

Cheltenham Borough Council Cabinet Housing Committee

Meeting date: 29 July 2026

Meeting time: 6.00 pm

Meeting venue: Council Chamber - Municipal Offices

Membership:

Councillor Glenn Andrews, Councillor Flo Clucas, Councillor Jan Foster, Councillor Julian Tooke (Chair) and Councillor Suzanne Williams

Ian Mason (Tenant Representative), Lizzie Mawdsley (Leaseholder Representative) and Agnieszka Wisniewska (Tenant Representative)

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Cabinet Housing Committee Minutes

Meeting date: 1 June 2026

Present:

Councillors:

Glenn Andrews, Flo Clucas, Julian Tooke (Chair) and Suzanne Williams

Coopteers:

Ian Mason, Lizzie Mawdsley and Agnieszka Wisniewska

Also in attendance:

Claire Hughes (Director of Governance, Housing and Communities), Helen McEgan (Operations Manager - Technical & Investment), Jo Rea (Health and Safety Officer), Nicky Ricketts (Property Compliance Manager), Gemma Rowberry (Head of Regulatory Compliance), Matt Ward (Head of Housing Services) and Jay Whewell (Property Compliance Manager)

1 Apologies

Apologies were received from Councillors Jan Foster and Arthur Snell.

Councillor Suzanne Williams acted as a substitute.

2 Declarations of interest

There were none.

3 Appointment of Vice Chair

This item was deferred.

4 Public and Member Questions

One public question had been received, with a written response published on the website:

1. Question from Ian Mason, Tenant Representative to the Chair of the Cabinet Housing Committee

Following recent reports in the local press, could I request clarification of the plans for the Housing Offices in the Hester's Way Resource Centre?

Response from Councillor Julian Tooke, Chair of the Cabinet Housing Committee

Thank you for the question.

As you are aware Hesters Way is currently used as office space by some of our housing staff. However, it is not operated in a way which provides the most effective accessibility for our tenants and is not open to the public.

Therefore, we are currently reviewing the provision with a view to developing a model which provides enhanced access to our services. At this stage we are considering options such as a surgery/drop in based model, where staff will be available directly within local communities. This approach would remove the need for tenants to travel to central locations and ensure that our tenants are at the centre of what we do.

As a council and landlord, we must remember that we need to be where people need us to be, even if that is not always where is most convenient for us and this will be at the forefront of the new model.

Once we have a more detailed proposal, we will consult tenants and leaseholders.

Supplementary Question

He was made aware that this story had been in local newspapers, and many tenants had asked him about it. His two primary concerns are the Skills Hub, which runs in the building, and the fact that Hester's Way is rated as in the top 20% of areas of deprivation in the country within the indices of deprivation report released annually. He highlighted that he has always been a great advocate for the Skills Hub, which do fantastic work helping tenants have access to training and helping them into employment. He is reassured from the answer that there is a similar idea that the services should be accessible in that community, and it is important that there is a presence there. There is a huge amount of social housing in the area and many vulnerable tenants who need to be able to access the service.

Prior to the pandemic, CBH used to have a small reception office downstairs in the Hester's Way Resource Centre, where people could go anytime during the working week to address issues. It was well used and he had felt it was a bad idea at the time that it was being closed rather than reopened. Recently he has been introduced to the new intercom system and know that staff are very good at coming down to people but is far from convinced that 80% of residents actually know it is there. Not

sure that the 20% that do are comfortable about shouting their business down a microphone in a public lobby. Asks that when considering the future of the site, the council make sure they retain a presence in the community and make those services accessible to the people that need them.

Director of Governance, Housing and Communities Response

It is currently the intention to retain the Skills Hub at Hester's Way and the council are currently negotiating the terms. As pointed out, the Hester's Way office is not particularly accessible to tenants. Whilst there is an intercom system there, it is not somewhere people can pop in and have a conversation and actually really be engaged. So, the idea behind this is absolutely not about taking anything away, it is about making things better and more accessible. We are looking to have more locations and there will definitely be one in the locality. Although it might not be within the Resource Centre, it is not going to be far away. The council are currently looking at venues and there will be more locations where people can go. This is about making it more accessible, having staff there that are actually available for tenants to come in and see rather than having to come into an office and press a button and hope that someone comes and answers it. It isn't about taking anything away; it is actually about making improvements.

5 Minutes of the last meeting

The minutes of the meeting held on 1st April 2026 were approved as a true record.

6 Director Briefing (if required) (Verbal)

The Director of Governance, Housing and Communities addressed the committee and provided the following updates:

- Introduced Nicky Ricketts who had joined the council as the new fire manager three weeks before, and as the person responsible for fire compliance will be reporting to the committee regularly.
- Met with the internal auditors earlier in the day who will shortly commence with the programme of internal audits of compliance. They will be looking at three or four areas this year and then will review the remaining areas next year. This will then be carried out on a continual cycle in line with best practice and will provide independent assurance that the council is doing the right things within compliance.
- The following day officers are due to attend the annual engagement meeting with the Regulator of Social Housing (RSH). If anything comes out of the meeting that the committee needs to be aware of, they will be informed.
- All sales have now been agreed on the shared ownership properties at Regency Village. The team have done a great job completing this work in house, so no money has been lost to estate agent fees.
- Work on the three five-storey blocks that had been previously identified as needing some external works has now commenced. Unfortunately, Homes England rejected the funding bid for the work on the basis that the buildings

measured 10.5m high instead of 11m. This has been brought up with Cheltenham's MP, Max Wilkinson, and he will be taking that forward. Hopefully this may lead to a change but, if not, this will need to be funded from within the capital programme this year.

- The new Competency and Conduct Standard comes into force in October 2026. Part of the Standard is around tenant engagement on staff behaviours – to identify what tenants and leaseholders think are the behaviours that staff should be displaying. Tenant and leaseholder consultation is scheduled over the summer on conduct and behaviours. There will also be consultations around venues for the locations of the new surgeries and on what people believe the council is doing well and what are areas that could still be improved. Information about these consultations will be included in the next issue of the Tenant Voice and appearances will be made at events over the summer.

7 Housing Asset Management Strategy

Objective: To provide the committee with the Housing Asset Management Strategy for sign off for consultation.

The Operations Manager Technical and Investment addressed the committee and highlighted the following:

- The Housing Asset Management Strategy is currently in draft form. If the text is approved by the committee, it will be put into a more visual and polished format with the marketing team, so that it can be taken out for consultation.
- The purpose of the strategy is to ensure that the housing stock is well managed and fit for purpose. It is looking over the next five-year period from 2026 to 2030, and it provides context in the document, including stock profiles showing the age and breakdown of the stock that the council hold, as well as a position statement as of April 2026.
- When the strategy is brought back to the committee for final sign-off that position statement will be updated to the most up-to-date version.
- Consultation will be carried out with key stakeholders including elected members, tenants and leaseholders. A link will be provided for people to respond to with a questionnaire asking whether the council are looking at the right priorities.
- Five key priorities have been developed based on issues already identified, that will help the council to achieve their ambitions:
 - o Safety and compliance – which covers delivery against the compliance strategy and the housing improvement programme, learning from data, and scrutinising performance.
 - o Making informed decisions and actions, including completing stock conditions, getting the planned maintenance programme up and running, and developing a disposal policy using various metrics.
 - o Decent, healthy and energy efficient homes, including funding from the Warm Homes Fund, continuing the successful delivery of energy efficiency measures and achieving a minimum energy efficiency

standard of EPC C by 2030 in line with the government's target. Addressing the new Decent Homes Standard which includes the introduction of smart technology as well as thermal comfort in measuring energy performance. A feasibility assessment will be completed into installing solar PV as part of the roofing programme.

- Aligning homes with housing need, including bringing in ratings for properties in line with Gloucestershire's accessible housing register, building on the sheltered housing review which was undertaken in 2018 and establishing a new acquisitions programme.
- Establish a development and regeneration programme, including reviewing all development opportunities from council owned land, developing a plan for pre-fab properties on the Reddings estate, maximising S106 opportunities to add new stock, reviewing the council's approach to sheds and garages (currently a high area of concern from tenants living in flats, who are being asked to move items out of communal areas).

The committee's discussion raised the following points:

- A couple of concerns were raised from a leaseholder perspective, particularly around the disposals policy. Understand this is positive from a tenant perspective as they will be re-housed into a newer property, but for a leaseholder they will be losing a flat or house that they have bought. It was confirmed that leaseholders will be involved in the consultation process and development of the disposals policy.
- Following a question on the protections available to leaseholders, it was confirmed that the policy would adhere to any legislation that is in place. In cases where a decision is made to demolish a block of rented flats, there is a statutory requirement to offer people a home loss payment with clear directions on what they are entitled to. Those renting are also prioritised for rehousing on the waiting list. As a process it takes a long time.
- The policy will also look at houses, bungalows and individual dwellings. The process in this case is more straightforward as there are a number of long-term void houses that require decisions on whether it is cost effective to spend upwards of £100k on them or whether they should be disposed of and the capital receipts used to acquire a new, more modern property that will last for the next 50 to 70 years. These different strands will be gathered together within the disposals policy.
- In the context of legislation and regulation and alignment with the private rented sector, it will soon be unlawful to let properties with an energy rating below EPC C. Officers confirmed that they would confirm the number of properties that fall within this category.
- Data on how many empty homes are within Cheltenham across all tenures in Cheltenham are held within the strategic housing function rather than the landlord service area.
- The graph included underneath the housing revenue account (HRA) and stock profile highlights how little house building has taken place over the last

30 years. It's concerning how little this can address the 2,500 people waiting on the housing register.

- It was noted that Housing First has 12 places currently in Cheltenham for people who have failed tenancies in the past. As this has been working well it was suggested that an increase in the number of places available should be considered in the future.
- It was highlighted that there is a real need for supported housing for younger adults as there is not very much provision for that within Cheltenham.
- During a recent tour with officers of the Monkscroft estate, the amount of planned works that need to be done and the priorities for the people living there were discussed. Whilst it would be nice to have beautifully painted houses, the need for security measures to prevent undesirable people accessing the estate were highlighted. It was stressed that the input of conversations like this are extremely valuable and is why the consultation is so important.
- A lot of local authority housing has been lost to right-to-buy and right-to-acquire. A surge of applications was seen after the government substantively reduced the maximum discount in November 2025. However, that has now tailed off. If a good development programme and acquisition programme is developed this will certainly help housing numbers in the long term.
- Whilst the strategy currently talks about the climate emergency within its framing, it was suggested that it was equally important to highlight the cost-of-living crisis and the problems with energy security and energy costs. Properly insulated homes will benefit tenants against all these matters.
- It was recommended that prioritising the elderly who have trouble keeping warm or those stretched most financially, to have warmer homes would be brilliant, if possible. It was noted that the council is quite fortunate as the majority of the stock is already at EPC C or above, so anything that can be done above that will help everybody. Making sure all properties are at an EPC C within the next 5 years is an overall priority, but the schedule can be reviewed to ensure vulnerable people are prioritised within that.
- For the consultation a reading age of no more than nine or ten will be used to ensure people understand the document and feel properly involved.
- The importance of listening to tenants was highlighted and the work carried out by teams already was praised. The introduction of hubs for tenants around Cheltenham was also raised as a positive development as it will allow open conversations to take place about what tenants' need and ensure their voice is heard.
- Once the consultation, subject to suggested amendments, has taken place the strategy will be brought back to the committee for review and recommendation to Cabinet for final approval.

The Cabinet Housing Committee approved the Housing Asset Management Strategy (2026-2030) subject to amendments for consultation.

8 Tenant Satisfaction Measures (TSM) Submission 2025/26

Objective: To provide the committee with an opportunity to review the TSM submission for 2025/26

The Director of Governance, Housing and Communities addressed the committee and highlighted the following:

- Social housing landlords are legally required to capture and report Tenant Satisfaction Measures (TSMs) to the Regulator of Social Housing (RSH) annually. The data covers the period up to March 2026. Following collection of the results the data will be published to see how the council is performing nationally against everybody else.
- The complaints numbers show what appears to be a significant jump but that is a national trend, rather than unique to Cheltenham. It reflects the move to a position where complaints are being listened to and learning from complaints is actively published on the CBC website. It is also worth noting that the TSM relating to the perception of the complaints process is skewed by the input of those who have not been through the process; and by people who are unhappy with the outcome of their complaint rather than the process itself. To ensure that feedback is received from those who have experienced the process, a targeted group session was held and was very beneficial.
- TSMs relating to tenant perception measures, which reflect how tenants feel about the council's services, have improved since last year. Given the instability brought by the transition it has been delightful not to see a dip in customer service scores and the improvement is a credit to the staff who have kept the wheels turning during some challenging times.
- These figures will be submitted to the RSH through the NROSH+ platform, which once figures are collated and published, will allow the council to assess how we are performing compared to the national figures.

The committee's discussion raised the following points:

- Officers will confirm number of colleagues in the anti-social behaviour team in writing. There is currently one vacancy within the team, which is being reviewed at the moment with a view to establishing the way forward.
- The Tenant Handbook has been reviewed by the Tenant Panel and is now available via the CBC website. Copies can be provided to people who do not have access to the internet, and alternative formats are available. A separate Leaseholder Handbook is also available.
- It was suggested that it would be useful to include details of sample sizes and response rates, and significance testing be carried out. This might lead to some slightly different conclusions being reached.

Agnieszka Wisniewska left the meeting.

9 Compliance Performance Data

Objective: To provide the Committee with key compliance performance data.

The Head of Regulatory Compliance addressed the committee and highlighted the following:

- She introduced the Committee to Jay Whewell and Nicky Ricketts, who are the new property compliance manager and fire safety manager respectively. The housing team has been through a significant amount of change, particularly within the compliance team. The team has grown from two to seven and there is now a dedicated team for fire safety. Currently reviewing potential management of areas that have previously been managed by other teams within the business.
- The data in the report covers the period up to the end of April. Since the report was published the May compliance report has been run and the following changes have occurred:
 - o As of the end of April there were six overdue gas services, one of these has now been completed, and the five that are remaining are all sat within the legal process due to access issues.
 - o Of the six high-risk fire actions that were reported overdue, three have now been completed. The two outstanding legacy fire door actions have now been fitted and certification has been received. There is now a dedicated fire door inspector within the team who will be inspecting these doors to ensure that they are fitted correctly, and contractors are working to a high standard. This will add an extra layer of assurance.
 - o As of the end of April, the report said that there were 83 overdue fire actions. Whilst this sounds worrying, it is not as bad as it first appears. The team have identified where the problems are which allows them to address them. They also have an understanding of where issues are generated by the computer systems used. For example, one of the systems only reports issues as 'in date' or 'overdue', so does not reflect where work is in progress. The data and information is currently being analysed to identify what is in progress and what is preventing actions from being completed. The team are working hard to close these actions using a priority risk-based approach. The new fire safety manager will also be reviewing the fire risk assessment action schedule, the fire door inspections and fire safety as a whole.

The committee's discussion raised the following points:

- The way fire actions (whether urgent, high-risk, medium-risk or low-risk) are reported from the system means that they are reported as 'not applicable' rather than compliant or non-compliant. Where actions are overdue, they are technically non-compliant. In other areas where there are links to TSMs the scorecard report links to compliance, whereas in this case it is additional information inputted from another report. The fire actions are reported in more detail to the committee in line with good practice, but the assessment itself follows requirements that include a compliant or non-compliant judgement.
- Whilst the council is prohibited by the covenants of leases from requiring boiler, electric, or gas servicing certification from leaseholders, they do

encourage leaseholders to carry out these checks. Literature is being issued to leaseholders (although this is not legally enforceable), and discounted gas servicing checks are offered by the council contractor. Where leaseholders are subletting properties, they do have the same requirements as private landlords to provide up-to-date gas and electric certificates. The leasehold team are also in the process of checking whether or not the health and safety legislation overrides the covenants in the leases. Information will also be provided via the annual billing correspondence to leaseholder.

- A high-risk fire action relating to a combustible item requiring removal from a bin store area was noted. The officer explained that this related to a scooter that was not owned by any resident. Substantive checks were required to make sure it had not been stolen. Now these have been completed removal will be arranged.

10 KPI Performance Data

Objective: To provide the Committee with key performance information relation to voids, arrears, day to day repairs, ASB and property compliance

The Director of Governance, Housing and Communities addressed the committee and highlighted the following:

- Work is being carried out on the KPI dashboard to bring it into alignment with the compliance dashboard. This should enable the committee to track the data more easily in future reports.

The committee's discussion raised the following points:

- The council is subscribed to Housemark which enables an element of benchmarking of the KPIs. However, there is not enough consistency in what KPIs are monitored or how they are reported to allow full benchmarking to take place. Once the work on the KPI report is completed, then another piece of work will be carried out to review potential benchmarking. Where there are good reasons to record these KPIs in a specific way then it may be better to forego benchmarking, to ensure the data is what is needed by the council. However, if there are standard KPIs then it would be sensible to follow these unless there is a reason not to.
- Work is continuing on reducing the void numbers. As discussed previously there had been a significant backlog of properties requiring work whilst a procurement review took place to ensure everything is being done correctly. The team are working closely with contractors, and the number has been dropping steadily each month. However, as on average 23 new voids are received each month this improvement is not always clearly visible in the figures. At the end of April there were 111 standard relets. Void work was carried out on 304 properties in the last financial year which is a substantive amount. There are currently 61 major voids which are all currently procured out to contractors, whilst minor voids are managed in-house, which has been provided with some additional resource through agency workers and within the existing budget. Some day-to-day operatives who predominantly work on

damp, mould and condensation, will also be redirected to voids during the quieter summer months. These measures should hopefully bring the numbers of minor voids down. Due to regular turnover, there will always be void properties, but it is hoped that this can be maintained at a healthy balance of between 40 and 50 properties. The team will also continue to work closely with the housing options and tenancy management teams, to respond in an agile way to emergency homelessness cases. A void rent loss target of 2% for the year ahead has been established to keep everything on track. The committee thanked the team for all their hard work to address this issue.

- The committee also thanked the team that has been helping tenants reduce their arrears for the important work they are doing. They have helped tenants recover £200k and enabled them to access the help and the benefits that they are entitled to.

11 Housing Complaints and Compliments Report - Quarter 4 and Annual Report

Objective: To provide an overview of housing related complaints and compliments, identifying key areas of dissatisfaction and areas for learning and service improvement.

The Director of Governance, Housing and Communities addressed the committee and highlighted the following:

- The report includes the annual figures for complaints and compliments for the whole of the financial year, and a more detailed report on quarter 4.
- Since the report was written the Complaints Policy has been reviewed by the Housing Ombudsman and only seven minor changes were recommended. The Ombudsman has confirmed that they are happy with the way the council are handling complaints and are comfortable that it is compliant with the Complaints Handling Code.
- There was a period of time due to resourcing issues that complaints were being handled centrally, but it is now intended that this will be transferred back to service areas from 1 September. This puts responsibility back onto service areas and will ensure that they are learning from their own complaints.
- On the CBC website details of the learning from the year have been published. There is also detail in the annual report of what is currently being worked on, and key themes that have emerged from complaints. These have included:
 - o Issues with callbacks, so an additional member of staff has been brought in to support the kitchen programme.
 - o Meetings have also been held with contractors to address issues around communication and ensure they are aware of the council's expectations.
 - o Issues were identified with follow-up works and tenants not being aware of what was happening with their repairs. So, processes have been put in place to ensure that these updates are being provided.

- The page addressing compliments for the work teams have been doing was highlighted.
- Working on collecting a complainant profile so a deep dive on complaints can be carried out. A meeting has been scheduled to review whether any particular group is being represented disproportionately within the complaints process. This will also include data around property type, as well as personal details including age range and disability status amongst others.

The committee's discussion raised the following points:

- Profiling information could be very helpful as it may identify gaps in knowledge for certain groups.
- The Tenant Representative noted that he had been shown the information available on the QL system for repairs he had himself reported to see how they are managed and had been impressed by the breadth of information available. He thanked John Clements and Aston Stevens for meeting with him to review this. He highlighted that the level of information provided by in-house teams is often missing from repairs carried out by contractors, leaving colleagues unable to communicate effectively with tenants about their repairs. It was suggested that as contracts are renegotiated requirements are included to ensure the flow of more detailed information to the council.
- Officers noted that the team are dealing with thousands and thousands of jobs each year and work with a large number of contractors. They highlighted that the TSMs are now showing a positive change in direction and an increase in both satisfaction and performance times since 2023. They agreed that communication remains an issue so even where processes are in place and a contractor has been advised to do something, it is important that the tenant is kept informed of progress. They highlighted that they will continue to look for ways to improve this service.
- Particular issues relating to the mechanism for reporting complaints for a block, rather than individual property, was raised. Communication around this was highlighted as a cause of frustration for the Leasehold Representative. The officer explained that if repairs are under £250 then this is included within the annual service charge bill sent to leaseholders for the previous year. These letters do encourage customers to contact the team if they have any queries and in-house work is fully documented with photographs. Following the annual billing this year there were barely any inquiries hopefully showing that the service has improved. For any repairs over £250 a section 20 consultation process will take place. Unfortunately, due to the numbers involved it is not always possible to communicate with all residents in a block, due to the cost implications.
- Where repairs are escalated to the planned investment team, which often involves working with contractors, work is being undertaken to improve the flow of information and communication. Part of this improvement will involve the extensions of PDAs (personal digital assistants), which allow those attending repairs to update instantly and take photographs, to the planned investment team. As the team have monthly meetings with contractors, they

will then be able to upload information directly to QL and ensure everything is clearly recorded. It will also mean items, like referrals from building surveyors, will be included in the workflow.

12 Housing Services Health and Safety Report

Objective: To review health and safety activity that has been undertaken during the period, whether it was successful, and identify current tasks and challenges being faced.

The Health and Safety Officer addressed the committee and highlighted the following:

- The report summarises the key health and safety related activity for quarter 4, which has included progress in policy development, training, system improvements and workplace safety.
- The Housing Health and Safety Rating System (HHSRS) policy was approved by Cabinet on the 14 April and has now been shared with housing colleagues, with training carried out. During the quarter water safety, asbestos, first aid, and ladder safety training has also been provided.
- Operational improvements to the T100 safety management system have been made to better support building service colleagues to complete health and safety tasks and checklists.
- Following some recent unacceptable customer behaviour incidents experienced in the Municipal Offices, including from customers visiting housing colleagues, the team have sought advice from the Gloucester crime prevention team who have undertaken a site inspection. They were able to provide several observations and offer some potential improvements, and the team are now delivering a programme of measures to enhance building safety for colleagues. This has included improved customer signage and the presence of a security guard in the Municipal Offices.
- During quarter 4 there were no reportable RIDDOR (reporting of injuries, diseases and dangerous occurrences regulations) incidents. There were eight incident reports with some colleagues experiencing minor injuries, including three road traffic incidents and one fire incident. The highest number of incidents related to unacceptable customer behaviour which led to the actions taken above. Customer conflict training has also been provided to colleagues in frontline roles. For the whole year there were 55 reports of unacceptable customer behaviour.
- Road traffic incident levels fluctuated during the year, and some proactive steps have been taken, including the delivery of the RoSPA driving training assessment course to two members of the building services team who are now competent to assess colleagues and support safety improvements.
- A review of trends over the past four years (April 2022 – March 2026) has shown increases in minor injuries and road traffic incidents during 2025/26. There was also a notable rise in house fires compared to previous years. This has required measures including the introduction of an E-Bike Battery policy.

This rise is in line with national trends of an increased use of lithium battery technology.

- Incidents continue to be reviewed and monitored by the health and safety team and key themes will be reported through the housing compliance monitoring group. The health and safety team are now investigating reporting improvements.
- Peter Adams has joined CBC as Director of Health, Safety and Operations and is currently working to define key priorities for the health and safety function to develop a structured program of work aimed at driving improvements in overall health and safety across the council.

The committee's discussion raised the following points:

- At this point it is difficult to tell whether the E-Bike Battery policy has been effective as it is still quite new but the team will continue to monitor the impact. Agreed that the number of fire incidents is concerning. The next issue of the Tenant Voice will include a feature on contents insurance to highlight its importance as unfortunately, despite peoples' best efforts, fires do happen. It is also worth noting that not all fires are the result of lithium batteries. The most recent fire is still under investigation, but it may have been caused by rodents damaging wires.
- Poor behaviour towards staff is not tolerated. Recently there have been incidents where the police have been involved and criminal charges have been brought. There are a range of different interventions available, for example, people are put on a contact restriction which may mean they are not allowed to visit offices or are only allowed to contact a named individual. The rising trend of incidents is concerning but the council always respond to them robustly.

13 Updates from the Tenant and Leaseholder Panels

Objective: To highlight the ongoing activities of the Tenant and Leaseholder Panels and provide an additional opportunity for tenant and leaseholder voices to be heard.

The Tenant and Leaseholder Panel updates were taken as read.

The Leaseholder Representative explained that the Leaseholder Forum had continued to meet and are currently scheduling a meeting to continue their scrutinies.

The Tenant Representative noted that he will be attending a meeting of the Improvement Panel on the 7 July.

14 Review of the Housing Committee Forward Plan

Review of the Aids and Adaptations Policy was added to the July meeting.

15 Items to be referred to Cabinet

There were none.

16 Briefing Note - Housing Sector Insight

Objective: To provide the Committee with an overview of recent developments in the housing sector and provide opportunities for horizon scanning.

The briefing note was noted.

Cheltenham Borough Council

Cabinet Housing Committee – 29 July 2026

Aids & Adaptations Policy

Accountable member:

Cllr Flo Clucas, Cabinet Member for Housing and Customer Services

Accountable officer:

Claire Hughes, Director of Governance, Housing and Communities

Helen McEgan, Operations Manager – Technical & Investment

Executive summary:

The Aids and Adaptations Policy is in line with legislative requirements and provides clarity and guidance to both applicants and the council when assessing requests for disabled adaptations from council housing tenants and leaseholders (if the adaptation is required in a communal area). The policy will enable the council to provide a fair and consistent approach to these requests and will ensure the most effective use of the council's housing stock and limited capital budget.

The policy was approved by the committee as a consultation draft on 1st April 2026 and following consultation with key stakeholders a number of amendments and clarifications have been made.

If approved by the Cabinet Housing Committee, the policy will be presented to Cabinet for approval in September and once approved it will be published on the Council's website and an accessible version produced. The author will work with the council's communications team to promote the publication of the policy and raise awareness of it so that vulnerable tenants can access the support if needed.

Recommendations:

1. The Cabinet Housing Committee recommends that Cabinet approves the Aids and Adaptations Policy attached at Appendix 5.
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1. Background

- 1.1. The Aids and Adaptations Policy ("the policy") seeks to inform tenants (and in certain cases, leaseholders) of how to request aids and adaptations in council owned housing, as well as the process that the council will follow when adapting council-owned homes to meet specific needs. The policy does not apply to residents living in private rented, owner occupied or

housing association properties.

- 1.2. The policy was presented to the Housing Cabinet Committee on 1st April 2026 as a draft for approval to consult. Consultation has now taken place with key stakeholders including the Accessibility Forum and the Tenant's Panel. Changes to the final version of the policy are shown below.

2. Main content

- 2.1. Changes made to the final version of the policy are set out below and highlighted in yellow in the policy itself.
- 2.2. Where possible, the council will use this policy to enable tenants to remain both safe and independent in their own home to support positive health and wellbeing outcomes. However, in certain circumstances, alternative housing options will be explored to try and meet tenant's needs. The policy gives examples of when a property may not be deemed suitable for adaptation. Additional text has also been added in the Equalities Statement section of the policy.
- 2.3. Following feedback from the Accessibility Forum the flowchart on appendix 1 within the policy has been simplified.
- 2.4. A reference to when leaseholders can apply for assistance under the policy has been added, clarifying that if the work is needed in the communal area of a block of flats it will be addressed under this policy and not the Housing Assistance Policy.
- 2.5. The discretionary funding section has been updated to mirror the Housing Assistance Policy, ensuring a fully harmonised approach across all housing tenures. Reference has also been added to the process which will be followed for exceptional decisions not covered within the policy.
- 2.6. The legislative and local context has been updated.
- 2.7. A section on removal of aids and adaptations has been added.
- 2.8. An equalities impact assessment has been completed and this has shown that the policy will have a positive impact on older and disabled people including children.
- 2.9. Internal processes have also been developed and a simple guide for staff is attached at Appendix 3 of this report.
- 2.10. An 'easy read' version of the policy will be produced and an example of what this could look like is attached at Appendix 4 of this report. The final version will be produced by the council's communications team.

3. Key risks

- 3.1. The risk of not having a policy in place is high as it can lead to inconsistently applied decision making. This in turn could lead to increased complaints and ombudsman cases and wasted resources in terms of both budgets and property being mismanaged.

Report author:

Helen McEgan, Operations Manager, Technical & Investment

Helen.mcegan@cheltenham.gov.uk

Appendices:

- i. Risk Assessment
- ii. Equality Impact Assessment
- iii. Procedure guide for staff
- iv. Easy Read Version
- v. Aids and Adaptations Policy, 29th July 2026

Appendix 1: Risk Assessment

Risk ref	Risk description	Risk owner	Impact score (1-5)	Likelihood score (1-5)	Initial raw risk score (1 - 25)	Risk response	Controls / Mitigating actions	Control / Action owner	Deadline for controls/ actions
1.	No policy in place leading to inconsistent decision making, increased customer dissatisfaction and wasted resources (property and budget)	Operations Manager T&I	5	1	5	Avoid the risk	Produce a policy and keep it under review	Operations Manager T&I	29 th July 2026
2.	Risk that demand for the service exceeds the available budget.	Operations Manager T&I	5	3	15	Implement strong budget monitoring	Adaptations are a statutory service and therefore budgets will need to be cut elsewhere to meet demand.	Operations Manager T&I and Finance	Ongoing

Appendix 2 - Equality Impact Assessment

Introduction

An Equality Impact Assessment (EqIA) is a method for assessing the effects or impacts of a council policy or function on removing barriers to equality.

The Equality Act 2010 includes a public sector equality duty which requires public authorities to try and eliminate discrimination; advance equality of opportunity between persons who share a relevant protected characteristic and those who do not share it and promote equality and good relations across a range of protected characteristics.

The protected characteristics are:

Age	Disability	Gender Reassignment
Marriage and civil partnership	Pregnancy and maternity	Race
Religion or belief (including lack of belief)	Sex	Sexual orientation

An EqIA should be completed with the full range of protected characteristics considered during the initial stages of developing new strategies, policies, functions or services, prior to starting a procurement exercise and before decisions are made.

Examples of when an EqIA should be completed are:

Any proposals to introduce or add to a service	Any proposals to adopt policy priorities, strategies and plans
Any proposals to remove, reduce or alter a service	Changes to staffing structure where groups of employees are likely to be negatively affected
Any new policies or changes to policies	Any proposals in relation to procured or commissioned services

Stage 1 - Equality Screening

Whenever a policy/service or function is reviewed, changed, developed or removed an initial equality impact assessment stage 1 will need to be undertaken. This is a screening template and will help establish whether a full assessment is needed. This should be done at an early stage of the process so that it is part of policy development.

Stage 2 – Equality Impact Assessment

This is the full EqlA and seeks to identify the equality considerations that have been taken into account including any mitigating actions proposed and ensures decisions are based on evidence. The EqlA will need to be agreed with the appropriate Head of Service or Director and should be included on the decision making report, along with commentary on the assessment in the main body of the report.

STAGE 1 – Equality Screening

1. Identify the policy, project, function or service change

a. Person responsible for this EqlA

Officer responsible: Helen McEgan

Service Area: Housing Services

Title: Operations Manager – Technical & Investment

Date of assessment: 9.7.26

Signature: *Helen McEgan*

b. Is this a policy, function, strategy, service change or project?

Policy

If other, please specify:

c. Name of the policy, function, strategy, service change or project

Aids and Adaptations Policy

Is this new or existing?

New or proposed

Please specify reason for change or development of policy, function, strategy, service change or project

Since Cheltenham Borough Homes housing stock came back into the Council, new policies are required to align with Cheltenham Borough Council processes and procedures.

d. What are the aims, objectives and intended outcomes and who is likely to benefit from it?

Aims:	The policy sets out how the council will support disabled tenants and in certain conditions, leaseholders, and meet its statutory obligations for the provision of adaptations, as landlord of the property.
Objectives:	To enable tenants, and in certain conditions, leaseholders, to remain both safe and independent in their own home to support positive health and wellbeing outcomes.
Outcomes:	Supporting the council's most vulnerable tenants to maintain their health, wellbeing and quality of life outcomes as well as sustaining tenancies and creating sustainable communities.
Benefits:	Disabled tenants and in certain conditions, leaseholders, will be able to apply for assistance to have their home environment adapted or specialist equipment provided, to help them maintain their independence and manage their health conditions.

e. What are the expected impacts?

Are there any aspects, including how it is delivered or accessed, that could have an impact on the lives of people, including employees and customers.

Yes

Do you expect the impacts to be positive or negative?

Positive

Please provide an explanation for your answer:

Older people and those with disabilities will be able to apply for assistance to have their home environment adapted or specialist equipment provided, to help them maintain their independence and manage their health conditions.

If your answer to question e identified potential positive or negative impacts, or you are unsure about the impact, then you should carry out a Stage Two Equality Impact Assessment.

f. Identify next steps as appropriate	
Stage Two required	Yes
Owner of Stage Two assessment	Helen McEgan
Completion date for Stage Two assessment	9/7/26

Please forward this completed form to [add email address] and move on to Stage 2 if required.

STAGE 2 – Full Equality Impact Assessment

2. Engagement and consultation

The best approach to find out if a policy etc, is likely to impact positively or negatively on equality groups is to look at existing research, previous consultation recommendations, studies or consult with representatives of those equality groups.

a. Research and evidence
List below any data, consultations (previous, relevant, or future planned), or any relevant research, studies or analysis that you have considered to assess the policy, function, strategy, service change or project for its relevance to equality.
A draft version of the Aids and Adaptations Policy was presented to the Housing Cabinet Committee on 1 st April 2026. This was approved to go out for consultation with relevant stakeholders.

b. Consultation

Has any consultation be conducted?

Yes

Describe the consultation or engagement you have conducted or are intending to conduct.

Describe who was consulted, what the outcome of the activity was and how these results have influenced the development of the strategy, policy, project, service change or budget option.

If no consultation or engagement is planned, please explain why.

As part of the policy development, I have worked with the Specialist Housing Occupational Therapist, Gloucestershire Health and Care NHS Foundation Trust and he has provided feedback. I also attended the Accessibility Forum on 4.6.26 and the Tenant Panel on 17.4.26 where minor amendments were suggested and incorporated into the final version. An article has also gone into the Tenant's Newsletter, and a follow up feature article will be produced once the final policy is approved to raise awareness of it amongst tenants and leaseholders.

3. Assessment**a. Assessment of impacts**

For each characteristic, please indicate the type of impact (positive – contributes to promoting equality or improving relations within an equality group, neutral – no impact, negative – could disadvantage them).

Please use the description of impact box to explain how you justify the impact and include any data and evidence that you have collected from surveys, performance data or complaints to support your proposed changes

Protected Characteristic	Specific Characteristic	Impact	Description of impact	Mitigating Action
AGE	Older people (60+)	Positive	Adaptations in the home can help people to live independently as they age or if they have a disability.	N/A
	Younger People (16-25)	Positive	Adaptations in the home can help people to live independently as they age or if they have a disability.	N/A
	Children (0-16)	Positive	Adaptations in the home can help people to live independently as they age or if they have a disability.	N/A
DISABILITY A definition of disability under the Equality Act 2010 is available here . <i>See also carer responsibilities under other considerations.</i>	Physical disability	Positive	Adaptations in the home can help people to live independently as they age or if they have a disability.	N/A
	Sensory Impairment (sight, hearing)	Positive	Adaptations in the home can help people to live independently as they age or if they have a disability.	N/A
	Mental health	Positive	Adaptations in the home can help people to live	N/A

			independently as they age or if they have a disability.	
	Learning Disability	Positive	Adaptations in the home can help people to live independently as they age or if they have a disability.	N/A
GENDER REASSIGNMENT		Neutral	No impact	N/A
MARRIAGE & CIVIL PARTNERSHIP	Women	Neutral	No impact	N/A
	Men	Neutral	No impact	N/A
	Lesbians	Neutral	No impact	N/A
	Gay Men	Neutral	No impact	N/A
PREGNANCY & MATERNITY	Women	Neutral	No impact	N/A

RACE* Further information on the breakdown below each of these headings, is available here . For example Asian, includes Chinese, Pakistani and Indian etc	White	Neutral	No impact	N/A
	Mixed or multiple ethnic groups	Neutral	No impact	N/A
	Asian	Neutral	No impact	N/A
	African	Neutral	No impact	N/A
	Caribbean or Black	Neutral	No impact	N/A
		Neutral	No impact	N/A
RELIGION & BELIEF** A list of religions used in the census is available here	See note	Neutral	No impact	N/A
SEX (GENDER)	Men	Neutral	No impact	N/A

	Women	Neutral	No impact	N/A
	Trans Men	Neutral	No impact	N/A
	Trans Women	Neutral	No impact	N/A
SEXUAL ORIENTATION	Heterosexual	Neutral	No impact	N/A
	Lesbian	Neutral	No impact	N/A
	Gay	Neutral	No impact	N/A
	Bisexual/Pansexual	Neutral	No impact	N/A
Other considerations				
Socio-economic factors		Neutral	No impact	N/A
(income, education, employment, community safety & social support)				

Rurality i.e. access to services; transport; education; employment; broadband		Neutral	No impact	N/A
Other (e.g. caring responsibilities)		Positive	No impact	N/A

* To keep the form concise, race has not been included as an exhaustive list, please augment the list above where appropriate to reflect the complexity of other racial identities

** There are too many faith groups to provide a list, therefore, please input the faith group e.g. Muslims, Buddhists, Jews, Christians, Hindus, etc. Consider the different faith groups individually when considering positive or negative impacts. A list of religions in the census is available [here](#)

4. Outcomes, Action and Public Reporting

a. Please list the actions identified through the evidence and the mitigating action to be taken.

Action	Target completion date	Lead Officer
Promote the final Aids a& Adaptations policy in the tenant's newsletter and social media campaign to raise awareness of the service.	31/12/26	Helen McEgan

b. Public reporting

All completed EqIA's are required to be publicly available on the Council's website once they have been signed off. EqIA's are also published with the papers for committee and full council decisions.

Please send completed EqIA's to [email address]

5. Monitoring outcomes, evaluation and review

The Equalities Impact Assessment is not an end in itself but the start of a continuous monitoring and review process. The relevant Service or Lead Officer responsible for the delivery of the policy, function or service change is also responsible for monitoring and reviewing the EqIA and any actions that may be taken to mitigate impacts.

Individual services are responsible for conducting the impact assessment for their area, staff from Corporate Policy and Governance will be available to provide support and guidance, please email xxxx if you have any questions.

6. Change log

Name	Date	Version	Change

Appendix 3: Procedure guide for staff

Advice regarding requests for aids and adaptations to council properties

Major adaptations over £2,000

These include:

- Level access showers
- Stairlifts
- Ground floor extensions
- Door widening
- Through floor lifts
- Kitchen adaptations
- Automated door opening system
- Wash/dry toilet

Minor adaptations below £2,000

These include:

- Grab rails
- Lever taps
- Ramps

All applications for major adaptations in council properties estimated at over £2,000, will only be considered when a referral is made by an Occupational Therapist (OT). The first step is for the disabled person to contact Social Services at Gloucestershire County Council and request an OT assessment. Their contact details are:

Email: socialcare.enq@gloucestershire.gov.uk

Phone: 01452 426 868

Once the assessment has taken place, the OT will email the referral to disabled.facilities@cheltenham.gov.uk. The Adaptations Coordinator will then input the information onto the relevant database and forward the referral to the appropriate team.

The Adaptations Coordinator, Michelle James, is the single point of contact for all queries regarding adaptations to council properties and **NOT** Technical Services or Repairs.

Email: disabled.facilities@cheltenham.gov.uk

Phone: 07920 692 524

REFERRALS FROM A DOCTOR OR GP SURGERY WILL NOT BE ACCEPTED.

Appendix 4: ‘Easy Read’ version of the Aids and Adaptations Policy

Making Your Home Easier to Live In

Cheltenham Borough Council – Aids and Adaptations Service

What We Do

We help tenants who find things hard at home because of illness or disability. We can make small or big changes so you can stay safe and independent.

Types of Help

Small Changes	Big Changes
Grab rails, handrails, lever taps, small steps	Stairlifts, level-access showers, ramps, wider doors, wheelchair access
Usually free of charge	May need a financial check
Done by Repairs Team	Done with help from an Occupational Therapist

How to Ask for Help

- **Small changes:** Call **0800 4080000** or email **housing@cheltenham.gov.uk**
- **Big changes:** Call Gloucestershire County Council
 - Adults: **01452 426868**
 - Children: **01452 426565**

Paying for Work

- Small changes are **free**
- Big changes may need a **means test**
- If you get certain benefits, you may not have to pay

When the Council Might Say “No”

We may not do work if:

- The home can’t be adapted safely
- You plan to move soon

- You have a **Right to Buy** application
- The home is too big or too small for your family

We'll help you look at **moving options** if needed.

After the Work

- Big changes have a **12-month warranty**
- The council will look after repairs and servicing
- Adapted homes stay adapted for future tenants

Need Help or Have a Complaint?

You can contact us by phone, email, or in person. We'll listen and try to fix any problems quickly.

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Cheltenham Borough Council

Aids and Adaptations Policy for Council Housing

Version Control

Document Name: Aids and Adaptations Policy

Version: 2.0

Responsible Officer: Operations Manager, Technical and Investment, Housing Services

Approved by: Housing Cabinet Committee

Next review date: 29th July 2029

Retention Period: 5 Years

Revision History:

V2.0 Final draft for approval

Consultees

Internal

- Public and Environmental Health Manager
- Head of Regulatory Compliance
- Empty Homes Team Leader
- Head of Tenancy Sustainment
- Housing Options Manager.
- Housing Partnership Manager
- Interim Head of Finance
- Head of One Legal

External:

- OT service (Gloucestershire Health and Care Trust)
- Adult Social Care (Gloucestershire County Council)
- Children's Social Care (Gloucestershire County Council)
- Accessibility Forum

Distribution

Email

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Introduction and purpose of the policy

Home adaptations are changes made to the fabric and fixtures of a home to make it safer and easier to get around and to use for everyday tasks like cooking and bathing. Adapting a home environment can help restore or enable independent living, privacy, confidence and dignity for individuals and their families. Adaptations can include the installation of stair-lifts, level access showers, wash and dry toilets, ramps, wider doors, and, in some instances, bespoke home extensions to existing dwellings as well as improvements to access to and from gardens.

Cheltenham Borough Council ("The council") recognises the importance of adaptations in supporting its most vulnerable tenants to maintain their health, wellbeing and quality of life outcomes as well as sustaining tenancies and creating sustainable communities.

This policy sets out how the council will provide an aids and adaptations service to eligible residents, to help with adapting their homes and communal areas in blocks of flats. The assistance offered will be undertaken in line with relevant legislation, good practice guidance and deliver value for money. The policy also supports the council to deliver the aims and objectives as set out in several of its strategies and plans including the Corporate Plan, 2025-28 *Key priority two: Quality homes, safe and strong communities* and the Housing Strategy, 2023-28 *Key priority five: We will invest in our communities to help make them safer, stronger and healthier*.

Where possible, the council will use this policy to enable tenants to remain both safe and independent in their own home to support positive health and wellbeing outcomes. However, in certain circumstances, and where the council has considered appropriate adaptation options, alternative accommodation options, working with tenants, will be explored to try and meet tenant's needs.

Aims and scope of the policy

This policy sets out how the council will support eligible residents and meet its statutory obligations for the provision of adaptations, as landlord of the property.

The council directly funds such adaptations, and the aim of this policy is to provide guidance and understanding of the council's approach to the provision of adaptations to its dwellings and communal areas, to enable residents to remain living independently and carry out essential daily activities for as long as possible.

Under the terms of this policy, a person is regarded as being disabled if they have a physical, sensory, or mental impairment, which has a substantial and long-term adverse effect on their ability to carry out normal day-to-day activities within their home. A long-term effect refers to disabilities that have lasted for at least 12 months, or where the effects of which will last for at least 12 months, or which are likely to last for the remainder of a person's life.

The policy refers to all disabled adaptations. Those costing over £2,000 to properties managed by the council in its landlord capacity will be referred to as 'major works' and are based on a needs assessment by an appropriately qualified person, usually an Occupational Therapist (OT), or assessor who is supervised by an OT. This policy also includes aids or adaptations costing less than £2,000 which are known as 'minor works'.

This policy specifically relates to council tenants and does not extend to homeowners, leaseholders¹, tenants within the private rented sector or tenants of social rented properties (such as charitable trusts or private registered providers). Assistance for these households is available through DFG and other discretionary assistance set out in the [Housing Assistance Policy](#).

Legislative context

The council has considered the following legislation when developing this policy.

- The Care Act 2014 is applicable to adults, and it makes clear that local authorities with responsibility for Welfare, must provide or arrange services that help prevent people developing needs for care and support or delay people deteriorating such that they would need on-going care and support.
- The Chronically Sick and Disabled Act 1970 is relevant in relation to addressing the needs of children and Chapter 44 states where a local authority has functions under Part 3 of the Children Act 1989 in relation to a disabled child and the child is ordinarily resident in their area, they must, in the exercise of those functions, make any arrangements within subsection (6) that they are satisfied it is necessary for them to make in order to meet the needs of the child.

¹ Unless the adaptation is in the communal parts of a block of flats

Section 6(e) of the act requires the provision of assistance for the child in arranging for the carrying out of any works of adaptation in the child's home or the provision of any additional facilities designed to secure greater safety, comfort, or convenience for the child.

- The Equality Act 2010 prohibits discrimination against people with protective characteristics that are specified in Section 4. Section 29 of the Act provides that the council, in providing a service to a section of the public, must not discriminate against a person with a protected characteristic who requires the service, by not providing the person with the service. However, Section 15 provides that discrimination on grounds of disability may be justified in law if the council has appropriately balanced the needs of the person with a disability and those of others in need of accommodation. Making better overall use of the housing stock and meeting more needs, including those with disabilities, is a legitimate aim. The cost of adaptations and the suitability of the current accommodation (including under-occupation) are relevant factors when considering proportionality. Alternative means of meeting needs other than adapting the current property, including transfers to more suitable accommodation or tenants contributing to costs are options which may be considered.
- Under Section 343 of the Armed Forces Act 2006 (inserted by section 8 of the Armed Forces Act 2021), the council is required to have due regard to the Armed Forces Covenant when carrying out adaptations, but this does not require the Council to take specific actions, or that members receive special treatment over and above other groups. The council has exercised due regard through the following:
 - o Ensuring that serving armed forces personnel and their families living in regular accommodation, and veterans, are not disadvantaged when compared to other citizens in the provision of public services.
- In determining this policy, regard has been given to the Council's Allocations Policy, which complies with the Housing Act 1996 (as amended).
- The Housing Grants, Construction and Regeneration Act 1996 governs the delivery of disabled facilities grants and clearly sets out the purposes for which a DFG must be approved, subject to applicant eligibility. It is not possible for a public body to be the end beneficiary of a DFG funded adaptation, but for equity of service this policy mirrors the criteria set out in the 1996 Act. The maximum funding available also mirrors that available through the mandatory DFG.

National context

Living in an accessible home can have a life-changing impact for people with frailty and disabilities. A significant body of research shows that a suitable, accessible and

adapted home can help disabled people to maintain their independence and social connections within their local communities. The prevention agenda is reflected within The Department of Health and Social Care (DHSC)'s latest [10-year health plan for England: Fit for the Future](#). This seeks to shift the focus from primary healthcare settings to community-based services, resulting in fewer people staying in hospital unnecessarily or moving to residential care prematurely.

National evidence from the [2024/25 English Housing Survey](#) indicates that 61% of people living in the social housing sector (in rented affordable housing) have a long-term illness or disability, which is likely to align with higher levels of physical disabilities, meaning that residents living in social housing may require proportionately higher levels of adaptations than residents living in other forms of housing. In view of these high nationwide levels of frailty and disability, the Government recognises that all disabled people have the right to live safely and independently in their own homes.

Local Context:

Draft data from the Housing and Economic Needs Assessment indicates that 19.8% of Cheltenham's population are over 65, which, despite being higher than the national average of 18.7%, is lower than the average for Gloucestershire and the South West at 22% and 22.8% respectively. Between 2024-2046 the proportion of Gloucestershire's over 65 population is projected to increase by 41.2% (with 61,000 people moving into the 65+ age bracket), likely resulting in increased long-term demand for health, housing and social care services, including aids and adaptation services.

The council's [Housing Strategy 2023-28](#) notes that the population is ageing and that according to the 2021 census, 6% of the population have a life limiting long-term illness. Under priority 5, it sets the goal that the council will create opportunities for independent and healthy living for our vulnerable residents.

Additionally, the [Corporate Plan 2025-28](#), sets the mission statement for Housing Services that: "Together with our tenants we provide safe, secure and well-maintained homes that help everyone to reach their potential".

This policy helps to meet these local aims and is an important part of meeting the council's obligations under the five [consumer standards](#) introduced by the Regulator of Social Housing.

In particular, the [Safety and Quality Standard](#) requires the council, in our landlord capacity, to:

- "Assist tenants seeking housing adaptations to access appropriate services" (1.5.1)
- "Ensure that the safety of tenants is considered in the design and delivery of landlord services and take reasonable steps to mitigate any identified risks to tenants" (2.2.3)

- “Clearly communicate to tenants and relevant organizations how they will assist tenants seeking housing adaptations services” (2.4.1)
- “Co-operate with tenants, appropriate local authority departments and other relevant organisations so that a housing adaptations service is available to tenants where appropriate”. (2.4.2)

The council owns just over 4,650 rented affordable homes, of which 885 homes (20%) include some form of aid or adaptation and 114 are classed as wheelchair accessible. Furthermore, the council’s stock includes 535 properties with step free access, 830 properties with a bedroom at the entrance level and 1,079 properties with the bathroom at the entrance level (this includes 124 bungalows). This information has been collected from the stock condition survey and will need further validation to enable the council to categorise its stock in accordance with the Gloucestershire-wide Accessible Housing Register.

As of January 2026, 187 adaptable homes had gained final planning consent, with likely completion dates over the next 3-4 years. Additionally, final planning consent had been granted for 8 wheelchair accessible social rented homes to meet the needs of wheelchair users on the council’s housing register.

Moving forwards, the council, working alongside our partners at Gloucester City Council and Tewkesbury Borough Council, are actively working on the Strategic and Local Plan (SLP), which, will seek to establish a percentage requirement of adaptable and wheelchair accessible affordable homes on all new developments to ensure that new homes built through the SLP reflect the importance of supporting our tenants to remain safe and independent in their own homes, both now, and into the future.

Equalities statement

As a public body, the council is committed to meeting its obligations under the Equality Act 2010 by promoting equality of opportunity and preventing both direct and indirect discrimination. The Act also requires the council to comply with the Public Sector Equality Duty when making decisions and delivering services.

In this context, all adaptation requests from tenants will be considered fairly, taking into account the council’s statutory responsibilities. The council will also make reasonable adjustments as set out in the [Equality, Diversity and Inclusion Policy](#) 2026. This ensures that service delivery reflects the needs of tenants with protected characteristics. An Equality Impact Assessment (EIA) has been completed by the council in support of this policy, which can be found in Appendix 2

Assistance available

The council provides a range of both minor and major adaptations to tenants living in council-owned homes. The aids and adaptations available to tenants includes the following:

Available adaptation service	Examples of work	Who makes request	Timescales	Means-tested?	Responsible teams
Minor adaptations. Work costing up to around £2,000 a. Minor adaptations	Grab rails, handrails, lever taps, half-steps	Tenant can request work	6 weeks	Not means tested	Repairs/Logistics Team
b. Minor adaptations	Over-bath shower, ramps, door widening, level threshold doors, minor kitchen adaptations	Requires OT referral	26 weeks	Not means tested	Technical & Investment Team
c. Requests for reasonable adjustment	Work will vary based on tenant's needs	Requires OT referral	26 weeks	Not means tested	Social Services, Repairs or Technical & Investment Team
Major adaptations. Adaptations costing between £2,000 - £30,000.	Level access shower, stairlift, through-floor lift, wash-dry toilet, adaptations to make property wheelchair accessible, ground floor extension	Requires OT referral	26 weeks but longer if complex adaptations or work to construct an extension	Yes – subject to means-testing	DFG Team or Technical & Investment Team
Work to communal areas	Ramps, door opening systems	Requires OT referral	26 weeks	Not means tested	Technical & Investment Team

Minor Adaptations are relatively small, low-cost modifications (typically under £2,000), designed to improve safety, accessibility, and independence for people with disabilities or mobility issues.

Tenants do not always need to be assessed by an Occupational Therapist (OT). The examples below are intended to explain this further

a) Examples when an assessment is **not** required and tenants can self-refer to the Repairs Team for work to be carried out:

- grab rails
- handrails
- lever taps
- half-steps

b) Examples when an OT assessment **is** required:

- over-bath shower
- ramps
- door widening
- level threshold doors
- minor kitchen adaptations

Major adaptations are works that usually require structural changes to the home and cost between £2,000 and £30,000.

Tenants will require an assessment by an Occupational Therapist to determine if their disability is affecting their ability to carry out at least one of the following essential daily activities (this list is not exhaustive):

- Facilitating access to/from the property and garden/area of open space.
- Making the premises safer.
- Access to a principal family room or bedroom.
- Access to a bath or shower.
- Access to a toilet and wash-hand basin.
- Facilitating the preparation and cooking of food.
- Better heating.
- Control of power, light and heat.

The most common type of a major adaptation to a property is replacing a bathroom with a wet room. Major adaptations can also include the installation of a through-floor lift or construction of a ground floor extension.

Discretionary Assistance

There may also be some discretionary funding available in association with the adaptation services listed. All discretionary assistance is subject to availability of funding and will be considered on a case-by-case basis.

Specific examples of discretionary funding will mirror examples set out in the council's Housing Assistance Policy and includes:

1. Shortfall funding where adaptations exceed £30,000.
2. Funding towards a disabled person's assessed contribution.
3. Funding for rapidly progressing and/or highly debilitating conditions.
4. Relocation grant/Downsizing grant.
5. Funding for temporary rehousing to facilitate adaptations.
6. Funding for abortive fees.

Any changes to the Housing Assistance Policy will lead to a review of the discretionary funding available under this policy. Requests for discretionary funding not included within these specific examples will be approved by the Director of Governance, Housing and Communities and the Cabinet Member for Housing and Customer Services, in line with the council's constitution.

Application process

Minor Adaptations (a) not requiring an assessment by the Occupational Therapist can be arranged by the tenant contacting the council's housing services by calling 0800 408 0000 or requesting it through the online portal [MyCBH](#).

Minor Adaptations (b) requiring an assessment by the Occupational Therapist can be arranged by the tenant contacting Gloucestershire County Council on either the Adult Social Care Help Desk on 01452 426868 or the Children's Help Desk on 01452 426565. The assessment will identify if any adaptations are required to meet the needs of the disabled person and a referral will be sent to the council's Adaptations Coordinator who will determine if the nature of the adaptations is minor or major.

If the works are below approximately £2,000, the referral will be sent through to the Technical & Investment team to be processed.

The Technical & Investment team will either raise an order for the work or add it to a planned improvement programme (e.g. bathroom or kitchen renewal) to be completed within 6 months. The tenant will be kept updated throughout the process.

Major Adaptations requiring an assessment by the Occupational Therapist can be arranged by the tenant contacting Gloucestershire County Council on either the Adult Social Care Help Desk on 01452 426868 or the Children's Help Desk on 01452 426565. The assessment will identify if any adaptations are required to meet the needs of the disabled person and a referral will be sent to the council's Adaptations Coordinator to request funding for the work.

Any assistance is subject to a means-test calculation unless the adaptations are for a disabled child. How much assistance is available will depend on the level of income and savings of the disabled person and their partner, if applicable (See section on Financial Assessment).

The Adaptations Coordinator will arrange to visit the property due to be adapted to consider:

- If the adaptations are suitable for the property having regard to its future use. For example, adaptations to a bungalow or ground floor flat/maisonette will be considered suitable. Adaptations to a 2nd floor flat which is accessed by stairs (and no lift is available) may not be considered suitable.
- The number of occupants in the property compared to the number of bedrooms to see if a property is under or over occupied.
- Whether moving to alternative accommodation would better suit the needs of the disabled person.
- Whether the tenant intends to remain in the property on completion of the adaptations for a period of 5 years or more.

The outcome of these points will form the basis for Cheltenham Borough Council's decision as the landlord to agree that the proposed adaptations can go ahead.

The council may refuse to carry out adaptations where any of the following apply:

- It is not reasonable or practicable to adapt a property. In such circumstances the council would continue to seek a positive outcome by looking at other housing options.
- A Right to Buy application has been received. If the Right to Buy application is withdrawn or cancelled, a new application for major adaptations may be submitted.
- The tenant has expressed an intention to move from the property by transfer, mutual exchange, or another method.
- There is an order of the court relating to the tenancy such as rent arrears or antisocial behaviour or if there is ongoing court action.
- The work would extend beyond the curtilage of the property or may adversely affect communal areas.
- The property is under occupied or over occupied, the council would work with the tenant for an alternative solution.

If the property can be adapted the work will be allocated to either an in-house surveyor or the tenant will be required to appoint an external surveyor to help them with their application. The surveyor will prepare plans and a detailed specification of the work, obtain estimates and supervise the work until completion. The council will notify the applicant of the outcome of their application in writing as soon as reasonably practicable, and, in any event, not later than six months after the date of the application concerned.

Tenants should be aware there may be implications relating to rent where major adaptations are carried out. For example, adaptations which include the installation of specialist equipment such as a stairlift, through-floor lift, wash-dry toilet will require an annual service, and a charge may be levied for this. Similarly, adaptations that result in additional ground floor facilities or an extra bedroom may result in increased rent

Eligibility

The council will only normally consider an application for an adaptation in the following circumstances:

- If the adaptation is required by the tenant, (or in the case of an adaptation in a communal area, a leaseholder) of a Cheltenham Borough Council property, or a member of their household.
- If the applicant is over 18 years old on the date of making the application.
- If adaptations are for children of parents with shared access arrangements, adaptations will only be completed at the principal home, evidenced by the receipt of Child Benefit.

- To be eligible for a minor (b) or major adaptation a person is disabled if:
 - Their sight, hearing or speech is substantially impaired,
 - They have a mental disorder or impairment of any kind, or
 - They have a substantial physical disability by illness, injury or impairment.
 - This automatically includes any adult who is or could be registered under section 77 of the Care Act 2014. For children and young people, it includes those who are registered under paragraph 2 of Schedule 2 to the Children Act 1989 or a disabled child as defined by Part III of the Children Act 1989.

Financial assessment

Major adaptations are subject to a formal means test to determine the tenants' contribution towards the cost of the work.

If a disabled person is calculated to have an assessed contribution less than £10,000, they may be able to receive discretionary funding to cover their contribution.

If the tenant is required to contribute towards the cost of the work, they will be notified of the amount and agreement obtained to pay this and all payments must be received prior to any work starting.

Where the tenant is in receipt of a recognised, qualifying means tested benefit known as a passported benefit, they will not be further means tested and they will not have a calculated contribution to make.

Pre-commencement requirements

Prior to the commencement of any adaptation work, the council will ensure all relevant processes and procedures have been completed. This includes, but is not limited to:

- Obtaining approval from the budget-holding service, Technical & Investment.
- Collecting any required financial contribution from the tenant.
- Agreeing the specification of works with the tenant. Any requested variations (such as alternative tiles or taps) must be agreed between the contractor and the tenant. The tenant will be responsible for any additional costs arising from the variation.
- Obtaining the tenant's understanding that where adaptations change the size, layout or number of rooms, the council may review the rent in line with its rent-setting procedures. Any rent change will be subject to the notice requirements set out in the tenancy agreement.

Completion of works

On completion of major adaptations, the work will be subject to a 12-month warranty, so any problems within that period will be the responsibility of the contractor who carried out the work. Once the 12-month warranty has expired, the council will be responsible for all ongoing maintenance and repairs of adaptations.

Where the adaptations include the installation of specialist equipment such as a stairlift or wash-dry toilet, the council will take on the responsibility of the annual servicing and any repairs of the equipment. The exception to this will be where repairs are required due to misuse of the specialist equipment by the tenant. In these circumstances tenants may be recharged the cost of any repairs.

The council will maintain records of adaptations installed to enable the appropriate matching of properties against tenants needs.

Removal of aids and adaptations

Any aid or adaptation to a property that has been funded by the council is owned by the council and must not be removed by the tenant during or at the end of their tenancy. If a tenant removes an adaptation without the proper approval, then they will be recharged.

In circumstances where an aid or adaptation is no longer required, the council will consider removing it if it may be used in another home. Otherwise, it will be left in place.

If an aid or adaptation is no longer working and is beyond reasonable repair, then approval will be given for it to be removed following a reassessment of need.

The council will not normally remove structural adaptations to a property, for example ramping, widened doors, level access showers.

Communication and expectations:

The council, when carrying out the aids and adaptations service, commits to meeting the following standards in terms of communications and service standards:

- We commit to discussing the options around aids and adaptations with you in easy-to-understand language, ensuring that you can make an informed decision about whether you would prefer to remain at home with adaptations or move to a more suitable property.

- We will keep you informed and updated about the status of your minor or major adaptations application at every stage of the process through your preferred communication method.
- We will work closely with Occupational Therapists and Contractors, Consultants and Surveyors to ensure that your needs are met in a timely manner, whilst managing expectations owing to significant demand for these services.
- We will work closely with the council's Housing Options team to enable you to move home, if adaptations are either unfeasible or do not represent good value for public money.

Complaints and appeals

If a customer is unhappy with any element of service that they have received from the council, they will be able to make a formal complaint. The complaint will be dealt with in line with the latest [Complaints Policy](#). This sets out that customers can make a complaint via phone, in writing, in person or via email and the customer is notified of their right to access the [Housing Ombudsman Service](#) at all stages of the process.

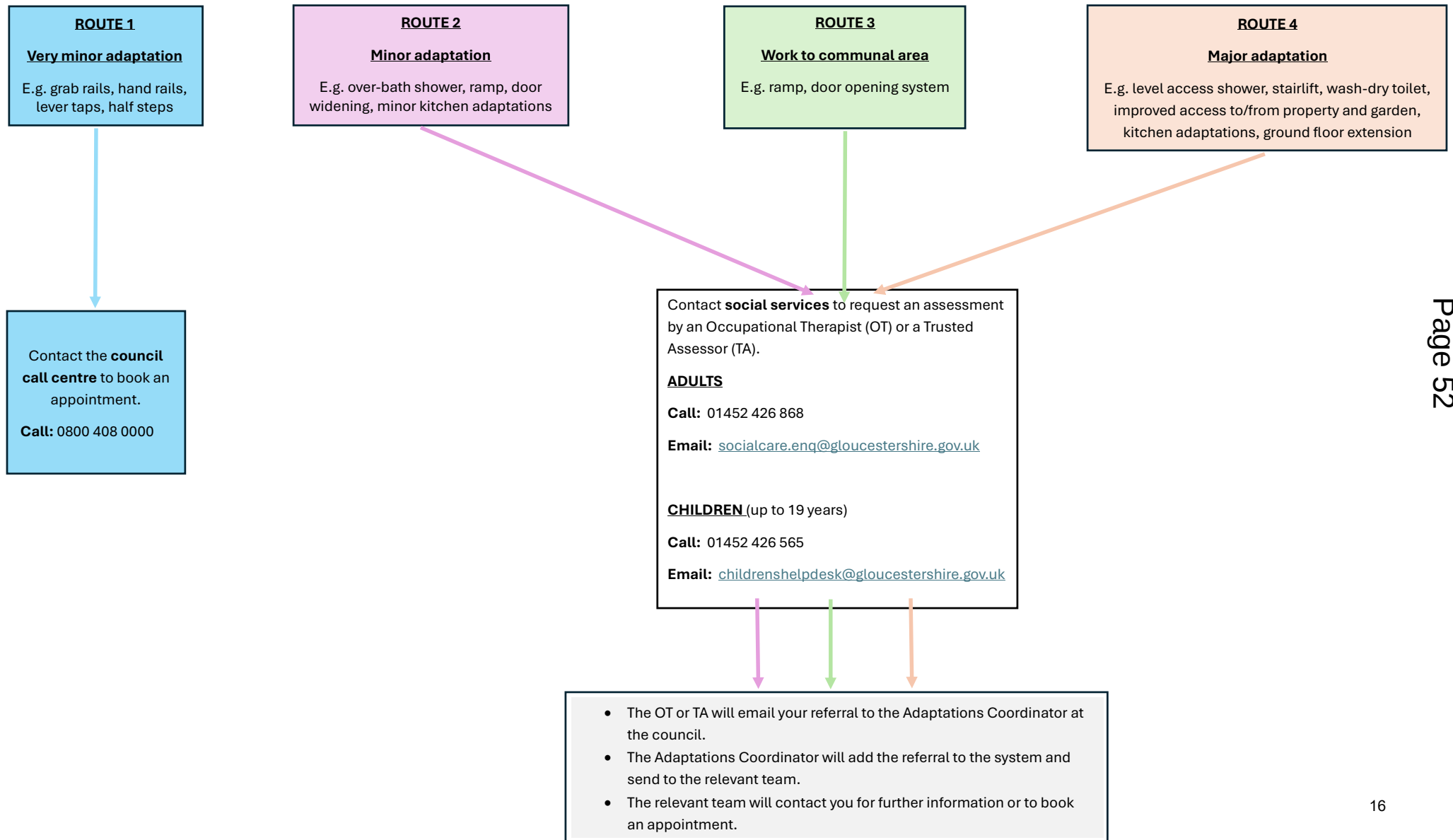
Monitoring and review:

The Operations Manager of Technical Investment within the council's Housing Services portfolio is responsible for monitoring this policy to ensure that it is being correctly applied and is responsible for carrying out reviews of this policy, where these are required. This includes ensuring that relevant staff training needs are met, as well as focusing on achieving the continuous improvement of the council's aids and adaptation service. Key performance indicators will be reported to the Compliance Monitoring Group which meets bi-monthly.

This policy will be automatically reviewed whenever the Government changes policy or legislation around the delivery of aids and adaptations (including disabled facilities grants). In the absence of this trigger, the council commits to reviewing this policy every two years.

Appendix 1: Flowchart showing routes to adaptations to council properties

Council tenants who require home adaptations to enable them to live independently and safely, can access help by following one of the four routes below. Tenants should consider which route is most appropriate to meet their requirements, then follow the instructions for that route. Route 3 also applies to leaseholders.



Cheltenham Borough Council

Cabinet Housing Committee – 29 July 2026

Compliance Performance Data to 30th June 2026

Accountable officer:

Claire Hughes – Director of Governance, Housing and Communities

Executive summary:

The purpose of this report is to provide the Cabinet Housing Committee with data relating to the council's compliance position as at the end of June 2026.

Recommendations:

That the Cabinet Housing Committee notes the report

June 2026 Compliance Data

The snapshot below (table 1) provides details of the current compliance position across the 'big 6' areas of compliance. Table 2 provides a snapshot of damp, mould and condensation cases

Members of the committee should note the following context:

Gas servicing

The snapshot is currently reporting three overdue gas services up until the end of June

- All three properties are in the legal process for access.

5-year Electrical Inspection Condition Reports (EICR)

There are currently fourteen overdue domestic electrical inspections.

- 8 properties are void, therefore the risk here is minimal due to the properties not being inhabited.
- 3 properties are in the legal process for access

- 2 properties have agreed appointment for the first week of July 2/7/26 – This is now complete
- 1 property is complex requiring additional support from legal, currently ongoing

Asbestos Reports

- There is one overdue asbestos report recorded this month, the inspection was completed 25th June 2026, and the report has now been received.

Legacy fire risk actions – There are 2 remaining legacy fire actions to complete.

Compartmentation

- Two schemes compartmentation works are nearing completion
- Goldfoot House –due to be completed 24/7/26
- Popes Close – Work is expected to be completed early September
- The two further schemes that require compartmentation works (Lynworth court and Barlow Road) are subject to procurement processes.

Fire Safety Update

- The Compliance Team continues to monitor fire risk actions allocated to both in-house teams and external contractors following the completion of our condensed Fire Risk Assessment (FRA) programme. Alongside this the new Fire Safety Manager is carrying out a full review of all fire safety processes and procedures and is actively reprofiling the fire assessment programme as well as actively investigating ways we can improve the ongoing management, monitoring and reporting of actions.
- Work is still ongoing to the 8 high risk actions. In the interim the following mitigations are in place to reduce risk;
 - TMOs communication with residents regarding importance of following tenancy agreement
 - Fire detection in place
 - Fire door inspections and remedials
 - Communal fire alarm installed in 5 story builds
 - Stay Put policy changed to Simultaneous Evacuation for the 5 story builds
 - CBC staff to report any faults issues or unsafe behaviours
 - FRS are being notified of works of 5 story builds
 - Fire safety precaution inspections being carried out
 - CBC staff to report any faults issues or unsafe behaviours

- Signage being displayed
- Work has begun on the 5 story blocks with cladding now removed completely from one site and partial removal from the two others. This has reduced the risk to these buildings significantly with mitigations as above already in place.
- Implementation of quarterly fire safety inspections have also begun this month which are being carried out by our internal Fire Door Inspector and are being recorded on our internal housing management system. There is an 18-point checklist that needs to be followed which allows us to determine whether the building is clear from obstructions in communal areas, that the necessary signage is clear, fire alarm breakpoints are clear of obstructions and whether fire equipment is in place.
- The implementation of these checks means that Cheltenham Brough Council are meeting the requirements of the Fire Safety Order under article 5 and 8. They will also assist with resident engagement and provide greater staff visibility within the local community.

Table 1

Performance as at: 30/06/2026 18:06:28					Period Year: 2026 Period Month: June			
Compliance Scorecard								
	Compliance					Non-Compliance		Performance Indicator
Compliance Area	Total Stock On programme	Total Stock Off Programme	Completed this month	In Date #	In Date %	Overdue #	Overdue %	PI
Gas Safety								
Landlords Annual Gas Safety Check (Domestic)	4400	302	-	4397	99.93%	3	0.07%	Non Compliant
Annual Commercial Gas Safety Check	13	531	-	13	100%	0	0%	Compliant
TSM (CBC) - Proportion of Homes for which all required gas safety checks that have been completed	4317	277	-	4314	99.93%	3	0.07%	Non Compliant
TSM (CBH) - Proportion of Homes for which all required gas safety checks that have been completed	83	25	-	83	100%	0	0%	Compliant
Electrical Installation Condition Reports (EICR)								
Electric - EICR (Domestic)	4649	53	-	4635	99.7%	14	0.3%	Non Compliant
Electric - EICR (Communal)	341	203	-	341	100%	0	0%	Compliant
Fire Safety								
Fire Risk Assessments High Risk Blocks	69	475	-	69	100%	0	0%	Compliant
Fire Risk Assessments Lower Risk Blocks	378	166	-	378	100%	0	0%	Compliant
TSM (CBC) - Proportion of Homes for which all required fire risk assessments have been carried out.	2479	2115	-	2479	100%	0	0%	Compliant
TSM (CBH) - Proportion of Homes for which all required fire risk assessments have been carried out.	22	86	-	22	100%	0	0%	Compliant
Lift Servicing and LOLER								
Communal Lifting Equipment (LOLER)	13	531	-	13	100%	0	0%	Compliant
TSM (CBC/CBH) - Proportion of Homes that require LOLER inspections that have been completed	313	4389	-	313	100%	0	0%	Compliant
Water Hygeine (Legionella)								
Legionella Risk Assessments	24	520	-	24	100%	0	0%	Compliant
TSM (CBC) - Proportion of Homes that require Legionella checks that have been completed	406	4188	-	406	100%	0	0%	Compliant
TSM (CBH) - Proportion of Homes that require Legionella checks that have been completed	0	108	-	0		0		Compliant
Asbestos								
Properties with a valid asbestos survey (Communal)	366	178	-	365	99.73%	1	0.27%	Non Compliant
TSM (CBC) - Proportion of Homes that require asbestos management surveys that have been completed	2199	2395	-	2191	99.64%	8	0.36%	Non Compliant

Damp, Mould and Condensation (DMC)

- There are currently 29 open DMC cases, 8 of which were newly reported in the month of June.
- All open cases have been dealt with within the Awabbs Law timeframes.
- There is one anomaly on this month’s report showing in the category ‘% of cases with report sent within 3 working days’. This has been caused by a colleague selecting the wrong channel of works when creating a CRM. Previously, there was a channel called ‘Email’ under the DMC channel, which we believe colleagues thought was an email sent to the DMC team. Instead it has been found that this actually generates a CRM for the DMC team to send the report to the tenant. In this case, no report was needed and was the case of the wrong channel being selected.

The issue has since been raised with ICT who have advised we cannot remove the ‘Email’ channel, so have renamed this to ‘Versa’ so that this option will not be used in this manner.

Table 2

Reporting Period Year: 2026 Reporting Period Month: Jun COMPLIANCE: SNAPSHOT: DMC Master KPI Report								
Compliance Area	DMC Compliance Report							
	Snapshot		Compliance		Non-Compliance		Performance Indicator	
	Period Year	Period Month	This Month	Total Number In Date	Total In Date %	Total Number Overdue	Total Overdue %	Performance Indicator
Current number of open cases.	2026	7	29	-	-	-	-	Not Applicable
Current number of new cases.	2026	7	8	-	-	-	-	Not Applicable
Current number of closed cases.	2026	7	22	-	-	-	-	Not Applicable
Total number of emergency hazards.	2026	7	0	-	-	-	-	Not Applicable
Total number of significant hazards.	2026	7	0	-	-	-	-	Not Applicable
% of cases with report sent within 3 working days.	2026	7	-	7	87.50%	1	12.50%	Non Compliant
% of inspections completed within 10 workings days.	2026	7	-	20	100.00%	0	0.00%	Compliant
% of emergency cases acted on in 24 hours.	2026	7	-	0	100.00%	0	-	Compliant
% of significant hazard remedial works started within 5 working days.	2026	7	-	0	100.00%	0	-	Compliant
% of significant hazard remedial works started within 12 weeks.	2026	7	-	0	100.00%	0	-	Compliant
Total number of emergency hazards currently open	2026	7	0	-	-	-	-	Not Applicable

Report author:

Gemma Rowberry, Head of Regulatory Compliance, gemma.rowberry@cheltenham.gov.uk

Appendices:

- i. Risk Assessment

Background information:

None

Appendix 1: Risk Assessment

Risk ref	Risk description	Risk owner	Impact score (1-5)	Likelihood score (1-5)	Initial raw risk score (1 - 25)	Risk response	Controls / Mitigating actions	Control / Action owner	Deadline for controls/ actions
1	If there is ineffective management of property compliance then this will result in regulator intervention and reputational damage.	Director of Governance, Housing and Communities	5	1	15	Reduce (reduced to 9)	- Effective oversight of property compliance performance by senior officers, Cabinet and Cabinet Housing committee. - Robust delivery model for each of the big 6 property compliance areas + DMC. - Ensure delivery meets property compliance policy - Assurance processes to ensure delivery meets legal requirements and compliance monitoring group - two independent assurance attend (housing quality network and Penningtons for 6 months) - Compliance strategy developed. Policies and procedures are in place and full data validation exercise conducted - Compliance scorecard and performance framework developed and in place - Regulatory Compliance Manager in place	Director of Governance, Housing and Communities	Ongoing

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Cheltenham Borough Council

Cabinet Housing Committee – 29 July 2026

KPI performance data for April and May 2026

Accountable member:

Cllr Flo Clucas, Cabinet Member for Housing and Customer Services

Accountable officer:

Claire Hughes – Director of Governance, Housing and Communities

Executive summary:

This report provides the Cabinet Housing Committee with key performance indicator data for April and May 2026.

Recommendations:

1. For the Cabinet Housing Committee to note the report
-

1. Housing KPI performance data for April and May 2026

With this being only the second reported month of 2026/27 there is limited comparative data of which to identify exceptions and/or trends at this early stage. There is however one exception for May 2026 that has been identified:

- 10072 - Average Time Taken to Relet Major Void and Option App CBC properties (excluding FA and JDC) in days – Upwards trend
 - CBC has enlisted the assistance of a number of Void Contractors to assist with the volume of major void properties we currently have. By definition, these voids require more work and take longer to repair. Several of these were completed and relet in May.

See appendix A for KPI performance data for April and May 2026.

2. Housing KPI performance data for 2026/27

We have now ceased using Hydrogen BI; our contract had a termination date of 30 June 2026. Operational and strategic performance reporting has now been amalgamated into our existing system DataHub which achieves best value for money however we are exploring using QL for more of our reporting requirements, especially for operational reporting.

While most new reports have been written in DataHub, there are some currently being finalised and therefore this report representing April and May 2026 data, is being presented in the existing format; future KPI performance data reports will be presented in a format similar to how the compliance report is being presented.

Also to note this paper is reporting on 2025/26 KPIs. The next round of KPI reporting will feature 2026/27 KPIs which will be presented to Housing Compliance Monitoring Group in August and Cabinet Housing Committee in September. The new report will backdate to April 2026 to ensure full transparency of KPI performance data for the year. Assurance is given that 2026/27 KPIs have not dramatically changed so this phased approach to both new reporting format and towards 2026/27 KPIs does not pose a risk to the integrity of performance scrutiny by Housing Compliance Monitoring Group and Cabinet Housing Committee carried out so far this financial year.

As part of the transition to the new reporting system and when finalising KPIs for 2026/27, a new approach to reporting performance was developed. As documented in the KPI performance data for April 2026 paper (presented to Housing Compliance Monitoring Group), we will be moving to a format of more specific reports on targeted matters/KPIs which will allow Members better opportunity for scrutiny on key areas of housing. Reports and their frequency relevant to Cabinet Housing Committee are as follows:

Report	Frequency
KPI performance data	Monthly/each meeting
Compliance	Monthly/each meeting
Safeguarding	Monthly/each meeting
Health and Safety	Monthly/each meeting
Complaints	Monthly/each meeting
TSMs - TSM performance measurements will continue to be reported monthly in the KPI report however will be transferred/duplicated in this quarterly report which will also include the tenant perception measurements which we received on a quarterly basis from Acuity.	Quarterly
Decent Homes	Six monthly

Report author:

Margaret Anderson, Interim Governance, Risk and Assurance Manager,
margaret.anderson@cheltenham.gov.uk

Appendices:

- i. KPI Performance Date – April – May 2026
- ii. Risk Assessment

Background information:

None

Appendix 1

Cabinet Housing Committee - KPI Performance Date: April & May 2026 - Months 1 & 2 2026/27

Business unit	Frequency	KPI ID	KPI short desc	April 2026	May 2026	Year to date	
				latest	latest		
Anti Social Behaviour	Monthly	10162	Number of ASB cases opened	7	16	YTD Total	23
		10163	Number of ASB cases closed	0	0	YTD Total	0
		10165	Number of live cases at month end	117	134	N/A	N/A
		12871	TSM Number of new ASB cases opened that involve hate incidents per thousand properties	0	0	YTD Total	0
		12884	TSM Number of new ASB cases opened per thousand properties	1.49	3.41	YTD Total	4.9
	Quarterly	12483	Number of evictions for ASB	-	-	YTD Total	-
		12824	TSM % tenants satisfied with landlord approach to handling anti-social behaviour	-	-	YTD Average	-
Benefit and Money Advice	Monthly	10167	Income generated on behalf of customer year to date	£169,675.15	£319,673.15	YTD total	£489,348.30
		10190	Number of new Benefit and Money cases	93	65	YTD total	158
		10245	Amount of Rent Arrears Cleared year to date £s	£6,650.14	£12,192.96	YTD Total	£18,843.10
Community Investment	Quarterly	12767	TSM % tenants satisfied CBC listens to their views and acts upon them	-	100	YTD Average	-

Complaints	Monthly	11435	TSM Stage 1 complaints relative to the size of the landlord	4.67	5.97	YTD Average		5.32
		12860	TSM Complaints progressing to stage 2 relative to the size of the landlord	0.42	1.49	YTD Average		0.96
		12885	TSM % Complaints responded to within Complaint Handling Code timescales Stage 1	100.00%	100.00%	YTD Average	100.00%	
		12879	TSM % Complaints responded to within Complaint Handling Code timescales Stage 2	100.00%	100.00%	YTD Average	100.00%	
	Quarterly	12825	TSM % tenants satisfied with landlord approach to handling complaints	-	3	YTD Average		-
Customer Services	Monthly	12526	Total number of contact centre calls handled	4,099	3,551	YTD Total		7,650
		12718	% Contact Centre Calls Answered within 60 seconds	88.00%	74.09%	YTD Average		81.05%
Empty Homes	Monthly	10066	Average time taken to relet minor void CBC properties (excluding FA and JDC) in days	134.42	100.80	YTD Average	117.61 days	
		10068	% Rent lost through CBC dwellings becoming vacant excluding temp furnished	2.58	2.51	YTD Average	2.55%	
		10072	Average Time Taken to Relet Major Void and Option App CBC properties (excluding FA and JDC) in days	210.00	397.25	YTD Average		303 days
		10368	Number of voids at month end	155	151	N/A	N/A	
		12644	Number of downsizers moved	1	0	YTD Total		1
Estate Services	Quarterly	12822	TSM % satisfaction of tenants with communal areas about the maintenance of the areas	-	-	YTD Average		-

Housing Options	Monthly	10108	Number of homeless applications made	45	43	YTD Total	88	
		10114	Number of families in Bed and Breakfast	3	2	YTD Total	5	
		10123	Number of singles in Bed and Breakfast	4	5	YTD Total	9	
		10131	Total number of housing applications on the housing list at month end	2,434	2,516	N/A	N/A	
		10132	Number of lettings from housing list applications	34	28	YTD Total	62	
		10133	Number of people moving out of supported accommodation from the Housing List	3	0	YTD Total	3	
		11427	Average days families spent in B&B	6	11	YTD Average	8.5 days	
		11428	Average days singles spent in B&B	8.25	9.20	YTD Average	8.73 days	
		12522	Number homeless applicants housed in temporary accommodation during the month	2	2	YTD total	4	
		Quarterly	12510	Number of new housing applications added to housing list	-	-	YTD	-
Housing Revenues	Monthly	10010	Current arrears as % of rental income (excluding court costs)	2.17	1.97	YTD Average	2.07	
		10012	Current tenant arrears level (including court costs)	£610,996.11	£556,434.55	N/A	N/A	
		10017	Number of arrears cases at month end	1,471	1,293	N/A	N/A	
		10030	Former tenant arrears amount (includes court costs)	£229,771.41	£230,256.66	N/A	N/A	
		10031	Former tenant arrears no. of cases over £10 at month end	240	244	N/A	N/A	
		10032	Former tenant arrears cash collected (includes court costs)	£6,826.90	£4,576.54	YTD Total	£11,403.44	
		12938	Number of eviction warrants issued	1	1	YTD Total	2	

Housing Support	Monthly	10154	% Sheltered accommodation residents with a support plan at month end	100%	100%	YTD Average	100%
		10155	% of sheltered accommodation alarm system calls answered within 3 minutes	100%	100%	YTD Average	100%
		12803	% HSO weekly fire tests completed	100%	100%	YTD Average	100%
Investment and Technical	Quarterly	12831	TSM % tenants satisfaction that the home is safe	-	0	YTD Average	-
		12832	TSM % tenants satisfaction that the home is well maintained	-	88	YTD Average	-
Responsive Repairs	Monthly	10046	TSM % of emergency repairs completed within target	91.94%	97.14%	YTD Average	94.54% satisfaction
		10047	% of urgent repairs completed within target	87.67%	92.03%	YTD Average	89.85%
		10048	% of routine repairs completed within target	89.91%	100.00%	YTD Average	94.96%
		10049	% of programmed repairs completed within target (90 days)	92.19%	97.59%	YTD Average	92.19%
		10053	Number of out of hours repairs callouts	62	76	YTD Total	138
		10150	% repairs completed on first visit	86.32%	86.09%	YTD Average	
		10182	Average number of repairs per property	0.17	0.23	YTD Average	0.17 repairs
		12810	TSM % of non emergency repairs completed within target	89.62%	87.57%	YTD Average	88.60%
		12896	Housemark TSM % of repairs completed within target	89.79%	88.46%	YTD Average	
		12936	Total Number of TSM Responsive Repairs	788	754	YTD Total	??? repairs
		12937	Average TSM Responsive Repairs Time in days	9.00	10.05	YTD Average	?? days
	Quarterly	12817	TSM % satisfaction with a repair in the last 12 months prior to the survey LCRA	-	-	YTD Average	-
		12818	TSM % satisfaction with the time taken to complete repair in the last 12 months	-	-	YTD Average	-

Tenancy Management	Monthly	12605	Adult Safeguarding - Number Referrals Made to GCC during Period	2	3	YTD Total	5
		12669	Adult Safeguarding - Number Referrals accepted by GCC	2	2	YTD Total	4
		12671	Child Safeguarding - Number Referrals Made to GCC in Period	1	2	YTD Total	3
		12665	Hoarding Cases - Number Currently Managed	40.00	40.00	N/A	N/A
		12666	Hoarding Cases - New Cases During Period	0.00	0.00	N/A	N/A
		12667	Hoarding - Number Cases Resolved During Period	0.00	0.00	N/A	N/A
	Quarterly	12778	TSM Overall tenant satisfaction (%)	-	-	YTD Average	-
		12820	TSM % tenants feeling landlord keeps them informed about things that matter to them	-	-	YTD Average	-
		12821	TSM % tenants feeling landlord treats them fairly and with respect	-	-	YTD Average	-
		12823	TSM % tenants satisfied that CBH makes a positive contribution to the neighbourhood	-	-	YTD Average	-
Training and Employment	Monthly	10176	Number of Employment Initiatives service users entering work	3	5	YTD Total	8
		10350	Employment Initiatives caseload within reported month	126	129	N/A	N/A

Appendix 2: Risk Assessment

Risk ref	Risk description	Risk owner	Impact score (1-5)	Likelihood score (1-5)	Initial raw risk score (1 - 25)	Risk response	Controls / Mitigating actions	Control / Action owner	Deadline for controls / actions
1	The Council has a legal duty to ensure that properties it manages are safe and comply with all applicable statutory requirements.	Director of Governance, Housing and Communities	5	3	15	Reduce	Produce, approve and implement clear and robust policies and associated procedures	Director of Governance, Housing and Communities	April 2026

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Cheltenham Borough Council

Cabinet Housing Committee – July 2026

Consumer Standards Housing Improvement Programme Update

Accountable member:

Cllr Flo Clucas, Cabinet Member for Housing and Customer Services

Accountable officer:

Claire Hughes, Director of Governance, Housing and Communities

Executive summary:

This report provides the Cabinet Housing Committee with an update on progress against the Council's Housing Improvement Programme, which supports compliance with the Regulator of Social Housing Consumer Standards.

Since the previous Cabinet update in April 2026, the programme has continued to make strong progress. Overall completion has increased from 69% to 82%, with 250 of 304 actions now complete. The programme has moved from implementation into a phase of embedding improvements and maintaining regulatory compliance through ongoing assurance and evidence reviews.

Work has also commenced to prepare for forthcoming regulatory changes, including implementation of the Social Tenant Access to Information Requirements (STAIRs) and incorporation of the Competence and Conduct Standard into the Consumer Standards Programme ahead of the anticipated changes in October 2026.

The Regulator of Social Housing also held its annual engagement meeting with senior officers in June 2026, providing an opportunity to discuss progress and future regulatory priorities.

Recommendations:

Cabinet Housing Committee is recommended to:

1. Note the progress made in delivering the Housing Improvement Programme.
2. Note the continued improvement in compliance across all 5 regulatory standards.
3. Note the programme's transition into an assurance and continuous improvement phase.

4. Note the work underway to prepare for implementation of the STAIRs Standard and the Competence and Conduct Standard.
-

1. Background

- 1.1. The Housing Improvement Programme was established to support compliance with the Regulator of Social Housing Consumer Standards and to prepare the Council for proactive regulatory inspection. The programme supports the Council's ambition of achieving a C1 regulatory judgement.
- 1.2. Since the previous Cabinet report, the Housing Improvement Programme has expanded to include the Rent Standard, increasing the scope of the programme to 5 regulatory standards. Delivery has continued across all workstreams, with a growing focus on maintaining compliance, embedding completed improvements into business as usual and strengthening the evidence base to support ongoing regulatory assurance.
- 1.3. Work has also commenced to prepare for the implementation of the Social Tenant Access to Information Requirements (STAIRs) and the Competence and Conduct Standard, ahead of the anticipated regulatory changes later in October 2026.

2. Main Context

- 2.1. The Housing Improvement Programme now comprises 304 improvement actions across the five regulatory standards. Since the previous Cabinet update, overall programme completion has increased from 69% to 82%, with 250 actions now complete. During this period, a further 40 actions have been completed, reducing the number of actions in progress from 79 to 47 and the number of actions not yet started from 12 to 7. This demonstrates continued progress in delivering the programme while embedding improvements across housing services.
- 2.2. The programme is increasingly focused on sustaining compliance through regular evidence reviews rather than simply completing actions.
- 2.3. **Safety and Quality Standard**
Progress has increased from 47% to 67% since the previous Cabinet update. The remaining actions are primarily longer-term strategic improvements focused on strengthening asset management, property compliance and regulatory assurance. Only three actions have yet to commence, with the remainder either in progress or completed.
- 2.4. **Tenancy Standard**
Progress has increased from 85% to 97% since the previous Cabinet update, making the Tenancy Standard the Council's highest performing workstream. The remaining two actions relate to longer term strategic improvements, with all other actions now complete.

2.5. Rent Standard

Since being incorporated into the Housing Improvement Programme, progress against the Rent Standard has increased from 56% to 83%. The remaining three actions are focused on completing the final elements of implementation, with most governance arrangements, supporting processes and evidence now in place.

2.6. Neighbourhood and Community Standard

Progress has increased from 70% to 79% since the previous Cabinet update. The remaining actions primarily relate to longer term improvements to neighbourhood services, estate management and community engagement, which will continue to be delivered over the coming months.

2.7. Transparency, Influence and Accountability

Progress has increased from 79% to 87% since the previous Cabinet update, with a further thirteen actions completed. The remaining twelve actions are focused on embedding service improvements, strengthening governance arrangements and maintaining the evidence required to demonstrate ongoing compliance.

3. Next Steps

- 3.1. Over the next quarter, the Housing Improvement Programme will focus on completing the remaining improvement actions, maintaining compliance through quarterly and annual evidence reviews, and embedding completed improvements into business as usual. Alongside this, work will continue to implement the Social Tenant Access to Information Requirements (STAIRs) and incorporate the Competence and Conduct Standard ahead of the anticipated regulatory changes later in 2026. The programme will also continue to monitor emerging regulatory developments and sector best practice to ensure the Council remains well prepared for future regulatory requirements.
- 3.2. The remaining actions are primarily longer-term improvements that will continue to be delivered through the Council's established governance arrangements.

4. Key risks

- 4.1. Although significant progress has been made, a number of strategic risks remain. These include maintaining a robust evidence base to demonstrate ongoing regulatory compliance, delivering the remaining longer term improvement projects within agreed timescales, implementing forthcoming regulatory requirements, and ensuring completed improvements remain embedded through effective governance and assurance arrangements. These risks continue to be monitored through the Housing Improvement Programme governance framework.

Report author:

Kerryann Pitter, Housing Improvement Project Manager
kerryannpitter@cheltenham.gov.uk

Appendices:

- i. Risk Assessment

Appendix 1: Risk Assessment

Risk ref	Risk description	Risk owner	Impact score (1-5)	Likelihood score (1-5)	Initial raw risk score (1 - 25)	Risk response	Controls / Mitigating actions	Control / Action owner	Deadline for controls/ actions
R1	If completed actions are not regularly reviewed and supporting evidence is not maintained, then the Council may be unable to demonstrate ongoing compliance during regulatory inspection.	Consumer Standards Programme Lead	5	3	15	Reduce the risk	Undertake quarterly and annual evidence reviews, maintain the evidence library, and monitor progress through the Housing Improvement Board.	Consumer Standards Programme Lead	Ongoing
R2	If the STAIRs Standard and Competence and Conduct Standard are not implemented within the required timescales, then the Council may not be fully prepared for forthcoming regulatory requirements.	Director of Governance, Housing and Communities	4	3	12	Reduce the risk	Develop implementation plans, allocate action owners, monitor progress through the Housing Improvement Board, and review delivery against published RSH guidance.	Consumer Standards Programme Lead	October 2026
R3	If the remaining strategic improvement projects are delayed, then the Council may be unable to demonstrate continuous improvement and sustained compliance with the Consumer Standards	Housing Improvement Board	4	3	12	Reduce the risk	Monitor delivery of the remaining strategic improvement projects through the Housing Improvement Board and escalate delays through established governance arrangements.	Relevant Service Managers	March 2027

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Cheltenham Borough Council

Cabinet Housing Committee – 29 July 2026

Q1 2026/27 Housing Complaints & Compliments Report

Accountable member:

Cllr Flo Clucas, Cabinet Member for Housing and Customer Services

Accountable officer:

Caroline Walker, Director of Housing, Customer Services and Communities

Executive summary:

This report provides an overview of housing related complaints and compliments received during quarter 1 2026/27.

Recommendations:

1. That the report and next steps are noted by Cabinet Housing Committee
-

1 Background

Complaints data is collected monthly and reported quarterly and annually, this allows for monitoring of service areas and levels of customer dissatisfaction as well as the identification of learning and service improvements. This reporting allows for performance monitoring to ensure we are compliant with the Housing Ombudsman Complaints Handling Code in respect of complaint management and response timescales.

2 Main content

In quarter 1, 94 complaints were received and accepted at stage one of the housing complaints process, 86 complaints have been responded to with 66 upheld either in their entirety or in part and 20 were not upheld.

18 cases were escalated to stage two of the complaints process and 12 have been responded to within this period. 8 of the stage two complaints responded to were upheld either in full or in part and 4 were not upheld.

CBC has been able to gradually reduce the average number of days taken to respond to complaints and this has now reached its lowest days to respond since 2024/2025. This has decreased from 16.3 days, then 12.8, then 11.36 to an average of 10.4 this quarter.

14 compensation payments, totalling £5,801.54 have been paid to residents in Q1

The greatest dissatisfaction areas for this quarter are arising from service delays such as not returning call backs within agreed timescales and not competing works agreed.

In the period, we have noticed an increase in complaints related to contractor services, specifically concerning contractor works raised from reactive repairs and planned maintenance.

12 compliments have been received during this quarter, these are equally shared between Repairs, ASB, Customer Services, BMA Team and Rents.

Performance Overview

Category	Q1 2025/26	Q1 2026/27	Change	Trend
Stage 1 Complaints	66	94	+28	Increase
Stage 2 Complaints	10	18	+8	Increase
% of Stage 1 Complaints Upheld (Full/Part)	68.0%	76.4%	+8.4 pp	Increase
Average Days to Respond to Stage 1	16.3	10.4	-5.9 days	Decrease
Compliments Received	24	12	-12	Decrease

3 Key risks

Failure to comply with the Housing Ombudsman Complaint Handling Code and the Council Housing Complaints Policy, failure to manage complaints appropriately may result in a maladministration decision from the Ombudsman, intervention and financial penalty.

Report author:

Caroline Walker, Director of Housing, Customer Services and Communities, caroline.walker@cheltenham.gov.uk

Appendices:

- i. Risk Assessment
- ii. Housing Complaints and Compliments Report – Q1 April-June 2026-27

Appendix 1: Risk Assessment

Risk ref	Risk description	Risk owner	Impact score (1-5)	Likelihood score (1-5)	Initial raw risk score (1 - 25)	Risk response	Controls / Mitigating actions	Control / Action owner	Deadline for controls/ actions
	Maladministration decision from Housing Ombudsman Reputational damage arising from a complaint	Caroline Walker, Director of Housing, Customer Service and Communities	4	3	12	Reduce the risk	Complete annually the Housing Ombudsman Self-assessment form Ensure compliance with CBC Housing complaints policy and the Housing Ombudsman Complaints handling Code Ensure Complaints are managed professionally, fairly and within target timescale	Natasha Dhillon, Complaints Officer	Annually Every 3 years or more frequently if any legislative changes

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Housing Complaints and Compliments Report

Cheltenham Borough Council and Cheltenham Borough Homes

Q1 April – June 2026/27

Natasha Dhillon, Complaints Officer

natasha.dhillon@cheltenham.gov.uk

In this period: Quarter 1 (April – June)

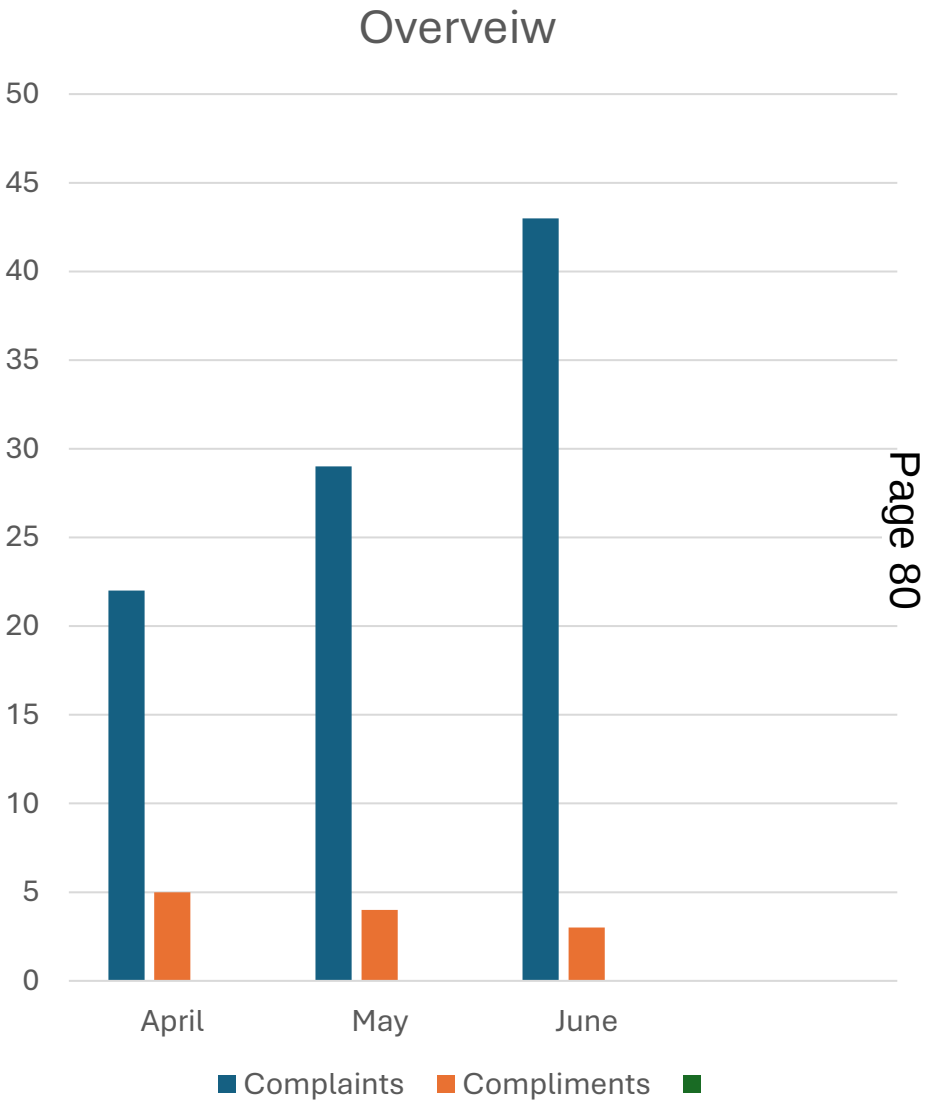
STAGE 1	Compliments	Complaints Opened	Complaints responded to
April	5	22	22
May	4	29	23
June	3	43	41

STAGE 2	Complaints Opened	Complaints responded to
April	2	4
May	7	2
June	10	6

In Quarter 1 of 2026/27, a total of 94 complaints were opened at Stage 1. and 86 Stage 1 complaints and 12 Stage 2 complaints were responded to. Overall complaint volumes have remained relatively consistent, although a gradual increase has been observed, which is in line with expectations as awareness of the complaints process continues to grow.

During the reporting period, we continued to receive a steady number of complaints relating to contractor services, including issues with gates not operating effectively and concerns regarding works orders raised through the reactive repairs service. We have seen a consistent volume of complaints relating to repairs and maintenance works that were not completed following the initial visit, where follow-up actions were not progressed, or where multiple appointments were required before the issue was resolved. Complaints relating to communal areas and estate services were also received during this reporting period. These complaints are often linked to the annual service charge distribution process, which typically generates an increase in enquiries. A number of these complaints were associated with Ubico's grounds maintenance service, particularly in relation to grass cutting. There appears to be a recurring pattern between complaints about estate services and grounds maintenance, with residents raising concerns about the frequency, quality, or timing of works undertaken.

These themes remain key areas of focus for service improvement, particularly around contractor performance, communication with residents, and ensuring that repairs are completed within agreed timescales and without unnecessary repeat visits.



Q1 OVERVIEW STAGE 1:

94 complaints were opened in Q1, April to June 2026 and 86 complaints were responded to , 74 of the complaints responded to were within 10 working days (86.05%), and all of these were responded to within their target date. There were 1 complaint responded to for CBH.

12 out of 86 complaints (14 %) had agreed Stage 1 extensions and were responded to within timescales. Of the 86 responses sent, 66 were upheld in full or in part (76.7%)

UPHELD	PARTLY UPHELD	NOT UPHELD
45	21	20

The average number of days taken to investigate all closed complaints was 10.4 working days, representing the lowest average recorded to date and bringing performance closer to the Housing Ombudsman's expected target of 10 working days. This demonstrates a steady improvement from the previous quarter, when the average investigation time was 11.3 working days.

For complaints where no extension was required, the average response time was 8.3 working days, exceeding the Housing Ombudsman's expected response target. Overall, these figures demonstrate continued progress in reducing complaint response times and improving the efficiency of complaint handling.

Compensation:

Of the 86 complaints responded to during this period, 7 resulted in offers of ex gratia payments, representing 8.1% of all complaints handled in comparison with 25.33% last quarter.

CBC declined 5 complaints in Q1, this complaints was responded to initially via a phone call if possible and all by letter to advise why the complaint was not accepted in line with our complaints policy.

Q1 OVERVIEW STAGE 2:

During the reporting period, 19 complaints were escalated to Stage 2, compared with six in the previous quarter, representing a 216.7% increase. One of these complaints was not escalated, as CBC declined the request.)

- The 19 Stage 2 escalation requests consisted of:
- 11 Planned Maintenance complaints (57.9%)
 - 5 Repairs complaints (26.3%)
 - 2 Tenancy Management complaints (10.5%)
 - 1 ASB complaint (5.3%)

Of the 19 escalation requests, 8 (42.1%) were due to works or orders not being progressed following the Stage 1 response, with residents feeling that the issues raised had not been adequately addressed or resolved.

Twelve complaints received a Stage 2 response, with 100% responded to within the agreed target timescales, including any formally agreed extensions. This demonstrates full compliance with response time requirements at both Stages 1 and 2 of the complaints process.

66.7% (8) of Stage 2 responses were upheld. No complaints were responded to at Stage 2 on behalf of CBH during this reporting period

UPHELD	PARTLY UPHELD	NOT UPHELD
5	3	4

- Of the 12 complaints responded to during the period 4 were from the repairs department and 8 were for the planned maintenance department.
- Repairs
- 4 of the Stage 2 complaint escalations were related to repairs where works had not been progressed, and the actions agreed at Stage 1 were not felt to be adequate by the resident.
- Planned Maintenance
- 1 related to roofing works.
 - 1 related to major works being managed by the Planned Maintenance Team.
 - 3 were contractor related.
 - 3 were related to the kitchen replacement programme.

Complaints Compensation – Paid out Quarter 1

There was one Stage 2 compensation figure included in this quarter, which accounts for the slightly higher payments. It is also noted that many of the planned compensation payments relate to the kitchen installation programme.

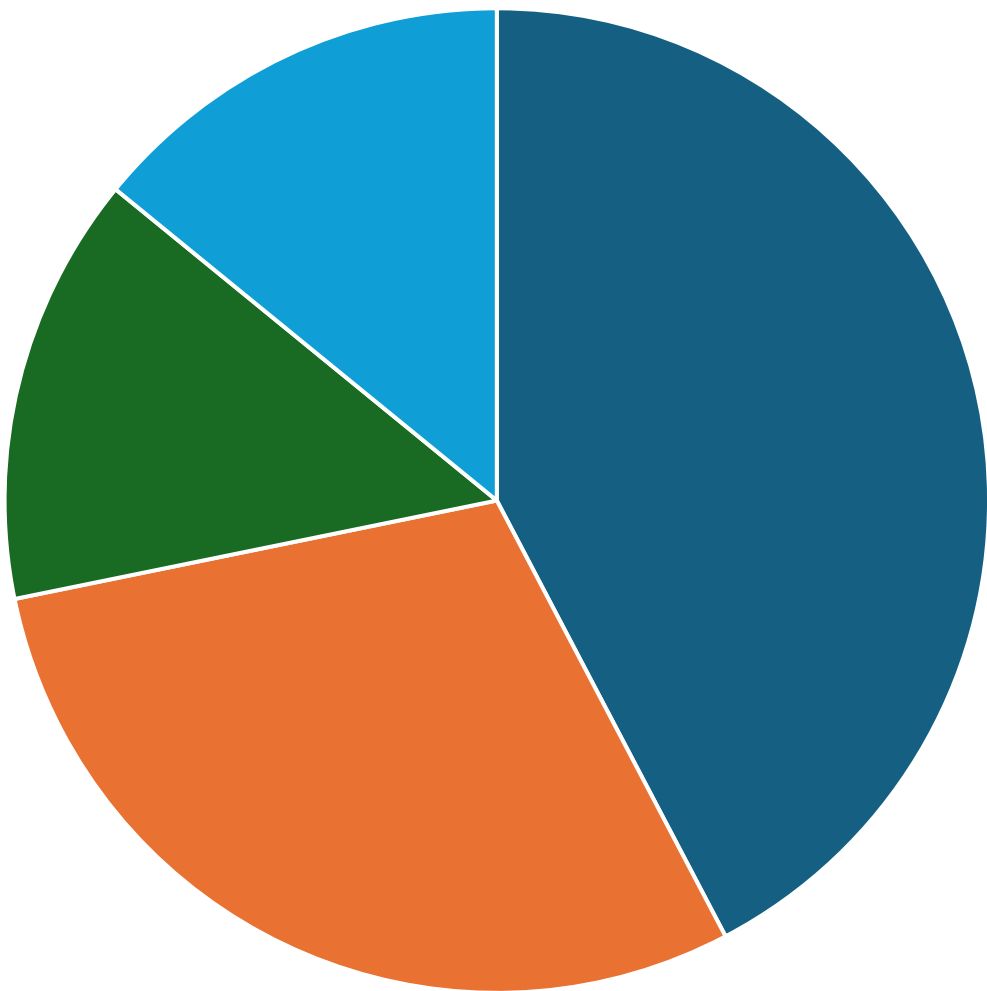
Of the 14 payments made in the period, 7 were for the planned maintenance team and 7 for the repairs department, 100% of compensation paid out was for building services.

Some of the lower payments are in relation to simple service failings and relate to missed appointments without prior notice or not responding to call-backs within the agreed time frame. These are complaints that can hopefully be eradicated with training and by following the newly implemented customer charter.

Month	Amount	Department	Total
April	£100 £100 £50 £200 £53.59 £250	Planned Planned Planned Development/Repairs Repairs Stage 2 Planned	£753.59
May	£100 £150 £660	Repairs Repairs Repairs	£910
June	£15 £3,372 £413 £212.95 £125	Repairs Repairs Planned Planned Planned	£4,137.95
Total			£5,801.54

Breakdown of Complaint Nature for complaints responded to

Nature of Complaint



■ Service Delay ■ Poor Communication ■ Contractor ■ Quality

A total of 86 Stage 1 complaints were responded to during Quarter 1. The most common complaint category was Service Delay, accounting for 33 complaints (38.4%). This reflects ongoing concerns from residents regarding delays in progressing repairs, maintenance works, and follow-up actions.

Poor Communication was the second highest category, with 23 complaints (26.7%). These complaints were typically related to a lack of updates, difficulties contacting services, or residents feeling that information had not been communicated clearly or in a timely manner.

Contractor-related complaints accounted for 11 cases (12.8%), while a further 11 complaints (12.8%) related to the quality of work carried out. These themes continue to highlight the importance of effective contractor management, quality assurance, and ensuring works are completed to the required standard first time. Staff-related complaints represented 5 cases (5.8%), often relating to customer experience, service delivery, or interactions with staff members.

The lowest category was Disrepair, with 3 complaints (3.5%), indicating that while property condition remains a concern for some residents, the majority of complaints were focused on service delivery and communication rather than the condition of the property itself.

Overall, the data shows that 65.1% of all complaints related either to service delays or poor communication, highlighting these as the key areas for continued service improvement during the coming quarters.

Breakdown of Learning from Complaints responded to

A total of 86 learning outcomes were identified from complaints closed during the reporting period. The majority of learning was categorised as Service Improvements, accounting for 64 actions (74.4%). This demonstrates that complaints continue to provide valuable insight into opportunities to improve processes, communication, service delivery, and the overall customer experience.

Contractor related learning accounted for 12 actions (14.0%), highlighting the need for continued focus on contractor performance, quality of work, communication with residents, and the efficient completion of repairs and maintenance activities. Individual learning represented 6 actions (7.0%), where feedback and development opportunities were identified for specific staff members to improve service delivery.

A smaller number of learning outcomes related to Disrepair and Organisational Culture, with 2 actions (2.3%) identified in each category. While these areas generated fewer learning outcomes, they remain important in ensuring that property standards are maintained.

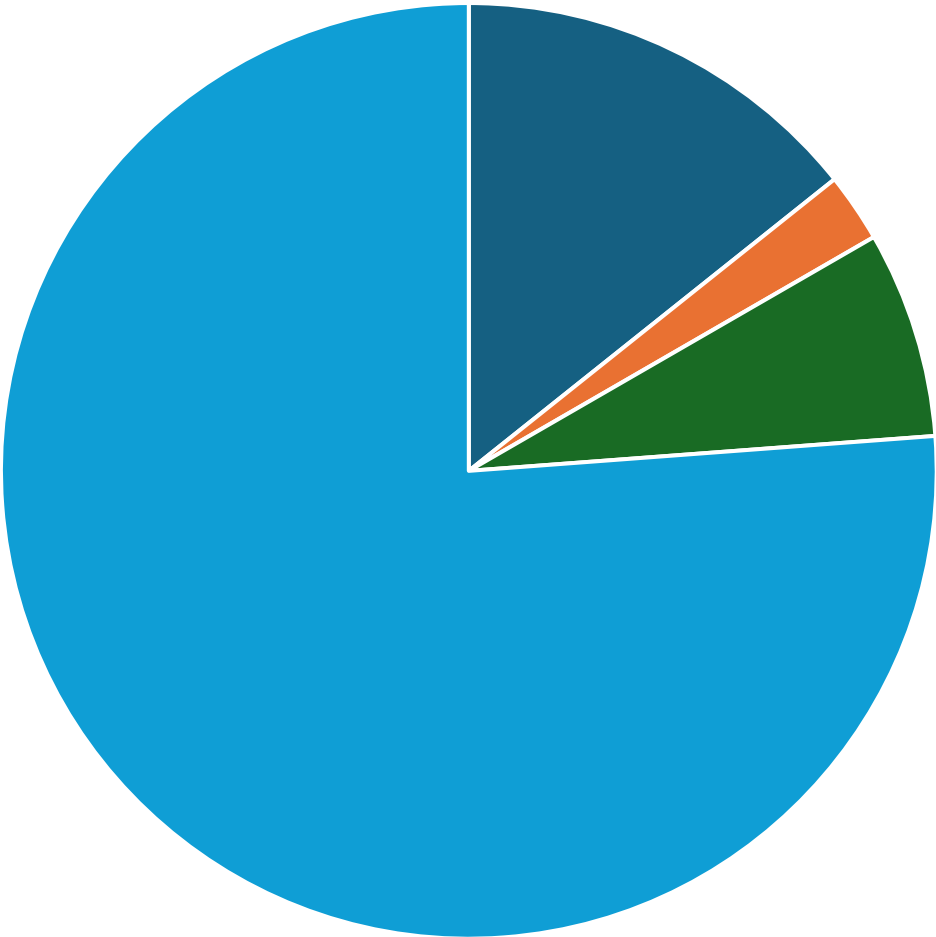
Overall, 88.4% of all learning outcomes were linked to service improvements and contractor performance, demonstrating that the organisation is using complaints as a key source of insight to drive service enhancements and improve outcomes for residents

Issue: Callbacks in relation to enquiries not returned or outside of target date
What we did: Advised senior leadership team that QL monitoring needs to be more heavily audited by managers

Issue: Services regarding communal cleaning and estates management
What we did: We found that estate services schedule was not accurate on website compared to document that was provided during tenant panel, this was highlighted to the estate's team.

Issue: Jobs cancelled in extreme heat without notification
What we did: Suggestion to repairs to utilise the comms team if there are mass cancellations expected due to adverse weather

Learning From Complaints



■ Contractor ■ Disrepair ■ Individual ■ Service

Compliments - Q1 April – June

The trade was very thorough in his work, explained what he was doing while doing it, Very professional and patient with his work as the issue was a little tricky.

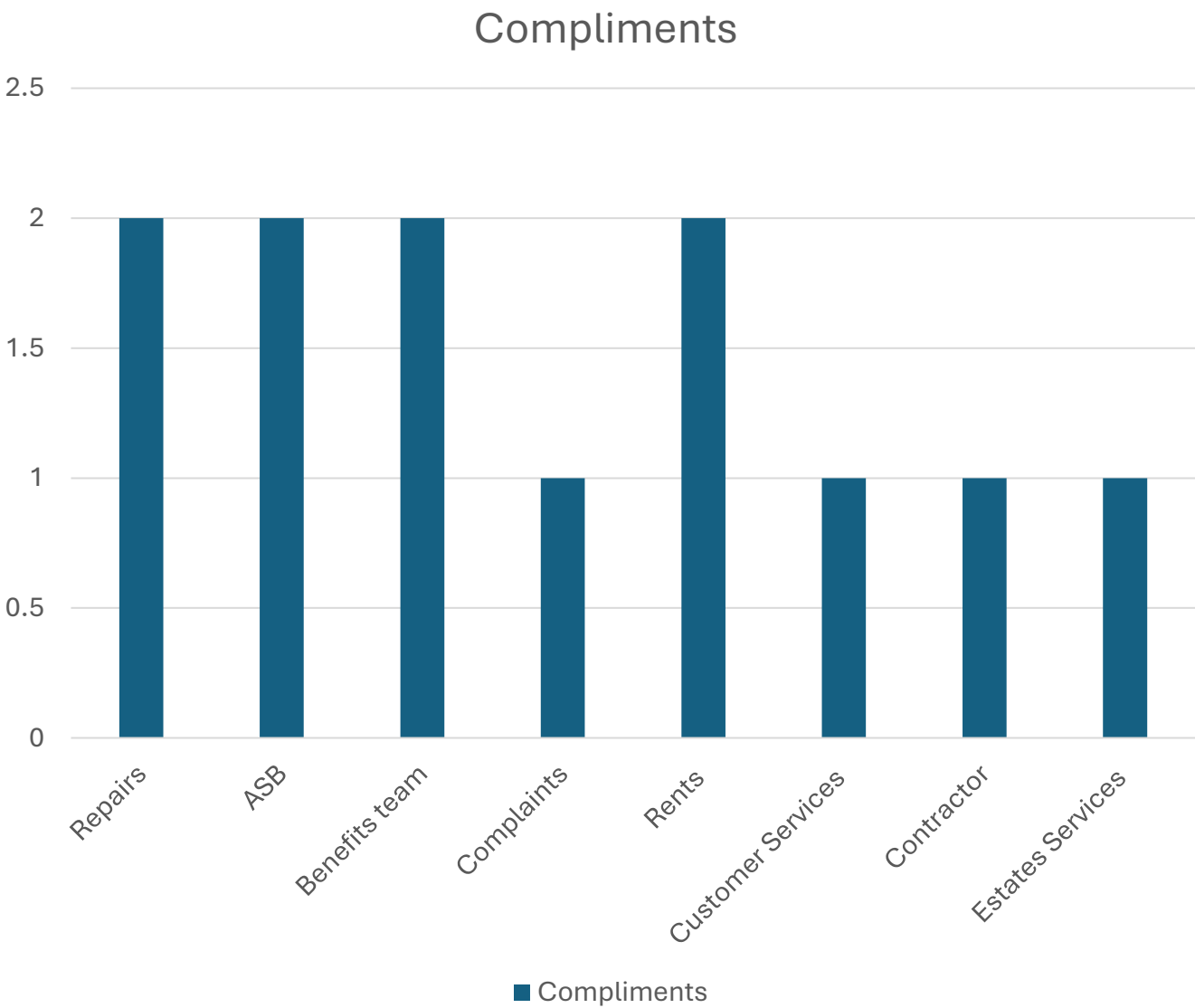
I would also like to provide positive feedback regarding the cleaning of the communal areas. He consistently carries out an excellent standard of work. The communal areas are noticeably cleaner and better maintained when he is responsible for them, and his efforts are greatly appreciated.

I am very pleased and satisfied with the outcome of the investigation. I truly appreciate your thorough review of the situation, as well as the feedback and lessons identified for your contractors regarding their record-keeping

I telephoned the rents officer regarding an email she had sent me about my rent arrears. I would just like to say she was extremely helpful, friendly and positive and I was left feeling relieved and satisfied that I had spoken to her and we had made a plan together going forward.

Tenant was happy with how the ASB team responded promptly

Gentleman from the contractor was polite, courteous, kept tenant informed all the way through. Says she cannot praise him enough.



Complainant Profile

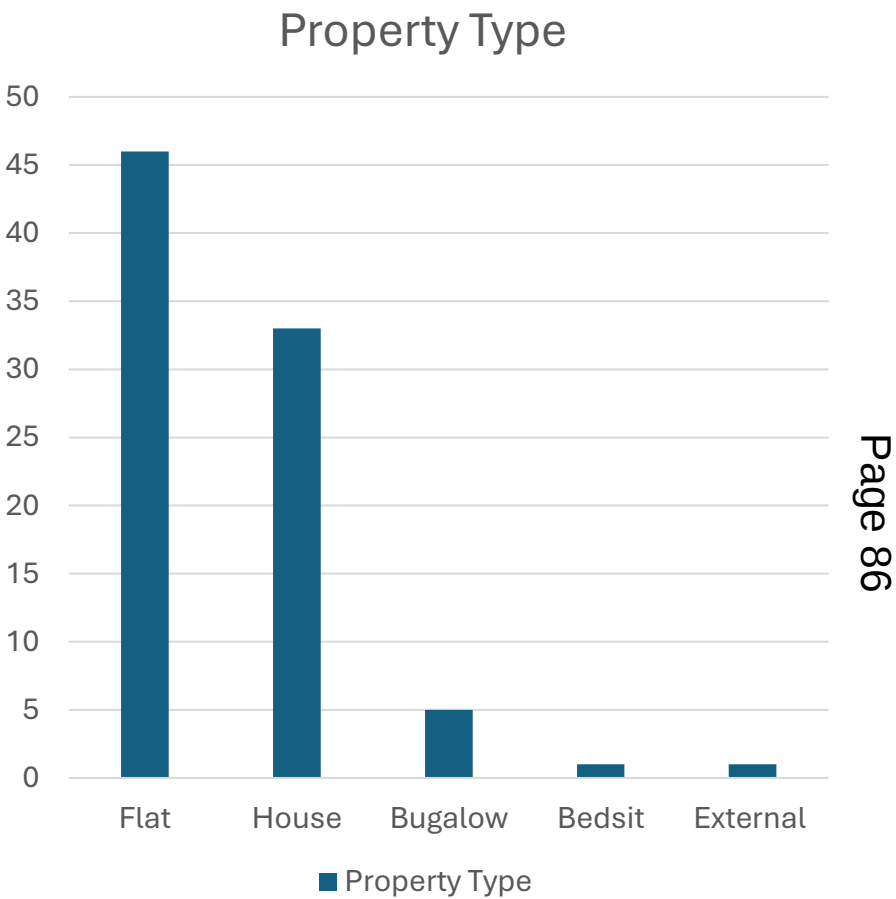
Property Type (Stage 1 complaints responded to)

Age Category	Total	Ethnic Origin	Total
No Age Data	8.5%	White British	72.3%
16-24	0%	No Data	17.0%
25-34	10.6%	Other Ethnic Group	2.1%
35-44	29.8%	White Other	2.1%
45-54	25.5%	Black or Black British Caribbean	4.3%
55-64	8.5%	Black or Black British African	2.1%
65-74	12.8%	Total	100.0%
75-84	4.3%		
Total	100.0%		

Disability Flag	Total	Gender	Total
Disabled	17.0%	No Data	8.5%
Not Disabled	75.4%	Female	55.3%
No Data	8.5%	Male	36.2%
Total	100.0%	Total	100.0%

Flats continue to be the property type generating the highest number of complaints. The only exception was in Quarter 3, when houses recorded more complaints than flats.

We have also seen an increase in enquiries and complaints relating to sheds and garages. This appears to be an area where repairs and maintenance requirements are growing, indicating that further investigation may be needed to better understand the issues being reported and whether a planned programme of works should be considered to address recurring concerns.



IN THE LAST 3 MONTHS

- Improved response times to Stage 1 complaints.
- Received positive feedback from the Housing Ombudsman Service following its review of our Complaints Policy.
- Following the review, all nine recommended amendments were implemented.
- Worked with the Human Resources team to streamline the handling of complaints relating to staff conduct.
- Completed the Quarter 3 and Quarter 4 complaints learning reviews, identifying key themes and opportunities for service improvement.
- Reviewed and updated website content to ensure complaint information remains accurate and accessible for residents.
- Received confirmation that the Building Services Team will be managing complaints responses from 1 August 2026, supporting a more streamlined and service-focused approach to complaint handling.

NEXT STEPS

- Provide data to the Resident Engagement Officer for the next Complaints Feedback Group.
- Complete the annual Self-Assessment for both CBC and CBH, ensuring compliance with the Housing Ombudsman's Complaint Handling Code.
- Provide training for Building Services staff members on complaint handling, expectations, and learning from complaints to support the transition of complaint responses to the service from 1 August 2026

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Tenant Engagement Update, Housing Services, Cheltenham Borough Council

July 2026

Tenant Panel

The Tenant Panel on 19 June 2026 discussed a range of issues and started to plan their next scrutiny review:

- They met Jasmin Williams, new resident engagement officer, who will be working with the group going forward
- Approved the annual plan for 26/27- with all dates booked in and confirmed
- After exploring a few themes, the panel settled on the question

“How can we diversify resident engagement to ensure we hear from seldom-heard voices and use their feedback to shape our services?”

This is almost a self-scrutiny- looking at whether we are doing enough to ensure we hear from a wide range of tenants and leaseholders through our formal and informal engagement structures.

Leaseholder Forum

The Leaseholder Panel met on 14 July 2026 and discussed a range of issues relating to housing services and estate management, including:

- Improvements to the new CBC website to make leaseholder information easier to access.
- Signing off the new leaseholder handbook.
- Estate maintenance concerns, including Ubico, fly tipping and cleanliness.
- Section 20 consultations, major works and future contract engagement.
- Monkscroft shed allocations and updates on magnetic gates.
- The next meeting is provisionally scheduled for 13 October, with the expectation we can feedback on the questions and identified issues at this point.

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Meeting		Title	Objective	Format
30th September 2026	•	CEO/Director Briefing (if required) (Verbal)	An update from the Chief Executive/Director on key issues which may be of interest to the Cabinet Housing Committee.	Verbal
	•	Neighbourhood Policy	To provide the committee with the Neighbourhood Policy for sign off and recommendation to cabinet for approval.	Decision
	•	Housing Complaints and Compliments Report - Quarter 1	To provide an overview of housing related complaints and compliments, identifying key areas of dissatisfaction and areas for learning and service improvement.	Information/Discussion Paper
	•	Housing Services Health and Safety Report	To review health and safety activity that has been undertaken during the period, whether it was successful, and identify current tasks and challenges being faced.	Information/Discussion Paper
	•	Housing Risk Register	To review the strategic risks relating to housing from the Council's Risk Register.	Information/Discussion Paper
	•	Updates from the Tenant and Leaseholder Panels	To highlight the ongoing activities of the Tenant and Leaseholder Panels and provide an additional opportunity for tenant and leaseholder voices to be heard.	Information/Discussion Paper
	•	Review of the Housing Committee Forward Plan	To provide the Committee with opportunities to identify any additional areas they may wish to scrutinise.	Information/Discussion Paper
	•	Briefing Note - Housing Sector Insight	To provide the Committee with an overview of recent developments in the housing sector and provide opportunities for horizon scanning.	Briefing Note
25th November 2026	•	CEO/Director Briefing (if required) (Verbal)	An update from the Chief Executive/Director on key issues which may be of interest to the Cabinet Housing Committee.	Verbal
	•	Compliance Performance Data - Quarter 2	To provide the Committee with key compliance performance data.	Information/Discussion Paper
	•	KPI Performance Data - Quarter 2	To provide the Committee with key performance information relation to voids, arrears, day to day repairs, ASB and property compliance.	Information/Discussion Paper
	•	Housing Improvement Plan	To provide the Committee with a progress update on the Improvement Plan developed to resolve areas of non-compliance with the Regulator of Social Housing's Consumer Standards.	Information/Discussion Paper
	•	Tenant Satisfaction Measures - 6 monthly update	To provide the committee with the 6 month position in relation to tenant satisfaction measures (April - September)	Information/Discussion Paper
	•	Housing Complaints and Compliments Report - Quarter 2	To provide an overview of housing related complaints and compliments, identifying key areas of dissatisfaction and areas for learning and service improvement.	Information/Discussion Paper
	•	Updates from the Tenant and Leaseholder Panels	To highlight the ongoing activities of the Tenant and Leaseholder Panels and provide an additional opportunity for tenant and leaseholder voices to be heard.	Information/Discussion Paper
	•	Review of the Housing Committee Forward Plan	To provide the Committee with opportunities to identify any additional areas they may wish to scrutinise.	Information/Discussion Paper

	Briefing Note - Housing Sector Insight	To provide the Committee with an overview of recent developments in the housing sector and provide opportunities for horizon scanning.	Briefing Note
20th January 2027	- CEO/Director Briefing (if required) (Verbal) - Compliance Performance Data - Quarter 3 - KPI Performance Data - Quarter 3 - Housing Improvement Plan - Housing Complaints and Compliments Report - Quarter 3 - Anti-Social Behaviour Improvement Project - Update - Updates from the Tenant and Leaseholder Panels - Review of the Housing Committee Forward Plan - Briefing Note - Housing Sector Insight	An update from the Chief Executive/Director on key issues which may be of interest to the Cabinet Housing Committee. To provide the Committee with key compliance performance data. To provide the Committee with key performance information relation to voids, arrears, day to day repairs, ASB and property compliance. To provide the Committee with a progress update on the Improvement Plan developed to resolve areas of non-compliance with the Regulator of Social Housing's Consumer Standards. To provide an overview of housing related complaints and compliments, identifying key areas of dissatisfaction and areas for learning and service improvement. To provide the committee with an update on the progress of the ASB Improvement Project. To highlight the ongoing activities of the Tenant and Leaseholder Panels and provide an additional opportunity for tenant and leaseholder voices to be heard. To provide the Committee with opportunities to identify any additional areas they may wish to scrutinise. To provide the Committee with an overview of recent developments in the housing sector and provide opportunities for horizon scanning.	Verbal Information/Discussion Paper Information/Discussion Paper Information/Discussion Paper Information/Discussion Paper Information/Discussion Paper Information/Discussion Paper Information/Discussion Paper Briefing Note
24th March 2027	- CEO/Director Briefing (if required) (Verbal) - Counter Fraud and Enforcement Unit Report - Housing Improvement Plan - Housing Risk Register - Updates from the Tenant and Leaseholder Panels - Review of the Housing Committee Forward Plan - Briefing Note - Housing Sector Insight	An update from the Chief Executive/Director on key issues which may be of interest to the Cabinet Housing Committee. To provide the Committee with an overview of the Counter Fraud Enforcement Unit's work on housing and tenancy fraud over the previous year. To provide the Committee with a progress update on the Improvement Plan developed to resolve areas of non-compliance with the Regulator of Social Housing's Consumer Standards. To review the strategic risks relating to housing from the Council's Risk Register. To highlight the ongoing activities of the Tenant and Leaseholder Panels and provide an additional opportunity for tenant and leaseholder voices to be heard. To provide the Committee with opportunities to identify any additional areas they may wish to scrutinise. To provide the Committee with an overview of recent developments in the housing sector and provide opportunities for horizon scanning.	Verbal Information/Discussion Paper Information/Discussion Paper Information/Discussion Paper Information/Discussion Paper Information/Discussion Paper Briefing Note

26th May 2027	•	CEO/Director Briefing (if required) (Verbal)	An update from the Chief Executive/Director on key issues which may be of interest to the Cabinet Housing Committee.	Verbal
	•	Tenant Satisfaction Measures Submission 2025/26	To provide the committee with an opportunity to review the TSM submission for 2025/26	Information/Discussion Paper
	•	Compliance Performance Data - Quarter 4	To provide the Committee with key compliance performance data.	Information/Discussion Paper
	•	KPI Performance Data - Quarter 4	To provide the Committee with key performance information relation to voids, arrears, day to day repairs, ASB and property compliance.	Information/Discussion Paper
	•	Housing Compliments and Complaints Report - Quarter 4	To provide an overview of housing related complaints and compliments, identifying key areas of dissatisfaction and areas for learning and service improvement.	Information/Discussion Paper
	•	Housing Services Health and Safety Report	To review health and safety activity that has been undertaken during the period, whether it was successful, and identify current tasks and challenges being faced.	Information/Discussion Paper
	•	Updates from the Tenant and Leaseholder Panels	To highlight the ongoing activities of the Tenant and Leaseholder Panels and provide an additional opportunity for tenant and leaseholder voices to be heard.	Information/Discussion Paper
	•	Review of the Housing Committee Forward Plan	To provide the Committee with opportunities to identify any additional areas they may wish to scrutinise.	Information/Discussion Paper
	•	Briefing Note - Housing Sector Insight	To provide the Committee with an overview of recent developments in the housing sector and provide opportunities for horizon scanning.	Briefing Note

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Briefing Note

Committee name: Cabinet Housing Committee

Date: 29 July 2026

Responsible officer: Claire Hughes, Director of Governance, Housing and Communities, claire.hughes@cheltenham.gov.uk

This note provides information to keep Members informed of matters relating to the work of the Cabinet or a committee but where no decisions from Members are needed.

If Members have questions relating to matters shown, they are asked to contact the officer indicated.

Government Strategy and Announcements

- a. As part of his Labour leadership campaign, Andy Burnham MP placed council housing at the centre of his vision for economic renewal, pledging to deliver the largest social housing building programme since the post-war period. He said that *"everything starts with a good home, and this country finally has to put that at the top of its priority list,"* with social housing as *"the foundation of working-class aspiration"*. He also spoke of his wider agenda for devolution, fiscal reform, local regeneration and expanding opportunities for working-class communities. His plans for housing include unlocking vacant land for development, following the Housing First philosophy pioneered in Finland, and increasing the supply of affordable council homes to reduce pressure on welfare bills and local authorities.
- b. The government published the final impact assessment for the Social Housing Bill (sometimes referred to as the Social Housing Renewal Bill) ahead of it beginning committee stage in the House of Lords on 15 June. The impact assessment focuses heavily on the Bill's proposed Right to Buy reforms, which are intended to address the long-term loss of social housing stock. It would extend the Right to Buy qualifying period from three to ten years, reduce discounts, exempt new build social homes from sale for 35 years, exempt certain rural homes, and extend rights of first refusal indefinitely. The assessment estimates that these changes could turn a projected net loss to a net gain of approximately 18,000 homes. It also highlights measures to strengthen protections for victims of domestic abuse by enabling perpetrators to be removed from joint tenancies while allowing victims to remain in their homes.

During the Second Reading in the House of Lords, the Bill received broad support across much of the House, but peers from all parties argued that it must be accompanied by a much larger programme of social housebuilding if it is to address

the scale of England's housing crisis.

The Committee Stage is expected to include the tabling of amendments on issues including housing supply, regeneration, building safety, rural housing and implementation of the domestic abuse provisions.

- c. Following the announcement of the Remediation Bill in the King's Speech, the government have issued a call for evidence to inform a new Building Professions Strategy, a consultation on the creation of a new college of fire and rescue, reforms to building control, and a new Public Engagement Policy. The Call for Evidence will close on the 12 August with the new Strategy expected in 2027.
- d. An eight-week consultation has been launched on the government's proposals to introduce a new zero rate of VAT for the sale of land intended for the construction of new social housing to speed up delivery. This will potentially allow providers to purchase land early in the development process without incurring VAT. Under the current VAT regime, land can only be sold to a social housing provider free of VAT once foundations have been laid, requiring developers and providers to delay land transfers or complete complex phased transactions as individual plots reach the required stage, creating additional costs, cashflow pressures and delays to delivery. The consultation will run to the 18 August and seeks evidence on how the current VAT framework affects land acquisition, development timing and financing, as well as views on the design, scope, eligibility criteria and administration of any new relief.
- e. The Secretary of State for Housing, Communities and Local Government, Steve Reed MP, used a speech to the Lloyds Social Housing Forum to set out further measures to improve the quality of existing homes and increase resident control over housing services. He confirmed that as part of the government's commitment to introducing the new Decent Homes Standard (DHS), further guidance on quality regulations will be published later this year following engagement with the sector. The government will also be launching a consultation on extending the proposed Right to Manage to housing association tenants.
- f. Speaking in Leeds, the Housing Minister, Matthew Pennycook MP, has announced that the government's Small Sites Aggregator will be rolled out nationally following pilots in Bristol, Sheffield and Lewisham. The initiative aims to unlock dormant and unviable small brownfield sites by creating new public and private sector partnerships, with the aim of building 10,000 social rent and affordable homes a year. He also highlighted the positive and ambitious response to the Social and Affordable Homes Programme (SAHP). The fund is currently significantly oversubscribed, and housing providers have been asked to re-profile bids by Homes England. It has also recently been confirmed that affordable homes for the government's new towns will also be funded through the SAHP.

He further announced that the government is working in partnership with 23 local authorities to develop a pattern book of standard house designs by the end of the year, which will support economies of scale, encourage investment in modern methods of construction (MMC), reduce barriers for small and medium sized developers and help local authorities deliver homes on small sites they own.

- g. The Ministry of Housing, Communities and Local Government (MHCLG) has published Homes England statistics for 2025-26 showing 42,433 housing starts (an 11% increase from the previous year) and 32,243 completions (a 9% increase). This has included a significant increase in affordable homes which represent 80% of all Homes England completions, within that figure those for social rent has increased 65% since 2024-25. The figures were highlighted in advance of the new £39 billion Social and Affordable Homes Programme.
- h. The Housing, Communities and Local Government (HCLG) Committee has published a new report on “Affordability of Home Ownership”. The report highlights that the current definition of affordable housing does not reflect need across England and they have called for a new statutory definition linked to local incomes rather than solely local market rents or house prices. The report also highlights the importance of having a range of tenures to meet housing needs, the need to continue to address the backlog of unsold S106 affordable homes, and recommends reforms to stamp duty.
- i. The HCLG Committee also published its pre-legislative scrutiny of the draft Commonhold and Leasehold Reform Bill. They have highlighted this is a significant step forward but warned that the government needs to go further and faster to cap ground rents, give homeowners greater control over their buildings and tackle poor property management standards.
- j. A new data sharing partnership has been announced between the Cabinet Office and Airbnb to tackle the illegal subletting of social housing. It will initially be rolled out to London, Birmingham, Edinburgh and Anglesey. The partnership, led by the Public Sector Fraud Authority, will allow local authorities to match social housing records against Airbnb listings to identify fraudulent subletting, with confirmed cases potentially resulting in eviction, fines and up to two years' imprisonment.

Regulator of Social Housing (RSH)

- k. Following tenant consultation a new Tenant Satisfaction Measure (TSM) will be introduced from the 2026-27 reporting year, covering electrical safety checks to provide greater transparency. It will require large social landlords to report their compliance in line with existing regulations and will not introduce any new legal obligations.
- l. The RSH have also launched a two-year independent evaluation of the consumer regulation regime. The evaluation will be carried out by a research consortium made up of RAND Europe, Shared Intelligence and the Cambridge Centre for Housing and Planning Research who will consult with landlords, tenants and other stakeholders. It will assess whether reforms have led to changes for tenants and landlords, and will help inform future decisions about how the Regulator maintains a proportionate, risk based and outcome focused approach.

The announcement comes at the same time as the National Audit Office (NAO) launched a review into the quality of social housing and the effectiveness of government reforms to the sector. The review will consider the condition of social

housing stock, the effectiveness of the regulatory framework and reforms, financial sustainability, and the pace and scale of change and outcomes for tenants. The final report is expected to be published in the winter of 2026-27.

Housing Ombudsman

- m. The Housing Ombudsman has published a new findings report on lessons from its further investigations into landlords. Focusing on recurring weaknesses in policies, processes, systems, governance and oversight. It highlighted the importance of landlords using complaint data to identify and address underlying issues before they escalate. The Ombudsman recently reviewed CBC's Complaints Policy and have, following the recommendation of some minor amendments, confirmed that they are happy with how complaints are being handled. The report also announced a new three tier Continuing Professional Development training programme on root cause analysis, available to member landlords from Autumn 2026.

Research and Campaigns

- n. The Chartered Institute of Housing (CIH) has launched a UK-wide project in collaboration with the National Housing Maintenance Forum to maximise resident engagement in how repairs and maintenance services are delivered across the social rented sector. It will run through to summer 2027 to define what excellent repairs look like and what tools are needed to implement them in practice. It aims to develop a toolkit for repairs that will ensure outputs are grounded in real experience, alongside a free resident scrutiny toolkit, and the development of a culture and accountability framework for landlords and contractors.
- o. The campaign group Stop Social Housing Stigma (SSHS) has published its national tenant survey. Of the 1,643 social housing tenants surveyed, 70% felt stigmatised living in social housing (including 54% that felt stigmatised because of the actions of their landlords), while 68% believed that successive governments have done little or nothing to address such stigma. The report notes that tenants who did not feel stigmatised often highlighted good communication, respectful staff, well-maintained homes, and mixed tenure communities.

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