



Council Housing

SERVICE IMPROVEMENT PLAN 2025-2028

2025/26 [Q3] – Council Housing (Year 1 Updates)

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Approved by	Joanne Wilkinson
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2. We ensure homes and buildings are decent and energy efficient

ACTION	OUTCOME	RESPONSIBLE SERVICE	DEADLINE	UPDATE
<p>SEEK TO TENDER A CARPET CONTRACT TO SUPPORT RESIDENTS IN THEIR HOMES</p>	<p>Sustainable tenancies and increase in wellbeing. All new homes have offer of being let with carpet provision.</p>	<p>Council Housing</p>	<p>Year 1</p>	<p>The Team continue to keep this under review, unfortunately due to competing priorities there is currently insufficient funding available to progress this at present, however we continue to keep abreast of discussions ongoing nationally around requirements for this. As a minimum where floor covering is required the teams can make referrals to the Household Support Fund and our Furniture Provider can support with rugs. As standard the Council provides kitchen and bathroom floor coverings in all homes.</p>
<p>FULL BUSINESS PLAN FOR MAINWAY DEVELOPMENT PRODUCED IN LINE WITH TREASURY MANAGEMENT PRINCIPLES</p>	<p>Full treasury management business case for Mainway produced to support / enhance funding decisions for delivery of new housing.</p>	<p>Council Housing</p>	<p>Year 1</p>	<p>On-track – Expect completion this year -although delayed from original deadline. Work ongoing with MIAA to complete this piece of work.</p>
<p>DEVELOP A ROBUST ASSET STRATEGY INCORPORATING ALL PROPERTY RELATED FUNCTIONS AND DEDICATED SERVICE ACTION PLANS BELOW</p>	<p>Comprehensive Asset Strategy in place (links to CPC action plan).</p>	<p>Property Team</p>	<p>Year 1</p>	<p>At risk of delay - Work not yet commenced, will be progressed now within Year 2 of SIP. However current Asset Strategy remains valid.</p>



4. We maximise efficiency and seek to be transparent with the services we deliver

ACTION	OUTCOME	RESPONSIBLE SERVICE	DEADLINE	UPDATE
WE WILL PRODUCE AN UPDATED CUSTOMER HANDBOOK IN CONSULTATION WITH RESIDENTS	Tenants have the right and up-to-date information about their home, the services we deliver, their rights and who they can contact for support.	Council Housing	Year 1	On-track - Work ongoing to review this information and consult with residents.
COUNCIL HOUSING TENANCY AGREEMENT AND LICENSE AGREEMENT UPDATED TO REFLECT CURRENT PRACTICES AND IN LINE WITH BEST PRACTICE	Tenants have sufficient information to understand their rights and obligations in relation to their home	Council Housing	Year 1	On-track - Cabinet approval sought October 2025 to progress with consultation in Q3 2025/26. Expect final outcome decision to go to April Cabinet.
ASSURANCE FRAMEWORK FOR COUNCIL HOUSING DEVELOPED	More robust and visible scrutiny of services implemented.	Chief Officer	Year 1	Complete – Assurance Framework in place.
WE WILL REVIEW AND COMPLETE A RESTRUCTURE OF RMS	RMS is fit for the future, with residents receiving a better and more effective service	RMS	Year 1	On-track - Approval given and go live is January 2026.



5. We will involve and empower residents and ensure those who require support receive it.

ACTION	OUTCOME	RESPONSIBLE SERVICE	DEADLINE	UPDATE
<p>WE WILL DEVELOP SERVICE STANDARDS - IN CONJUNCTION WITH RESIDENTS</p>	<p>We have agreed set of standards that are published and tenants can hold us to account by.</p>	<p>Council Housing</p>	<p>Year 1</p>	<p>Work on this has started, with various service standards published online. Further work to be continued with this.</p>
<p>WE WILL REVIEW OPPORTUNITIES TO UNDERTAKE A TENANT CENSUS</p>	<p>We have a better understanding of who our tenants are and their needs</p>	<p>Council Housing</p>	<p>Year 1</p>	<p>At risk of delay – and will likely progress now in Year 2. Due to systems being renewed, unlikely to be the right time to progress as originally planned, and would be better prior to new system implementation. However, information is captured in other ways such as through tenancy health checks – better understanding of our tenants needed through alternative routes required.</p>
<p>DEVELOP SOCIAL INCLUSION STRATEGY</p>	<p>Tenants are supported and tenancies are sustained. We have less turnover.</p>	<p>Council Housing</p>	<p>Year 1</p>	<p>On-track – Work progressing on draft strategy.</p>

