



Report To:	Cabinet
Date:	Tuesday, 28 th April 2026
Subject:	Housing Landlord Service - Access to Service
Purpose:	To note the analysis of the access to the Housing Landlord Service across key protected characteristics.
Key Decision:	No
Portfolio Holder:	Councillor Tracey Carter, Portfolio Holder for Strategic and Operational Housing
Report Of:	Vikki Cherry, Assistant Director - Housing
Report Author:	James Ward, Housing Service Insight and Improvement Lead
Ward(s) Affected:	All Wards
Exempt Report:	No

Summary

This report provides an overview of which tenants, across a range of protected characteristics, are accessing the Council's housing landlord services. It examines engagement and considers whether service provision remains accessible, fair, and compliant with the Regulator of Social Housing (RSH) Consumer Standards, which requires providers to ensure equitable outcomes for tenants and act on findings from their assessments. The findings support our commitment to promoting equality of opportunity and ensuring that no groups are disproportionately disadvantaged in accessing essential housing landlord services.

Briefly, tenants protected characteristic information was analysed against case and access evidence for some of the most commonly accessed housing services, including repairs service, rent arrears, complaints service and Anti-social Behaviour reports amongst others. This analysis has illustrated access to these services can be witnessed from across the tenant population regardless of protected characteristic.

Some marginally lower access rates was visible for some specific ethnic minorities, nationalities, and age groups, and so actions to encourage access for these groups has been suggested in an attached action plan.

Cabinet is asked to consider the feedback of PMP and Tenants, note the findings of this analysis and consider the actions set out within the report. These actions are intended to guide improvements in service accessibility for tenants, strengthen compliance with statutory obligations, and inform future policy and service design.

Recommendations

1. That Cabinet notes the contents of this report (including action plan).

Reasons for Recommendations

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.

Other Options Considered

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.

1. Background

1.1 The Transparency, Influence and Accountability standard states that:

2.1.1 Registered providers must use relevant information and data to:

- a) understand the diverse needs of tenants, including those arising from protected characteristics, language barriers, and additional support needs; and*
- b) assess whether their housing and landlord services deliver fair and equitable outcomes for tenants.*

2.1.2 Registered providers must ensure that communication with and information for tenants is clear, accessible, relevant, timely and appropriate to the diverse needs of tenants.

2.1.3 Registered providers must ensure that landlord services are accessible, and that the accessibility is publicised to tenants. This includes supporting tenants and prospective tenants to use online landlord services if required.

1.2 The Code of Practice relevant to the Transparency, Influence and Accountability Standard required outcome 1.2.1 and specific expectations 2.1.1, 2.1.2, 2.1.3 states that:

- *Registered providers should regularly assess whether their housing and landlord services deliver fair and equitable outcomes for tenants and, where relevant, prospective tenants.*
- *Registered providers should take account of the findings of their assessments and should be able to demonstrate actions they have taken as a result.*

1.3 This analysis builds on previous work undertaken by the Council to review how tenants access and communicate with our services, including the assessment of accessible communication methods such as support for tenants with hearing impairments. That earlier work focused on how tenants can engage with landlord services, while this report focuses on which tenants across protected characteristics are accessing services. This is to provide more accessible, and more inclusive services for tenants.

1.4 While this work also supports our responsibilities under the Consumer Standards, the primary driver is improving tenant experience and ensuring that services are accessible for everyone who relies on them.

- 1.5 Protected characteristics analysed within this report include Gender, Age, Nationality, Ethnicity and Disability as information regarding these characteristics is necessary to provide the Housing service. This data has principally been collected from allocations and lettings data held, in addition to tenant census responses where these are held.
- 1.6 Information surrounding other types of protected characteristics that is not necessary to be collected as part of the lettings and allocations process has not been analysed. These other protected characteristics are: Religion or belief; Sexual orientation; Gender reassignment; Pregnancy and maternity; Marital / civil partnership status.

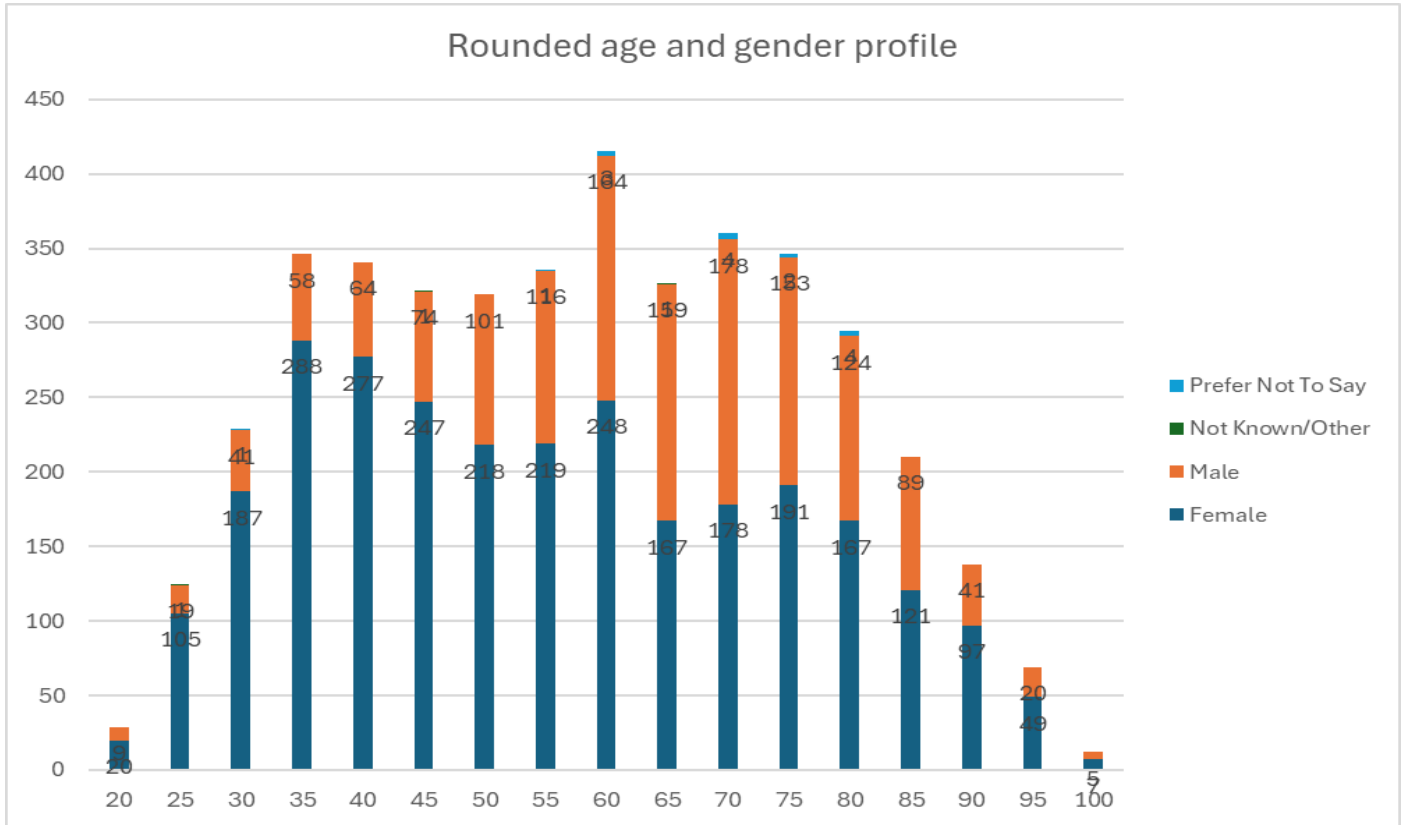
2. Report

- 2.1 Analysis methodology – The analysis undertaken on access to services has been completed against the lead tenant of any tenancies that were active between 1 April 2024 and the 31 December 2025 (this includes tenancies that ended after 1 April 2024)
- 2.2 Analysis was completed against HRA tenancies only.
 - 2.2.1 Evidence of engagement with Housing Landlord Services has been extracted from records held within the following ten service types:
 1. *Repairs service – 3,336 unique tenancies accessed*
 2. *Complaints service – 268 unique tenancies accessed*
 3. *Anti-Social Behaviour (ASB) service – 70 unique tenancies accessed*
 4. *Rent Arrears – 1179 unique tenancies accessed (where tenants have contacted us to discuss arrears)*
 5. *Damp Condensation & Mould (DCM) reports – 366 unique tenancies accessed*
 6. *Tenancy Support: Cost of Living Response Officers (COLRO) Support – 304 unique tenancies accessed*
 7. *Independent Living Officer (ILO) Support – 333 unique tenancies accessed*
 8. *Sheltered Housing Focus groups – 55 unique tenancies accessed*
 9. *Handyperson service – 209 unique tenancies accessed*
 10. *Right to buy applications – 34 unique tenancies accessed.*
- 2.3 Access/Engagement is counted as “Yes” or “No” where records exist that the tenant has contacted a service during the reviewed period. The analysis does not count the number of times a service is accessed. Nor does it assess the level of satisfaction with the access.
- 2.4 The services included provide a robust access sample base from which to gain assurance that tenants with differing characteristics are able to access the Housing Landlord Services.
- 2.5 To ensure consistency across datasets, evidence of access to services has been assigned to the active tenancy number. This approach was selected because some of the data sets record only the property address and/or a tenancy contact (not a defined individual). Where the tenancy is a joint tenancy, the access will have been allocated to the ‘lead/main tenant’ of that tenancy.

Baseline

- 2.6 As stated at section 2.1, the tenant baseline has considered current main tenants and former main tenants active between 1 April 2024 and 31 December 2025.
 - Gender – Due to use of main tenants for the analysis, gender proportions are shifted towards females at 67% to 33% male. However, it is important to note that the actual proportions when considered all named tenants is 53% to 47% respectively.

- Age – tenant age profiles show a relatively typical bell curve as below.



- Nationality – Where nationality data is held, it shows that 90% of tenants are UK national residents, with approximately 10% of residents coming from other European and worldwide countries as per table 1 below:

Table 1

Nationality	Number	%
UK national	3018	90.7%
Hungary	1	0.0%
Italy	2	0.1%
Latvian	35	1.1%
Lithuania	36	1.1%
Poland	64	1.9%
Portugal	19	0.6%
Romania	6	0.2%
Slovakia	1	0.0%
Ukrainian	1	0.0%
Other EEA country national	123	3.7%
Non EEA country national	8	0.2%
American	1	0.0%
Mozambican	1	0.0%
South African	1	0.0%
Zimbabwe	2	0.1%
Prefer not to say	9	0.3%
Subtotal	3,328	

Not stated	911	
Total	4,230	

- Ethnicity – Ethnicity figures are provided in the table below.

Ethnicity	Number	%
BRITISH	979	23.1%
White: Eng/Welsh/Scot/N Irish/British	2126	50.3%
White: Gypsy or Irish Traveller	2	0.0%
White: Irish	3	0.1%
Asian/Asian British: Indian	2	0.0%
Any other Asian background	12	0.3%
Black/Black British: African	4	0.1%
Black/Black British: Caribbean	5	0.1%
Black/Black British: Other	1	0.0%
LATVIAN	16	0.4%
LITHUANIAN	18	0.4%
POLISH	32	0.8%
PORTUGUESE	11	0.3%
SLOVAKIAN	2	0.0%
HUNGARIAN	3	0.1%
BULGARIAN	1	0.0%
Mixed/Multiple ethnic groups: African	2	0.0%
ESTONIAN	1	0.0%
RUSSIAN	1	0.0%
ROMANIAN	1	0.0%
Mixed/Multiple ethnic groups: Asian	4	0.1%
Mixed/Multiple ethnic groups: Caribbean	4	0.1%
Mixed/Multiple ethnic groups: Other	8	0.2%
Any other white background	174	4.1%
Any other ethnic group	4	0.1%
OTHER	7	0.2%
No data	807	19.1%
Grand Total	4,230	

Analysis

2.7 Communication Methods

2.7.1 Tenants are provided the opportunity to receive communications in different methods dependent on their preferences and needs. Information held where tenants have notified the housing service of these preferences has been analysed against the sample service data collated and access rates are as per the table 2 below:

Table 2 – Communication preferences

The data presented in Table 2 reflects tenants with specific communication preferences and their rate of access to services. The dataset does not record whether the required communication adjustments (e.g. BSL interpreters, translated documents, large print materials) were used during each service interaction.

	Braille		British Sign language		Documents in different languages		Interpreter		Large Print Documents		No Specified Communication Needs	
	#	%	#	%	#	%	#	%	#	%	#	%
Total Tenancies affected	2	0.05%	5	0.13%	29	0.74%	32	0.82%	209	5.36%	3,624	93.36%
Repairs Service	2	100%	5	100%	17	58.6%	27	84.4%	193	92.3%	3,092	85.3%
Damp Condensation & Mould (DCM) Service	-	-	-	-	2	6.9%	4	12.5%	11	5.3%	349	9.6%
Rent Arrears	-	-	2	40%	8	27.6%	10	31.3%	39	18.7%	1120	30.9%
Anti-Social Behaviour (ASB) Service	-	-	-	-	1	3.4%	-	-	4	1.9%	65	1.8%
Complaints Service	-	-	-	-	1	3.4%	-	-	10	4.8%	257	7.1%
Handyperson Service	-	-	1	20%	-	-	-	-	24	11.5%	184	5.1%
Sheltered Housing Focus Group	-	-	-	-	-	-	-	-	5	2.4%	50	1.4%
Independent Living Officer Support	1	50%	1	20%	3	10.3%	3	9.4%	30	14.4%	295	8.1%
Tenancy Support: Cost of living support officer	-	-	-	-	1	3.4%	2	6.3%	26	12.4%	275	7.6%
Right to buy applications	-	-	-	-	1	3.4%	-	-	-	-	33	0.9%

2.7.2 **Braille** – only 2 tenants have requested for communication via braille, these two tenants have both accessed the repairs service during the period of review and one has been supported by the Independent Living Officer Support Service.

2.7.3 **British Sign Language** – 5 Tenants preferred communication method is listed as British Sign language; again all five tenants have accessed the repairs service during the period of review as well as other services including Rent arrears, the Handyperson service and Independent Living Officer Support Service.

2.7.4 **Documents in Different languages** – 29 tenants have requested documents in different languages. These tenants have been viewed to have accessed most services proportionately to the general tenant population, with the exception of the repairs service where access rates show at 58.6% compared to around 85% for the general tenant population.

- 2.7.5 **Interpreters** – 32 tenants have requested to be communicated with via interpreters, these tenants access rates to the services appear in line with the general tenant population.
- 2.7.6 **Large Print** – There are 209 tenants that have requested for documentation to be provided in large print. Access rates to services for these tenants appears in line with the general tenant population.

The above table provides good assurance that where tenants have specific communication preferences, they are still able to access services proportionate to the general tenant population.

2.8 Preferred Written Language

2.8.1 Tenants are provided the opportunity to receive written communications in different languages dependent on their preferences. Information held where tenants have notified the housing service of these preferences has been analysed against the sample service data collated and access rates are as per the table 3 below:

Table 3 – Communication languages

	CZECH		LATVIAN		LITHUANIAN		POLISH		PORTUGUESE		RUSSIAN		SLOVAKIAN		SPANISH		English or Not Specified	
	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%
Total Tenancies affected	1	<0.1%	7	0.2%	17	0.4%	33	0.8%	5	0.1%	5	0.1%	2	0.1%	1	<0.1%	3,830	98.2%
Repairs Service	-	-	5	71.4%	13	76.5%	26	78.8%	3	60.0%	3	60.0%	2	100.0%	1	100.0%	3,283	85.7%
Damp Condensation & Mould (DCM) Service	-	-	-	-	-	-	7	21.2%	1	20.0%	-	-	-	-	-	-	358	9.3%
Rent Arrears	-	-	3	42.9%	6	35.3%	8	24.2%	2	40.0%	1	20.0%	-	-	1	100.0%	1,158	30.2%
Anti-Social Behaviour (ASB) Service	-	-	-	-	-	-	-	-	-	-	1	20.0%	-	-	-	-	69	1.8%
Complaints Service	-	-	1	14.3%	-	-	1	3.0%	-	-	-	-	-	-	-	-	266	6.9%
Right to buy applications	-	-	-	-	-	-	1	3.0%	-	-	-	-	-	-	-	-	33	0.9%
Tenancy Support: Cost of Living Support Officer	-	-	-	-	1	5.9%	1	3.0%	-	-	-	-	-	-	-	-	302	7.9%
Handyperson Service	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	209	5.5%
Independent Living Support Officer	-	-	1	14.3%	-	-	3	9.1%	1	20.0%	1	20.0%	-	-	-	-	327	8.5%
Sheltered Housing Focus Group	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	55	1.4%

2.8.2 From table 3 above there is some anecdotal evidence that when a tenants preferred communication language is something other than English then they may be less likely to access services. Only 1 ASB complaint has been received from tenants other than 'English or not specified'. Tenancy Support, Handyperson Service, and the Sheltered Housing Focus group have no access showing for these tenants requiring communications in different languages.

2.8.3 With regards to reviewing individual languages, the numbers of affected tenants are largely too small to allow analysis, however when considered alongside the ethnicity analysis at section 2.9 there does appear to be evidence that language barriers and/or ethnicity may affect access rates.

2.9 Ethnicity Review

2.9.2 When reviewing ethnicity data against access to any one of the services, it shows that generally people with differing ethnicities are able to access our services.

2.9.3 However, there is some evidence that ethnicities including Latvian, Lithuanian, Polish and 'Other white backgrounds' may be marginally less likely to; with proportions of 'No Access' witnessed at around 8-9% compared to around 5.2% typically for British/White British nationals. This underlines the importance of providing different avenues for tenants to access services as well as offering translation services when needed.

Table 4 – Ethnicity & services accessed

Ethnicity	Did not Access a service	Accessed a Service	Total	% of No Services accessed
BRITISH	40	939	979	4.1%
White: Eng/Welsh/Scot/N Irish/British	122	2004	2126	5.7%
White: Gypsy or Irish Traveller		2	2	0.0%
White: Irish		3	3	0.0%
Asian/Asian British: Indian		2	2	0.0%
Any other Asian background		12	12	0.0%
Black/Black British: African	1	3	4	25.0%
Black/Black British: Caribbean		5	5	0.0%
Black/Black British: Other		1	1	0.0%
LATVIAN	1	15	16	6.3%
LITHUANIAN	3	15	18	16.7%
POLISH	3	29	32	9.4%
PORTUGUESE		11	11	0.0%
SLOVAKIAN		2	2	0.0%
HUNGARIAN		3	3	0.0%
BULGARIAN		1	1	0.0%
Mixed/Multiple ethnic groups: African		2	2	0.0%
ESTONIAN		1	1	0.0%
RUSSIAN		1	1	0.0%
ROMANIAN		1	1	0.0%
Mixed/Multiple ethnic groups: Asian	1	3	4	25.0%
Mixed/Multiple ethnic groups: Caribbean		4	4	0.0%
Mixed/Multiple ethnic groups: Other		8	8	0.0%
Any other white background	12	162	174	6.9%
Any other ethnic group		4	4	0.0%
OTHER		7	7	0.0%
No data	52	755	807	6.4%
Total	235	3995	4,230	5.6%

2.10 Census Vulnerability Data – Information held within systems includes some tenant vulnerability census data regarding disabilities centred around ‘Hearing’, ‘Learning’, ‘Mobility’ and ‘Social Behavioural’.

When reviewing access to service rates for people declaring to have one of these disabilities, access rates remain largely proportionate when compared to all tenancies as per table 5 below.

Table 5 – Disabilities access to services

	Hearing Disability	Learning Disability	Permanent mobility disability	*Social Behavioural Disability	All tenancies
	247 sample	107 sample	846 sample	137 sample	4,230 sample
Service area	Accessed	Accessed	Accessed	Accessed	Accessed
Repairs Service	92.3%	94.4%	91.3%	91.2%	90.0%
Damp Condensation & Mould (DCM) Reports	7.3%	12.2%	8.6%	13.1%	9.2%
Rent Arrears	19.4%	41.1%	24.8%	43.8%	29.6%
Anti-social Behaviour (ASB) Service	1.6%	1.9%	2.2%	3.6%	1.7%
Complaints Service	5.3%	10.3%	7.9%	13.9%	6.8%
Right to buy applications	0.0%	0.9%	0.2%	1.5%	0.9%
Tenancy support: Cost of Living Response Officers	6.5%	15.0%	11.1%	13.9%	7.5%
Handyperson Service	9.3%	4.7%	8.0%	0.7%	5.4%
Independent Living Officer (ILO) support	13.8%	5.6%	11.1%	2.9%	7.9%
Sheltered Housing Focus Group	3.2%	0.9%	2.6%	0.0%	1.3%

** Social behavioural disability refers to a condition that affects a person’s ability to manage social interactions, behavioural responses, or emotional regulation in everyday situations. It can be associated with conditions such as autism spectrum disorder, ADHD, or behavioural/emotional regulation disorders. In the context of this report, it reflects tenants who have declared that they experience challenges related to behaviour or social functioning which may affect how they engage with services or communicate with the Council.*

It should be noted that the sample size/number of persons declaring a disability is relatively small and so small changes to proportions are not statistically significant.

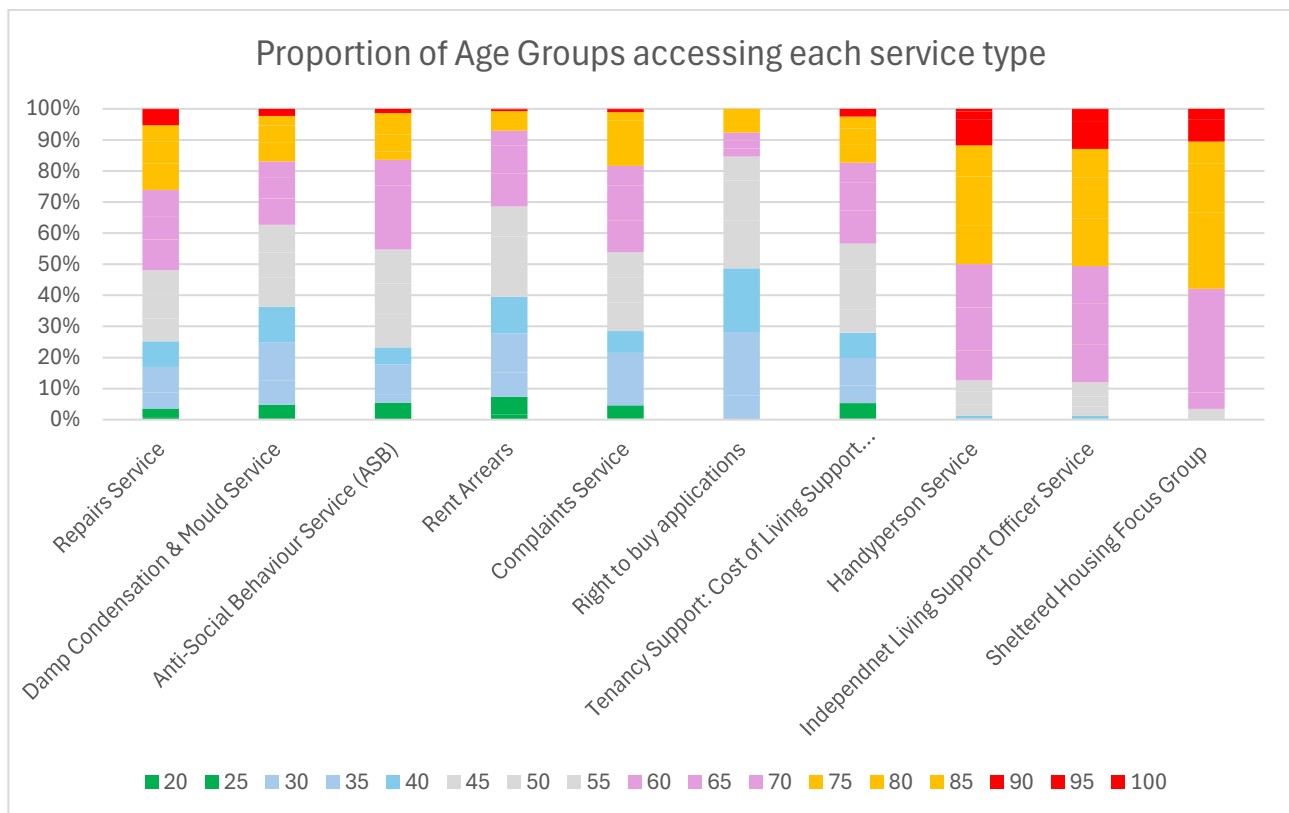
The above analysis provides assurance that tenants declaring a disability do not appear to be accessing services less than others, indeed access rates are proportionately higher in many cases.

2.11 Age Groups

As referenced at section 2.3 the age profile of tenants creates a typical bell curve as expected. A review of access to services by age group has been completed and this shows that typically each age group is able to access services, albeit different age groups access differing services. Many tenants were witnessed to access multiple different services during the period of review as highlighted in the table below:

Table 6 – Access to the 10 sample services by Age group

Age banding	No Services Accessed	Services accessed	Total	% did not access a service	Current Tenant Profile
18-22	1	28	29	3.4%	0.8%
23-27	3	122	125	2.4%	3.1%
28-32	13	216	229	5.7%	5.5%
33-37	13	333	346	3.8%	8.8%
38-42	12	329	341	3.5%	8.8%
43-47	21	301	322	6.5%	8.3%
48-52	17	302	319	5.3%	7.8%
53-57	22	314	336	6.5%	8.3%
58-62	23	392	415	5.5%	10.1%
63-67	21	306	327	6.4%	7.7%
68-72	28	332	360	7.8%	7.8%
73-77	15	331	346	4.3%	8.1%
78-82	15	280	295	5.1%	6.6%
83-87	13	197	210	6.2%	4.7%
88-92	10	128	138	7.2%	2.7%
93-97	6	63	69	8.7%	0.8%
98-102		12	12	0.0%	0.1%



As the chart above highlights, broad age groups tend to access services in differing proportions. The repairs service is used by residents across all age groups, as expected. The Right to Buy service is primarily accessed by people aged 35 to 60.

These patterns are considered to reflect natural differences in service demand rather than barriers to access. For example, the Handyperson service, Independent Living Service support sheltered housing tenants and therefore it is entirely expected that older age groups will represent the largest proportions.

Similarly, the 'right to buy' service is primarily accessed by persons between the ages of 35-60 where it is expected that working age tenants would access more frequently.

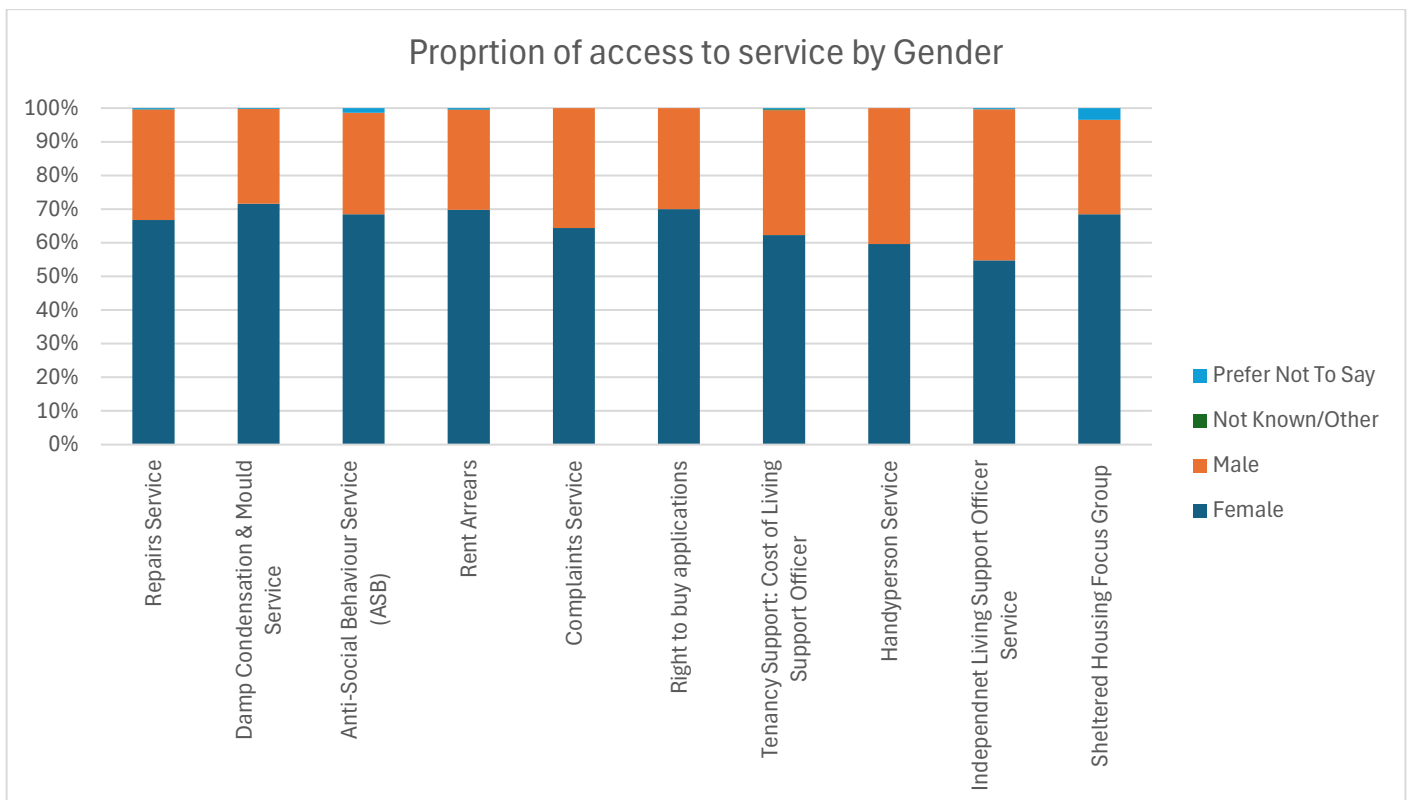
The repairs service, DCM, Arrears, ASB and complaints services all witness access from differing age groups largely proportionately to the tenant profile. The service will continue to track trends in protected characteristic groups over time: repeating analysis annually.

Based on the above, age does not appear to be a barrier to accessing services.

2.12 Gender

As indicated at section 2.3, the access analysis has reviewed service access reports against tenancy numbers and a main listed tenant. This makes gender analysis challenging due to limitations of the base line data. However, review of the largest sample (the core repairs data) analysis indicates that the gender breakdown was entirely even, as per the below:

Case type	Male	Female
Reported repairs	1694	1703



Based on review of the core sample data, there is no evidence that gender represents a barrier to accessing services, as witnessed proportions largely are in-line with the tenant profile.

2.13 Other Protected Characteristics

Data is not currently held for the remaining protected characteristics; therefore, access cannot be analysed for these groups.

- Religion or belief
- Sexual orientation
- Gender reassignment
- Pregnancy and maternity
- Marital / civil partnership status

2.14 Service specific review:

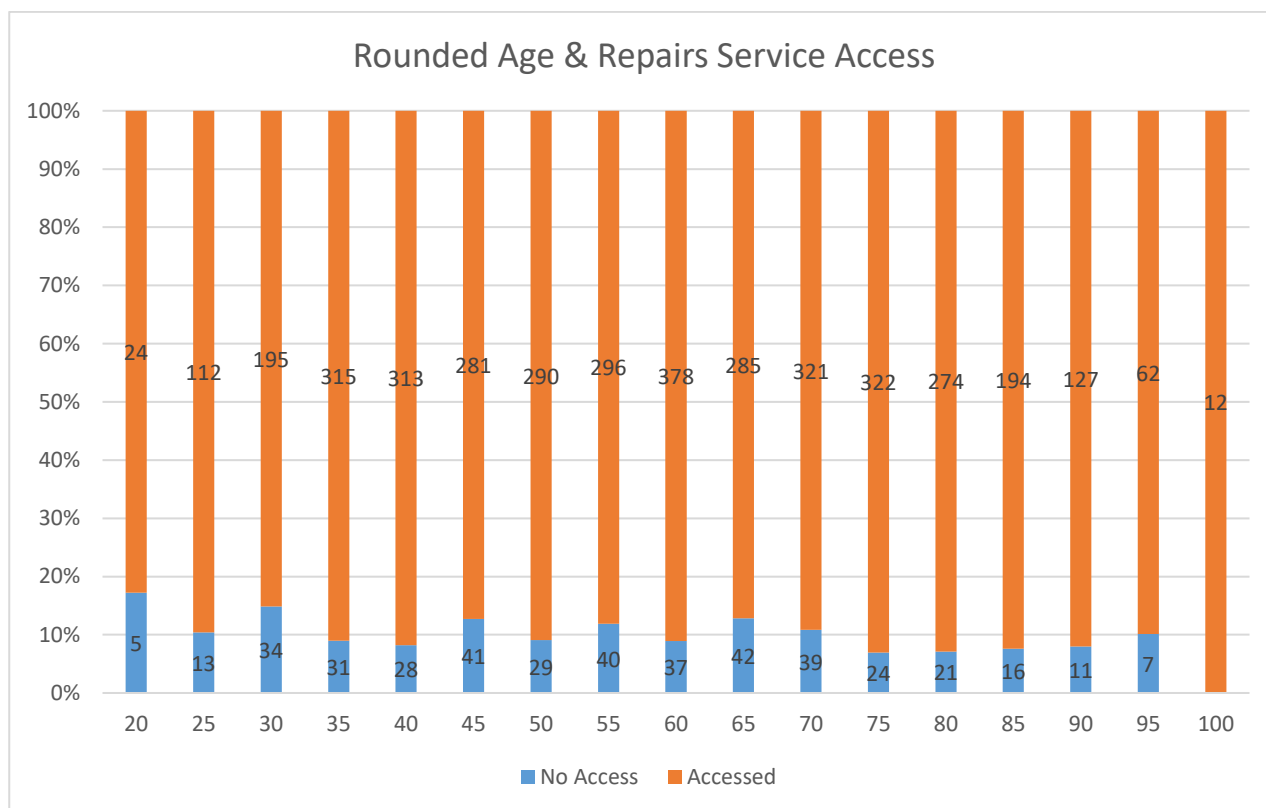
Due to high sample number witnessed in the repairs service a more detailed review has been undertaken in this area. The majority of tenancies 3,336 (85%) have been identified as having used the repairs service during the reviewed period, with only 566 tenancies not having accessed the service. When reviewing the access across ethnicity there is strong evidence that tenants with differing characteristics, including age, nationality and ethnicity are able to access the service. Table 7 below provides a summary of repairs access via ethnicity:

Table 7– Repairs ethnicity

Repairs Service Access				
Ethnicity	No	Yes	Total	Access %
BRITISH	85	894	979	91.3%
White: Eng/Welsh/Scot/N Irish/British	195	1931	2,126	90.8%
White: Gypsy or Irish Traveller		2	2	100.0%
White: Irish	1	2	3	66.7%
Asian/Asian British: Indian		2	2	100.0%
Any other Asian background		12	12	100.0%
Black/Black British: African	2	2	4	50.0%
Black/Black British: Caribbean		5	5	100.0%
Black/Black British: Other		1	1	100.0%
LATVIAN	1	15	16	93.8%
LITHUANIAN	4	14	18	77.8%
POLISH	7	25	32	78.1%
PORTUGUESE		11	11	100.0%
SLOVAKIAN		2	2	100.0%
HUNGARIAN	1	2	3	66.7%
BULGARIAN		1	1	100.0%
Mixed/Multiple ethnic groups: African	1	1	2	50.0%
ESTONIAN		1	1	100.0%
RUSSIAN		1	1	100.0%
ROMANIAN		1	1	100.0%
Mixed/Multiple ethnic groups: Asian	1	3	4	75.0%
Mixed/Multiple ethnic groups: Caribbean		4	4	100.0%
Mixed/Multiple ethnic groups: Other	1	7	8	87.5%
Any other white background	23	151	174	86.8%
Any other ethnic group		4	4	100.0%
OTHER		7	7	100.0%
Subtotal	322	3,101	3,423	90.6%
Unknown/refused	2	22	24	91.7%
No data	97	686	783	87.6%

Total	421	3,809	4,230	90.0%
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When reviewing access by age demographic, access is relatively proportional for most age groups, however there is some evidence that younger tenants may be less likely to access the repairs service compared to older age groups as illustrated in the chart below:



Based on the review into the repairs service access, it is evident that tenants with differing characteristics are able to access the services, albeit younger age groups appear marginally less likely to.

4. Tenant Feedback on the findings

- 4.1. High level findings from the Access to Services analysis review were presented to tenants at the Complaints and Performance Focus Group on 11 March 2026 and at the Tenant Forum on 18 March 2026.
- 4.2. Tenants expressed satisfaction with the conclusion that services are being accessed equitably and were supportive of the proposed actions to address identified areas for improvement. They also reflected positively on the call back method introduced by Customer Contact, noting that it has improved their ability to access services. Tenants asked the Council to explore adding an “Important Information” section to the website to provide timely updates, which will be considered as part of the website improvements. In addition, one tenant highlighted inconsistent provision of large print correspondence, and this feedback will be incorporated into the planned actions to ensure greater consistency in meeting accessibility requirements.

5. Conclusion

- 5.1. The analysis of service access between 1 April 2024 and 31 December 2025 shows that Housing Landlord Services are broadly accessible and equitable across the tenant population. There is no evidence that protected characteristics such as age, gender, disability, nationality or ethnicity are creating systemic or structural barriers to engagement

or access. Where small differences in engagement appear, these are low-level variations typically seen in any large and diverse population, and they do not represent patterns of exclusion or systemic concern.

- 5.2. Access rates across the vast majority of services remain proportionate to tenant demographics, and patterns of use align with expected trends (for example, higher use of the handyperson service among older tenants and greater arrears engagement among groups facing higher financial vulnerability).
- 5.3. Some areas of marginal under engagement were identified, particularly among a small number of minority ethnic groups and younger tenants in relation to repairs access. While these variances are not large enough to suggest inequity, they highlight opportunities to strengthen communication pathways, enhance accessibility, and ensure that every tenant is able to engage with the Council effectively across all service channels.
- 5.4. These observations have informed the development of the Action Plan, which focuses on enhancing communication pathways, increasing visibility of translation and interpretation services, supporting younger tenants through improved digital engagement tools, and maintaining strong accessibility. The actions are therefore proportionate, evidence-based and designed to build on the strong foundations already in place.
- 5.5. Overall, the findings provide assurance that services remain accessible across the tenant population, while the associated actions reflect a commitment to continuous improvement and to ensuring that all tenants regardless of background, communication preference or age can engage confidently with Housing Landlord Services. The Action Plan ensures these opportunities for enhancement are addressed in a structured and transparent way, consistent with the expectations of tenants and the Regulator of Social Housing.

Implications

South and East Lincolnshire Councils Partnership

None.

Corporate Priorities

The report supports corporate priorities relating to improving customer experience, service accessibility, and data-driven decision-making.

Staffing

None.

Workforce Capacity Implications

None.

Constitutional and Legal Implications

None.

Data Protection

None.

Financial

None.

Risk Management

None.

Stakeholder / Consultation / Timescales

The Portfolio Holder - Strategic and Operational Housing, the Director for Communities and the Assistant Director for Housing have been consulted.

High level findings from the Access to Services analysis review were presented to Tenants at the Complaints and Performance Focus Group on 11 March 2026 and at the Tenant Forum on 18 March 2026 findings reported in 4.1 and 4.2.

Tenants will be kept informed of the progress made towards delivering the outcomes of the consumer standards through the annual report, newsletters, website and specific focus groups.

This report and findings were presented to Performance Monitoring Panel on 10 March 2026. Members welcomed the analysis and offered a range of observations:

- They sought clarification on the reporting period and noted that some service access figures appeared lower than expected but that this was positive, Officers confirmed that the patterns were broadly consistent with the wider tenant population, Members were content with this.
- Members raised a question about lower access to the repairs service among some European ethnic groups, with Officers explaining that this may relate to small sample sizes however an action identified in the action plan was that further work on translation support would be carried out.
- Members also queried whether lower service access related to previous issues with accessing properties for stock condition surveys, and Officers confirmed that no correlation had been identified.
- Question about the representativeness of the findings, the volume of repairs data, and were keen to understand if any common repairs could be identified. Officers explained heating issues and leaking taps were a common example.
- Clarification was provided on rent arrears data, confirming that the figures reflected tenant contact rather than confirmed arrears.
- The age profile of tenants was viewed as reflective of the nature of the housing stock, this was seen positively.

The Panel recognised the significant manual effort behind the work and thanked officers for the detailed analysis.

Reputation

The work demonstrates a proactive and evidence based approach to understanding service access and supports transparency around data use.

Contracts

None.

Crime and Disorder

None.

Equality and Diversity / Human Rights / Safeguarding

The analysis will support a better understanding of potential unmet need or barriers to access which will contribute to our equality and access to services.

Health and Wellbeing

Improved understanding of service engagement may inform future initiatives aimed at supporting tenant wellbeing.

Climate Change and Environment Impact Assessment

None.

Acronyms

DCM – Damp Condensation and Mould
COLRO – Cost of Living Response Officer
ILO – Independent Living Officer
ASB – Anti Social Behaviour
EQIA – Equality Impact Assessment
RSH – Regulator of Social Housing

Appendices

Appendix 1 – Action Plan

Background Papers

No background papers as defined in Section 100D of the Local Government Act 1972 were used in the production of this report.

Chronological History of this Report

Report to PMP 10th March 2026

Report Approval

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