Diversity

The Council is committed to providing an equal opportunity to the service for all tenants. Any action taken under this policy will comply with current equalities legislation.

The Council's staff and contractors will operate in such a way to ensure that they meet the needs of individual residents and to ensure that they do not discriminate on the grounds of:

- Age
- Disability
- Gender reassignment
- Marriage and civil partnership
- Pregnancy and maternity
- Race
- Religion and belief
- Sex
- Sexual Orientation

13. Complaints

The Council aims to meet the needs of tenants by providing an excellent service. However, it is acknowledged that occasionally things go wrong, and tenants may wish to complain. Should the need arise to make a complaint, we will refer to our complaints policy and procedures.

14. Monitoring and Review

Performance will be monitored using a suite of key performance indicators and reported through to respective committees, senior management teams and scrutiny panels to identify areas for review and improvement. The following key performance indicators will be reported:

- Number of minor and major adaptations undertaken each year.
- Timescales to complete adaptations.
- Tenant satisfaction.
- Quality of works.

Members of the Council will monitor the effectiveness of this policy and recommend policy changes to improve service delivery and customer experience.

This policy is reviewed every 3 years or on the introduction of new legislation or best practice. This policy will remain valid for use until a new version is available.

15. Associated Documents

List of documents – associated policies, procedures and publications:

- Asset Management Strategy
- Repairs and Maintenance Policy
- Customer Feedback Policy
- Allocations Policy
- Equality, Diversity and Inclusion Policy

16. Where this Policy can be Found

This policy will be made available on our website.

APPENDIX A – Examples of Minor and Major Adaptations

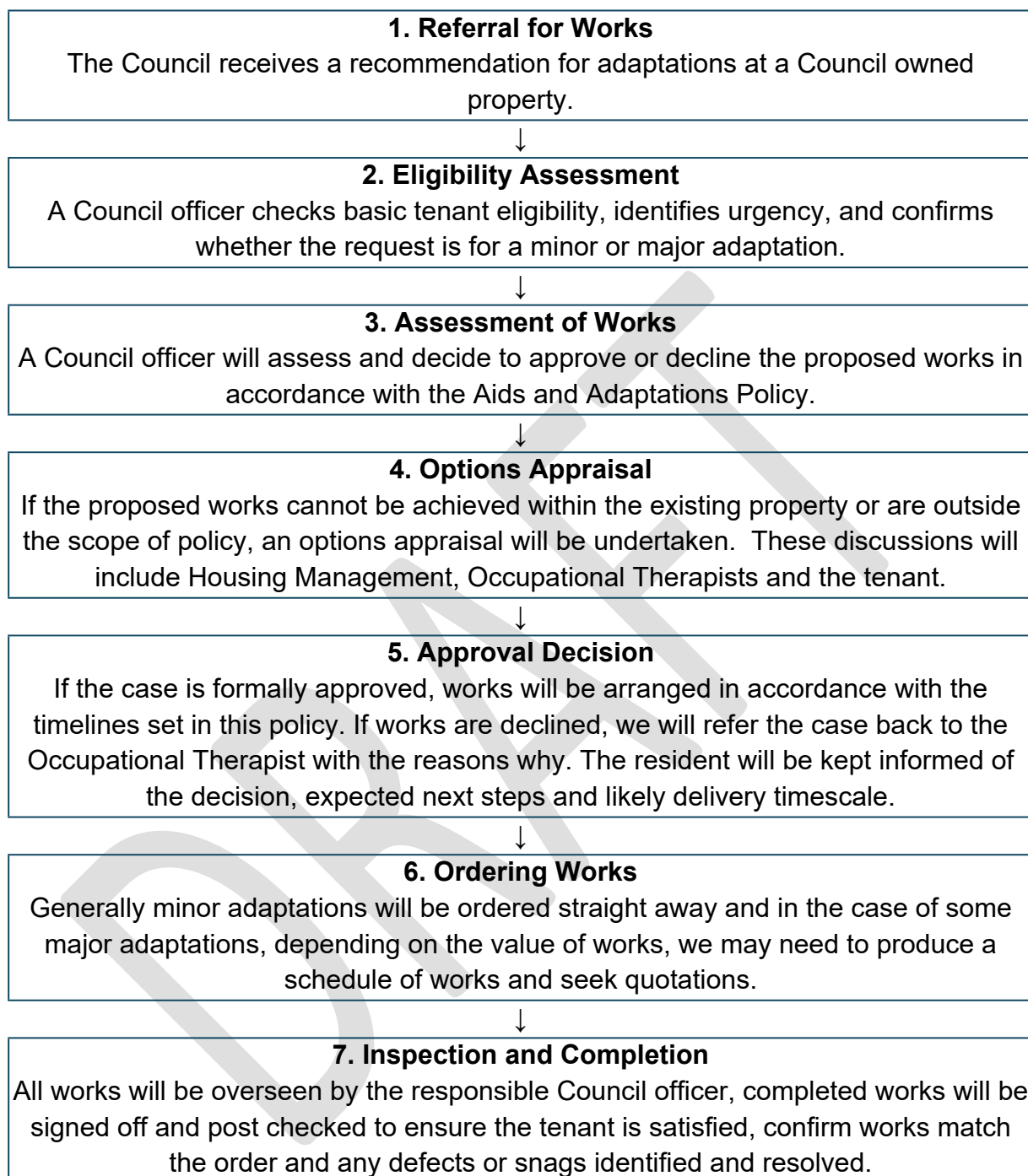
Minor adaptations under £1,000 may include but are not limited to the following:

- internal doors threshold ramps
- level taps
- grab rails
- handrails
- stair rails
- moving door handles
- lowering or repositioning light switches and power sockets
- steps
- small ramps or removal ramps
- flashing or amplified doorbells
- door and wall protectors

Major adaptations over £1,000 may include but are not limited to the following:

- level access showers
- large permanent ramps
- door widening
- stair lifts
- kitchen refurbishment with lower-level units
- through floor lifts
- swing doors or powered doors
- extensions or major conversions

APPENDIX B – Adaptations Process



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SOUTH
KESTEVEN
DISTRICT
COUNCIL

Housing Overview and Scrutiny Committee

Monday, 8 June 2026

Report of Councillor Virginia Moran
Cabinet Member for Housing

Improvement Plans

Report Author

Mark Rogers, Head of Service (Technical Services)

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Purpose of Report

To update the committee on the progress against plans to improve performance across repairs and maintenance workstreams managed by the Technical Services team.

Recommendations

The Committee is asked to:

1. Note the actions taken to improve the repairs and maintenance service for tenants and in preparation for the regulatory inspection process which commenced in February 2026.

Decision Information

Does the report contain any exempt or confidential information not for publication?	No
What are the relevant corporate priorities? <i>(delete as appropriate)</i>	Housing Effective council
Which wards are impacted?	(All Wards);

1. Implications

Taking into consideration implications relating to finance and procurement, legal and governance, risk and mitigation, health and safety, diversity and inclusion, safeguarding, staffing, community safety, mental health and wellbeing and the impact on the Council's declaration of a climate change emergency, the following implications have been identified:

Finance and Procurement

- 1.1 The repairs and maintenance service is a key area in meeting our landlord responsibilities and resources are allocated accordingly within the HRA business plan to support delivery. However, it is important that any improvements are delivered within the budget available as part of good financial management and maintaining a sustainable long term business plan.

Completed by: David Scott – Assistant Director of Finance and Deputy S151 Officer.

Legal and Governance

- 1.2 The Council, as a registered provider of social housing, is required to comply with the relevant consumer standards and regulatory requirements, including those relating to the safety, quality and maintenance of tenants' homes.
- 1.3 The actions outlined in the report support the Council's ongoing compliance with its statutory housing obligations and preparedness for regulatory inspection.
- 1.4 This report is presented for information and scrutiny purposes only and does not seek any substantive decision from the committee.

Completed by: Graham Kitchen, Director of Law and Governance (Monitoring Officer)

2. Background to the Report

- 2.1 Over the last 2 years the Council have been working hard to improve the repairs and maintenance service for tenants and to ensure the Council meet the Regulator of Social Housing's (the Regulator) Safety and Quality Standard.
- 2.2 The core requirements set out by the Regulator's Safety and Quality Standard applicable to the Technical Services team include:
 - Ensure an accurate, up to date and evidenced understanding of the condition of its homes and how this informs the provision of good quality, well-maintained and safe homes.
 - Compliance with the Decent Homes Standard.
 - The effectiveness, efficiency and timeliness of repairs, maintenance and planned improvements service.

- Identify and meet all legal requirements associated with damp and mould, including completing assessments and actions within appropriate timeframes.
- Assist tenants seeking housing adaptations to access appropriate services.

2.3 Following an internal audit carried out on repairs and voids together with an assessment of current performance across all workstreams in 2024/25 the following areas were identified as requiring improvement:

- Waiting times for repairs and number of overdue repairs.
- Voids times and number of voids in progress.
- Management of damp and mould within timeframes.
- Effective quality checks and oversight of repairs.
- Up to date stock condition surveys.
- Ensure properties meet the decent homes standard.

3. The Journey So Far

3.1 During 2024/25 the Council developed a suite of performance indicators for all repairs and maintenance services to monitor performance and inform areas requiring improvement. Performance indicators are updated by workstream managers in Technical Services by the second Friday of each month and the figures are then reviewed by the Head of Service and the responsible manager to check accuracy and identify areas for improvement. Areas for improvement are logged on service improvement plans or in manager one-to-one notes to monitor and track progress.

3.2 In 2025 a team review took place which included increasing both in-house and external resources to keep pace with increasing customer demand and regulatory requirements (such as Awaab's Law) in addition to a comprehensive review of our operational procedures.

3.3 The following actions have been completed on the journey so far:

Repairs

- 2 new resilience contractors procured to support the inhouse teams during periods of high demand and for complex, multi trade jobs.
- Increased focus on contractor management including monthly meetings and checking appointments are made by contractors with tenants within repairs timeframes.

- The appointment of a Business Support and Asset Data Manager to support performance reporting and analysis of data.
- Implementation of weekly routines within the team to chase overdue jobs and ensure repairs data in systems is updated.
- Repairs Supervisors working closely with Repair Planners to book in complex jobs and maximise productivity in trades diaries.
- Post works completions checks and tenant satisfaction surveys introduced.

Damp and Mould

- Dedicated new team recruited and trained to carry out inspections and works identified to ensure compliance with Awaabs Law.
- Increase performance reporting and monitoring against targets.

Voids

- 2 new resilience contractors procured to deliver major voids.
- Increased focus on contractor management including monthly meetings and close monitoring against timeframes set in contracts.
- Increased oversight of performance by the Housing Overview and Scrutiny Committee and senior management.

Planned Works and Aids and Adaptations

- New contracts in place for all workstreams to ensure compliance with the Council's Procurement Policy.
- Investment plan updated in line with the stock condition survey database and budgets updated.
- Increased performance monitoring including progress against programme, post inspections and tenant satisfaction.
- Successful bids for Warm Homes Decarbonisation funding in 2025/26 and 2026/27. Additional bid put in May 2026 for future work.
- New team structure includes new Resident Involvement Officer to focus on decarbonisation workstream.

Asset Management

- Housing Health and Safety Risk System (HHSRS) survey data from all stock surveys completed by previous contractors updated on APEX asset management system to ensure all data is held in one place.

- Thermal comfort module updated on APEX to ensure accurate reporting of decent homes performance.
 - Focus on the completion of stock condition surveys to ensure that a minimum of 90% of surveys are completed within the last 5 years to ensure representative sample of data and accurate stock data.
 - Improved data reporting and breakdown of properties in EPC bands to plan for future decarbonisations programmes.
- 3.4 In repairs and voids the focus on performance and improvement has resulted in a significant reduction in work in progress and the age profile of any overdue work is now closely monitored.
- 3.5 We have seen an upturn in performance which can be evidenced through the improvement in repairs completed on time and average time taken to complete repairs and the latest tenant satisfaction measures results. This has been supported by significant financial investment in the service, evidencing political and corporate commitment to addressing past performance issues.
- 3.6 Across Technical Services we have carried out a restructuring of the team to ensure that we are resourced to deliver improved performance against the Regulator's services standards, increase management oversight and reduce risks associated with single point of failure when key staff are off work.
- 3.7 During the past 2 years the Council has reviewed the following strategies, policies and procedures;
- Asset Management Strategy
 - Repairs and Maintenance Policy
 - Damp and Mould Policy
 - Voids Policy

The Aids an Adaptations Policy is currently under review, and this is expected to be approved by Cabinet in September 2026. All policies are underpinned by updated procedures documents.

4. Performance Improvement

4.1 Year on year comparison:

Performance Indicator	April 2025	April 2026
Repairs in progress	4,065	2,266
Overdue repairs	2,337	749
Emergency repairs completed on time	85%	98%
All repairs completed on time	68%	82%
Average time taken to complete non-emergency repairs	54 days	34 days
Repairs post checks completed	0%	16%
Average time taken to complete a damp and mould inspection	16 days	10 days
Damp and mould jobs in progress	850	210
Overdue damp and mould jobs	354	30
Emergency damp and mould jobs completed on time	100% (May 2025)	100%
All damp and mould jobs completed on time	24%	78%
Average time taken to complete non-emergency damp and mould	185 days	31 days
Voids in progress	93	53
Average time taken to repair all voids	82 days	37 days
Average times (key to key)	110 days	57 days
Planned works completions (at year end)	954 (31 st March 2025)	2,049 (31 st March 2026)
Properties meeting decent homes standard (at year end)	94.62% (31 st March 2025)	100% (31 st March 2026)
% of properties with a stock condition survey completed within last 5 years	89% (31 st July 2025)	93%

5. Key Priorities

5.1 As performance improves across each workstream and the Council transition from recovery to stabilisation stage, the focus will be on the following areas in repairs and maintenance:

- Ensure service improvement is maintained across all workstreams and where possible ensure performance meets the medium or upper quartile performance using Housemark to benchmark against peers.
- Clear the final backlog of repairs and move to a business-as-usual position allowing a tolerance of 10% of all jobs in progress to be overdue (to allow for follow-on works/tenant no access/jobs requiring specialist materials. Our aim to is to ensure that no repair is overdue for more than 3 months.
- Ensure that the Council stock condition survey database is kept up to date with at least 90% of surveys completed within the last 5 years.
- Ensure plans are in place to bring all properties up to EPC C by 2030 in accordance with government targets. This includes understanding investment requirements and associated costs.

6. Current Performance

6.1 For 26/27 performance please refer to the performance report within this meeting pack.

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Housing Overview and Scrutiny Work Programme 2026/27

Item	Lead Officer	Requirements	Notes	
Monday 8 June 2026				
1.	Build and Acquisitions update	Suniel Pillai	Regular update	To provide the Committee with an update on the new build and acquisition pipeline
2.	Homelessness and Rough Sleeper update	Sarah McQueen	Regular update	To update the Committee on the status and recent activity in respect of Homelessness and Rough Sleeper Services to include number of Veterans cases and staffing structure
3.	Housing Service Performance - to include Capital Programme Performance, Decarbonisation, Repairs update, Compliance/compartmentalisation update, fire risk assessment actions	Alison Hall-Wright Sarah McQueen Mark Rogers Phil Swinton	Regular update	Housing Service Performance report regular agenda item to include a breakdown of properties per banding in allocations
4.	Corporate Plan 2024-27 – Key Performance Indicators End of year (Q4) Report	Charles James	Regular end of financial year report	End of year KPI 2025/26
5.	Choice Based Lettings update	Sarah McQueen		Referenced at March 2026 OSC to include relationship with Housing Associations
6.	Empty Homes update	Ayeisha Kirkham/Tom Amblin-Lightowler		To give an overview to Committee of empty homes within the district
7.	Voice of the Tenant Strategy	Sarah McQueen		Committee to recommend submission of the draft South Kesteven District Council Voice of the Tenant Strategy to Cabinet for consideration.
8.	Aids and Adaptations Policy	Mark Rogers		To consult with Committee on the proposed new Aids and Adaptations Policy
9.	Improvement Plans	Mark Rogers		Progress against plans to improve performance across repairs and maintenance workstreams managed by the Technical Services team.

Item	Lead Officer	Requirements	Notes	
Thursday 17 September 2026				
1.	Build and Acquisitions update	Suniel Pillai	Regular update	To provide the Committee with an update on the new build and acquisition pipeline
2.	Homelessness and Rough Sleeper update	Sarah McQueen	Regular update	To update the Committee on the status and recent activity in respect of Homelessness and Rough Sleeper Services to include number of Veterans cases and staffing structure
3.	Housing Service Performance - to include Capital Programme Performance, Decarbonisation, Repairs update, Compliance/compartmentalisation update, fire risk assessment actions	Alison Hall-Wright Sarah McQueen Mark Rogers Phil Swinton	Regular update	Housing Service Performance report to be a regular item on the agenda to include a breakdown of properties per banding in allocations
4.	Garage Sites update	Suniel Pillai		Report to OSC following garage site surveys completion
5.	Sheltered Housing Scheme Charges	Alison Hall-Wright		Report on charges following review