

Housing Overview and Scrutiny Committee



SOUTH
KESTEVEN
DISTRICT
COUNCIL

Thursday, 4 December 2025 at 2.00 pm
Council Chamber, South Kesteven House,
St Peter's Hill, Grantham NG31 6PY

Committee Members: Councillor Lee Steptoe (Chairman)
Councillor Zoe Lane (Vice-Chairman)
Councillor Emma Baker, Councillor Ben Green, Councillor Gloria Johnson,
Councillor Anna Kelly, Councillor Bridget Ley, Councillor Charmaine Morgan and
Councillor Susan Sandall

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 2 October 2025** (Pages 3 - 18)
- 5. Announcements or updates from the Leader of the Council, Cabinet Members or the Head of Paid Service**

6. **New Build and Acquisition Update** (Pages 19 - 24)
To provide the Committee with an update on the new build and acquisitions pipeline.

7. **Homelessness and Rough Sleeper Update** (Pages 25 - 31)
To update the Committee on the status and recent activity in our Homelessness and Rough Sleeper services

8. **Corporate Plan 2024-27: Key Performance Indicators Report - Mid-Year (Q2) 2025/26** (Pages 33 - 41)
To present the Council's performance against the Corporate Plan 2024-27 Key Performance Indicators (KPIs) within the purview of this Committee for Quarter Two 2025/26.

9. **Housing Performance Data** (Pages 43 - 67)
To present the Committee with the Housing Performance Data.

10. **Work Programme 2025/26** (Pages 69 - 70)

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

Meeting of the Housing Overview and Scrutiny Committee

Thursday, 2 October 2025, 2.00 pm



SOUTH
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Committee Members present

Councillor Lee Steptoe (Chairman)
Councillor Zoe Lane (Vice-Chairman)
Councillor Emma Baker
Councillor Ben Green
Councillor Gloria Johnson
Councillor Bridget Ley
Councillor Charmaine Morgan
Councillor Tim Harrison

Cabinet Members

Councillor Virginia Moran, Cabinet Member Housing

Officers

Alison Hall-Wright, Director of Housing & Projects
Sarah McQueen, Head of Service (Housing)
Ayeisha Kirkham, Head of Service (Public Protection)
Andy Goldsborough, Lawyer (LSL)
Debbie Roberts, Head of Projects, Performance and Climate Change
Suniel Pillai, New Build Project Officer
Lucy Bonshor, Democratic Officer

The Chairman informed the Committee that there had been a terrorist attack in Manchester that morning at a synagogue where at least two people had been killed and three had been seriously injured. The perpetrator had been shot dead by the Police. The Chairman stated that he had used the word terrorist deliberately as that was the word being used by BBC News. He asked the Committee to stand and hold a minutes silence for those who had died in the attack.

18. Public Speaking

None.

19. Apologies for absence

Apologies for absence were received from Councillor Anna Kelly and Councillor Susan Sandall.

Councillor Anna Kelly was substituted by Councillor Tim Harrison.

20. Disclosure of Interest

None disclosed.

21. Minutes of the meeting held on 19 June 2025

A question was asked about the number of apprentices referred to in the minutes at minute 12, was this three or four. The Democratic Officer indicated that she would check the numbers shown.

The minutes were proposed, seconded and agreed.

(On checking the previous minutes it was confirmed that there were four apprentices two in repairs and two in voids).

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

There were no announcements or updates.

23. Corporate Enforcement Policy

The Cabinet Member for Corporate Governance and Licensing presented the report which concerned a new draft Corporate Enforcement Policy. The Policy was last revised in February 2017 and a review and update was required. The Cabinet Member thanked the Head of Service, Public Protection and her team for the work which had gone into compiling the new Policy together with the Legal colleagues at Legal Services Lincolnshire for their input in assisting and checking the document before the Committee today.

The Enforcement Policy covered a wide range of Regulatory Services including:

Public Protection which included Environment Health, Environmental Protection, Private Sector Housing, Community Safety (Neighbourhoods) and Licensing.
Development Management
Building Control
Finance
Tenancy Services

Each Manager of the regulatory service covered by the Policy would be responsible for its effective implementation through the enforcement activities of their team.

The Policy also incorporated three other South Kesteven District Council Enforcement Policies as specified in the appendices. The Policy would be going to three Overview and Scrutiny Committees:

Housing OSC
Environmental Health OSC
Rural and Communities OSC
Before going to Cabinet for adoption.

The Policy would ensure that the Council achieved and maintained consistency in its approach to enforcement.

A question was asked in relation to which Act was used in respect of overcrowding of residences, was it the Housing Act 1985 or the Housing Health and Safety Rating System as set out in the Housing Act 2004 and how did landlords know which was the relevant Act. Also what safeguards were in place in respect of vulnerable tenants who were at risk of eviction due to enforcement proceedings.

It was stated that it was a combination of both Acts with the Housing Act overarching the HHSRS Act. Safeguards were in place in respect of vulnerable tenants and each case was assessed and judged together with other housing colleagues. Enforcement officers were trained to assess each case and what was the best course of action required.

Further questions were raised about the enforcement of Council tenants and how this was balanced. It was stated that the Enforcement Policy would be followed so there was a consistency in respect of actions taken however, all relevant factors would be taken into account. More discussion followed on how landlords avoided confusion in respect of the Acts used in respect of overcrowding enforcement and how the Council's duty as a landlord was separated from their enforcement duty.

The Head of Service, Public Protection stated that she would take the issue away as an action to compile some useable guidance for Landlords and raise the issue at the forthcoming Landlord Forum on 7 November 2025 (TBC).

➤ **Action**

Head of Service, Public Protection to compile guidance for Landlords in respect of enforcement action for houses in multiple occupation.

The Vice-Chairman made reference to the Lincolnshire Landlord Accreditation Scheme for Private Sector Landlords and asked whether it was a compulsory scheme, if it wasn't, how many landlords had signed up to the scheme. She also asked a question in respect of the electrical safety standards and enforcement of non-compliance, as she was aware that this was not a statutory requirement and she wondered what the enforcement options were for private landlords in these instances.

The Head of Service, Public Protection indicated that she was not aware that it was compulsory for landlords to sign up to the Lincolnshire Landlord Accreditation Scheme but she would check and find out numbers.

➤ **Action**

The Head of Service, Public Protection to check if it was compulsory for Landlords to sign up to the Lincolnshire Landlord Accreditation Scheme and to check how many landlords were signed up to the scheme in South Kesteven and circulate the information to the Committee.

It was noted that the electrical standards enforcement was a new addition to the appendix of the Policy. Previously no enforcement action had been taken in the private rented sector as it had not been part of the Policy. When Officers inspected

properties, it would have been advisory before it got to that level of enforcement. It added an extra layer that protected the private rented tenants more.

The Head of Service, Housing then spoke in relation to tenants sustaining their tenancy which was the primary aim. There was a lot of support available for tenants with Officers working with tenants to maintain their tenancy. Enforcement was seen as a last resort and would only be taken if the need was there. Support for the tenant must be evidenced with each case being looked at individually, it was a difficult balancing act but the main aim was for a tenant to sustain their tenancy.

Further discussion following in respect of monitoring overcrowding in HMO's, vulnerable tenants and enforcement due to Anti-Social Behaviour disputes and fly tipping fines to which the Head of Service, Public Protection, the Head of Service, Housing and also the Lawyer from Legal Services Lincolnshire responded.

It was noted that the use of enforcement in relation to housing was used as a last resort which was why housing had its own section within the Policy document. Each case was looked at individually to try and solve problems before it got to an enforcement level. Legal Services Lincolnshire had looked over the document which went beyond housing. Currently the Policy was in draft format and could be subject to further amendments. It was stated that fly tipping was a major issue and the importance of partnership working between teams and Officer time to address the issue and find the culprits should not be underestimated and this was endorsed by the Chairman.

The draft policy was proposed, seconded and recommended for approval to Cabinet.

Recommendation

That the draft Corporate Enforcement Policy be recommended to Cabinet for approval.

24. New Build and Acquisition Update

The Cabinet Member for Housing presented the report which provided the Committee on an update in respect of the new build and acquisition pipeline.

The Cabinet Member was pleased to announce that the new build of 20 apartments at Swinegate in Grantham had been handed over to the Council. The apartments were a mix of one and two bedrooms and had been shortlisted for the Best Housing Development for the Inside Housing Development Awards which would take place in November 2025.

Construction of the development at Larch Close, Grantham had started on site. Delays had been due to the original scheme being amended from two four bedroom properties to adapted bungalows due to the high demand for these type of properties. The development was due to be complete in December 2026.

Cabinet had approved the contract award to Lindum for the development at Wellington Way, Market Deeping at their September meeting. The scheme would

provide 11 affordable dwellings comprising of 5 x 2-bedroom houses, 4 x 2-bed flats and 2 x 1-bed flats which would be a mix of terrace, semi-detached houses as well as three apartment blocks.

The 12 empty houses at Lumbys Terrace, Stamford which required significant work to bring them up to decent homes standard had been placed on the market and two open house events had taken place. There had been 19 interested parties in the site with eight offers made from individuals that met or exceeded the Red Book Valuation. There were also two developers interested in two properties each.

One Member asked about the site at Kesteven Road, Stamford and the Head of Projects, Performance and Climate Change indicated that public consultation was due to take place in relation to the site towards the end of October with a possible 13 units developed on the old garage site plus a small part of green space.

Another Member congratulated the Officers and Cabinet Member for Housing for being shortlisted for the award and asked how many council houses had been lost through the RTB scheme and how many were programmed to replace them.

It was stated that since 1980 when the scheme was started South Kesteven had 10,000 council houses, they now had 5,800. It was a “drop in the ocean” building council properties as well as slow going. There was now little green space to develop and whenever the Council tried to develop any green space for social housing, residents protested vigorously about it, this type of development was also not the most cost effective way of using HRA funds.

The Cabinet Member for Housing stated that buying properties from developers was better as after six weeks of purchasing a property the Council had rent coming in from that property. The average loss of council properties under the RTB scheme had been 40 a year up until last year. Reference was made to the large number of applications that had been received before the rules around RTB had changed and some of these applications were still going through the legal system and it was expected that the numbers would increase for the year before they dropped. Rules around RTB had changed where people now had to wait 10 years rather than five and discounts had also changed. Reference was made to the prices of houses and why people wanted to own their own house if it was a council house. Developments were getting closer to like for like properties and the upside of losing a house under the RTB scheme that was between 60- 70 years old was that it was replaced with a modern brand new house.

A Member asked if there was a specific criteria that the Council used when buying existing properties and whether there were any in the pipeline. It was stated that there were 36 properties at Corby Glen for the next year. Specific properties were bought and reference was made to a recently bought five bedroom property in Stamford which had been close to decent home standard and had not required a lot of work to bring it up to the required standard as across the Council's stock there were very few five bedroom properties.

The Director of Housing and Projects stated that a financial assessment was carried out in respect of all properties by the Finance Team so that it met the financial criteria with payback within a certain period of time and met the Red Book

valuation undertaken by a local valuer and met the needs as required on the Housing Register.

A question was raised about assets being sold by Lincolnshire County Council and the Head of Projects, Performance and Climate Change stated that LCC worked through One Public Estate. Meetings discussed the type of properties that were being sold and South Kesteven District Council did attend the One Public Estate meetings and therefore would be aware of any potential buildings for sale. Each building would still need to be assessed using the criteria highlighted by the Director of Housing and Projects to see that it was Value for Money.

Questions were asked about the timeframe for the pipelines and when they would be available and also the situation with the sale of Lumby Terrace properties to which both the Cabinet Member for Housing and the Director of Housing and Projects replied.

Members noted the report.

25. Homelessness and Rough Sleeper update

The Cabinet Member for Housing presented the report which updated that Committee in respect of status and recent activity in respect of Homelessness and Rough Sleeper services.

The Change4Lincs Team continued to deliver outreach and support across the four local authority areas. A new outreach worker was due to join the Team from 4 October 2025 which would enhance coverage in South Holland and South Kesteven.

There were four known rough sleepers as per mid-September and all were being actively supported. The Council's use of supported accommodation including a house in multiple occupation (HMO) was helping to transition individuals into more stable housing.

Members were referred to Table 2 of the report which showed the homelessness case figures. As of August 2025 there were 247 cases with 70 individuals in temporary accommodation.

Additional funding had been received from Government which had enabled the creation of new roles and expanded support including a Temporary Accommodation Officer and a Resettlement Officer

It was proposed that the night shelter would reopen for the winter months and the Council continued to work closely with partners to meet resettlement obligations. A proactive and compassionate approach was being taken to tackle housing need across South Kesteven.

The Chairman asked if the HMO in question was in respect of the Community Centre on Thames Road. It was confirmed that it was the flats above the Community Centre that were being used as temporary accommodation.

One Member asked about work being undertaken in respect of rough sleepers in extreme weather and conversations that had been held with the Ark and Passage. Also when a firm decision would be made in respect of the night shelter. A question was also asked about how the HMO's used for temporary accommodation would be kept safe and well managed and suitable for vulnerable residents.

The Head of Service, Housing stated that re-opening the night shelter had been challenging due to the location and the concern expressed by residents in the location. Conversations were taking place and as soon as a viable location was known this would be passed on. The Council was hopeful that a night shelter would be open but as yet the location had yet to be determined.

The HMO that had been referred to was part of the Council's own stock, was up to the Council's lettable and decent home standards. The people placed in the HMO had a support package in place and had regular visits and was managed effectively.

One Member made reference to the number of tents that had previously been within her ward and she was pleased that these had reduced due to the work of the Housing Section getting people in to accommodation. She asked for more information in respect of the partnership working that was being undertaken by the Council to provide "wrap around care" to people who found themselves homeless. The Member also asked about having the night shelter opened during the day rather than just at night to give support to those who slept during the day due to issues they had with drug use. A further comment was made about new tents that had appeared in Wyndham Park and the Paddock in recent days.

The Head of Service, Housing replied in respect of the Partnership working that was being undertaken with the Grief Advice Service and the Homelessness drop in service that was available on a Wednesday afternoon. The service had started in the summer as a "cool space" due to the hot weather this would now be a "warm space" on a Wednesday afternoon during the winter months. Although it was the National Grief Advice Service (NGAS), they used "grief" in the loosest term which could be the loss of a home, pet or job. Mention was made about the National Bereavement Advice Service which although came under the same umbrella was a different service. The NGAS dealt with "loss" of anything. It was noted that take up was currently low but if it increased, work would be done to see if more warm spaces sessions could be arranged over the winter months, Officers attended the drop-in session every Wednesday afternoon to provide support.

The Head of Service, Housing then spoke about having the night shelter opened during the day which would be ideal, but unfortunately came down to the lack of funds to have it opened during the day. The Council provided the provision at night and worked with partners to provide the staffing which unfortunately couldn't be on a 24/7 basis due to costs. Reference was made to the new tents that had appeared which the Head of Service was aware of and Outreach Workers had already visited to discuss housing options available to them. Monitoring or tracking was not undertaken as this was very difficult to carry out, all Officers could do was support those who were rough sleeping. It was noted that some were on and off the streets for a number of years and Officers were aware of these individuals with some having very complex issues. Each case was looked at individually and

accommodation was not always the answer it was having the wrap around support in place for that individual.

A question was asked about Government funding and more support for rough sleeping to which the Head of Service stated the funding for next year was not known but acknowledged that the increase in rough sleeping was not just in South Kesteven, the increase was also happening nationally. The Director of Housing and Projects stated that the Council received its draft financial settlement at the end of December which would be when any extra funding would be known.

One Member asked whether there were any veterans who were active rough sleeping or presented as homeless. It was noted that the Head of Service did not have the figures to hand but would come back to the Member with the exact figure in respect of active homeless cases that involved veterans.

➤ **Action**

That the Head of Service, Housing provided the Committee with the number of active homeless cases that involved veterans.

A question was asked in respect of the properties managed by SERCO.

It was noted that SERCO managed resettlement properties on behalf of the Home Office not for the Council. SERCO procured properties in South Kesteven and fully managed those properties. The Council were notified of properties that were proposed for procurement and could feedback about the properties in respect of "Do we think it is suitable for resettlement, were there any concerns". The Council did have the opportunity to feedback any concerns which the Head of Service had been undertaking.

A further question was asked in relation to the housing of migrants or homeless people within the district to which the Director of Housing and Projects replied.

Reference was made to veterans that were homeless and the Member hoped that they were receiving the tailored support as expected under a Council that had an Armed Forces Covenant Gold Award. It was noted that the Homelessness and Rough Sleeper Manager would have the exact figures as they dealt with this on a daily basis and managed the service. In respect of the Housing Allocation Policy there was a specific criteria that related to veterans.

Further questions were raised in respect of Team resources, staffing structures, accommodation for families who presented homeless and single people to which the Head of Service, Housing and the Director of Housing and Projects responded. It was noted that a staffing structure would be provided at the next meeting of the Committee in respect of Homelessness and Rough Sleepers.

➤ **Action**

That a staffing structure chart be provided to the Committee at its next meeting in respect of the Homelessness and Rough Sleeping Team.

The Chairman thanked Officers for the report and the massive amount of work that they undertook in respect of homelessness and rough sleepers.

(An adjournment took place between 3:30 – 3:45)

26. Garage Sites Update Report

The Cabinet Member for Housing presented the report which updated the Committee on the stock condition survey due to take place in respect of garage sites. Members attention was drawn to the Finance comments at paragraph 1.1 and 1.2 which were incorrect on the paper copies of the agenda but correct in the electronic version.

It was noted that an in-depth quote had been provided by Edge PS, a supplier on the Asset Management Framework for a full stock condition survey of all garage sites at a cost of £38k. The district contained a total of 830 individual garage units.

A bid had formally been submitted to Homes England for the Council Housebuilding Support Fund for funding to contribute toward the cost of the stock condition survey and feasibility work for sites identified as potential development opportunities. However, it was noted that if the funding bid was not successful there were still funds available within the budget.

A full update would be given to the Committee next year once the survey was completed.

Questions were raised about priority in respect of garages and the number of garages let. It was stated that a lot of garages were used for storage rather than vehicles but until the stock condition survey was completed numbers were a bit of a “moveable feast”, although it was confirmed that there were 435 currently tenanted. A question was asked about whether garages were included as part of Right to Buy (RTB) sales and the Director of Housing and Projects stated that they were not part of RTB sales.

Members noted the report.

27. Housing Performance Data

The Head of Service, Housing gave a presentation on behalf of the Head of Service, Technical.

Repairs Call Handling - well within target and at the end of August was 96%.

Reactive Repairs – All Repairs

Context was given in respect of figures for earlier in the year and also the previous year. Although the figures were still showing red the figures had improved significantly.

The Chairman made reference to staffing issues as mentioned in the report, the Head of Service, Housing indicated that she would discuss the subject later in the presentation.

The number of repairs 2,969 in WIP had gone down since August. To give some context the Committee were informed that in April 2024 this number had been 3,798, therefore Members could see the improvement in the figures even though they were still in red. The number of overdue repairs was moving downward and the current figure was 1,705. Again to give some context in April 2024 the figure was 2,965.

Reactive Repairs – In House

Emergency Repairs completed on time was 100% and showed green for August. The number of overdue repairs was decreasing and for August was down to 1405, in February that figure had been 2,118, so improvement could be seen.

Reactive Repairs - Sureserve

Systems were being focused on together with overdue jobs in this area which showed a large amount of green within the presentation matrix.

Reactive Repairs – Other Contractors

Again reference was made to the amount of red shown and it was noted that the number of overdues had increased in June, July and August. In order to tackle the increase, new contractors were being put in place and the Interim Repairs Manager had been replaced with a permanent new Repairs Manager.

Damp and Mould

Reference was made to the red line shown and to give context to the Committee it was noted that in May there had been 406 overdue repairs this had reduced to 241 which was a vast improvement.

Voids

It was noted that the Void slide shown in the presentation was mostly green which showed the massive improvements that had been made by the Voids Team over the last year. In August the Voids in WIP were down to 68. To put the figure in context it was noted that in January 2025 the number of Voids in WIP had been 119 and as at the end of September that figure stood at 61.

The Chairman made reference to the massive improvements that had been made with Voids and asked if the targets currently in place needed to be revisited.

The Director of Housing and Projects indicated that work would eventually plateau, currently there were 45 voids a month and the Team were turning over 52 a month to address the backlog in place. There would come a point when the number of voids received in the month would be turned around in the month. It was noted that if the figure started to increase then more resources would be aimed at voids, however, between 50 and 60 was the ideal number and that where possible the voids needed to be managed within the budget limits. It was also noted that some major voids came at a significant cost which would be recharged to capital where possible, however there was between £12,000 and £14,000 revenue costs, it was

being able to work within budget limits and turning voids round as efficiently as possible.

An internal audit had been undertaken in respect of voids and it was stated that the turnaround next year would reduce to 60 days. The audit had stated that top targets needed to be managed against the Housemark, the industry standard and this standard was operated by other Councils.

There were other pressures within the system in respect of the budget not just in respect of voids but also repairs and Awaab's law which came into force 27 October 2025 which had strict timelines which had to be adhered to.

The Government had recently consulted on a new Decent Homes Standard which could introduce new financial pressures on the Council, however no additional funding was expected to resource the funding pressures.

Customer Satisfaction

It was noted that once repairs had been undertaken, tenants satisfaction was high and although it had reduced to 88% this was still green and over the target.

Planned Works

Contracts were being mobilised between April to September with surveys being validated and work being undertaken between September and March next year. Work on Warm Homes had started with currently 17 homes being worked on.

Asset Management

It was highlighted to Members that the number of homes failing to meeting Decent Homes Standards had massively reduced. The programme of works in respect of the 173 properties continued to be carried out.

The Cabinet Member Housing commented on the number of refusals to have work carried out in respect of Decent Homes and the reasons behind a refusal.

The Director of Housing and Projects stated that currently there were 14 homes refusals that didn't meet the Decent Homes standards and taking them out it equated to 159 refusals. Reasons could be that residents were still happy with the bathroom or kitchen that they had, they may have complex vulnerabilities which meant that Officers needed to work with them to help manage people whilst work was done or elderly residents simply didn't want any disruption. An example was given to the Committee in respect of the terms of conditions in respect of the Warm Home grant and what needed to be installed in properties both air source heat pumps and solar panels and some tenants simply did not want the upheaval this ensued. Officers would continue to work with tenants but works would be undertaken at void as required.

Stock Condition

It was noted that the focus was to complete all stock conditions surveys by the end of the year. It was hoped that 1,100 would be completed by December 2025.

Allocations and Lettings Call Handling

The number of calls handled was increasing but all targets continued to be met and it was something that both Teams focused on. Reference was made to the abandoned calls and it was noted that the automated message did refer to online service that could be accessed so calls could be abandoned at this point. The 4% shown did not mean that the call had not been answered.

Housing Options

It was noted that information on the slide was reproduced in the Homelessness and Rough Sleeper report. Numbers in temporary accommodation was between 60 and 70 during the summer months. The number of homelessness approaches had increased slightly through the summer. The number of homelessness cases was roughly 247. Number of rough sleepers in June was 15, this figure had reduced to four in September 2025.

Allocations

Reference was made to the number of Housing Register applications waiting for assessment which had increased. The Head of Service, Housing referred to the staffing issues during the summer months with long term sickness affecting the Team and long-term absences from work. It was noted that agency workers were now in position to help with the backlog of housing register applications. It was managing sickness and long-term absence that was effecting the workload. Housing register applications were being prioritised with some Officers undertaking overtime by agreement to help reduce the backlog.

The Chairman highlighted the staffing situation again to which the Head of Service Housing replied that the staffing picture was improving with staff returning from long-term sickness and agency staff in place in the interim together with Housing Option Officer and Housing Options Officer Assistant recruitment being undertaken. Reference was made to the drop from 1,100 to 1,000 and it was stated that people did get rehoused and also reviews took place and people did decide they no longer wished to be on the register. Number of offers remained consistent.

Tenancy Management

It was noted that the number of Anti-Social Behaviour cases was large in June, July and August and also ASB reports. An increase was a trend that was seen during the summer months.

A questions were asked about the increase in the number of tenancy terminations and the number of sign-ups that had taken place and the difference between the two. The Head of Service, Housing indicated that she would look into this and the reasons why people terminated their tenancy and carry out some analysis in this area. It was noted that people could also sign up to Housing Associations nominated by the Council and the Council wasn't involved in these.

A question was asked in relation to allocations and the banding shown. Was it possible for the type of property and the area to be shown. It was stated that the

banding could be broken down further to show the type of property that people were eligible for and it was agreed that this would be included next time.

➤ **Action**

To include a slide showing the breakdown of property per banding within allocations.

The Director of Housing and Projects stated that the Housing Register was consulted when looking at acquisitions to see what types of properties were needed and the example of Larch Close and the changes to the development specification that was undertaken to address a complex housing need that was shown.

Compliance

The Director of Housing and Projects stated that the Legionella, Asbestos, Fire Risk Assessments, Lift safety and Smoke/CO detectors all remained at 100% compliant. Gas checks remained at 99.26% with currently 41 properties without a gas certificate, seven of these had been made safe and were not shown within the non-compliant properties which meant 34 were non-compliant. Officers continued to work with tenants whilst court warrants were applied for as only 30 warrants could be applied for at any one time. It was confirmed that these were failed attempts to access properties. Three attempts to access properties were made before application was made to the court for access. Electrical inspections had increased with the current figure for end of September at 220. Officers continued to work with Sureserve to access properties to carry out inspections as there wasn't the same process in place for electricity certification as for gas certification.

An annual meeting was held with the Regulator of Social Housing in July 2025 where it was stated that remedial actions should also be reported to the Committee. The slide before the Committee showed the number of outstanding actions in respect of Fire Risk Assessments undertaken. Outstanding actions were 923 of which 185 were advisory recommendations only. Work had been undertaken to clear the 30 high actions which should be completed within the next week. The Housing Repairs Manager and the Head of Service, Housing's Teams were focused on reducing the number of medium actions shown. A Fire Safety Group met monthly to discuss and work on the dates for completion of the actions, examples of actions were given.

The Chairman thanked the Director of Housing and Projects and her team for the comprehensive report.

A discussion then followed on the information before the Committee with the following questions being asked:

- How could the Damp and Mould performance be improved
- Was there a dedicated resource for Damp and Mould - yes
- The current HRA forecast overspend, what impact could this have on any housing investment plans (new builds) – new builds funded from RTB receipts.

- The time period for handing properties back and whether this included minor repairs being completed – only repairs outstanding would usually be in respect of gardens.
- How the Damp and Mould would be resourced in the winter months when it was more prevalent due to weather conditions – there was capacity within the system to deal with this, with two large repairs firms, the contract was for a five year period.
- Information on overall distribution of void properties and the number of days void and their location and financial impact of rent lost – inclusion of oldest major void, oldest minor void, also the Stat Map report showed all properties which Members were able to access. The finance implications were monitored by the Finance and Economic OSC as it came under the budget remit, however it could be included once it had gone to the Finance and Economic OSC.
- What mechanisms were in place for prioritising Damp and Mould issues – priorities would be as in respect of Awaab's Law and HHSRS.
- Reactive Repairs overdue - were repairs by other contractors not Sureserve being taken to do other projects, how were decisions made about what repairs were allocated to who. A 60 day completion date had been introduced following the introduction of the new Repairs and Maintenance Policy. Two formal contracts were in place so that there was capacity to carry out necessary repair work and it was expected that a reduction in the figures would follow.

The Chairman referred to the incredible “journey” that the Housing Section had been on and the positive work that had been done by the Teams and asked what was the current number one priority. The Director of Housing and Projects referred to the continued improvement with Reactive Repairs and also the key focus of the completion of the stock conditions surveys and HRS surveys as it was important as a landlord to be clear about the condition of its housing stock.

In respect of the question on the oldest void property it was stated that this had been included within the main void report that had been circulated to the Committee March 2024.

The Chairman thanked the Officers and their Teams for the report which was noted by the Committee.

28. Independent Review of Sheltered Housing - Service Charges update

The Director of Housing and Projects gave a brief update to the Committee in respect the independent review that was taking place in respect of service charges at Sheltered Housing complexes. The review was looking at issues such as community room charges, shared laundry charges, how gas and electricity were recharged, a complete report would be submitted to the next meeting of the Committee. Every sheltered housing complex was being visited with a comprehensive report being carried out on how the facilities were used and whether under used spaces could be utilised differently.

Any proposals would come before the Housing OSC and consultation would be carried out with tenants before any proposals in respect of fees and charges were

put before Cabinet or Council which would need to be part of the budget setting process for 2026/27.

The Officer was thanked by a Member who had asked for a review to take place and they looked forward to receiving the completed report. Another Member queried whether the Mobility Vehicle Policy was part of the review and it was stated that the Mobility Vehicle Policy was separate to the review taking place in respect of Sheltered Housing.

29. Tenant Satisfaction Measures Survey

The Cabinet Member for Housing presented the report which gave the results from the first wave of Tenant Satisfaction Measures Surveys that had taken place.

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). Results of the survey are submitted annually to the Regulator who published an annual report which analysed the results for social landlords with over 1,000 homes.

In previous years the Council had undertaken the survey annually, however for 2025/26 the Council had made the decision to conduct the surveys in two waves. It was hoped that by carrying out the survey in two waves improvements that were being implemented could be monitored for their impact.

The surveys had been undertaken on behalf of the Council by Acuity with methods of collecting data being via the telephone and online using a representative sample of tenants. 275 completed responses had been received plus a further 16 incomplete responses. Members were referred to Table 1 of the report which provided a comparison of the results received for 2024/25 and for the first tranche of surveys in 2025/26. The survey included twelve mandatory questions which ensured that the Regulator had consistent data from all landlords to undertake benchmarking. It was noted that there had been positive movement on all of the results except for TP07 (*Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them*) which had remained the same and TP12 (*Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour*) and TP09 (*Proportion of respondents who report that they are satisfied with their landlord's approach to complaints handling*) where the scores had reduced. It was noted that as the surveys were being carried out in two tranches it made it difficult to compare results as satisfaction could fluctuate depending on the time of year. Reference was made to the reduction in satisfaction in respect of TP12 and TP09 and it was stated that more information would be asked of the company carrying out the surveys to see if the people completing the survey had experience of Anti-Social Behaviour or what their complaints experience was as a lot of work had gone in to the complaint process and the survey did not identify how many were genuine complaints following a failure or service or service requests which were yet to be actioned.

It was again reiterated that the time the surveys were completed could influence the responses given. A question was asked about comparison with peer groups and it

was confirmed that the Acuity who carried out the surveys on the Council's behalf did benchmark with other authorities once a complete survey was available.

The Committee noted the report.

30. Work Programme 2025/26

It was noted that the numbers of veterans was to be included within the Homelessness and Rough Sleeper report.

An update in respect of the Sheltered Housing Review would be given at the next scheduled meeting on 4 December 2025.

A question was asked about garage sites and their development and it was confirmed that an update would be given in the New Year after the survey had been completed.

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

None.

32. Close of meeting

The meeting closed at 5:01pm.



SOUTH
KESTEVEN
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COUNCIL

Housing Overview and Scrutiny Committee

Thursday, 4 December 2025

Report of Councillor Virginia Moran
Cabinet Member for Housing

New Build and Acquisition Update

Report Author

Suniel Pillai, New Build Project Officer

 suniel.pillai@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 2025/26 HRA Capital Programme includes a budget for Housing Development investment, this budget will also be utilised to fund strategic acquisitions.
- 1.2 It is important that the HRA has a continual housing growth strategy, which is designed to offset the rental loss from properties sold through to Right to Buy. Without new rental streams offsetting those lost, the sustainability of the HRA would be eroded.

Completed by: David Scott – Assistant Director of Finance and deputy s151 Officer

Legal and Governance

- 1.3 Regular reporting on agreed actions and measures is to be welcomed from a governance point of view, as it provides a transparent mechanism for reporting on performance.

Completed by: James Welbourn, Democratic Services Manager

2. Background to the Report

- 2.1 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.
- 2.2 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."
- 2.3 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.

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

2.5. Apartments 1-20 Knapp House, Swinegate, Grantham

- The building was officially handed over on 22 September 2025. A formal opening ceremony was held on 3 November 2025, attended by the Leader of the Council Ashley Baxter, Cabinet member for Housing Virginia Moran, members of the Planning Team, East Midlands Building Control, Lindum Group, local ward members, and external consultants (see *photo below*). The building was named after local historian Malcolm Knapp who walked through Watergate car park every day. His daughter was delighted to attend the opening which marked the successful completion of the units, construction of which commenced in 2023.



Formal Opening at Swinegate, 3 November 2025.

- There were challenges with the development including it being in a conservation area, demolition of the former shop due to structural issues and connection of the utilities into roads and footpaths.

- The 20 apartments comprise of 8 x 2 beds apartments and 12 x 1 beds apartments. At the time of drafting this report (12 November) 17 of the units have been let to residents on the Council's Housing Register.
- The scheme has been shortlisted by the Inside Housing awards for the Best Development under £5m category showing the forward thinking of the council to facilitate underused car parking spaces to regenerate and build much needed housing in the centre of town. The awards ceremony is on 25 November 2025 where the winners will be revealed, the committee will be informed of the outcome at the next Housing OSC meeting on the 4th December 2025.

2.6. Wellington Way, Market Deeping

- Cabinet approved the contract award to Lindum Group at their meeting on the 9 September 2025 for £1.9m for the construction of 11 units.
- Surveys and designs are underway with the main contract being finalised between the Council and Lindum's ahead of the start of the works commencing in February 2026. The 11 units are due to be completed in early December 2026.
- The scheme will provide 11 affordable dwellings which will comprise of 5 x 2-bed houses, 4 x 2-bed flats and 2 x 1-bed flats, which will include a mix of terrace, semi-detached houses and 3 apartment blocks.

2.7. Larch Close, Grantham

- Mercer Building Solutions (MBS) started on site on 15 September 2025; works are expected to be completed in December 2026.
- Despite periods of inclement weather, progress on site has remained strong, with no delays to the projected completion date and several cost-saving opportunities already identified.
- As part of the social value for this project, MBS will be undertaking a complimentary Christmas raffle draw with local residents (those bordering the development); the prizes will be 3 x £50 vouchers for local supermarkets.



On- site photos of progress at Larch Close, Grantham (October 2025)

2.8. Toller Court, Horbling

- The three-unit scheme was presented to the Planning Committee on 23 October 2025, where planning permission was granted.
- The proposed development will deliver three affordable terraced bungalows, comprising two two-bedroom units and one one-bedroom unit, each with associated parking and landscaping. All homes will feature open-plan kitchen, living, and dining areas, along with fully accessible wet rooms to support adaptable living.
- Procurement for the scheme has commenced through the Westworks Framework, with four expressions of interest received. The invitation to tender opened in October and will close at the end of November 2025, with evaluation to follow shortly thereafter. A report recommending contract award to the preferred contractor will be presented to Cabinet at its meeting on 15 January 2026.

2.9. Other Schemes

- **Kesteven Road, Stamford** - A public consultation on the site proposals is currently underway, with a drop-in session scheduled for 20 November 2025 at the local church hall. The consultation will formally close on 28 November 2025.
- **Bourne Road Estate, Colsterworth** - 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 already been completed, and affected residents 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 local residents, which will inform the formal planning application.

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. Other Options Considered

- 4.1. The Council is progressing with the disposal of 12 vacant houses at Lumby's Terrace, Stamford. Two open house events were held, and all properties, except 1 Lumby's Terrace are currently under offer, with further viewings continuing to take place.
- 4.2. There has been significant interest in the Grade II listed, one bed roomed properties which all require modernisation.
- 4.3. The properties are being advertised with a guide price of £195,000 per house and the income from the sales will be reinvested into replacement affordable housing.

5. Reasons for the Recommendations

- 5.1. The Council needs to have a hybrid approach to purchasing and building its affordable housing to meet the needs of our residents.
- 5.2. This regular report is to provide an update on the pipeline for the committee to scrutinise.

6. Consultation

- 6.1. 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.
- 6.2. The Cabinet Member for Housing is kept informed on the progress of the pipeline.



SOUTH
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Housing Overview and Scrutiny Committee

Thursday, 4 December 2025

Report of Councillor Virginia Moran
Cabinet Member for Housing

Homelessness and Rough Sleeper Update

Report Author

Sarah McQueen, Head of Service (Housing Options)

 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. The Council's funding allocation is £753,955 which is a 27% increase from last year's allocation of £592,433. Details of all allocations can be found here: [Homelessness Prevention Grant allocations: 2025 to 2026 - GOV.UK](#)
- 1.2 A further £646,348 for Rough Sleeper Prevention and Recovery Grant has also been received which funds the change for Lincs team. Details of all allocations can be found here: [Rough Sleeping Prevention and Recovery Grant allocations 2025 to 2026 - GOV.UK](#)
- 1.3 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

- 2.1 This is an update report for noting, there are no known governance implications

Completed by: Alison Hall-Wright, Deputy Monitoring Officer

2. Background to the Report

- 2.1. 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

3.1. Rough Sleeper Initiative

- 3.2. As previously reported, SKDC's Rough Sleeper initiative is delivered via the Change 4 Lincs (C4L) team which covers four local authority areas: South Kesteven District Council, North Kesteven District Council, West Lindsey District Council and South Holland District Council
- 3.3. The team is hosted by South Kesteven District Council and was created by each district council contributing their Rough Sleeper Initiative funding.
- 3.4. The team consists of seven team members who provide an outreach service, support service and access into the private rented sector. The team is managed by the Council's Homelessness and Rough Sleeper Manager and managers from the other three districts also provide support to help shape the service.
- 3.5. This team is funded by the Council's Rough Sleeper Prevention and Recovery Grant funding. This funding is due to end in March 2026.
- 3.6. The specific grant amount for the 2026/27 has not yet been confirmed. However, it has been indicated that a three-year settlement, could be announced later this year which should contain further details on future homelessness related grant funding
- 3.7. It is anticipated that the funding structure will be changed so that each local authority will receive allocated funding to deliver the service. Discussions between the 4 districts are ongoing to plan how the service will evolve if this is the case.
- 3.8. Most recently the Rough Sleeping Team Leader for the South and East Lincolnshire Councils Partnership has been supporting the oversight of the outreach team in South Kesteven and South Holland to ensure their working practices align with those of the wider districts.
- 3.9. In North Kesteven and West Lindsey, the outreach service has now been outsourced to Lincoln City Council funded from their proportion of the Rough sleeper grant.
- 3.10. In addition, South Holland have recruited 2 support workers in-house to assist with the delivery of the service alongside the support provided by C4L.

3.11. Table 1 details the C4L case numbers as of 17th November 2025.

Table 1 – C4L Case Numbers

District	Number In Temporary Accommodation	Number of Open Cases
South Kesteven	2	15
North Kesteven	0	0
West Lindsey	3	16
South Holland	6	13

3.12. The number of people in accommodation is low compared to the number of people being supported. This could be because the people being supported are already in accommodation and require support to maintain it, or they have refused the offer of temporary accommodation.

3.13. NK continue to have very low numbers of Rough sleepers and therefore at present have no open cases with C4L.

3.14. Those who are placed in temporary accommodation must engage with the intensive support that is available to them, or their placement will come to an end.

3.15. Rough sleeping in Grantham

3.16. Since autumn 2010, all local authorities have been required to submit an annual snapshot figure to MHCLG to indicate the number of people sleeping rough in their area on a ‘typical’ night between 1st October and 30th November.

3.17. The night chosen for the count was 30 October 2025. Evidence was gathered from partner agencies who work closely with rough sleepers, as well as intelligence from the C4L outreach services.

3.18. Based on the evidence gathered, 10 rough sleepers were reported to be rough sleeping across all SKDC on the night of 30 October 2025.

3.19. Of the 10 rough sleepers, 1 has been rehoused, 5 have not been located by outreach team since the count was undertaken and have not been in contact with the team and 4 will not currently engage with the service.

3.20. Rough sleeping is often complex and entrenched, with many individuals facing multiple and overlapping challenges such as mental health issues, substance dependency, and a history of trauma.

3.21. Homelessness update

3.22. 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.

3.23. Table 2 provides details of the homelessness case figures for the last three months:

Table 2 – Homelessness Case Figures

	August 25	Sept 25	Oct 25
Number of active Homelessness cases	247	213	224
Number of new approaches	166	141	143
Number in temporary accommodation	70	73	49
Of which – nightly paid	21	19	9
Of which – SKDC stock	49	54	40

3.24. The number of Veterans the team are currently supporting is 3.

3.25. 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.

3.26. To support the reduction of nightly paid placements, the Council has secured access to an HMO 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.

3.27. Night shelter

3.28. SKDC in partnership with the Ark, re opened the Night shelter on 10 November 2025. This has reopened in the same format as last winter, with SKDC utilising a 3 bed flat for this provision.

3.29. As of 17 November 2025, only 1 individual has stayed in the shelter, despite it being offered as an option to all those identified as rough sleeping.

3.30. It is anticipated that as the temperatures reduce over the coming weeks, there will be an increased demand for this service which the committee will be updated on in future meetings. SWEP was activated by the Council on 19th November 2025 which resulted in accommodation being provided to rough sleepers.

3.31. Resettlement pressures

3.32. Officers have been working in close collaboration with partners from the Strategic Migration Partnership and East Midlands Councils to fulfil SKDC's obligations under the National Resettlement Scheme. This scheme is a pathway for refugees in vulnerable situations from around the world.

3.33. Across SKDC, Serco manages 45 properties for resettlement purposes. This includes 3 self-contained properties and 42 Houses in Multiple Occupation (HMOs), collectively providing 194 bedspaces, 168 of which are currently occupied.

3.34. The council receives funding to help address resettlement pressures. Various options are currently being explored to determine the most effective use of these resources. The Council has a Resettlement Support Officer which sits within the Housing Options team whose role is to offer support to those in dispersed accommodation, this post is funded by Lincolnshire County Council. The officer also attends local voluntary support groups to ensure that anyone attending them who requires support can also be linked into the Council.

3.35. It is important to note that the duty to support asylum seekers in dispersed accommodation does not lie with SKDC as the District Council, however this service has been created to ensure this cohort are fully aware of the support options available to them.

4. Other Options Considered

1.1 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 & Scrutiny Committee

Thursday 4 December 2025

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

Corporate Plan 2024-27: Key Performance Indicators Report - Mid-Year (Q2) 2025/26

Report Author

Charles James, Policy Officer

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Purpose of Report

To present the Council's performance against the Corporate Plan 2024-27 Key Performance Indicators (KPIs) within the remit of this Committee for Quarter Two 2025/26.

Recommendations

That the Committee:

1. Notes and scrutinises the performance against the Corporate Plan Key Performance Indicators in relation to the delivery of the Corporate Plan 2024-27.

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 Regular monitoring of service area performance is to be welcomed and represents good governance. This report is for noting and there are no significant legal or governance implications arising from the report.

Completed by: James Welbourn, Democratic Services Manager

2. Background to the Report

2.1 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.

2.2 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

- 3.1 This report is the third of the reporting cycle and covers the period July to September 2025 (Quarter 2 2025/26).
- 3.2 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:
- 3.3 Seven of the actions are rated Green. These are actions which are on or above target as planned.
- 3.4 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.
- 3.5 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.
- 3.6 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

- 4.1 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

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

6. Appendices

- 6.1 Appendix A – Corporate Plan 2024-27 KPI Report: Housing Overview & Scrutiny Committee Mid-Year (Q2) 2025/26

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Corporate Plan 2024-27: KPI Summary Report 2025/26 – Housing Overview & Scrutiny Committee							
Index	Priority	Action	Owner	Quarterly Overall Status			
				2024/25		2025/26	
				Q3	Q4	Q1	Q2
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	Below 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	Below Target	Below 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	Below Target	On Target	On Target	Above Target
HOUS7	Housing	Deliver a high quality, planned and responsive repairs service.	Head of Service: Housing Technical Services	On Target	On Target	Below 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.	Head of Corporate Projects, Performance, New Build & Climate Change	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	On Target	On Target	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 Q2 2025/26 – Housing Overview & Scrutiny Committee							
Index	Priority	Action	Owner	Target/s	Q2 Value	Q2 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.	Head of Service: Housing Technical Services	% of owned properties EPC C or above (100% EPC C by 2030)	61.10% 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. 61.1% (3,594) of owned properties are EPC C or above at the end of Q2 2025/26. This KPI can fluctuate as more EPC energy surveys are undertaken across the portfolio, which improves the accuracy of reporting. A survey is planned in 2025/26 to identify energy savings measures required for three of the poorest performing sheltered housing properties.
		Deliver the £3.3m decarbonisation programme.		Implementation of energy conservation measures (All properties on programme completed by year end)	18/128 properties completed on Wave 3 SHDF (Social Housing Decarbonisation Fund) programme		A two-year Wave 3 SHDF contract has been mobilised with Equans. 128 properties are to be completed in Year 1. Works began in August 2025, as of the end of Q2 2025/26, eighteen properties have been completed. All properties programmed in for completion by end of 2025/26.
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)	11 HHSRS fails (0 category 1)	On Target	All properties without a stock condition survey are programmed in for a survey in 25/26, there are 681 to complete. 92% (5,389) properties have a stock condition survey. Of which 88% (5152) have been completed within the last 5 years. At the end of Q2 there were no cat 1 HHSRS actions outstanding. The number of non-decent homes continues to reduce as works are delivered through the planned works programme and more stock condition surveys are completed to accurately report the number of non-decent properties.
				% of own Properties meeting the Decent Homes Standard (100%)	98.8%		As of Q2 2025/26 98.8% of own properties meet the Decent Homes Standard. In Q2 2024/25, the figure stood at 88.84%.

Index	Priority	Action	Owner	Target/s	Q2 Value	Q2 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	96.30%	On Target	EICR (Electrical Installation Condition Reports) compliance data has been maintained at 95%+ throughout the quarter, the compliance and housing teams are reviewing the options available to support improving this position.
				% Dwellings with valid gas safety certificate	99.52%		Gas compliance has improved with 99%+ being maintained throughout the quarter.
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	80 days (average YTD) 56 days (average September 2025)	Above Target	Strong progress is being made to reduce void relet times in 2025/26 and at the end of Q2 the average void time YTD was 80 days which is the 2025/26 target. The team are working hard to reduce the average void times at SKDC and for the month of September alone the average void relet time was 56 days. Major voids have the biggest impact on turnaround time and for September major void turnaround time was 90 days whereas for standard voids the turnaround time was 37 days.
HOUS7	Housing	Deliver a high quality, planned and responsive repairs service.	Head of Service: Housing Technical Services	Emergency repairs completed on time target 75%	96%	Above Target	Significant work took place during 2024/25 to improve the quality of repairs data to provide more accurate reporting. This work is still ongoing and includes removing duplications and ensuring that jobs which are completed are updated on the system. This work together with closer monitoring of contractor performance has seen overdue jobs numbers reduce from 2,965 in April 2024 to 1,705 at the end of September 2025.
				Non-emergency repairs completed on time target 70%	76%	Above Target	
				Overall satisfaction with repairs service target 75%	90%	Above Target	

Index	Priority	Action	Owner	Target/s	Q2 Value	Q2 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.	Head of Corporate Projects, Performance , New Build & Climate Change	Deliver 80 properties over life of Corporate Plan (2024-27) (20 per annum)	33	On Target	Delivery of the pipeline is on track with one scheme completing (20 units) and another starting (21 units). The Elizabeth Rd scheme in Stamford which completed in August 2024 has had its end of year one defects inspection by D Browns and was a regional winner at the LABC Category of Best Small Social Housing category. The scheme will go forward for the LABC Awards in January 2026. The contract has been awarded for 11 units at Wellington Way in Market Deeping to Lindums, the team are reviewing the pre-commencement planning conditions and aiming to start on site in January 2026.
				Delivery of Swinegate, Grantham development (20 properties)	Works Completed	Complete	Swinegate was completed in September 2025 and the 20 apartments handed back to the Council. The car park at Watergate was resurfaced and white lined post-handover by Lindums and is fully open. The scheme has been shortlisted for Best Development under £5m by Inside Housing.
				Delivery of Larch Close, Grantham development (21 properties)	Works Commenced	On Target	The works for the 21 units at Larch Close commenced in September 2025 with Mercer Building Solutions on site now, completion of the scheme is December 2026, the scheme includes a mix of apartments, houses and bungalows.
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	N/A	The Empty Homes (Officer) Working Group has been established and proposed the following KPI: Number of Private Sector Homes brought back into use. Target 2025/26: 5 Houses. The target will be reported on at the end of the financial year.

Index	Priority	Action	Owner	Target/s	Q2 Value	Q2 Status	Manager Commentary
HOUS12	Housing	Deliver an effective Housing Options Service	Head of Service: Housing	Number of cases overdue a full homelessness decision (target 0)	10 (116 decisions made)	Below Target	The number of overdue decisions remains the same at 10 out of 116 total decisions (9%) however the team have seen a small increase in the overall number of decisions made. Despite experiencing resourcing shortages over the summer, performance in this area has remained consistent.
				Number of homelessness approaches (domestic abuse presented separately) For Information only	458 19 Domestic Abuse cases		There were 458 new homelessness approaches, up from 442 in the previous quarter, showing a steady rise in demand. Domestic abuse (DA) cases have decreased slightly to 19, compared with 22 last quarter.
				Number in temporary accommodation and temporary accommodation spend. For Information only	73 £168k spend on Temporary Accommodation year to date		The number of households in temporary accommodation (TA) has increased to 73, up from 64 in Q1. Despite this rise, the service is within the projected budget on TA (£168k YTD). A budget request was approved as part of the 2025/26 budget setting process to create a tenancy support officer role which has been recruited into and provides designated support to vulnerable clients in temporary accommodation with the aim of assisting them into more settled accommodation.
				Number of successful homelessness outcomes (for all the duties owed) For Information only	152		There were 152 successful homelessness outcomes this quarter, compared with 129 in the previous period, showing a large improvement on positive outcomes for customers.
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.

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Housing Overview and Scrutiny Committee

Thursday, 4 December 2025

Report of Councillor Virginia Moran
Cabinet Member for Housing

Housing Performance Data October 2025

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.

Recommendations

The Committee is recommended 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? 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 There are no financial implications associated with this report however in order to meet and maintain these performance levels there is a financial cost associated with the work required. There is currently a budget pressure within the Housing Revenue Account around dealing with issues such a backlog of repairs, reducing void days and meeting statutory requirements. Work is being undertaken as part of the Council's budget management framework to assess the ongoing financial impact and affordability as part of the Housing Revenue Account business plan.

Completed by: David Scott – Assistant Director of Finance and deputy s151 officer

Legal and Governance

- 1.2 There are no specific governance implications associated with this report. Regular reporting of service area performance represents good governance.

Completed by: James Welbourn, Democratic Services Manager

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

- Number of outstanding repairs has reduced from 4,075 in March 2025 to 2,660 in October 2025.
- The number of overdue repairs has reduced from 2,276 in March 2025 to 1,249 in October 2025.
- 97% of emergency repairs were completed on time in October 2025

Damp and Mould

- The performance on inspections completed within 14 calendar days has improved to 86% in October 2025 compared with 67% in March 2025.
- The average time to complete and issue the damp and mould inspection report was 8 days in October 2025.
- There are currently 270 outstanding repairs of which 92 are overdue (these figures are also included in the reactive repairs data).
- The performance on emergency repairs reduced to 92% in October 2025. This will continue to be closely monitored to ensure performance returns to 100%.

Voids

- The number of void properties has reduced from 103 in March 2025 to 50 in October 2025
- The average time to repair all void properties has reduced from 53 days in March 2025 to 42 days in October 2025.
- 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 67 days in October 2025.

Asset Management and Stock Condition

- Excluding properties where tenants have refused works 98.81% of Council owned dwellings currently meet the Decent Homes Standard.
- 94% of Council owned dwellings have a stock condition survey, the Council is working with its contractor, Impart Links, to undertake the remaining 358 surveys.
- 90% of Council owned dwellings have a survey which has been completed within the last 5 years survey, the Council is working with Impart Links to undertake the remaining 595 surveys which are over 5 years old.

2.4. The key points to note for Housing Services are:

- At 31 October 2025 the number of housing register applications waiting for assessment had reduced to 289.
- The number of applicants on the housing register has reduced from 1,008 in August 2025 to 897 in October 2025 which is due to the Council making

- 136 offers of Housing to people on the register during September and October.
- The number of ASB cases has reduced from 19 in August 2025 to 8 in October 2025 which is what the team would expect as ASB cases ordinarily reduce during the Autumn/Winter months.

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) – 92.31% compliant with required inspections. One lift is out of use but has been made safe.
- Gas Safety Inspections – 99.58%. There are 21 properties without a Gas Safety Certificate however 2 of these are currently mitigated as they have been made safe. This leaves 19 properties which are non-compliant, so officers are continuing to engage with tenants whilst court warrants are applied for.
- Electrical Inspections – compliance has increased to 96.56%. The compliance and housing teams continue to work together to increase tenant engagement.
- Smoke and CO – 100% compliant with required inspections.

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 keys officers in Housing, monitors the completion of these actions. During October the team completed 279 actions. At 31 October 2025 the number of outstanding actions are as follows:

- High – 6
- Medium – 149
- Low – 312
- Advisory – 105

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. Reasons for the Recommendations

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 – October 2025



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64



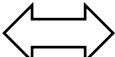
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Repairs Call Handling

50

KPI	March 25	Target	August	September	October	Direction of travel
Total calls offered	2079	NA	1,746	2,232	2,159	NA
Number of calls Handled and Interflowed	1903	NA	1,690	2,151	2,047	NA
% of calls Handled and Interflowed	91%	>90%	96%	96%	94%	
% of abandoned calls	9%	<10%	4%	4%	6%	
Average Speed of Answer	0:00:59	NA	0:01:03	0:01:10	0:00:01	NA
Average Handling Time	0:03:00	NA	0:02:42	0:02:49	0:02:43	NA

Reactive Repairs – All Repairs

	March 25	Target	August	September	October	Direction of travel
No repairs in WIP	4,075	NA	3,531	2,872	2,660	NA
No of overdue	2,276	<10%WIP	1,752	1,424	1,249	
Emergency repairs completed on time	NA	100%	96%	96%	97%	
Non-emergency repairs completed on time	NA	77%	74%	80%	80%	
All repairs completed on time*	77%	80%*	77%	83%	83%	
Average time taken to complete all non-emergency repairs	NA	40 days	50 days	44 days	48 days	NA
Post Inspections	NA	10%	2%	6%	4%	

- *includes all jobs due from discontinued repair target times

Reactive Repairs – In-House

52

	March 25	Target	August	September	October	Direction of travel
No repairs in WIP	2,807	NA	2,412	1,843	1,700	NA
No of overdue	2,681	<10%WIP	1,405	1,106	914	
Emergency repairs completed on time	84%	100%	100%	100%	100%	
Non-emergency repairs completed on time	NA	77%	69%	77%	82%	
All repairs completed on time*	77%	80%*	72%	80%	84%	
Average time taken to complete all non-emergency repairs	76 days (Feb 2025)	NA	53 days	49 days	45 days	NA
Post Inspections	NA	10%	2%	6%	4%	

- *includes all jobs due from discontinued repair target times



Reactive Repairs – Sureserve

	March 25	Target	August	September	October	Direction of travel
No repairs in WIP	135	NA	103	135	140	NA
No of overdue	81	<10%WIP	15	21	17	↑
Emergency repairs completed on time	86%	100%	99%	96%	98%	↑
Non-emergency repairs completed on time	NA	77%	96%	93%	94%	↑
All repairs completed on time*	NA	80%*	97%	94%	96%	↑
Average time taken to complete all non-emergency repairs	NA	NA	7 days	6 days	6 days	NA
Post Inspections	NA	10%	5%	5%	6%	↑

- *includes all jobs due from discontinued repair target times

Reactive Repairs – Other Contractors

	March 25	Target	August	September	October	Direction of travel
No repairs in WIP	1,133	NA	1016	894	820	NA
No of overdue	102	<10%WIP	332	297	318	⬇️
Emergency repairs completed on time	97%	100%	76%	85%	84%	⬇️
Non-emergency repairs completed on time	NA	77%	76%	76%	71%	⬇️
All repairs completed on time*	NA	80%*	76%	76%	72%	⬇️
Average time taken to complete all non-emergency repairs	NA	NA	57 days	44 days	80 days	NA
Post Inspections	NA	10%	0%	9%	3%	⬇️

- *includes all jobs due from discontinued repair target times

Damp and Mould

	March 25	Target	August	September	October	Direction of travel
No surveys in WIP	NA	NA	26	16	16	NA
No of overdue surveys	27	<10%WIP	4	6	4	↑
Inspections completed within 14 days	67%	75%	55%	72%	86%	↑
Average time taken to complete damp and mould survey and issue inspection report	19 days	14 days	18 days	12 days	8 days	↑
No damp and mould repairs in WIP	875	NA	407	313	270	↑
No damp and mould repairs overdue	315	<10% WIP	241	169	92	↑
Emergency repairs completed on time	100%	100%	100%	No jobs	92%	↓
Non-emergency repairs completed on time	NA	77%	66%	66%	60%	↓
All repairs completed on time	NA	80%	66%	66%	62%	↓
Average time taken to complete all non-emergency repairs	NA	40 days	73 days	83 days	61 days	↑



Voids

95

	March 25	Target	August	September	October	Direction of travel
No voids in WIP	103	80 voids	68	61	50	↑
Average time to repair a TA void	13 days	15 calendar days	6 days	7 days	8 days	↓
Average time to repair a minor void	56 days	45 calendar days	32 days	43 days	26 days	↑
Average time to repair a major void	108 days	100 calendar days	85 days	98 days	90 days	↑
Average time to repair all voids	53 days	65 calendar days	43 days	58 days	42 days	↑
Average void time (key to key) all voids	79 days	80 days	54 days	56 days	67 days	↓



Customer Satisfaction

	March 25	Target	August	September	October	Direction of travel
Repairs satisfaction survey response rate	35%	25%	35%	32%	29%	
Repairs overall satisfaction	99%	75%	88%	88%	90%	

Planned Works

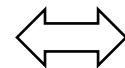
58

	Programme Completions 24.25	Annual Programme Reforecast	August	Sept	October	Direction of travel
Kitchen replacements YTD	219	254	20	24	28	↑
Bathroom replacements YTD	217	183	42	42	43	↑
Heating replacements YTD	248	285	107	143	165	↑
Window replacements YTD	167 (windows and doors combined)	264	32	44	91	↑
Roofing replacements YTD	44	130	67	67	71	↑
External refurbishments YTD	NA	940	0	47	112	↑
WH SHF Upgrades YTD	369 properties (over 2 years)	128 properties (year 1/273 overall prog)	6	19	29	↑



Asset Management

	March 25	Target	August	September	October	Direction of travel
% of properties meeting DH standard (incl refusals)	94.62%	100% at year end	97.3%	98.81%	98.81%	
No properties failing to meet DH standard (incl refusals)	325	0 at year end	173	69	69	
Average SAP rating for all properties surveyed	C	C by 2030	C	C	C	



Stock Condition

	March 25	Target	August	September	October	Direction of travel
% of properties with a stock survey	NA	>90%	91%	92%	94%	
No properties with no stock survey	NA	NA	497	444	358	NA
% of properties with a stock survey completed within 5 years	NA	>90%	87%	88%	90%	
No of properties with a survey over 5 years old	NA	NA	734	681	595	NA
No stock surveys completed YTD	1,868	1,876 by end of year	445	496	581	
% of annual stock survey programme completed	106%	100% by year end	32%	26%	31%	
% of properties with an HHSRS survey completed within 5 years	NA	100%	87%	88%	90%	
Total No outstanding HHSRS actions	26	No Target	4	8	4	NA
No outstanding HHSRS category 1 actions (A-C)	2	No Target	0	0	0	NA



Housing Services Performance



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61



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Allocations and Lettings Call Handling

	Target	August	September	October	
63	Total calls offered	NA	766	809	788
	Number of calls Handled and Interflowed	NA	738	782	688
	% of calls Handled and Interflowed	>80%	96%	97%	87%
	% of abandoned calls	<10%	4%	3%	13%

Housing Options

Criteria	Of which	August	September	October
No in Temporary Accommodation		70	73	49
	Family	43	36	30
	Single	27	37	19
	Nightly paid	21	19	9
	Our stock	49	54	40
No of new homeless approaches		166	141	143
No of active homelessness cases		247	213	224
No of rough sleepers		6	4	10

Allocations

	Of which	August	September	October
Number of complete housing register applications waiting for assessment		400	354	289
Oldest application waiting assessment		28/04/2025	12/06/2025	13/08/2025
Number on the housing register		1008	962	897
	Band 1	125	109	88
	Band 2	317	284	240
	Band 3	446	439	435
	Band 4	120	130	134
Offers made during the month		60	58	83
	SKDC	41	30	66
	Housing association	19	28	17
Properties advertised during the month		43	54	75
	SKDC	27	43	54
	Housing Association	16	11	21

Tenancy management

	Of which	August	September	October
Number of ASB cases		19	9	8
Number of new ASB reports		37	20	34
Number of sign ups		35	34	47
Number of terminations		43	14	23
Number of RTBs		2	0	0
Number of successions		9	4	6
Number of Mutual exchanges		2	1	3
Number of active Legal cases		4	5	7
Number of tenancy checks				
	6 weeks	25	32	31
	9 months	19	22	17
Number of evictions		0	0	0
Number of notices issued				
	NTQ	12	5	7
	CPNw	0	0	4
	CPN	0	0	0
	NOSP	0	4	2
Number of MESNE accounts		18	16	18

Compliance

	September 2025			October 2025		
	Compliant	Non-Compliant	% Compliant	Compliant	Non-Compliant	% Compliant
Legionella	33	0	100%	33	0	100%
Gas	4,588	22	99.52%	4,591	19	99.58%
EICR	5,629	216	96.30%	5,641	201	96.56%
Asbestos	222	0	100%	222	0	100%
FRA	150	0	100%	150	0	100%
Lifts	12	1	92.31%	12	1	92.31%
Smoke/CO	5,845	0	100%	5,842	0	100%

Gas Remedial Actions

	September 2025	October 2025
Total number of outstanding actions	14	16



Compliance – FRA Remedial Actions

	October 2025
Total number of outstanding actions	572
High	6
Medium	149
Low	312
Advisory recommendations	105
Actions closed in October	275
Actions closed in April - September	520
Total Actions Closed in 2025/26	795

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Housing Overview and Scrutiny

Work Programme 2025/26

Item	Lead Officer	Requirements	Notes
Thursday 4 December 2025			
1. Build and Acquisitions update	Debbie Roberts/ 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 *Number of Veterans cases to be included in December report *Staffing structure to be included in December report
3. Corporate Plan 2024-27 – Key Performance Indicators (Q2) Report	Charles James	Q2 report	
4. 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

Item	Date of Committee	Requirements	Notes
Future Items			
	<p>Following items for each agenda:</p> <ul style="list-style-type: none"> • New Build and Acquisitions update • Homelessness and Rough Sleeper update • Housing Service Performance update – to include Capital Programme Performance, Decarbonisation, Repairs update, Compliance/compartmentalisation update, fire risk assessment actions 	<p>5 February 2026 26 March 2026</p> <p><i>Further Housing OSC dates to be confirmed following the Council AGM 21 May 2026</i></p>	Regular reports to Committee
	Voice of the Tenant Strategy	5 February 2026	
	Independent Review of Sheltered Housing – Service Charges	5 February 2026	Full report following verbal update given in October 2025
	Allocations Policy Review	5 February 2026	
	Housing Asset Management Strategy Review	5 February 2026	
	Voids Policy Review	5 February 2026	
	Corporate Plan 2024-27 – Key Performance Indicators (Q2) Report (Q4) Report	5 February 2026 June 2026	Corporate Plan KPI reporting for Housing
	Choice Based Lettings Update	June 2026	Update
	Garage Sites and their Development		Full update to Committee once survey work completed
	Tenant Satisfaction Survey (TSM)		To update the Committee on the results of the complete survey 2026