

**South Holland District Council Consumer Standard post inspection implementation plan  
As at 31 March 2026**

Action plan in response to Regulator of Social Housing Regulatory Judgment on 31/7/25 [South Holland District Council \(32UF\) - Regulatory Judgement: 30 July 2025 - GOV.UK](#)

**Monitoring progress**

Quarterly updates will be provided to the following:

- Cabinet
- Complaints and Performance Tenant focus group (transitioning to the Tenant Influence Panel, once established).

**Action plan**

Key: **Green** – complete, **Amber** – on track, **Red** - off-track

| No.   | Action required  | How will the tenant feel the impact?   | What evidence will be used to assure ourselves and our stakeholders?   | Target Completion date | Action owner                               | RAG Rating and current position |
|---|--|--|--|------------------------|--|---------------------------------|
| <b>The Council has an accurate, up to date and evidenced understanding of the condition of homes that reliably informs the provision of good quality, well maintained and safe homes for tenants.</b> |  |  |  |                        |  |                                 |
| <b>1</b>  | <b>100% of stock condition surveys completed</b>   | Minor repairs or urgent issues identified during the survey will be addressed quickly. Strategic investment plans based on survey data lead to sustained improvements across the housing stock. Tenants benefit from better living conditions, reduced maintenance issues, and improved satisfaction | Report to Cabinet on stock condition survey findings and validation of Decent Homes Standard position. (Completion of phase 1) | January 2026           | Housing Repairs and Compliance Manager     | Complete                        |
|   |  |  | Report to Cabinet on stock condition survey findings and validation of Decent Homes Standard position. (Completion of phase 2) | April 2026             | Head of Housing Investment and Development | On-track                        |
| <b>2</b>  | <b>Review and analyse Stock Condition Surveys data to verify Decent Home Standard position</b>   | Tenants may receive clearer communication about how their home meets (or doesn't meet) the Decent Homes Standard, and what will be done about it.<br><br>Ensures that investment decisions are based on actual data, reducing the risk to tenants.   | Report to Cabinet on stock condition survey findings and validation of Decent Homes Standard position. (Completion of phase 1) | January 2026           | Housing Repairs and Compliance Manager     | Complete                        |
|   |  |  | Report to Cabinet on stock condition survey findings and validation of Decent Homes Standard position. (Completion of phase 2) | April 2026             | Head of Housing Investment and Development | On-track                        |
| <b>3</b>  | <b>Establish and implement a Business-as-Usual programme for ongoing stock condition surveys</b> | Ensures that investment decisions are based on actual data, reducing the risk to tenants.  | Report to Cabinet on stock condition survey findings and validation of Decent Homes Standard position. (Completion of phase 2) | April 2026             | Head of Housing Investment and Development | On-track                        |
| <b>The Council provides an effective, efficient and timely repairs, maintenance and planned improvements service.</b>   |  |  |  |                        |  |                                 |

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| 4   | <b>Enhanced contract management ensuring tenant voice is heard</b>                                    | Improved service provided by contractors to tenants. Improved negotiations as part of contract extensions sees greater value for money for tenants. Tenants involved in specifications with major contracts. | Capital Programme Clinic Papers and Terms of Reference.  | Completed.    | Housing Transformation Manager                                | Complete |
|   |   |  | Contract specifications/similar drafted with tenants   | June 2026     | Head of Housing Investment and Development                    | On-track |
| 5   | <b>Introduce a code of conduct for all contractors</b>  | Tenants will experience more respectful, professional interactions. Clear escalation routes will be available if conduct falls short.  | Code of conduct developed by tenants and contractors.  | March 2026    | Tenant Engagement Lead supported by Housing Projects Surveyor | Complete |
| 6   | <b>Analysis of Tenant Satisfaction Measures data to further understand where dissatisfaction lies</b> | Tenant dissatisfaction will be further understood by the Council, resulting in service improvements  | Tenant Satisfaction Measures analysis reported to Performance Monitoring Panel and Cabinet.                              | December 2025 | Data and Insight Lead   | Complete |
| The Council has a clear policy and approach to deter and tackle anti-social behaviour (ASB) and hate incidents in neighbourhoods. Analysis of ASB case management supports the Council in identifying hotspots and delivering a preventative approach to ASB. |   |  |  |               |   |          |
| 7   | <b>Improved Anti-Social Behaviour case management</b>   | Tenants benefit from improved case management of ASB with better communication and a preventative approach to ASB.   | Anti-Social Behaviour Framework developed with tenants and reported to Policy Development Panel and Cabinet for adoption | Completed     | Housing Service Manager                                       | Complete |
|   |   |  | Staff training on Anti-Social Behaviour regulations  | Completed     | ASB Housing Lead  | Complete |
|   |   |  | Enhanced KPI suite adopted and reported at Compliance Clinic and PMP   | Completed     | ASB Housing Lead  | Complete |
|   |   |  | Satisfaction surveys being rolled out (reported at Compliance Clinic)  | December 2025 | ASB Housing Lead  | Complete |
|   |   |  | Governance framework updated setting out the reporting arrangements  | Completed     | Housing Transformation Manager                                | Complete |
| The Council has an approach to maintaining tenant data and utilises this to improve tenant outcomes, proactively managing vulnerabilities.  |   |  |  |               |   |          |
| 8   | <b>Service access report</b>  | Tenants would feel the impact of a Service Access Report through more personalised support, fairer access to services, and quicker responses to their needs.   | Annual report to Performance Monitoring Panel  | May 2026      | Data and Insight Lead   | Complete |
| 9   | <b>Vulnerability policy adopted</b>   | Vulnerable tenants will receive enhanced support, such as priority repairs, welfare checks, or tailored  | Tenant consultation summary.   | August 2025   | Housing Transformation Manager                                | Complete |

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|  |   | communication. This promotes safety and wellbeing.   | Policy presented to scrutiny and Cabinet for adoption   | November 2025 | Housing Transformation Manager             | Complete |
| 10   | No Access Working Group established   | Vulnerable tenants will feel that processes have been adjusted to consider the difficulties they may have in granting access in their homes, and that the Council works with them to overcome access issues. | Terms of reference for no access group  | Completed     | Housing Transformation Manager             | Complete |
| 11   | Standardise approach to how tenant data is collected, stored, and used, including routine analysis of service access. | Tenants will benefit from more personalised services and targeted support. Those facing barriers will be identified and supported more proactively.  | Report to Housing Landlord Board with case studies.   | March 2026    | Data and Insight Lead                      | Complete |
|  |   |  | Tenancy audit programme established   | February 2026 | Housing Services Manager                   | Complete |
| Tenants have a variety of ways to influence and scrutinise the Council's housing landlord service, including performance. The Council takes tenants' views into account in decision-making and communicates how tenants' views have been considered. |   |  |   |               |  |          |
| 12   | Engagement plan set for 2026/27   | Tenants are aware of the opportunities over the year and can choose which events they take part in.  | Tenant engagement programme of activity<br><a href="#">Involvement news and events - South Holland District Council</a> | April 2026    | Tenant Engagement Lead                     | On-track |
| 13   | Establish and embed a range of mechanisms for tenants to influence the service  | Tenants scrutinise service delivery and oversee changes driven by tenant feedback. This ensures services are shaped by lived experience.   | Terms of references for groups established  | December 2025 | Tenant Engagement Lead                     | Complete |
|  |   |  | Tenant Engagement Impact assessment quarterly report to Cabinet   | March 2026    | Tenant Engagement Lead                     | Complete |
|  |   |  | Tenant Satisfaction Measures scrutiny 24/25: Performance Monitoring Panel Tenant Satisfaction Measures analysis report  | December 2025 | Data and Insight Lead                      | Complete |
|  |   |  | Complaints performance and policy review outcome report   | April 2026    | Tenant Engagement Lead                     | On-track |
|  |   |  | Tenant consultation on business plan and asset management strategy outcome report                                       | Completed     | Head of Housing Investment and Development | Complete |

|   |   |   |   |             |                                |          |
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|   |   |   | Tenant Satisfaction Measures scrutiny 25/26: Performance Monitoring Panel Tenant Satisfaction Measures analysis report. | August 2026 | Data and Insight Lead          | On-track |
|   |   |   | Aids and adaptations consultation outcome report  | Completed   | Completed                      | complete |
|   |   |   | Damp Condensation and Mould policy consultation outcome report.   | March 2026  | Housing Transformation Manager | complete |
| 14  | Formal panel established to scrutinise performance                          | Tenants involved in the panel will shape service delivery. All tenants benefit from improvements driven by peer oversight and lived experience. | Report to Cabinet on establishing a tenant engagement and influence board.  | June 2026   | Tenant Engagement Lead         | Complete |
|   |   |   | Terms of reference  | June 2026   |                                | Complete |
|   |   |   | Minutes from the meetings   | June 2026   |                                | On-track |
| 15  | Review of tenant engagement resourcing arrangements                         | Tenants will experience more visible, responsive, and consistent opportunities to have their voices heard and influence services.               | Recruitment of Tenant Engagement Officer posts  | April 2026  | Tenant Engagement Lead         | Complete |
| The Council provides tenants with a range of relevant and accessible information, including its performance in delivering landlord services |   |   |   |             |                                |          |
| 16  | Develop an approach with tenants to address barriers of non-digital access. | Tenants will feel more informed and connected to housing services. Performance transparency builds trust and accountability.                    | Tenant Engagement Impact assessment quarterly report to Cabinet   | June 2026   | Tenant Engagement Lead         | Complete |

26 actions completed with 8 on-track.