



SOUTH HOLLAND

DELEGATED DECISION RECORD

This records a key or other decision taken by the Cabinet in accordance with the Council's scheme of Delegations (as set out in Section D of Part 3 of the Council's Constitution).

Unless the Leader and the Chairman of the Performance Monitoring Panel certify that the matter is so urgent that the normal five-day scrutiny delay on action should not apply, then this decision will come into force and may then be implemented on the expiry of five working days after the publication of the decision, unless called in under the call-in procedures as set out in Section D of Part 3 of the Council's Constitution.

Decision Maker	Cabinet
Report Title	Housing Landlord Service - Access to Service
Summary Background	To note the analysis of the access to the Housing Landlord Service across key protected characteristics.
Author / Contact Officer	Housing Transformation (HRA) Manager Adel.Gardner@sholland.gov.uk, Housing Service Insight and Improvement Lead James.Ward@sholland.gov.uk
Ward(s) Affected	All Wards
Urgent?	No
Key Decision?	No
In Key Decision Plan?	N/A
Date of Decision	28 April 2026
Date Published	29 April 2026
Call-In Expiry	7 May 2026
Exempt Information?	No
Decision (Action Agreed)	1. That Cabinet notes the contents of this report (including action plan).
Reason(s)	The Regulator of Social Housing is clear that Councillors are responsible for ensuring that the Council, in its role as a registered provider, is meeting the regulatory standards set. Performance data assists Councillors in scrutinising the service
Options	Do nothing – this option is not considered. Ignoring these findings may lead to ongoing unequal service access, noncompliance with RSH Consumer Standards, and persistent disparities in tenant outcomes.
Further Information	N/A, report is a report on accessibility to services.