



## Hinckley & Bosworth Borough Council

Forward timetable of consultation and decision making

Executive 18 June 2025

Wards affected: All Wards

---

### **Council Housing Repairs Decent Homes and Responsive Repairs Performance Update**

---

Report of Director (Community Services)

#### **1. Purpose of report**

- 1.1 To provide an update on compliance with the Decent Homes Standard, statutory safety regulations, and the current position of the responsive repairs backlog.
- 1.2 To present the associated financial performance for relevant capital and revenue budgets.

#### **2. Recommendation**

- 2.1 The Executive is recommended to note the current performance against key housing compliance indicators and the progress made in reducing the responsive repairs backlog.

#### **3. Background to the report**

- 3.1 The Decent Homes Standard was first introduced by the UK Government in 2000 to ensure that all social housing meets a minimum standard of condition. A home is considered decent if it meets the following four criteria.
  - Meets the statutory minimum standard for housing, primarily assessed via the Housing Health and Safety Rating System (HHSRS).
  - Is in a reasonable state of repair.
  - Has reasonably modern facilities and services, including kitchens, bathrooms, and adequate insulation.

- Provides a reasonable degree of thermal comfort, i.e. efficient heating and effective insulation.

3.2 Performance against the standard per month is provided in Appendix A.

3.3 In recent years renewed emphasis has been placed on the updating and enforcement of the standard. A revised Decent Homes Standard is expected in the next 12 months and is expected to include requirements in relation to damp and mould, energy efficiency and tenant experience.

3.4 The Quality and Safety Housing Consumer Standard outlined by the Social Housing Regulation Act 2023 builds on the requirements and principles of the Decent Homes Standard. The standard places clear proactive duties on landlords in respect to property maintenance, health and safety including the effective management of hazards such as damp and mould, asbestos and fire safety risks, proactive and timely intervention; and accurate data.

### **3.5 Performance**

3.5.1 As of March 2025 the Housing Repair Service achieved 100% Decent Homes compliance, with all council homes meeting minimum quality standards. Performance against key statutory compliance areas including gas, electrical safety, fire safety, asbestos, lifts and legionella is also to a consistently high standard (Appendix B).

3.5.2 The Service continues to build capacity to meet the enhanced regulatory expectations in the following ways.

- Ongoing improvements to data quality and accuracy through IT management systems such as the Promaster System and Compliance Workbook
- Dedicated oversight of safety and compliance led by the designated responsible officer, the Older Persons and Assets Manager
- Clear audit trails for repairs and planned maintenance activity per property
- Enhanced tenant engagement and feedback regarding property condition matters via Tenant Engagement arrangements

#### **3.5.3 Budgetary Performance**

3.6.1 All major programmes supporting property standards supporting health and safety compliance were delivered on or close to budget. One minor carry forward was requested for kitchen replacements where access prevented full delivery. Appendix C provides a detailed budget position.

### **3.7 Responsive Repairs Backlog**

3.7.1 The Covid-19 Pandemic prevented property access to complete both responsive repairs and planned maintenance work. As a result a significant backlog developed. Through additional temporary resource, effective supervision and hard work by the wider team, as of March 2025 performance is now considered to be within normal operational thresholds (Appendix D and

E). Since 2022 the Service has reduced out of target jobs by 97% with 51% less jobs being outstanding at any one time.

#### **4. Exemptions in accordance with the Access to Information procedure rules**

4.1 Open

#### **5. Financial implications [AW]**

5.1 No significant issues on budgetary spend in relation to the expenditure programme required to meet the Decent Homes Standard. The total budget was £3,838,580 and projects have been completed with a saving of £64,954.43 in total (see Appendix C for details).

5.2 The Responsive Repairs Backlog Position has a total value of £226,282.71, which is a much improved position on historical levels (See Appendix D for details).

#### **6. Legal implications [ST]**

6.1 None

#### **7. Corporate Plan implications**

7.1 The objectives of the report and subsequent service delivery align to the following corporate objective:

**People:** Helping people to stay safe, healthy, active and in employment

**Places:** Creating clean, sustainable and attractive places to live, visit and work in

**Prosperity:** Encouraging sustainable commercial economic and housing growth, as well as attracting businesses, improving skills and supporting regeneration.

#### **8. Consultation**

8.1 None

#### **9. Risk implications**

9.1 It is the council's policy to proactively identify and manage significant risks which may prevent delivery of business objectives.

9.2 It is not possible to eliminate or manage all risks all of the time and risks will remain which have not been identified. However, it is the officer's opinion based on the information available, that the significant risks associated with this decision / project have been identified, assessed and that controls are in place to manage them effectively.

9.3 The following significant risks associated with this report / decisions were identified from this assessment:

Risk description	Mitigating actions	Owner
Failure to meet Statutory compliance requirements	Robust Compliance Monitoring and effective programme management	Head of Housing/Designated Housing Manager/Housing Repairs Manager
Poor Budget management	Robust Budget Monitoring	Housing Repairs Management
Poor Tenant Satisfaction	Compliance with Decent Homes, Effective Tenant Engagement	Head of Housing/Housing Repairs Manager

## 10. Knowing your community – equality and rural implications

10.1 The Housing Services works to meet the needs of all of its tenants across the borough in accordance with the Equality Act 2010.

## 11. Climate implications

11.1 The Housing Services strives to deliver its services to minimise carbon emissions.

## 12. Corporate implications

12.1 By submitting this report, the report author has taken the following into account:

- Community safety implications
- Environmental implications
- ICT implications
- Asset management implications
- Procurement implications
- Human resources implications
- Planning implications
- Data protection implications
- Voluntary sector

Background papers: None

Contact officer: Gary Upton/Maddy Shellard

Executive member: Cllr M Mullaney