



Regulatory Compliance in Housing

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Lead Member/Relevant Portfolio Holder	Councillor Pip Allnatt - Leader of the Council & Portfolio Holder for Housing, Leisure and Landlord Services

Corporate Priority:	High Quality Homes and Landlord Services
Relevant Ward Member(s):	All
Date of consultation with Ward Member(s):	None
Exempt Information:	No

1 Summary

- 1.1 This report provides an overview of the Council's current position in relation to regulatory compliance in its housing (landlord) services.
- 1.2 The report also provides assurance of the progress made since the Regulator for Social Housing (RSH) published its C2 Regulatory Judgement (following a programmed inspection) when assessing the Council against the Consumer Standards in 2024 as part of its proactive regulatory and inspection regime.

2 Recommendations

That Scrutiny Committee:

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|-----|--------------------------------------------------------------------|
| 2.1 | Note the progress and position update. |
| 2.2 | Provide comments and feedback for consideration by Cabinet. |

3 Reason for Recommendations

- 3.1 To provide ongoing oversight, awareness and assurance of the Council's compliance with regulatory requirements as a Social Landlord, and to enable the Committee to review and provide feedback, reflections and suggestions to Cabinet. This is an important part of maintaining effective, transparent and accountable governance arrangements.

4 Background

- 4.1 In April 2024, a new regulatory regime for social housing was implemented by the Regulator for Social Housing (RSH). The RSH sets the standards which social landlords, including Local Authority Landlords like Melton Borough Council must deliver to ensure tenants experience high quality homes and services.
- 4.2 The new Consumer Standards took effect on 1st April 2024. There are four Consumer Standards, which are:
- a) **Safety and Quality Standard** – which includes stock quality, repairs and maintenance, as well as landlord health and safety
 - b) **Neighbourhood and Community Standard** – which includes tackling anti-social behaviour
 - c) **Tenancy Standard** – which includes housing allocations, and tenancy sustainability
 - d) **Transparency, Influence and Accountability Standard** – which includes treating tenants with fairness and respect, engagement, and providing information which enables them to hold the council to account, as well as processing complaints effectively.
- 4.3 There are a number of elements to the regulatory regime. Social housing landlords must comply with the regulatory requirements and must notify the Regulator of any aspects of service delivery in which the landlords cannot demonstrate compliance. Landlords must also provide data and information to the Regulator including Tenant Satisfaction Measures, finances, stock information and fire remediation.
- 4.4 The regulatory regime includes inspection arrangements which lead to published outcomes known as Regulatory Judgements. [Regulatory judgements](#) are the Regulators view of how well a landlord is delivering the outcomes of the required [standards](#).
- 4.5 Each regulatory judgement takes account of multiple factors and is evidence based. All social landlords with more than 1000 homes will also be inspected over a period of four years and each landlord will be issued a 'C' grade to show how well they are meeting a set of standards known as the Consumer Standards. This is known as a **programmed** inspection.
- 4.6 The Regulator may also inspect a landlord based on evidence or concerns of regulatory failings. This may be due to a landlord making a self-referral to the Regulator, or other information or evidence (such as data returns, referrals from other sources) that indicate a regulatory weakness. This is known as a **responsive** inspection.
- 4.7 The Regulator for Social Housing publishes Regulatory Judgements for social landlords with more than 1000 homes. For Local Authority Landlords, a regulatory judgement can cover the outcomes of the Consumer Standards (C grade) and Rent Standard. The

grading criteria for Consumer Standards inspections ranges from C1 (the highest possible score) to C4 (the lowest and indicative of serious failings). A key focus of the regulatory regime is 'outcomes for tenants'.

- 4.8 Private registered providers (Housing Associations) are assessed on a broader range of regulatory standards. In addition to the Consumer Standards, they are also assessed on Governance (G grade) and Financial Viability (V grade).
- 4.9 Regulatory requirements and judgements can be found on the following webpages: [Regulatory judgements and enforcement notices - GOV.UK](#) / [How we approach regulatory judgements and gradings - GOV.UK](#)
- 4.10 An overview of Local Authority gradings following inspection of compliance with the Consumer Standards can be found at [Appendix A](#). The document provides helpful context for the sector. Gradings awarded so far can be summarised as follows:
- a) 3 local authorities have been awarded C1 grades (2 of which were in the most recent quarter)
 - b) 11 local authorities have been awarded C2 grades
 - c) 18 local authorities have been awarded C3 grades
 - d) 2 local authorities have been awarded C4 grades

5 Main Considerations

5.1 Inspection of Melton Borough Council

- 5.1.1 Melton Borough Council was one of the first six Local Authority Landlords to receive a programme inspection, which took place in Quarter 1 of 24/25.
- 5.1.2 The Regulator issued a Regulatory Judgement in August 2024 and awarded the Council a grade of **C2**. This meant that the Regulator found areas of strong performance, good progress and plans for further improvement through proactive inspection regime, and the grade received confirms that the council had provided assurance that it meets the consumer standards in many areas, but for one of the standards (Transparency, Accountability and Influence Standard), there were areas where the council was at an earlier stage and needed to further develop to ensure consistently strong outcomes for tenants. This is consistent with the Council's own self-assessment and improvement plan.
- 5.1.3 During the inspection, the regulator considered all four of its consumer standards. The Regulator gathered information through reviewing a wide range of documents and data, and by observing meetings, including the first meeting of the Landlord Assurance Board, a meeting of the council's Scrutiny Committee with a tenant workshop, and a meeting with tenant representatives. The inspection team also met with engaged tenants, council officers, councillors and key stakeholders including those who work closely with the council, including police, fire and county council colleagues.
- 5.1.4 In its judgement, the regulator recognised that the council:
- a) Is meeting its health and safety obligations, and outcomes across all key areas of compliance are good.
 - b) Has an accurate record of the condition of tenants' homes and that a high percentage of homes meet the Decent Homes Standard, with costed investment plans in place.
 - c) Has a focus on tenant experience and that this is supported by a range of processes, with good interactions observed between staff and tenants.

- d) Demonstrates a commitment to treating tenants with fairness and respect.
- e) Demonstrates a commitment to build on existing arrangements to support tenants in influencing and scrutinising policies and services
- f) Publicises its approach to complaints and that this is accessible
- g) Works in partnership with relevant organisations to deter and tackle anti-social behaviour
- h) Uses its housing stock effectively and supports tenants to sustain their tenancies.

5.1.5 Areas requiring further development and improvement within the Transparency, Influence and Accountability Standard are set out in the regulatory judgement, which confirmed that the council understands where it needs to make improvements, and that the regulator was assured that the council already had plans in progress to deliver them. Specifically, the areas identified, and which the council has maintained an improvement focus are:

- a) Developing a more reciprocal approach to tenant engagement, so as to ‘turn up the volume’ on tenant voice
- b) To improve the collection, quality and use of tenant information to strengthen the Council's ability to proactively tailor services to tenants’ needs and to more clearly demonstrate outcomes for tenants
- c) To increase the visibility of performance information for tenants
- d) To strengthen IT systems to support complaints reporting and monitoring
- e) To improve the case management IT systems used to monitor and report on ASB trends and outcomes for tenants

5.2 **Post Inspection – Ongoing Regulatory Engagement and Assurance**

5.2.1 Our work and focus on continuous improvement have continued since inspection - we believe in achieving positive outcomes for tenants across all of the regulatory standards. In response to the regulatory findings, an action plan was developed and is kept under review and reported on a monthly basis to the Regulator for Social Housing (RSH) through engagement meetings.

5.2.2 The action plan is included at Appendix B, setting out the current position update. The most recent update provide to the Regulator is included at Appendix C and a summary / position update is also set out below.

5.2.3 Ahead of each regulatory engagement meeting, we now provide the following information:

- a) Briefing note detailing:
 - i) Progress, evidence of impact and outcomes for tenants in relation to the areas of regulatory compliance that we are focussed on strengthening
 - ii) Overview of assurance, oversight and governance during the period
- b) Action plan: RAG rated to show progress against project / activity milestones
- c) Key examples of activity, progress or outcomes

5.2.4 The Regulatory Judgement concluded that “from the evidence and assurance gained during the inspection, we have concluded that there are some weaknesses in Melton BC delivering the outcomes of the consumer standards and improvement is needed,

specifically in relation to outcomes in our Transparency, Influence and Accountability Standard. Based on this assessment, we have concluded a C2 grade for Melton BC".

- 5.2.5 The RSH found that there were five main areas where the Council needed to improve outcomes for tenants:
- a) Turn up the volume on tenant voice
 - b) Improve data held on tenants so that we can shape services to suit our demographic and show outcomes for them
 - c) Increase the visibility of performance information (compliance / complaints)
 - d) Strengthen complaints reporting and monitoring
 - e) Improve monitoring and reporting of ASB to show performance and trends
- 5.2.6 We are providing progress updates to the Regulatory Engagement Team on a monthly basis. Updates are split into the following headings, and have also been discussed with our Landlord Assurance Board and tenant representatives:
- a) Our commitments to tenants (outcomes for tenants)
 - b) Strategic / organisational aims
 - c) Actions completed
 - d) Evidence of impact (so far)
 - e) Next steps / plans for the future
- 5.2.7 Progress is positive, and remains on track, with evidence of impact and outcomes for tenants a key focus throughout. Further work is underway to map key milestones and assessment against the requirements of the consumer standards. Please refer to [Appendix C](#) for details.
- 5.3 Reflections on the Inspection Process**
- 5.3.1 The Council found the inspection process to be fair, constructive and meaningful with opportunity for dialogue throughout, meaning it felt very much a two-way process that allowed for open and honest questions and ability for inspectors to triangulate the evidence they had seen and heard. It provided a genuine opportunity to demonstrate openly and honestly the ways in which the council meets the regulatory requirements, but also the journey the council has been on as a landlord and the areas it is still developing.
- 5.3.2 Being a good landlord really matters to us a Council and the inspection outcome provided validation for what we have done so far and confidence in our plans for continuous improvement. The inspectors were clear that they did not expect perfection, but where there were development areas or weaknesses, they expected to see credible plans for improvement and were focused throughout on our ability to show outcomes for tenants.
- 5.3.3 Importantly, the inspection outcome didn't tell us anything we did not already know, we had been self-aware, open and honest about our development areas and the plans in place to address them. This shows the importance of having clear, transparent and accountable governance processes, as well as the right culture to support them.
- 5.3.4 Having a focus on regulatory compliance and preparedness for change as part of the Scrutiny Committee work programme was an important part of our approach, enabling shared understanding and honesty about the areas we need to improve and develop and how we would go about this. We centred our assessment of our preparedness on two key

themes – ‘know your stock’ and ‘know your tenants’ and our approach to embedding our preparedness for regulatory change and outcomes for tenants within our governance processes served us well, supporting collective understanding of the council as a landlord.

- 5.3.5 As well as working constructively with our Scrutiny Committee and Cabinet, we could show how we were using internal audit as an important check and balance for key regulatory requirements and also to test our assumptions and planning for the future with a programme of audit work focussed specifically on how we were preparing for regulatory change. These important governance and assurance mechanisms remain in place.
- 5.3.6 A key reflection from our inspection experience is that as a Local Authority, we are embedded within our local communities, and we have various services, systems, powers and tools at our disposal to support our communities and our tenants. Our local councillors represent every ward across the borough, they know their local communities and are strong advocates for them. Our multi-layered services, duties and responsibilities as a local authority mean that being a landlord is part of a wider set of responsibilities, and we have to manage and resource our various duties and responsibilities carefully – the positive about this is we can take a whole council approach to being a landlord, drawing on our skills and knowledge across the council whilst also ensuring clear, coherent and robust focus on our landlord duties.
- 5.3.7 Conversely, Councils have to manage additional complexities – for example, ensuring our complaints policy and processes respond to the requirements and expectations of both the Housing Ombudsman and the Local Government and Social Care Ombudsman. Similarly, we do not have a separate CRM system for housing, and so we must ensure that through our corporate customer journey framework, we can serve the needs of our customers and our tenants.
- 5.3.8 The breadth of our functions and responsibilities mean that our governance arrangements are different to Housing Associations, which creates both challenges and opportunities. Where a Housing Association will have a board structure, Local Authorities have various governance arrangements and again have to strike the balance with ensuring housing has sufficient collective focus and oversight in a regulatory context within the wider governance arrangements in place. To support this, the Council created a specific Landlord Assurance Board in 2024. This does not replace our governance structures or decision making processes, but consolidates our housing performance, reports and information to enable collective oversight and grip. The Board has now been in place for almost a year and has evolved and settled as part of our wider approach to good governance and accountability – strengthened in no small part by our four tenant board members who have recently joined.
- 5.3.9 There is no doubt that the consumer standards are integral to supporting high quality and accountable landlord services across the country and that inspection is an important check and balance as an assurance tool. However, this is not why landlords should be aiming for high standards – being a good landlord means that these things that should be part of our business as usual, but for all landlords this means a continuous journey of improvement, accountability and self-awareness. This is the approach being taken by this Council, and almost 12 months on from inspection, it is timely to provide the Committee with an update on progress against inspection outcomes and on compliance / assurance more generally in the context of the Regulatory Requirements upon us.

5.4 **Routine Assurance and Compliance Monitoring**

5.4.1 Monthly Compliance Monitoring

- a) Building safety (health and safety) compliance is monitored and reported monthly through a compliance dashboard which covers legislative requirements and best practice. The dashboard covers all key areas of health and safety and building safety compliance. It is reviewed each month by the Housing Leadership Team, is shared with the Director and discussed with the Portfolio Holder. The dashboard is also included routinely in the Members' Bulletin, ensuring access and transparency of real time performance information for all councillors, and forms part of the standing agenda pack for the Landlord Assurance Board. Monitoring arrangements were checked and validated in the 24/25 internal audit of landlord health and safety.
- b) The dashboard has recently been updated to include performance on our damp, mould and condensation cases and for February 2025, to show compliance with the likely upcoming requirements of Awaab's Law, which is due to come into force in October this year. This has shown that service delivery arrangements need to be strengthened to ensure appropriate speed of response and resolution for damp and mould cases.
- c) Copies of the monthly compliance dashboards from November 2024 to February 2025 are included at Appendices D-G.

5.4.2 Corporate Performance and Complaints Monitoring

- a) Housing performance and complaints are monitored via corporate performance monitoring arrangements. The corporate performance dashboard is a standing agenda item for Housing Leadership Team Meetings and any areas of risk or concern are reviewed. Effort is taken to provide narrative explanation on performance. The Council has recently changed its performance management system, moving to a specific system (Pentana). Performance information is shared in full with the Landlord Assurance Board to enable collective oversight, assurance and challenge. Cabinet considered the most recent report on risk and performance on 12th March 2025 ([Q3 Performance, Risk and Feedback Report](#), [Corporate Performance and Risk Dashboard](#)).

5.4.3 Internal Audit

- a) The following audits in 24/25 are directly relevant to the Council's Landlord Service
 - i) Planned maintenance: good assurance (control and compliance)
 - ii) Housing repairs and voids: good assurance (control and compliance)
 - iii) Landlord health and safety: substantial assurance (control and compliance)
 - iv) Rent arrears management (currently underway)

5.4.4 Landlord Health and Safety: Internal Audit 2024/25

- a) In addition to monthly monitoring, an annual health check is undertaken by internal audit colleagues to check and sample test records in relation to landlord health and safety. This is an important tool to double check and test the work that our teams do and to spot check records to ensure that processes are being applied correctly. Following the recent annual internal audit check of landlord health and safety compliance, a substantial assurance rating was provided for both controls and compliance.
- b) An update was provided the [Audit and Standards Committee](#) in January 2025. The executive summary and assurance opinion are shown below:

- c) *“As a landlord, the Council has a number of crucial responsibilities to ensure the safety of its housing properties. The Social Housing Regulations further formalised and require regular reporting on a number of these compliance regimes, including annual gas safety certificates for all properties with gas supply and fire risk assessments, water safety risk assessments, asbestos surveys and passenger lift servicing for blocks/communal areas, as applicable. The Council must also ensure the timely completion of remedial actions arising from such assessments, to ensure the properties remain safe for tenants.*

The Council’s performance in relation to all compliance regimes is reported on a monthly basis, including against both mandatory requirements and those set within the Council’s own policies and procedures. The reporting for September and October 2024 was reviewed by Internal Audit to provide assurance over monitoring arrangements.

Sample testing was then conducted on randomly selected properties to confirm that the reported compliance could be verified through audit trails and evidence. In all cases tested, both for individual properties and sheltered/extra care schemes, 100% compliance was evidenced in all areas tested against mandatory requirements”.

- d) The key findings of the 24/25 internal audit check can be summarised as follows:
- 100% of properties selected with gas supply had a valid gas safety certificate, by a registered Gas Safe engineer, and a record of a carbon monoxide detector
 - 100% of tenanted properties selected had records of smoke detection devices (compliant for number of floors)
 - 100% of properties selected had an Electrical Installation Condition Report (EICR) dated within the last five years
 - 100% of communal areas selected had an asbestos management survey
 - 94% of properties selected had an asbestos management survey, with the only exception relating to a property where records confirmed access had been attempted and remained open
 - 100% of blocks tested had a fire risk assessment, subject to annual review and tracking of remedial actions
 - 100% of passenger lifts had evidence of bi-monthly servicing; and
 - 100% of blocks tested had evidence of servicing for fire detection devices and emergency lighting.
- e) The audit resulted in the following assurance levels, which are the highest levels available:

Internal audit assurance opinion

Assurance	Level	RAG Status
Control environment	Substantial	Green
Compliance	Substantial	Green
Organisational impact	Low	Green

5.4.5 Consumer Standards Self-Assessment

- a) The inspection by the Regulator for Social Housing focussed on two standards in particular, with a lighter touch review of the remaining two standards. To provide ongoing assurance on our compliance with standards, a detailed internal review of all

aspects of all consumer standards is in progress and will form part of our ongoing internal assurance, monitoring and review arrangements. Officers are using a regulatory compliance toolkit which has been developed by the Housing Quality Network (HQN) to guide this work. HQN are an independent group that provide training and support to Landlords. Their toolkits provide a standard methodology for assessment of our services against the standards.

- b) There are four toolkits, one for each standard. The team are focussed on reviewing the Neighbourhood and Community Standard as this was one of the standards which was reviewed in less detail by the Regulator. This standard also covers Anti-Social Behaviour, which is a key focus for the team at present.
- c) Officers are aiming to complete the review of the Neighbourhood and Community Standard by 30th April. The results of each review will be presented to SLT and Landlord Assurance Board.
- d) Other areas of compliance with the standards are monitored through wider performance monitoring and through feedback from tenants via complaints and other methods. For example, tenants recently identified an issue with the format of our rent statements. We identified that tenants were being charged correctly but the statement was not clearly presented. We worked to fix the issue, issued new statements and included an explanation and apology to tenants with the new statement. A briefing update was also provided to the Regulator to ensure transparency; however, it is important to note that this was not a regulatory breach.

5.5 Tenant Satisfaction

- 5.5.1 Tenant satisfaction is measured through the Tenant Satisfaction Measures which are applied to all social landlords and must be reported to the Regulator annually. The measures are split into tenant perception measures, which are made up of the views of tenants, and management measures, which are created using housing management data. 2024/25 was the first year that Social Landlords were required to collect this information. In 24/25 we used a company called Housemark to conduct the survey for us through a range of contact methods, including post, online and by telephone.
- 5.5.2 A key measure of satisfaction from tenants is the “Overall satisfaction with the services we provide to you” measure. Our result for this measure was 63% compared to a national average of 68%.
- 5.5.3 The Council’s sector position for all TSM’s in 23/24 is included at Appendix H. The Housing Service Plan developed and approved in 2024 is aimed at improving satisfaction in key areas, such as around handling of Anti-Social Behaviour cases. Analysis of our performance across the TSMs and our own satisfaction questions, such as on individual repairs cases, has allowed us to focus on the areas that tenants have told us are important to them.
- 5.5.4 Collection of the Tenant Satisfaction Measures is an annual requirement. To assist with this we have entered into a three-year contract with a company called HW Lincs. HW Lincs conducted the 24/25 survey for us and will ensure that the data they collect is in the correct format for submission to the Regulator. They also provide a report with their findings, which will be used as the basis for the information that we share with tenants and Members.
- 5.5.5 HW Lincs have recently completed our 24/25 survey covering 347 tenants against the required sample size of 317. Initial analysis of this year’s results shows a marginal

improvement of overall satisfaction. Other measures have fluctuated, with some improvement and some decreased satisfaction. The report is being drafted, and the final results will be shared when they are available.

5.5.6 We are in the process of setting targets for the Tenant Satisfaction Measures for the next twelve months. The targets we set will be based on a combination of factors, including national trends, our own trend from 23/24 to 24/25, our own transactional satisfaction data and our planned improvements set out in the Housing Service Plan.

5.6 **Sector Support and Learning**

5.6.1 The inspection process and new regulatory context more generally has also opened up dialogue and peer support between local authority landlords, from learning from each other's strengths to advice on support on areas for development, comparing contrasting experiences and opportunities and in preparing for (and experiences of) inspection. Connection and collaboration in this way will strengthen the housing sector as a whole.

5.6.2 Individual colleagues are engaging with peers in other councils across the country and have developed broader and stronger networks of peers as a result of this process. Senior colleagues are also providing support as critical friends to other council landlords, for example, as part of Housing Improvement and Transformation Boards and through the LGA peer challenge process. The Council also benefits from the valuable contribution and expertise of a housing colleague from a Lincolnshire Council, who is a member of our Landlord Assurance Board.

5.7 **Looking to the future – Local Government Reorganisation**

5.7.1 As we look to the future of Local Government, we must continue to regard our tenants as key stakeholders in Local Government Reorganisation (LGR). For our tenants, LGR will lead not only to a change of local council but also a change of landlord. It will be important that through any future structural changes, the needs and voices of tenants remain in focus and that any future transitional arrangements consider outcomes for tenants and regulatory compliance. Whatever the outcome of LGR, the likelihood is that in the future, there will be a larger tenant base and larger scale service. This creates risks, challenges and opportunities and the focus on tenants within this context is necessary and important.

6 **Options Considered**

6.1 This report responds to the Scrutiny Committee Work Programme. Maintaining Scrutiny oversight of Regulatory Compliance and progress provides an oversight, awareness and assurance of the Council's compliance with regulatory requirements as a Social Landlord. This is an important part of maintaining effective, transparent and accountable governance arrangements. Therefore, no other option has been considered.

7 **Consultation/Engagement**

7.1 Regular engagement has taken place with the Landlord Assurance Board, which has routine updates on regulatory compliance and progress. Tenants are represented on the board and are actively holding the Council to account. Tenants are also actively involved in the improvement areas, for example, through task and finish groups focussed on specific topics and engagement via the tenant engagement group, 'Your Voice, Your Choice', and updates provided via tenant newsletters and improvements to communications arrangements.

7.2 Regular engagement also takes place with representatives from the Regulator for Social Housing as set out in the report.

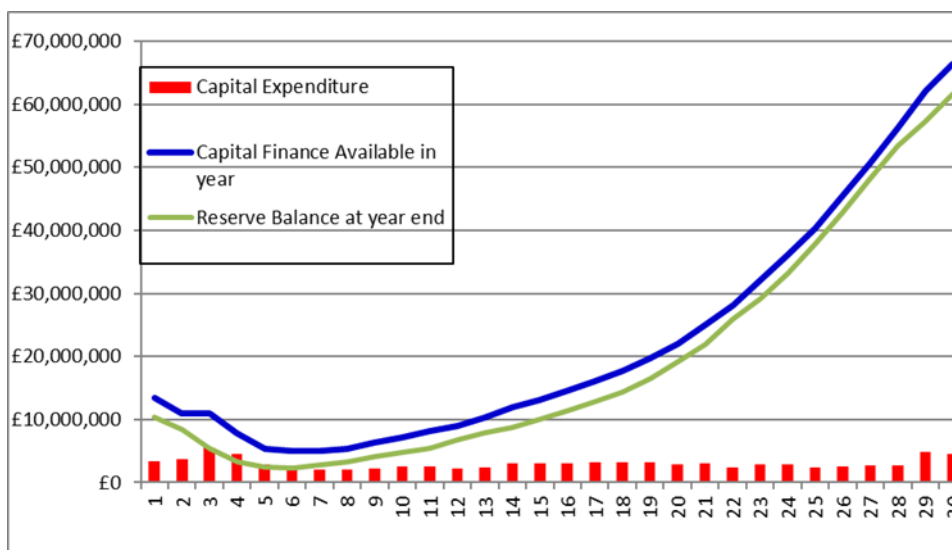
- 7.3 In 2024, the Council also refreshed its housing pages on the website, creating 'Tenants' Corner' as the location for information, advice and support that tenants may need. This was created following feedback from tenants and councillors and can be found here: [Council tenants – Melton Borough Council](#). Recent changes and improvements include the addition of more frequent updates on [performance](#) to increase accessibility and transparency.

8 Next Steps – Implementation and Communication

- 8.1 There are no next steps at this stage.

9 Financial Implications

- 9.1 There are fees payable by social landlords for regulation. 25/26 will be the first full year under the new fee regime. With more than 1000 homes, the Council is categorised as a large social housing provider. The fee applicable to Melton Borough Council is therefore £7.55 per unit of housing (per property). Further information is available here: [Letter to registered providers - 12 February 2025 - GOV.UK](#). As this confirmation was received after the budget setting process, provision made for regulatory fees in 25/26 is less than the total amount due. In 25/26 the cost is expected to be £13,500, of which £9k is budgeted and the remainder will be met by other housing budgets (subscriptions budget). The budget for 26/27 onwards will be updated in line with the confirmed regulatory fees regime.
- 9.2 The Council also funds wider costs in line with the requirements of the Social Housing Regulation Act 2023, for example, tenants satisfaction measure survey and reporting, staff training and qualifications, legislative and policy changes.
- 9.3 The Council's decision to engage with Housemark further supports transparency and performance management and monitoring. Finance and housing colleagues are working together to ensure proactive engagement with benchmarking opportunities, and linked to this, a value for money review of the repairs contract is underway and will be reported to the Cabinet in 25/26.
- 9.4 Budgetary provision was confirmed by [Full Council](#) in February 2025 (25/26 budget setting) to enable changes to the Housing Service structure. Following a service review and detailed business case, it has been assessed that the revised staffing structure, specifically within the Tenancy Services, Income and Engagement functions will enable clarity of ownership of areas of work and line management, free up management time to focus on strategic oversight and service improvement, regularise some temporary arrangements which have proven to be successful, create stability and certainty to meet ongoing resourcing needs for housing officer and income collection capacity, and accelerate progress on key projects linked to regulatory judgement. The Chief Executive is due to consider the proposed changes (Decision Notice CEX520 refers).
- 9.5 Despite pressures on finances, the Housing Revenue Account remains in a financially sustainable position. This means that the Council remains confident that it can meet its regulatory obligations and deliver high quality homes and services to tenants.



Financial Implications reviewed by: Director for Corporate Services

10 Legal and Governance Implications

- 10.1 The Social Housing (Regulation) Act 2023 extended the Regulator of Social Housing's inspection regime under the Housing and Regeneration Act 2008. It also introduced new duties for social landlords, including relating to health and safety and electrical safety. These new duties add to the Council's existing legal obligations towards its tenants, including repairing obligations.
- 10.2 Additionally, the Council must now comply with the and Housing Ombudsman Complaints Handling Code which is underpinned by statute. Any gaps or areas of concern must be brought to the attention of the Senior Leadership Team, Councillors and if applicable at any stage, the Regulator for Social Housing. The Regulatory Judgement provides positive assurance on several areas and clarity on the aspects where further improvement is required.
- 10.3 The outcome of the Regulatory Judgement has been shared proactively with the Council's Internal and External auditors.
- 10.4 Whilst it is essential that the Council has proper regard to the findings of the Regulatory Judgment, members are reminded that this is only one measure of compliance with the Council's legal obligations, and it must continue to proactively manage compliance with all such obligations whether or not expressly addressed in the Judgment. This report is an important part of maintaining oversight and assurance.

Legal Implications reviewed by: Monitoring Officer

11 Equality and Safeguarding Implications

- 11.1 The Regulatory Judgement confirmed that the Council provided assurance that it treats tenant with fairness and respect. The judgment also confirmed that the council needs to improve the collection, quality, and use of tenant information to strengthen the Council's ability to proactively tailor services to tenants' needs and to more clearly demonstrate outcomes for tenants. This forms a key strand of the ongoing improvement work as set out in this report.
- 11.2 Under the equality duty (set out in the Equality Act 2010), public authorities must have 'due regard' to the need to eliminate unlawful discrimination and consider the potential impact decisions and actions on each of the protected characteristics

12 Data Protection Implications

- 12.1 A Data Protection Impact Assessments (DPIA) has not been completed as it was not considered relevant to this report.

13 Community Safety Implications

- 13.1 Local authorities have a duty under Section 17 of the Crime & Disorder Act 1998 to pay due regard to the likely effect of its functions on crime and disorder and is required to do all that it reasonably can to prevent crime and disorder in its area, enhance public reassurance and confidence in the services that are in place to improve community environment and its safety.
- 13.2 The Consumer Standards, and specifically the Neighbourhood and Community Standards consider the management of ASB. The Regulatory Judgement confirms that the council provided assurance that it works in partnership with relevant organisations to deter and tackle anti-social behaviour but that it needs to improve the case management systems used to monitor and report on ASB trends and outcomes for tenants. This forms a key strand of the ongoing improvement work as set out in this report.

14 Environmental and Climate Change Implications

- 14.1 None arising directly from this report.

15 Other Implications (where significant)

- 15.1 No other implications have been identified.

16 Risk & Mitigation

Risk No	Risk Description	Likelihood	Impact	Risk
1	The Council does not take the consumer standards, future legislative changes or outcome of the Regulatory Judgement seriously, leading to poor outcomes for tenants.	Almost Impossible	Catastrophic	Low
2	The Council does not act on the improvement areas set out in the Regulatory Judgement, leading to an inability to demonstrate the necessary assurance.	Very Low	Critical	Low

		Impact / Consequences			
		Negligible	Marginal	Critical	Catastrophic
Likelihood	Score/ definition	1	2	3	4
	6 Very High				
	5 High				

4 Significant				
3 Low				
2 Very Low			2	
1 Almost impossible				1

Risk No	Mitigation
1	Maintain corporate focus, oversight, transparency and accountability. Ensure tenants are able to hold the council to account for compliance. Scrutiny focus on committee workplan (March 2025).
2	Actions to be delivered through service plan. Reported to Landlord Assurance Board. Scrutiny focus on committee workplan (March 2025). Ongoing dialogue with regulatory engagement team.

17 Background Papers.

- 17.1 There are numerous background papers relevant to this report. The key reports, papers and publications are detailed below to provide context. Where the documents are publicly accessible, hyperlinks are provided:
- 17.1.1 March 2025: [Q3 Performance, Risk and Feedback Report](#) (Cabinet), [Corporate Performance and Risk Dashboard](#)
 - 17.1.2 [23/24 Annual Report for Tenants and Leaseholders](#)
 - 17.1.3 January 2025: [Internal Audit Progress Report](#) (includes Landlord Health and Safety)
 - 17.1.4 December 2024: Internal Audit Report, Landlord Health and Safety
 - 17.1.5 September 2024: [Housing Service Plan, Melton Borough Council](#)
 - 17.1.6 September 2024: [Housing Inspection Update and Action Plan \(Cabinet\)](#)
 - 17.1.7 August 2024: [Melton Borough Council Regulatory Judgement](#)
 - 17.1.8 June 2024: [Complaints Self-Assessment \(Housing Ombudsman\)](#)
 - 17.1.9 April 2024: [Scrutiny Committee Report, Preparing for Regulatory Change \(Housing\)](#)
 - 17.1.10 March 2024: Internal Audit, Preparing for Regulatory Change in Housing
 - 17.1.11 February 2024: [Reshaping Consumer Regulation \(Regulator of Social Housing\)](#)
 - 17.1.12 January 2024: [Cabinet Report, Housing Regulation Update](#)
 - 17.1.13 September 2023: [Scrutiny Committee Report, Preparing for Regulatory Change \(Housing\)](#)

18 Appendices

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